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Health and Government  
Operations Committee

Government Operations and Estates  
and Trusts Subcommittee

Health Facilities and  
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*The Maryland House of Delegates*  
ANNAPOLIS, MARYLAND 21401

**Health & Government Operations Committee**

**February 20, 2020**

**HB1447 Department of Information Technology - Study of a Common Information  
Technology Platform for Health Occupations Boards**

**WHAT DOES THIS BILL DO?**

This bill requires the Department of Information Technology (DoIT), **in consultation with the health occupations boards**, to:

- 1) review the information technology (IT) platforms used by each health occupations board, including the administrative functions used by each board and the cost of operating the platforms.
- 2) make recommendations on the feasibility and cost of developing a common IT platform for use by each board that would standardize the websites and administrative functions of the boards and will make available accurate licensing information on health care providers for the purpose of facilitating network adequacy.
- 3) submit its findings and recommendations to the Senate Education, Health and Environmental Affairs and the House Health and Government Operations Committees by December 1, 2020.

**WHY DO WE NEED THIS BILL?**

The 20 Health Occupation Boards use different licensing systems and IT platforms to provide service to their customers. According to the DLS budget analysis *“Most of these systems are outdated, inefficient, or not able to provide the level of needed service with many of the original vendors no longer in business. However, each board continues to pay the many different service providers (vendors) to maintain these systems.”*

There are many potential vulnerabilities with these systems due to their age, such as no cybersecurity protections, the risk inherent with physical servers in a building with insufficient offsite or cloud back-up.

Many of the smaller boards do not have the expertise, the staff or the resources to facilitate needed IT upgrades.

There are economies of scale i.e. saving the boards and licensees money, with standardizing licensing, permits and certifications. Currently, DoIT is working on a common licensing system called **onestop.md.gov**.

There is great potential with a common robust licensing system to keep accurate and meaningful lists that are up to date to help determine network adequacy for our constituents. It is essential that our Boards are able to provide accurate and timely information to providers online.

This bill also requires that DoIT assess:

- adopting a standardized website appearance and functionality for all boards.
- the ability of each board to send automatic newsletters or notices to licensees or persons who request receiving notices from the board.
- uniform translation services for the website.
- a standardized method of presenting information to interested parties and licensees on licensing certifications, meeting schedules and agendas, contact information for board membership and staff, public notices and complaint processing.

All of these improvements give the boards the ability to better communicate and provide transparency.

DoIT must consider using existing platforms that are already in use by the boards and work with the boards to determine their unique needs. They will also do a fiscal analysis and inventory of the current state of affairs of the Boards' IT systems.

They will report back to us with their findings and recommendations by December 1, 2020 to give us time to consider possible budget and implementation considerations for the 2021 Legislative session.

**HB 1447 will give us the information we need to work with our Health Occupations Boards to improve our services to our customers.**