



To: NADE Board of Directors
From: Kate Miller, Professional Relations Committee
Date: 7/07/2022
Subject: **NADE Professional Relations Committee End-Year 2022 Report**

The Professional Relations Committee chair has been in touch with committee members several times this year. Discussions have taken place about top issues as well as coordinating an MPRO breakout session at the National Training Conference in Vermont. The committee has brought forth several issues facing MPRO including retention of DDS staff, boosting NADE membership, DCPS and ERE limitations, and CE provider recruitment.

DDS hiring and retention of employees continue to be significant issues. Some states continue to restrict telework, which makes positions less appealing to prospective hires. In addition, the lengthy background check process has resulted in many prospective hires to take on different positions that pay more and offer a more flexible work environment. A typical hiring timeline, which used to be as short as 3 weeks, is now taking up to 10 weeks or more. The vacancies are lowering morale and putting additional work duties on remaining staff.

Coupling the workforce shortage are systems issues. DCPS enhancements continue to be very slow in terms of providing functional improvements to the CE staff needs, MPRO functions, and ERE. MPROs and CE staff continue to formulate workarounds to these systems limitations. Block provider schedules cannot be viewed or managed easily from the CE dashboard and staff are using external programs such as Excel to track their block schedules. There continues to be no section in DCPS to document CE provider onsite evaluations, licensure, and exclusion checks. DCPS continues to have communication issues with ERE payment functionality which frustrates MER and CE providers. Lastly, there has been no movement forward on a nationwide vendor file system, which leaves the DDS to use inefficient records requesting processes.

In addition, CE provider recruitment and training continue to be a challenge for the DDS. While telehealth has been beneficial, many states are still having difficulty recruiting providers for in-person exams.

MPROs on the Committee are excited about this year's training conference in Vermont. An MPRO breakout session is scheduled to give an opportunity for members to hear about these pain points and brainstorm workarounds that could help each other during these strained times.

Respectfully submitted,

Kate Miller
Professional Relations Committee Chair
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