



# North Carolina State Board of Chiropractic Examiners **CONNECTION**

PROTECTING THE CITIZENS OF NORTH CAROLINA

## The First 90 Days

by Tom Sullivan, Executive Director

I would first like to thank you for your support and patience as the staff and I have worked through various issues during the early part of the year.

My initial assessment led me to characterize the job ahead as that of a “start-up” business, with aspects of a “turnaround” also involved. This included developing a staffing plan, employee handbook and benefits program, implementing payroll and accounting systems, upgrading the telephone system and IT infrastructure / website and creating more transparency / communication

at the Board level and with the licentiates. I’m happy to report that we’ve made progress in all of these areas in a short period of time.

These activities were worked on while also completing an audit of over 2000 active licentiate files, completing the 2016 renewal process and administering two chiropractic licensure examinations, two Certified Chiropractic Assistant examinations and two radiologic technology examinations. While some items are “back office” in nature, they are all important in getting the Board and the Board office

to run efficiently and economically.

Other activities can be classified as “deferred maintenance” and have required expenditures on computer equipment and investments in hardware and software.

As a result, the Board will run a deficit for the fiscal year ending June 30, 2016 of approximately \$150,000, which is close to the 2015-2016 budget. This will leave adequate cash and reserves to begin the 2016-2017 fiscal year. I will provide more details on the 2016 – 2017 budget in the next newsletter

following the Board’s review at the July meeting.

At the Board, we have established a standard agenda for meetings and created a subcommittee structure to address issues between Board meetings. We will be posting meeting minutes with the next upgrade of the website and will use “NEWS BLAST” emails to communicate with licentiates between newsletters.

One area that I didn’t anticipate to be such a challenge this early on was the legislature. The Spring began with nothing short of an assault

*The First 90 Days* con’t p. 3

### Inside

- 2- New Board website
- 2- Legislative / rulemaking report
- 3- Office inspections
- 3- Carol Hall endowment
- 3- Acupuncture clarification
- 3 - Board calendar
- 4- Complaint activity

### Examination Results

Following the April 2016 examinations, 27 chiropractic doctors received new licenses. 67 chiropractic assistants and 24 chiropractic radiologic technologists were also certified.

### Board Transitions

On April 1, 2016, a nomination election was held during the NCCA Spring Conference in anticipation of the expiring term of Dr. Miguel Cruz on June 30, 2016. Dr. Cruz has decided not to seek reappointment. Dr. Kevin Sharp won the nomination election and is awaiting appointment from the office of the North Carolina Senate Pro Tem, which is expected by June 30, 2016. Officer elections were held at the April 22, 2016 Board Meeting. Dr. Bruce Hilton was elected president for a second consecutive term, after being reappointed to the Board by the governor’s office in March. The balance of the election results are presented below:

Vice President – Dr. William Ray Armstrong  
Secretary – Dr. Richard Davis  
Treasurer – Dr. Randy Schilsky

## Board of Examiners Website Upgrade

One of the Board's main projects for 2016 is upgrading the website. The goals of the upgrade are to:

- Create a more professional public-facing contact point for the Board
- Use technology to make various stakeholder's interactions with the Board easier and more efficient
- Provide a higher level of overall service to the public and licentiates

To this end, we have completed the following upgrades to date:

- All payments may now be processed through the website using a credit card. This establishes an easy payment method and insures timely, accurate crediting of the payment.
- All renewal licenses and certificates can be printed online through the website (we will still be issuing the initial wall license to new licentiates via direct mail). This reduces the time it takes a licentiate or certificate holder to receive their documents and the expense of processing these items manually.
- Doctor's, CCA's and those CA's certified in x-ray can now access their individual file through their respective portals to update contact information and check CE credits. This provides any easy way to monitor and keep contact and CE information current. All are required to update their information within 30 days of a change.
- License verifications can be done online through the website. This assists the public and insurance entities in verifying if a doctor is licensed and in good standing.

The next phase of the upgrade will focus on a new, more organized "front page" to make finding information and conducting business with the Board easier. Please contact the Board office if you need assistance in using the portal.

## Legislative and Rulemaking Report

The short legislative session began on April 25<sup>th</sup>. The session is expected to run until the end of June, with several bills expected to be voted on during the session that impact the Board and licentiates.

House Bills 728 & 729 were passed by the House during the last regular Legislative session and are in the Senate for consideration. New bills were also proposed in the first week

of the session.

House Bills 948 and 949 were introduced that would allow the Joint Legislative Administrative Procedures Oversight Committee to continue its study of occupational licensing boards and requirements of updating Board contact information

Senate Bill 783 and companion House Bill 1007 would amend and add re-

quirements to G.S. 93B as a result of the February 2015 outcome of the Dental Board v. FTC litigation.

The bills require all occupational licensing boards to adopt certain procedures in order to avoid the type of legal issues encountered by the North Carolina State Board of Dental Examiners.

The bill also includes new requirements in regard to the submission methods, pro-

cessing and reporting requirements regarding complaints.



## North Carolina State Board of Chiropractic Examiners



**President:** Dr. Bruce A. Hilton (Conover NC)  
**V. President:** Dr. William Ray Armstrong, Jr. (Laurinburg NC)  
**Secretary:** Dr. Richard K. Davis, Jr. (Conover NC)  
**Treasurer:** Dr. Randy M. Schilsky (Jacksonville NC)  
**Member:** Dr. Jessica Benningfield ( Mooresville NC)  
**Member:** Mr. Adam Bridgers (Charlotte NC)  
**Member:** Mrs. Jacqueline S. Hobbs (Hertford NC)  
**Member:** Dr. Miguel A. Cruz (Burnsville NC)

**Executive Director:** Mr. Thomas R. Sullivan  
**Counsel to the Board:** Mr. Vance C. Kinlaw  
**Director of Standards & Enforcement:** Dr. Ricky Sides  
**Director of Communications:** Dr. Eugene A. Lewis

### CONTACT INFORMATION

NC State Board of Chiropractic Examiners  
 174 Church St NE  
 Concord, North Carolina 28025

Email: [ncboce@ncchiroboard.com](mailto:ncboce@ncchiroboard.com)  
 Executive Director: [tom@ncchiroboard.com](mailto:tom@ncchiroboard.com)  
 Phone: (704) 793-1342  
 Fax: (704) 793-1385  
<http://ncchiroboard.com>

## The First 90 Days (Continued From Page 1)

on all licensing boards in North Carolina by the Joint Legislative Administrative Procedure Oversight Committee (APO) that is responsible for oversight of the occupational licensing boards in the state.

In a one-sided study by a subcommittee assigned to investigate licensing boards, it was determined that North Carolina has too many such boards and that they a) represent a barrier to entry for citizens wanting to enter professions requiring licenses and b) licensing fees drive up costs to patients.

Ultimately, a subcommittee bill to consolidate or eliminate 12 existing licensing boards was presented to the APO full committee. It was withdrawn after significant protest at that hearing and a lack of support from the full committee. While the Board of Chiropractic Examiners wasn't included in the proposed consolidation

and or elimination, the investigation and evaluation of the state's 55 Licensing Boards by the APO will continue during the next regular legislative session. There will be more to come from this committee including new procedures and increased reporting requirements regarding complaints.

Other issues impacting the Board, and the profession as a whole, have fallen by the wayside to HB2 as well as the state budget so far during the short session that began on April 25.

Items impacting the Board that were passed by the House during the last Regular Session (HB 728 & 729) are now tied up in the Senate Rules Committee and may not reach the floor for a vote.

The short session is expected to adjourn by July 1. If no action is taken by then, we will have to wait until the next regular legislative session to

take up these bills again.

It has been a busy year so far and we are just getting started.

I want to highlight and give special thanks to Dr. Michael Estramonte, Megan Langley and Jamie Hoopough.

Dr. Estramonte stepped in and kept things afloat in December and January, right in the middle of annual renewals. This included donating staff and his own time in the Concord office.

Megan and Jamie both started working in the Board office just last year. They are both extremely dedicated, have logged long hours and been a tremendous help to me in getting up and running. Thank you all!

Please feel free to contact me with comments or questions any time.

tom@ncchiroboard.com

## Acupuncture Clarification

It was announced in the last Board newsletter that the proposed change to the Acupuncture Rule 10.0208 was "deferred".

The proposed change to this rule was actually "withdrawn," meaning that it will not be pursued.

The minimum number of required hours will remain

at 200. We apologize for the oversight.



## Carol Hall Fund

At the April meeting of the Board of Examiners, it was voted to honor the memory of long time Executive Director Carol Hall by authorizing \$25,000 to fund an endowment in her name.

The Board will work with the Hall family to establish a scholarship to be funded with the endowment

## Board Calendar

### JULY BOARD MEETING

Grandover Resort, Greensboro NC July 22, 2016 - 10 AM (open to the public)

### OCTOBER BOARD MEETING

location TBA October 28, 2016 - 10 AM, (open to the public)

### DOCTOR OF CHIROPRACTIC EXAMINATION

Grandover Resort, Greensboro NC July 23, 2016

### CHIROPRACTIC ASSISTANT EXAMINATION

Grandover Resort, Greensboro NC July 23, 2016

### CA RADIOLOGIC TECHNOLOGY EXAMINATION

Airport Homewood Suites Charlotte NC August 7, 2016

## Newsletter Schedule

This Board of Examiners newsletter is calendared to be issued four times per year, in the month following each of the four regularly scheduled Board meetings held in February, May, August and October.

## Random Office Inspection Implementation Delayed

In the last newsletter, it was announced that random office inspections as per Rule 10.0214 would begin in June. The Board decided at the April meeting to delay the rollout of the program until later this year. The implementation timing will be reviewed again at the July Board meeting.



North Carolina State Board of Chiropractic Examiners  
174 Church St NE  
Concord, North Carolina 28025

## Complaint Activity

The board has seen an uptick in complaint filings during the first four months of 2016, compared to the same period in 2015.

Since February, 16 new complaints have been filed. The Review Committee has held 6 probable cause hearings and has 10 more scheduled over the next 60 days. The first full Board Hearing in three years was held in March, with a decision pending.

Dr. Ricky Sides, Director of Standards & Enforcement, along with Review Committee members Vance Kinlaw and Secretary Dr. Rick Davis, have worked tirelessly to clean up a

backlog of complaints from 2015 and handle new complaints in a timely manner. We will again begin publishing disciplinary outcomes in future newsletters and the on the next version of the website.

Complaints have centered around standards of care, unprofessional behavior, solicitation of personal injury patients using a runner, inappropriate advertising and prepaid treatment plans.

Prepaid treatment plans have become a hot topic. Currently, there is little guidance in existing statutes and

rules on how these plans should be administered.

The Review Committee of the Board has undertaken a formal study of this topic and there will be more communication on this in the near future.



**Visit our website at <http://ncchiroboard.com>**