

GEORGIA STATE BOARD OF PHYSICAL THERAPY
Special Projects WebEx Committee Minutes
Wednesday, October 23, 2024 – 9:00 a.m.

The Special Projects Committee of the Georgia State Board of Physical Therapy met via WebEx on Wednesday, October 23, 2024. The following Committee members were present:

Committee Members

Lauri Wallace, Committee Chair
Claire Mullin, Committee Member

Administrative Staff Present

Adrienne Price, Executive Director
Michelle Hornaday, Board Support Specialist

Committee Members Absent

Chuck Bass, Committee Member

Administrative Staff Absent

Meagan Doss, Licensing Supervisor

Visitors Present

Tina S.

Attorney General's Office

No Attorney General present.

Call to Order: Dr. Wallace called the committee meeting to order at 9:16 a.m.

OPEN SESSION

Agenda The Committee accepts the agenda as presented.

Discussion – Update and Simplify the Information Shared on the Board Website

The Committee was tasked with reviewing and providing recommendations to update and simplify the information shared on the Board website.

Ms. Price explained that the renewal webinar must come down and replaced by a new one to reflect the steps one must take in GOALS to renew a license. She stated that the Committee may want to recommend that the Board plan to have another webinar in the Summer of 2025.

The Committee members discussed the process for requesting a new PIN which must be done by contacting the Board offices and suggested to recommend that the Board request the Division Director to consider implementing a process whereby licensees can obtain their PIN without having to contact the Professional Licensing Boards Division. And they reviewed and simplified the verbiage for filing a complaint. As well as clarifying how licensees may print a copy of their license once logging into their license portal.

After much discussion, the Committee determined that much of the website's content was good, but there were some areas where clarification may be required. The Committee made the following recommendations:

- 1) Update the *Board Member Information* section to identify the Consumer Member, Everett Tyler.
- 2) On the scrolling announcements for the renewal page, move the Renewal Period Open statement to the top of the list of announcements to send a clear message which license types can renew currently.
- 3) Reposition the **Site Search** feature to the top of the webpage as most websites have the options to search near the top of the home page. In addition, ensure that the search is not a global search but confined to that which is relevant to physical therapy.
- 4) Under the *Resource* section of the home page, remove the link to the proposed rule on the **PT Compact** page.
- 5) The **Public Disciplinary Action** page action link does not point to the most current list of actions in the forms section and must be corrected.
- 6) The paragraph under the *CE Broker* section on the home page must be corrected to reflect both physical therapists and physical therapist assistants and remove any references to nurses.
- 7) The *News and Announcements* section on the home page of the website requires updating to remove the reference to the Board course on the License renewal process and add the announcement and photos of the

Board being the recipients of the Excellence in Regulation Award by the Federation of State Physical Therapy Boards (FSBPT).

- 8) The **GOALS** page includes a *Renewal Periods Extended* section with a link that points you back to your specific board page for more information about renewal period extensions; however, when the link is pressed and a person returns to the Board webpage, there is no information there about renewal. The Committee felt this link should point people to the Renewal Announcements or scrolling announcements section. The Committee suggested that it may also be more helpful if the Board website included a statement regarding when renewal typically opens and when it goes live or the statement on the GOALS page be updated to state “If your renewal period is active and has an extension, you will be able to view notifications about the renewal period on your specific board page.”
- 9) Suggest the IT Team verify that the FAQs show up the same on different web browsers as in some instances there are web browsers where there appears to be extra space between paragraphs that should not be there.
- 10) On the **How to Submit a Licensing Complaint** information page (<https://sos.ga.gov/page/how-submit-licensing-complaintpage>), the search for a licensee link, points to the old license search site instead of GOALS.

The Committee further reviewed the GOALS FAQ page since those browsing the Board website may access it from the PT Board page. The Committee made the following recommendations:

- 1) The FAQ entitled “How do I reset my PIN?” gives valuable information but does not really provide direction on how to reset a PIN. It was suggested that the language be updated to state “A PIN cannot be reset or regenerated; therefore, it is critical that you keep your PIN in a safe place. If you lose your PIN, you will need to contact the board office to retrieve it.” The Committee further suggested that the division consider establishing a process whereby individuals can generate and/or reset their own PIN.
- 2) Move the message to “Complete at least two of the above fields and click search to search for the licenses.” After the radio buttons to select an individual or business/facility instead of after it as instructions typically present before and not after an action.
- 3) After searching for a person and selecting the name of the person who appears, the following question presents: Do you know the profession and license type of the unlicensed individual or facility involved in the complaint? If the person is licensed, this question is not worded correctly. The Committee suggests removing the word “unlicensed” from the question.
- 4) The FAQ entitled “What should I do if I forgot my application number?” should also suggest that the person log into their GOALS account and select the application section on their dashboard to view their application number.
- 5) The FAQ entitled “Will an applicant be provided a grace period to upload the required documents or modify an application?” should be updated to read as follows: Yes. All applications can be saved and remain in draft status for 30 days to allow the applicant to upload all required documentation and modify their responses before submitting the application and fee. If the application fee is not paid within 30 days, the draft application will be canceled. The applicant cannot modify the application once it has been submitted. Once the application is submitted, the applicant will be notified if items are deficient and given an additional 60 days from the notice to satisfy those deficiencies. If the application remains incomplete after the additional 60 days, the application is withdrawn due to being incomplete.
- 6) FAQ entitled “How do applicants print a license?” assumes that the person has already logged into their account and knows what license page is being referenced. As a result, the Committee recommended that it be reworded to “After logging into your GOALS account, navigate to the License Page on your dashboard, locate the tab labeled “Generate Pocket Card,” then click on it to print the license.”
- 7) FAQ entitled “Is a license required in order to enter a Respondent for a complaint in GOALS?” assumes that people understand who a *Respondent* is and reads as though it is asking if the Complainant needs to have a license to submit a complaint. The Committee recommends that the FAQ be worded to say the following: Do I need to know the license number of an individual to enter a complaint in GOALS? The Committee further recommended that the response be: No. You may submit a complaint without knowing the license number of the person. GOALS will search for the license number of the individual once you enter the name and license type. If no license number can be found under the name you entered, you will still be able to proceed with your complaint. Please submit as much information about the person that you have to help the Board properly identify them during the course of the investigation.

The Committee reviewed the How-To Guides for the physical therapy and physical therapist assistant applications and recommended the following changes:

- 1) How-To Guide for exam should be updated to remove the “Training Permit” bullet and replace it with “Traineeship Agreement (if applicable)” bullet as it is the approval of the agreement that will allow for the issuance of a training permit.
- 2) In each of the foreign trained How-To guides, bold the words “entry level physical therapy education” and add a new sentence at the end of the paragraph to state “A transitional Doctor of physical therapy (tDPT) degree program does not meet the entry level physical therapy education requirement.”

The questions that the Committee had during the course of the discussions included a determination that applicants can find their application number when logging into their GOALS accounts as well as clarification as to why each board’s website includes GOALS GO-LIVE information if the Board is already in GOALS. Ms. Price explained that the GOALS GO-LIVE information remains on the home page of each Board website because the preparation and launch of each roll-out has an impact on everyone. It is important for the Board, licensees, and the public at large to have an understanding of what is happening with GOALS and how the modernization initiative impacts everyone.

Ms. Price thanked the Committee for the work of testing and filtering through the website and for their recommendations for updating the language on the home page of the Board website and the GOALS FAQs. A synopsis will be presented to the full Board for review during the November 5, 2024, Board meeting with a recommendation that the changes proposed be adopted by the Board to include establishing a date for the Board and its partners to provide a new webinar on the license renewal process in GOALS.

Adjournment: With no additional business to be discussed, the Committee meeting was adjourned at 10:36 a.m.

Minutes recorded by: Michelle Hornaday, Board Support Specialist
Minutes reviewed by: Adrienne Price, Executive Director
Minutes approved on: **November 5, 2024**

LAURRI WALLACE
COMMITTEE CHAIR

ADRIENNE PRICE
EXECUTIVE DIRECTOR

ANNE THOMPSON, PT, EdD
BOARD CHAIR