

North Carolina Board of Physical Therapy Examiners

Strategic Plan - FY 2024

July 1, 2023 – June 30, 2024

Adopted - June 7, 2023

VISION - Strive, through regulation, to support provision of competent and ethical physical therapy services to the public

CORE PURPOSE / MISSION - To establish and maintain minimum physical therapy standards to protect the citizens of NC

CORE VALUES - We A.R.E – Accountable, Responsive and Ethical

Goals

Board Performance – Operations

Outreach and Education – External Communications

Physical Therapy Practice and Licensure

Board Performance – Fiduciary Responsibilities

Objectives / Initiatives

- IT to move to Cloud based infrastructure to optimize security systems and associated IT Department reorganization
- Complete programming for all application paperless processes, uploads
- Develop automated office annual calendar(s)
- Add soft phones
- Documentation of office processes for adequate training, orientation and accountability

- Improve website engagement through increased public information, informational videos, communication with educational programs, other Boards, FSBPT, APTANC
- Establish webinar library on website
- Improve communication with new licensees
- Maintain current information on a real-time primary source website
- Evaluate public communications through social media sources
- Evaluate and update newsletter frequency

- Continue to analyze and provide information regarding risks and harms in PT practice creating /updating standards through the PPTF and Board
- Streamline administration of PT Compact processes
- Consider Practice Act and Board Rules review for necessary changes.
- Consistent and transparent licensing for public safety per Board laws and regulations.

- Operate by fiduciary policies established by the Board
- Continue prudent use of reserves, maintaining at least one year of reserves
- Complete budget process in a timely manner
- Consider necessity of legislative fees- change ; consider updating compact fees
- Office Space- review lease and necessity of any changes