



CASE STUDY

Big Picture was exactly what we needed. They have helped us come into the 21st century in how we deliver licensing services to our 36K+ licensees.

Their staff is very knowledgeable and flexible in their approach to meeting the demands of licensing. The Big Picture SaaS regulatory management system replaced our existing internal CAVU system; now online applications, online renewal and public verifications are deployed and saving us much effort, improving the accuracy of our data.

The discipline and licensure groups...have seen improvements in usability, accountability and time savings and are very happy with the product.

Alan W. Phillips
Information Technology Dept.
Louisiana State Board of Medical Examiners

BUSINESS CHALLENGE

LSMBE Licensing and regulatory system was technologically deficient and only partially automated. The Board wanted to improve overall efficiencies and eliminate manual processes and accommodate future growth.

BIG PICTURE SOLUTION

Big Picture's regulatory and professional licensing software system enabled the board to automate online applications and renewals including online license search & verification.

Big Picture implemented a custom disciplinary and enforcement component to assist with the Board's complex disciplinary/enforcement procedures.

RESULT

After completing an aggressive nine (9) month implementation the Board went "live" with Big Picture's regulatory and professional licensing software system in 2106.

Since the completed implementation LSMBE has reduced and streamlined their entire licensure cycle, providing a significant time & cost savings to the Board.

LOUISIANA BOARD OF MEDICAL EXAMINERS

Established in 1894, the Louisiana State Board of Medical Examiners (LSBME) protects the health, welfare and safety of Louisiana citizens.

- The board is responsible for licensing 14 Medical Professions
- Approximately 35,000 license renewals
- Over 90,000 existing records imported



MEDICAL BOARDS

e-Licensing Regulatory Management Software helps you manage your...

Licensee Services

Gives licensees control of simple information updates in a secure online environment.

- View License Application Status
- Name Change, Address Change
- Update CEU Credits
- Reprint License
- Federation Interface

Enforcement / Discipline

Case management system and public access to published discipline records.

- Manage Complaints & Disciplinary Actions
- Compliance Tracking
- Public Views Disciplinary Actions
- Recurring Reminders
- Lawyer Login
- Workplace Impairment
- Drug Test Tracking
- Public/Private Document Publishing
- Subpoenas, Complaints, Dockets, Tasks

Reports

Run defined reports and create custom reports that summarize & merge your data.

- Custom Reporting
- Run Transaction Reports
- Create Ad hoc Reports
- Reconcile Credit Cards
- Create Category Reports
- Reconcile Deposits

License Verification

Allows public & employers of board-licensed personnel to perform license queries online.

- Verification of License Status
- Secure and Private Access
- Search by Facility, Name, or City
- Configure Search Result Screen
- View License Status

Renewals & Applications

Turn-key licensee lifecycle management.

- Secure Licensee Logins
- Accepts Credit Card Payments (State or Third-Party Payment Gateway)
- Eliminates Paper Renewal Forms
- Customer-Managed Business Rules for Forms
- Records Transactions in Central Repository
- Process Batch Payments
- Print Certificates & Wallet Cards
- Email Renewal Reminders & Confirmation

Website

Create and modify website content in a secure environment.

- Manage Web Content
- Publish News Stories
- Maintain an Events Calendar
- Publish Documents, Minutes, Agendas
- Send eNewsletters
- Survey Hospitals & Clinics

Database

Manage contact and certification information in a real-time, secure online "Correspondence Engine."

- Record Contact History
- Create Tasks & Reminders
- Manage Contact Profiles
- Print Addresses on Labels or Envelopes
- Publish a Licensee Roster
- Accept Applications
- Approve & Deny Payments
- Process Renewals
- Archive Transcripts and Applications
- Email Renewal Reminders
- Create & Print Reports



Workflow Management

Manage tasks in a workflow system.

- Manual/Auto Create Tasks per Type
- Queue Records for Work
- Manage Ad hoc Tasks
- Portal Widget: Overdue & Unassigned Tasks
- Automatically Generate Overdue Tasks Letters

Board Documents

Gives Board members access to up-to-the-minute documents in a secure "cloud" environment.

- Annotate Text or Images in Web Browser
- Search Across All Documents for Comments
- Organize Notes with Tags and Descriptions
- Enhanced Security: Documents Kept in Cloud
- Reduced Paper Printing Costs

Portal View

- User-Configurable Widgets
- Configure Views by Group Permission
- See Saved Searches, Latest Documents & Tasks