



# **Strategic Plan 2022-2026**

NORTH CAROLINA

VETERINARY MEDICAL BOARD

## About the Board

The North Carolina Veterinary Medical Board (NCVMB) has been regulating veterinary medicine in the State of North Carolina since 1903. The NCVMB is an agency whose mission is the protection of the public and their animals through the regulation of veterinary medicine. The mission is fulfilled by developing, maintaining, and enforcing professional standards including licensing veterinarians, registered veterinary technicians, investigating complaints, and conducting facility inspections.

An eight-member board serves as the decision-making body for the NCVMB that includes 6 veterinarians, one registered veterinary technician, and one public member. The NCVMB meets six times per year in meetings that are open to the public. The NCVMB staff handles day to day functions that include public outreach, licensing, enforcement, and veterinary facility inspections.

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## 2017-2022 Accomplishments

- Online ability for the public to verify a veterinarian's license and discipline history
  - Online ability for the public to access veterinary facility inspection reports
  - Online ability for the public to attend Board Meetings
  - Establishment of online State Board examinations which dramatically reduced the time from application to licensure for veterinarians and to registration for technicians.
  - Created the ability to file complaints online for the public
  - The significant reduction of the time from the filing of a complaint to an official decision being rendered.
  - Computerized the facility inspection process
  - Strengthened the Board's presence on social media.
  - The creation of a quarterly *Regulatory Bulletin* to inform licensees, registrants, and the public of important Board news.
  - Established a NCSU-CVM student liaison to the Board to increase communication with future licensees.
  - Legislative actions to define Telemedicine and to allow non-DVM ownership of veterinary facilities.
  - Strengthened the facility inspection process by the addition of 3 more inspectors, placed the process completely online, improved inspector training, and ensured that compliance issues are addressed and corrected rapidly.
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## Strategic Goals

### Enforcement

The goal of the Board is to safeguard the public and the health and safety of their animals by reviewing public complaints against licensees to regulate the incompetent practice of veterinary medicine.

### Licensing and Examinations

The Board ensures public protection through appropriate licensing and examination standards.

### Service and Administration

The goal of the Board is to ensure that the public, licensees, and registrants receive service in a prompt, professional, courteous, and accurate manner.

### Legislation and Regulations

The goal of the Board is to monitor and uphold the law and participate in regulatory and legislative processes to best serve the NCVMB's mission.

### Outreach

The goal of the Board is to inform and educate the public, licensees, and registrants regarding guidelines, statutes, and regulations affecting veterinary medicine.

### Facility Inspection Program

The goal of the Board's inspection program is to ensure compliance with and understanding of the laws and regulations for Veterinary Facilities.



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## Goal One: Enforcement

1. Streamline the complaint, response, investigation and enforcement process to shorten cycle time and expedite public and animal protection
2. Expand citation authority and increase usage to resolve less grievous complaints through non-disciplinary actions.
3. Increase the utilization of existing tools to combat the unlicensed practice of veterinary medicine.

## Goal Two: Licensing and Examinations

1. Decrease licensure processing times by issuing a license to any candidate who completes the licensure requirements within 4 weeks to increase consumer access to veterinary care and increase candidate access to licensure.
2. Increase the access to veterinary care
3. Educate license applicants and licensees on changes to requirements to licensing/renewals to improve compliance and improve efficiencies.
4. Appraise and re-evaluate continuing education requirements.

## Goal Three: Service and Administration

1. Redesign the Board website to enhance communication with the public and its ease of use.
2. Improve staff effectiveness, consistency, and efficiency
3. Maintain staff and increase their productivity

## Goal Four: License and Regulations

1. Develop statues and regulations for facility permits
2. Review and update *.0207 MINIMUM FACILITY AND PRACTICE STANDARDS*

## Goal Five: Outreach

1. Deliver programs (webinars, podcasts, newsletters, etc.) to licensees and registrants to update them on recent changes to the Veterinary Practice Act
2. Strengthen the Board's social media presence to provide convenient, timely, and accessible information.
3. Increase the Board's utilization of the NCSU-CVM student liaison to improve future colleague's knowledge of the rules and regulations of NC.

## Goal Six: Inspection Program

1. Obtain and retain capable and proficient inspectors.
2. Ensure proper training of inspectors to ensure consistency and reproducibility of inspection visits.
3. Continue to educate all veterinary facilities of the importance of the NCVMB's requirements.

## Veterinary Medical Board Mission, Vision, and Values

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### **Mission**

To protect the public and animals by regulating licensees, registrants, promoting professional standards, and the diligent enforcement of the North Carolina Veterinary Practice Act.

### **Vision**

To be a national leader as a veterinary regulatory agency and to promote high quality veterinary medical care in North Carolina.

### **Values**

Public and animal protection

Integrity

Professionalism

Responsiveness

Transparency

Efficiency

Diversity, Equity, and Inclusion (different ideas, perspectives and backgrounds create a stronger and more productive Regulatory Agency that better serves the public)