

**MEDICAL BOARD OF CALIFORNIA**

DATE REPORT ISSUED: January 12, 2015  
ATTENTION: Members, Medical Board of California  
SUBJECT: Licensing Program Summary  
STAFF CONTACT: Curtis J. Worden, Chief of Licensing

STAFFING:

The Licensing Program staff continued to work hard in the second quarter of fiscal year (FY) 2014-15 to meet the needs of applicants for physician's and surgeon's (P&S) licenses or postgraduate training authorization letters (PTAL), licensees and consumers.

Licensing currently has the following vacancies:

- 1 Office Technician (OT) - Call Center (will be vacant on February 10, 2015)
- 1 OT - Licensing Managers' Support
- 1 Management Services Technician (MST) - P&S License Processor
- 1 MST - US/CAN P&S Application Reviewer
- 1 Staff Services Analyst (SSA) - Cashiering Lead
- 2 SSA – International Medical Graduate (IMG) - P&S Application Reviewer
- 1 Associate Governmental Program Analyst - International Medical School Review

Two IMG P&S application reviewers are currently in training.

STATISTICS:

The statistics are on pages BRD 6E - 3 through BRD 6E - 4. Please note that most of the statistics normally provided are unavailable at this time due to the unavailability of reports in the BreZE system. The statistics that have been provided on pages BRD 6E - 3 through BRD 6E - 4 have been obtained from the call center phone system or tracked manually, and are not part of the BreZE system.

Notable statistics include:

- Consumer Information Unit telephone calls answered: 17,177
- Consumer Information Unit telephone calls abandoned: 7,193
  - 2,011 fewer abandon calls than the previous quarter
- Consumer Information Unit telephone calls requesting a call back: 9,081
  - 2,295 fewer call back requests than the previous quarter
- P&S applications initial review completed: 1,372 per BreZE report
- P&S applications not reviewed: 599 (includes PTAL, IMG & US) per BreZE report
- P&S licenses issued: 1,247
  - This is an increase of 25 licenses issued from the previous quarter.

Licensing did not meet its goal of performing initial reviews of all new P&S applications within 45 days of receipt by the Board for three weeks in December 2014, out of the 13 weeks in the second quarter of FY 2014-15.

INTERNATIONAL MEDICAL SCHOOLS:

The statistics for the International Medical School Reviews are on page BRD 6E - 4. The review of International Medical Schools continues to be a demanding workload for the Board. The Board received one new Self-Assessment Report and there are currently seven Self-Assessment Reports that are pending.

OUTPATIENT SURGERY SETTINGS:

An interested parties meeting will need to be held to discuss possible legislative changes for accreditation of outpatient surgery settings to increase consumer protection.

PHYSICIAN SPECIALTY BOARD APPLICATIONS:

The Board has two pending applications from physician specialty boards requesting approval by the Board.

OUTREACH:

There are very few outreach events to report since the last Board meeting. The Licensing Outreach Manager has attended the following licensing workshops and when appropriate, residents from affiliated hospitals are invited to attend:

Nov 13: Loma Linda (about 100 residents)

Nov 14: Kaiser (all the hospitals in the LA area) (about 100 residents)

Time was also scheduled to assist licensees with CURES registration at both of the above events.

Travel for the Outreach Program has been approved for 2015. Several events are already scheduled through November 2015.

All trips are planned in consideration of the Governor's Executive Order to limit and condense travel to reduce costs.

<b>CONSUMER INFORMATION UNIT FY 14/15</b>					
	<b>FY 14/15</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Total Calls Answered	<b>39,269</b>	22,092	17,177		
Calls Requesting Call Back	<b>20,457</b>	11,376	9,081		
Calls Abandoned	<b>16,397</b>	9,204	7,193		
Address Changes Completed	<b>8,600</b>	5,231	3,369		

<b>CONSUMER INFORMATION UNIT FY 13/14</b>					
	<b>FY 13/14</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Total Calls Answered	<b>90,472</b>	24,897	21,921	19,896	23,758
Calls Requesting Call Back	<b>30,804</b>	3,861	8,542	10,625	7,776
Calls Abandoned	<b>27,182</b>	3,147	8,058	9,585	6,392
Address Changes Completed	<b>5,201</b>	1,674	1,140	2,387	

<b>SR 2 - CATEGORIES FY 14/15</b>					
	<b>FY 14/15</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Alcohol/Drugs	<b>14</b>	10	4		
PG/Medical Knowledge	<b>61</b>	42	19		
Convictions	<b>24</b>	14	10		
Other	<b>63</b>	34	29		

<b>SR 2 - CATEGORIES FY 13/14</b>					
	<b>FY 13/14</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Alcohol/Drugs	<b>13</b>	5	0	4	4
PG/Medical Knowledge	<b>67</b>	19	9	18	21
Convictions	<b>29</b>	11	5	4	9
Other	<b>95</b>	29	16	24	26

<b>INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 14/15</b>					
	<b>FY 14/15</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Schools Pending Recognition at Beginning of Quarter	<b>N/A</b>	101	106		
Pending Self-Assessment Reports (included above)	<b>N/A</b>	6	7		
New Self-Assessment Reports Received	<b>2</b>	1	1		
New Unrecognized Schools Received	<b>34</b>	22	12		
School Recognized Pursuant to CCR 1314(a)(1)	<b>34</b>	18	16		
School Recognized Pursuant to CCR 1314(a)(2)	<b>0</b>	0	0		
TOTAL Schools Pending Recognition at End of Quarter	<b>N/A</b>	106	103		

<b>INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 13/14</b>					
	<b>FY 13/14</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Schools Pending Recognition at Beginning of Quarter	<b>N/A</b>	98	102	104	108
Pending Self-Assessment Reports (included above)	<b>N/A</b>	9	10	9	6*
New Self-Assessment Reports Received	<b>2</b>	1	0	1	0
New Unrecognized Schools Received	<b>73</b>	21	25	10	17
School Recognized Pursuant to CCR 1314(a)(1)	<b>68</b>	18	23	7	20
School Recognized Pursuant to CCR 1314(a)(2)	<b>1</b>	0	0	0*	1
TOTAL Schools Pending Recognition at End of Quarter	<b>N/A</b>	102	104	108	101

\*Three CCR 1314.1(a)(2) school files were closed due to lack of response to the Board's requests for information.