

MEDICAL BOARD OF CALIFORNIA

DATE REPORT ISSUED: July 11, 2017
 ATTENTION: Members, Medical Board of California (Board)
 SUBJECT: Licensing Program Summary
 STAFF CONTACT: April Alameda, Staff Services Manager II

PROGRAM UPDATE:

The Licensing Program continues to work diligently to meet weekly goals and to ensure licenses are issued promptly. Over the last fiscal year, the Board consistently accomplished weekly goals with no overtime. This is a remarkable accomplishment as this is the first time with no overtime for application reviews in many years. The Licensing Program continues to create and update existing procedures to ensure all tasks are completed in the most efficient manner.

During this quarter, the Licensing Program successfully made it through our busiest time of year when many residents training in California required a medical license by the end of June. Over this time period, the Board collaborated with many Graduate Medical Education Coordinators to establish a spreadsheet of applicants that needed to be licensed by the end of June. The management team and staff continued to manage the list to ensure the Board expedited all application reviews and incoming mail for those residents. In addition, the Board expedited the initial review and mail for applicant's needing licensure to begin a fellowship in California in July and for international medical school graduates needing a Postgraduate Training Authorization Letter (PTAL) to commence postgraduate training in California in July.

The Licensing Program's strategic goal for reviewing Physician's and Surgeon's License and PTAL applications has remained under the 45 day review time since May of 2016. Licensing staff has continued to exceed this goal for the fourth quarter of Fiscal Year 2016/2017 and has maintained a review time of 30 days or under since November of 2016. During the fourth quarter, the average number of days to complete the initial review of a Physician's and Surgeon's License and PTAL applications is 28 days. In addition, licensing staff continues to process all incoming mail within an average of seven days.

The Licensing Program has issued 6,805 medical licenses for the Fiscal Year 2016/2017. This is an increase of 489 medical licenses compared to Fiscal Year 2015/2016.

A detailed listing of the Licensing Program's statistics is included following this report.

STAFFING:

The Licensing Program has recently hired a Staff Services Analyst for the international medical graduate application review, a Management Services Technician for the United States/Canada graduate application review, and an Office Technician for the Cashiering Unit.

The Licensing Program is actively recruiting for five positions: Staff Services Analyst for the international medical graduate application review, Management Services Technician for the

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United States/Canada graduate application review, Program Technician II for the Consumer Information Unit, an Office Assistant for the Cashiering Unit, and an Office Technician for licensing support.

CONSUMER INFORMATION UNIT:

The Consumer Information Unit (CIU) staff maintains efforts to respond to a continually evolving environment by updating and developing training manuals and dialogue outlines. By defining call categories and mechanisms for directing conversation, staff are learning to handle each call more efficiently and continue to strive for exceptional customer service.

The Board’s public greeting on the main line has been updated to ensure the callers are provided the most up-to-date information, receive answers to common questions, and informs callers how they can obtain specific information from the website.

The number of calls answered this quarter was 19,356 compared to 19,516 last quarter. The number of callbacks made by staff this quarter is 7,944, which is the highest compared to all quarters for FY 2016-2017.

SPECIALTY BOARD APPLICATIONS:

The Board has two pending application from a specialty board requesting approval by the Board.

INTERNATIONAL MEDICAL SCHOOLS:

The Licensing Program has six Self-Assessment Reports pending. Specifically, three are pending additional information from the medical school; two reports are with a medical consultant for review and recommendation; and one will be presented to the full board for recognition. As reported at the last Board meeting, staff identified 83 international medical schools that have failed to respond to Board’s initial letter and follow-up requests for additional information to continue with the review process to recognize their school in California. Board staff continues to reach out to the medical schools in an attempt to obtain the necessary documentation to continue with the review process. If no response is received by July 15, 2017, their file will be closed and no longer in a pending status.

The Board has recently hired two Medical Consultants to assist with the review of international medical schools that wish to be recognized in California.

OUTREACH:

The Licensing Outreach Manager and Licensing Manager have attended the following licensing workshops:

- March 9 Santa Clara Valley Medical Center, 32 residents
- March 16 UC San Diego – Veteran’s Affair, 33 residents
- March 17 UC San Diego – Hillcrest Medical Center, 68 residents
- March 20 UC San Francisco – Benioff Children’s Hospital, 29 residents
- March 24 UC Davis Medical Center, 76 residents
- March 28 Kaiser Permanente – Vallejo Medical Center, 11 residents

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March 29	Kaiser Permanente – Oakland Medical Center, 28 residents
March 30	Kaiser Permanente – Santa Clara Medical Center, 18 residents
June 20	UC Irvine, 75 residents
June 20	Keck School of Medicine, 8 residents
June 20	UC San Francisco, 220 residents (orientation)

Licensing Program Report

WORKLOAD REPORT
as of June 30, 2017

Fiscal Year 2016-2017

CONSUMER INFORMATION UNIT FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Total Calls Answered	73,694	18,359	16,463	19,516	19,356
Calls Requesting Call Back	25,097	6,288	3,994	6,871	7,944
Calls Abandoned	19,552	6,111	3,245	4,662	5,534
CONSUMER INFORMATION UNIT FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
Total Calls Answered	77,532	19,692	18,804	19,651	19,385
Calls Requesting Call Back	32,727	12,788	5,731	5,710	8,498
Calls Abandoned	27,687	8,913	4,374	6,005	8,395
Address Changes Completed	4,363	1,438	950	969	1,006

PHYSICIAN & SURGEON DATA FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
*Applications Received	8,027	2,197	1,959	2,141	1,730
Initial Reviews Completed	7,686	2,105	2,148	1,941	1,492
Pending	N/A				
Reviewed	N/A				
Not Reviewed	N/A				
(SR2s Pending)	N/A	55	49	47	69
Licenses Issued	6,805	1,801	1,485	1,603	1,916
Renewals Issued	67,253	16,717	16,250	16,904	17,382

*Applications Received does not include applications received with monies that have not been deposited as this process may take several weeks.

PHYSICIAN & SURGEON DATA FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
Applications Received	7,763	2,262	1,732	2,094	1,675
Initial Reviews Completed	7,687	1,645	1,975	1,902	2,165
Total Pending	N/A				
Reviewed	N/A				
Not Reviewed	N/A				
(SR2s Pending)	N/A	35	38	51	53
Licenses Issued	6,316	1,237	1,425	1,716	1,938
Renewals Issued	66,778	17,123	16,237	16,712	16,706

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Unrecognized and Disapproved Medical School Applicants (2135.7) - FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Beginning	N/A	3	3	5	8
Received	5	0	1	4	0
Reviewed	5	0	1	4	0
Not Eligible	0	0	0	0	0
Licensed	2	0	0	1	1

Unrecognized and Disapproved Medical School Applicants (2135.7) - FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
Beginning	N/A	7	9	5	4
Received	5	4	0	1	0
Reviewed	5	4	0	1	0
Not Eligible	0	0	0	0	0
Licensed	8	2	4	2	0

SR 2 - CATEGORIES FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Alcohol/Drugs	18	6	2	5	5
PG/Medical Knowledge	84	22	14	22	26
Convictions	37	17	7	3	10
Other	138	61	24	20	33

SR 2 - CATEGORIES FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
Alcohol/Drugs	29	7	8	10	4
PG/Medical Knowledge	61	16	23	16	6
Convictions	41	17	8	11	5
Other	128	31	32	31	34

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Fiscal Year 2016-2017

INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Schools Pending Recognition at Beginning of Quarter	N/A	123	135	145	155
Pending Self-Assessment Reports (included pending above)	N/A	7	7	7	6
New Self-Assessment Reports Received (included pending above)	0	0	0	0	0
New Unrecognized Schools Received	82	31	14	16	21
School Recognized Pursuant to CCR 1314(a)(1)	51	17	4	6	24
School Recognized Pursuant to CCR 1314(a)(2)	3	2	0	0	1
TOTAL Schools Pending Recognition at End of Quarter	N/A	135	145	155	151

INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
Schools Pending Recognition at Beginning of Quarter	N/A	107	114	123	122
Pending Self-Assessment Reports	N/A	7	7	7	7
New Self-Assessment Reports Received	1	0	0	0	1
New Unrecognized Schools Received	45	13	13	7	12
School Recognized Pursuant to CCR 1314(a)(1)	29	6	4	8	11
School Recognized Pursuant to CCR 1314(a)(2)	0	0	0	0	0
TOTAL Schools Pending Recognition at End of Quarter	N/A	114	123	122	124

SPECIALTY BOARD APPLICATIONS FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Applications Received	1	0	0	0	1
Applications Pending	N/A	1	1	1	2

SPECIALTY BOARD APPLICATIONS FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
Applications Received	1	0	1	0	0
Applications Pending	N/A	1	1	1	1

RESEARCH PSYCHOANALYST FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
RP Applications Received	6	4	1	1	0
RP Licenses Issued	6	4	0	2	0

RESEARCH PSYCHOANALYST FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
RP Applications Received	6	1	2	3	0
RP Licenses Issued	9	3	1	4	1

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LICENSED MIDWIVES FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Applications Received	31	4	10	6	11
Applications Pending	N/A	4	6	3	4
Applications Withdrawn	1	1	0	0	0
Licenses Issued	30	3	8	9	10
Licenses Renewed	185	47	42	42	54

LICENSED MIDWIVES FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
Applications Received	26	5	4	12	5
Applications Pending	N/A	2	3	1	2
Applications Withdrawn	1	1	0	0	0
Licenses Issued	29	8	3	14	4
Licenses Renewed	170	37	43	50	40

FICTITIOUS NAME PERMITS FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
P&S - FNP Received	1185	330	330	254	271
P&S - FNP Issued	1,216	304	259	312	341
P&S - FNP Pending	N/A	N/A	N/A	N/A	N/A
P&S - FNP Renewed	5,295	1,657	880	1,313	1,445
Podiatric FNP Received	12	3	2	4	3
Podiatric FNP Issued	21	0	6	7	8
Podiatric FNP Pending	N/A	N/A	N/A	N/A	N/A
Podiatric FNP Renewed	103	28	35	32	8

FICTITIOUS NAME PERMITS FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
P&S - FNP Received	1289	375	295	318	301
P&S - FNP Issued	1,243	324	268	337	314
P&S - FNP Pending	N/A	N/A	N/A	N/A	N/A
P&S - FNP Renewed	5,104	1,337	1,121	1,357	1,289
Podiatric FNP Received	18	6	7	1	4
Podiatric FNP Issued	26	6	9	6	5
Podiatric FNP Pending	N/A	N/A	N/A	N/A	N/A
Podiatric FNP Renewed	156	36	35	44	41

POLYSOMNOGRAPHY FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Trainee					
Applications Received	26	4	12	6	4
Registrations Issued	25	4	7	9	5
Registrations Renewed	20	3	6	4	7
Technician					
Applications Received	20	3	8	3	6
Registrations Issued	39	15	6	8	10
Registrations Renewed	37	7	13	6	11
Technologist					
Applications Received	51	16	16	9	10
Registrations Issued	45	2	15	18	10
Registrations Renewed	409	121	111	91	86

POLYSOMNOGRAPHY FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
Trainee					
Applications Received	5	N/A	N/A	N/A	5
Registrations Issued	7	N/A	N/A	N/A	7
Registrations Renewed	1	N/A	N/A	N/A	1
Technician					
Applications Received	5	N/A	N/A	N/A	5
Registrations Issued	7	N/A	N/A	N/A	7
Registrations Renewed	5	N/A	N/A	N/A	5
Technologist					
Applications Received	11	N/A	N/A	N/A	11
Registrations Issued	12	N/A	N/A	N/A	12
Registrations Renewed	11	N/A	N/A	N/A	11