

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title	Board/Bureau/Division
Associate Governmental Program Analyst	Medical Board of California/Enforcement
Working Title	Office/Unit/Section/Geographic Location
Expert Reviewer Program Analyst	Expert Reviewer Program / Glendale
Position Number	Name and Effective Date
629-170-5393-020	

Under the direction of the Enforcement Program Manager (CEA-A), the incumbent is a full-journey level analyst, who works with a high degree of independence, and is responsible for the recruitment, retention and ongoing maintenance of the Medical Board of California's (MBC) Expert Review Program. The incumbent independently provides the most complex analytical support to the Expert Reviewer Program, and performs the following duties in support of the MBC's mission. Duties include but are not limited to the following:

SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

50% EXPERT REVIEWER PROGRAM (E)

- Receives and evaluates applications and curriculum vitae from physicians interested in being selected to the Board's Expert Reviewer Program; determines if the applicant's experience meets the baseline eligibility requirement necessary to serve as an Expert Reviewer. Performs an annual assessment and evaluation of the current expert reviewers to ensure they meet the eligibility requirements to remain in the program. Notifies the expert reviewer of their ineligibility and removal from the Expert Reviewer Program. **(10%)**
- Performs a thorough background analysis of each applicant's credentials and medical practice history which includes complaint or disciplinary history, malpractice history, specialty training and/or certification, etc. to ensure there is no adverse information which would jeopardize the Board's case at hearing should the expert be called to testify on behalf of the Board. Independently evaluates, based on the results of the background analysis, whether the applicant should be added to the Expert Reviewer Program or rejected; notifies applicant of the final determination. **(10%)**
- Based on the program's policies and procedures and credential evaluation, identifies and determines the most appropriate medical expert reviewer to provide a medical expert opinion on investigative cases and/or to conduct a professional competency exam (physical and/or psychiatric) on a physician subject. **(10%)**
- Audits, reconciles, and tracks the Expert Reviewer billings for payment. **(10%)**
- Reviews and assesses feedback from experts to compile quarterly reports for the Chief of Enforcement and when requested for the quarterly Board Meetings. **(5%)**

- Develops, maintains and prepares training materials to be used in the Expert Reviewer training sessions and coordinates the training to ensure each Expert Reviewer receives the recommended training before being allowed to perform case reviews for the Board. Represents the Board in consultation with the Deputy Attorneys General (DAG) to analyze the DAG's evaluation of an expert reviewers performance in preparing legal defensible opinions. reports, and their ability to testify as an expert for the Board; identifies if inadequacies are reoccurring or isolated; determines if additional training is needed for the individual expert or develops and administers additional training modules for all physicians serving as expert reviewers for the Board. **(5%)**

40% ANALYTICAL SUPPORT (E)

- Performs a comprehensive analysis of the composition in the Expert Reviewer Program and expert pool to determine if the Board has adequate representation to address the needs of the Enforcement Program; consults with the Office of the Attorney General and the Enforcement Program Managers to identify trends in complaints which may require experts in a new and emerging practice specialties (e.g., alternative medicine, etc.). **(15%)**
- Analyzes the composition of the Expert Reviewer Program and independently identifies and formulates recruitment strategies to target the under-represented medical specialties by developing relationships and consulting with medical school Deans in sub-specialty departments and physicians in leadership positions in medical professional organizations to assist with recruiting qualified specialists to participate in the program; represents the Board by giving presentations at universities, medical societies, medical professional organizations and teaching hospitals to recruit qualified Expert Reviewers. **(15%)**
- Analyzes the expert reviewer utilization patterns to ensure the same experts are not overused and prepares a quarterly report for the Board Members to identify any trends noted. Consults with and informs supervising investigative personnel, with DCA's Health Quality Investigations Unit, to ensure experts are not "over utilized" which can adversely affect or comprise an administrative case. **(5%)**
- Analyzes and assesses the evaluations provided by investigative staff, medical consultants, and DAGs to determine if the expert should continue to be used in the future. Responds to inquiries from physicians interested in becoming experts for the Board. **(5%)**

5% Expert Database Maintenance (E)

- Works with the Board's Enforcement staff and the Information Systems Branch to develop enhancements to the Expert Reviewer Database to aid in capturing or displaying statistical information relative to the expert's practice specialty, areas of expertise, and evaluations in order to develop statistical reports to aid the end users and improve the effectiveness and efficiency of the Expert Program. Maintains the expert database by adding and remove experts from the data base and records feedback and/or evaluations of the expert's performance to determine the future employment of an expert.

5% **Back-up Support Duties (M)**

- This position is one of two positions in the Expert Reviewer Program; workload is determined by alpha roster. However, in absence of one analyst, the other may serve as back-up in performance of the essential duties.

A. Supervision Received

The incumbent works under the direction of the Enforcement Program Manager (CEA-A).

B. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has daily direct contact with office staff, Investigators and Medical Consultants. The incumbent has regular direct contact with the Chief of Enforcement, Supervising Investigators from DCA's Division of Investigation (DOI) Health Quality Investigations Unit (HQIU) and Deputy Attorney Generals. The analyst has frequent direct contact with expert reviewers via phone or e-mail. As necessary, speaks directly to the public. Occasionally, has direct contact with universities, training hospitals and medical societies.

F. Actions and Consequences

The incumbent is responsible for the most critical component of the enforcement process to protect consumers and successfully prosecute cases. If the incumbent recommends an incompetent and/or unqualified expert the case cannot be forwarded to the Attorney General for prosecution. In addition, if the incumbent doesn't track the expert's assignments and provides more than three (3) opinions in a calendar year, the defense is compromised. Thus, physicians may not be prosecuted and consumers are at risk for harm or potentially death.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work.

H. Other Information

Incumbent must possess good communication skills, tact, customer service skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, be able to work efficiently and cooperatively with others. Incumbent must be able to work under changing priorities and be responsive to MBC board staff. The analyst must be able to reason logically and creatively in order to resolve complex investigation issues, perform effective leadership and presentation skills, be able to act independently, be open-minded, and flexible.

The incumbent may be privy to sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Title 11, section 703D California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

Revised: jm 9/2015
Approved: jm 9/30/15