MEDICAL BOARD STAFF REPORT

REPORT DATE:	July 6, 2012
ATTENTION:	Licensing Committee
SUBJECT:	Annual Report Statistic Format
REFERRED BY:	Curtis J. Worden, Chief of Licensing
REASON:	Review Current Annual Report Format of Licensing Program Statistics

REQUESTED ACTION:

On May 2, 2012, Ms. Barbara Yaroslavsky, President, requested that staff provide information relative to the Licensing Program statistical reporting format for the Annual Report.

BACKGROUND:

Under Section 312 of the Business and Professions Code, the Board is required to compile statistical data related to the performance of the Board's mandated functions and responsibilities. This information is reported to the Department of Consumer Affairs, the Governor's Office, the Legislature and the general public through issuance of the Annual Report. This report is issued annually in October, following completion of the Board's fiscal year of July, 1 through June 30.

The attached excerpts from selected Annual Reports represent a sampling of thirteen years of statistical data reporting regarding Licensing. The Annual Reports have improved throughout this period of time with the inclusion of new licensing categories, new required reporting data, and a more easily readable format with clearly defined tables with brief descriptive information.

Attachments:

1. 1999-2000 Licensing Program Annual Report
2. 2002-2003 Licensing Program Annual Report
3. 2006-2007 Licensing Program Annual Report
4. 2010-2111 Licensing Program Annual Report

RECOMMENDATION:

Staff asks that the members make suggestions to enhance or improve this report.

ATTACHMENT - 1

Division of Licensing

The Division of Licensing is responsible for initial and renewal licensing of physicians and surgeons. Additionally, the Division administers licensing programs for lay midwives, dispensing opticians, spectacle lens dispensers, contact lens dispensers, and research psychoanalysts.

Physician and Surgeon Application Processing. During the 1999-2000 fiscal year, 4,043 new physician and surgeon licenses were issued. The volume of application processing work peaks around June 30, the end of the annual residency training year. At this time of year, the Licensing Program experiences increased activity resulting from applicants requiring licensure in order to continue into the third year of postgraduate training or to begin permanent positions at the conclusion of their training. In its effort to provide quality service, the Division encourages applicants to submit their application materials and fees well in advance of the time they expect to be licensed.

Fingerprint clearances are an important part of the application process and a frequent cause for processing delays. In FY 1999-2000, Division staff worked with the Department of Justice to streamline fingerprint processing through participation in the Livescan process which will eliminate the use of fingerprint cards for in-state fingerprint checks. Additionally, INTERPOL inquiries were initiated this year in situations requiring criminal history checks and clearances from abroad.

New provisions in section 2089 of the California Business and Professions Code (B&P) added training in pain management and end-of-life care to curriculum requirements for all applicants for physician and surgeon licensure. This was intended to help educate and influence the attitudes and behavior of physicians toward treating patients with pain, and to help medical educators initiate changes in the curriculum to ensure that new practitioners have attitudes, knowledge, and skills relevant to care for terminal patients. This law applies to all individuals entering medical school on or after June 1, 2000 who apply for California licensure.

Section 1321(d) was added to the regulations to require that each of the two years of approved postgraduate training required for licensure be completed in continuous blocks, but also permit each year to be completed in a different program. Additionally, this law allows for interruption of either year due to illness or hardship.

Special Programs. Special programs provide opportunities for foreign physicians to participate in research and faculty appointments at medical schools located in California. Special program site inspections were conducted at the University of California, San Diego School of Medicine; the University of California, Los Angeles School of Medicine; and Stanford University School of Medicine. These site inspections included meetings with deans, program directors and supervisors, and participants in B&P Code section 2111 postgraduate study programs and section 2113 faculty appointment programs.

Because California medical schools may experience difficulties recruiting eminent clinical faculty from other states, B&P Code section 2168 was implemented in 1998-1999 to create a new category of restricted licensure for the purposes of research, medical advancement and educational progress. A physician eligible for a special faculty appointment must have been offered a full-time appointment at a California medical school at the full professor level in a tenure track position, or its equivalent. During the 1999-2000 fiscal year, the Division issued three special faculty permits to outstanding physicians at the University of California, Los Angeles School of Medicine; the University of California, San Diego School of Medicine; and the University of California, San Francisco School of Medicine.

Consumer Information and Services for Affiliated Health Professions. Implementation of a new telephone system enabled the Consumer Information Unit to assume broader support responsibilities than could previously be assigned. In addition to providing licensing verifications and other general telephone assistance, CIU staff also responded to requests for applications and other forms, letters of good standing, duplicate licenses and address changes. The Division of Licensing sustains relationships with various affiliated health professions. The CIU plays an important role by responding not only to inquiries related to the Medical Board, but also to questions concerning the Acupuncture Board, Hearing Aid Dispensers Program, Physical Therapy Board, Physician Assistant Committee, Board of Podiatric Medicine, Board of Psychology, Respiratory Care Board, and the Speech-Language Pathology & Audiology Board.

Affiliated Healing Arts

	1999–00 LICENSES/APPROVALS	
	ISSUED	CURRENT
Licensed Midwife	12	110
Dispensing Optician	46	1,252
Contact Lens Dispenser	20	488
Spectacle Lens Dispenser	96	1,911
Physician Asst. Supervisor	1,436	10,549
Research Psychoanalyst	0	65
Accrediting Agencies for Outpatient Surgery Settings	0	4
Doctor of Podiatric Medicine	102	1,932
Total	**1,712**	**16,311**

For additional copies of this report, please fax your company name, address, telephone number and contact person to the Medical Board Executive Office at (916) 263-2387, or mail your request to 1426 Howe Avenue, Suite 54, Sacramento, CA 95825.

Division of Licensing Activity

Physician Licenses Issued	FY 98-99	FY 99-00
FLEX/USMLE[1]	3,210	3,338
NBME[1]	671	528
Reciprocity with other states	162	177
Total new licenses issued	**4,043**	**4,043**
Renewal licenses issued—with fee	46,613	47,518
Renewal licenses—fee exempt[2]	4,457	4,433
Total licenses renewed	**51,070**	**51,951**
Physician Licenses in Effect		
California address	81,762	82,872
Out-of-state address	25,147	25,196
Total	**106,909**	**108,068**
Licensing Examination Activity		
United States Medical Licensing Exam (USMLE)		
Applicants passing USMLE exam	2,122	*
Applicants failing USMLE exam	570	*
Total	**2,692**	*

Licensing Enforcement Activity	FY 98-99	FY 99-00
Probationary license granted	0	2
License Denied (no hearing requested)	2	2
Statement of Issues to deny license filed	8	4
Statement of Issues granted (license denied)	6	2
Statement of Issues denied (license granted)	2	1
Statement of Issues withdrawn	0	1

[1] *FLEX = Federation Licensing Exam*
USMLE = United States Medical Licensing Exam
NBME = National Board Medical Exam

[2] *Includes physicians with disabled, inactive, retired, or military license status.*

* *The Medical Board stopped administering Step 3 of USMLE in FY 98-99.*

Verification Activity Summary

License Status Verifications	FY 98-99	FY 99-00
Phone verifications	220,726	180,400
Online access verifications	288,533	*
Written verifications	68,472	44,273
Authorized Internet users	532	534
Non-verification telephone calls	40,682	52,899

* *Due to Y2K, the system previously used to access licensee information became inoperable in December 1999. Effective April 1, 2000 a new password-protected site on the Internet was developed to replace the previous system. Thus, statistics are unavailable.*

	FY 98-99	FY 99-00
Certification Letters and Letters of Good Standing	9,151	11,132
Fictitious Name Permits		
Issued	849	1,180
Renewed	3,800	4,084
Total number of permits in effect	7,869	8,107
Continuing Medical Education		
CME audits	792	794
CME waivers	461	351

Report Verifications

	FY 98-99	FY 99-00
Disciplinary reports mailed to health facilities upon written request pursuant to B&P Code §805.5	358	253
Adverse Actions reported to the NPDB[1]	486	528[2]
NPDB reports received from insurance companies or self-insured individuals/ organizations	1,442	815

	FY 98-99	FY 99-00
B&P Code §805 reports of health facility discipline received:	83	112[3]

[1] *NPDB = National Practitioner Data Bank*

[2] *Includes 516 MDs, 7 podiatrists, and 5 physician assistants.*

[3] *Includes 110 reports for MDs, 1 for a psychologist and 1 for a podiatrist.*

ATTACHMENT - 2

Division of Licensing

The Medical Board of California's Division of Licensing is committed to protecting the public and serving the medical profession by adhering to the highest standards of efficiency, and by ensuring that all statutory requirements are met as a precondition to the issuance of a physician's and surgeon's license. To best meet this standard, improvements to the licensing process have been implemented this past year with noticeable results.

In addition to physician's and surgeon's licenses, the Division also licenses, registers and certifies various affiliated healing arts professionals and serves as the approving authority for those agencies that accredit outpatient surgery settings.

Licensing Process Improvements Update

In the 2001-2002 fiscal year 4,920 physician and surgeon licenses were issued, as compared to 3,777 in 2000-2001.

With the initiation of the new e-licensing program, physicians and surgeons can renew their licenses online. New applicants for physician's and surgeon's licenses can submit payment for an application online via credit card, directly to the Board. At this point, this system does not displace the normal hard copy completion of the entire licensing packet and transmittal of that hard copy material to the Board.

Applicants can also continue to request an application by telephone or download an application from the Board's Web site and mail it to the Board for processing.

Fingerprint clearances from the Federal Bureau of Investigation and the Department of Justice are a mandatory part of the application process. If the applicant resides in California, there is now an electronic process available for fingerprint clearances, called Live Scan. This process significantly reduces the time frame to process fingerprint clearances. The Live Scan process has streamlined and essentially eliminated the need for paper fingerprint cards for California applicants. However, the paper cards are still available for those applicants who reside out of state or who prefer to use this method.

Legal Updates

A regulatory change to section 1320 of Title 16, California Code of Regulations, was implemented in 2000. An unintentional consequence of the amendment was that it affected out-of-state medical residents who come to California to participate in a guest rotation. The Board has proposed changes to regulatory language in FY 02-03 to allow persons participating in an out-of-state postgraduate training program (residency) to come to California and participate in a "guest rotation" (also referred to as an "away rotation") for a maximum number of days even if they have exhausted their normal exemption period as currently provided for in Business and Professions Code sections 2065 and 2066.

Affiliated Healing Arts

	2001–2002 LICENSES	
	ISSUED	CURRENT
Licensed Midwife	10	120
Dispensing Optician	116	1,180
Contact Lens Dispenser	13	437
Non-Resident Contact Lens Seller[1]	7	10
Spectacle Lens Dispenser	117	1,747
Physician Asst. Supervisor[2]	—	—
Research Psychoanalyst	2	70
Accrediting Agencies for Outpatient Surgery Settings	0	4
Podiatrist	71	2,019

[1] *Non-resident contact lens seller formerly was reported within the Dispensing Optician category.*

[2] *Pursuant to B&P Code section 3515, the physician assistant supervisor program became inoperative on July 1, 2001 and was repealed as of January 1, 2002. Therefore, any physician can supervise a physician assistant unless disciplinary action has been taken against the physician's license prohibiting the physician from such supervision.*

Continuing Medical Education Audit

The Division recently completed the FY 01-02 audit for continuing medical education (CME). A total of 757 licensees were audited and, out of those, 653 passed. The licensees who failed the audit have received a letter from the Division notifying them of the outcome, and instructions for remediating the deficiency.

Legislative CME Update

With the passage of AB 487 (Business and Professions Code section 2190.5), physicians are now required to complete, in addition to, or as part of the currently required CME, a mandatory one-time requirement of 12 credit hours of CME in the subjects of pain management and the treatment of terminally ill and dying patients.

The only exemption currently provided by this section of law is for those physicians who are practicing in pathology or radiology.

Division of Licensing Activity

	FY 00-01	FY 01-02
Physician Licenses Issued		
FLEX/USMLE[1]	3,237	4,110
NBME[1]	370	506
Reciprocity with other states	170	304
Total new licenses issued	**3,777**	**4,920**
Renewal licenses issued—with fee	47,469	49,053
Renewal licenses—fee exempt[2]	4,457	4,933
Total licenses renewed	**51,926**	**53,986**
Physician Licenses in Effect		
California address	84,675	86,934
Out-of-state address	24,614	25,339
Total	**109,289**	**112,273**
Fictitious Name Permits		
Issued[3]	1,082	1,003
Renewed[4]	4,101	3,505
Total number of permits in effect[4]	8,505	8,692

	FY 00-01	FY 01-02
Special Faculty Permits		
Permits issued	1	1
License exemptions renewed	2	2
Total active exemption	4	5
Licensing Enforcement Activity		
Probationary license granted	4	9
License Denied (no hearing requested)	7	8
Statement of Issues to deny license filed	11	6
Statement of Issues granted (license denied)	3	1
Statement of Issues denied (license granted)	5	4
Statement of Issues withdrawn	0	1

[1] *FLEX = Federation Licensing Exam*
USMLE = United States Medical Licensing Exam
NBME = National Board Medical Exam

[2] *Includes physicians with disabled, inactive, retired, military, or voluntary service license status.*

[3] *Includes Medical Board of California and Board of Podiatric Medicine.*

[4] *Medical Board of California only.*

Verification & Reporting Activity Summary

	FY 00-01	FY 01-02
License Status Verifications		
Phone verifications	130,483	103,260
Written verifications	3,934	2,897
Authorized Internet users	842	934
Online access verifications	692,879	659,689
Non-verification telephone calls	68,145	63,511
Certification Letters and Letters of Good Standing	11,858	7,297

	FY 00-01	FY 01-02
Reports to Medical Board		
Disciplinary reports mailed to health facilities upon written request pursuant to B&P Code §805.5	194	271
Adverse Actions reported to the NPDB[1]	520[2]	563[3]
NPDB reports received from insurance companies or self-insured individuals/ organizations	909	907
B&P Code §805 reports of health facility discipline received	135[4]	155[5]

[1] *NPDB = National Practitioner Data Bank*

[2] *Includes 484 MDs, 30 podiatrists, and 6 physician assistants.*

[3] *Includes 531 MDs, 11 podiatrists, and 21 physician assistants.*

[4] *Includes 124 MDs, 3 podiatrists and 8 psychologists.*

[5] *Includes 151 MDs, 2 podiatrists and 2 psychologists.*

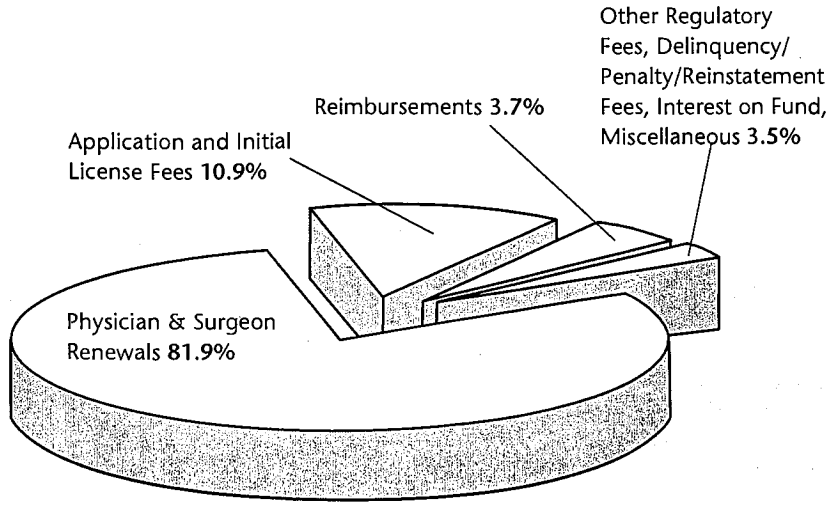
The Annual Report also is available in the "Publications" section of the Medical Board's Web site: www.medbd.ca.gov. For additional copies of this report, please fax your company name, address, telephone number and contact person to the Medical Board's Executive Office at (916) 263-2387, or mail your request to 1426 Howe Avenue, Suite 54, Sacramento, CA 95825.

ATTACHMENT - 3

Medical Board of California 2006–2007 Fiscal Year

Revenues & Reimbursements

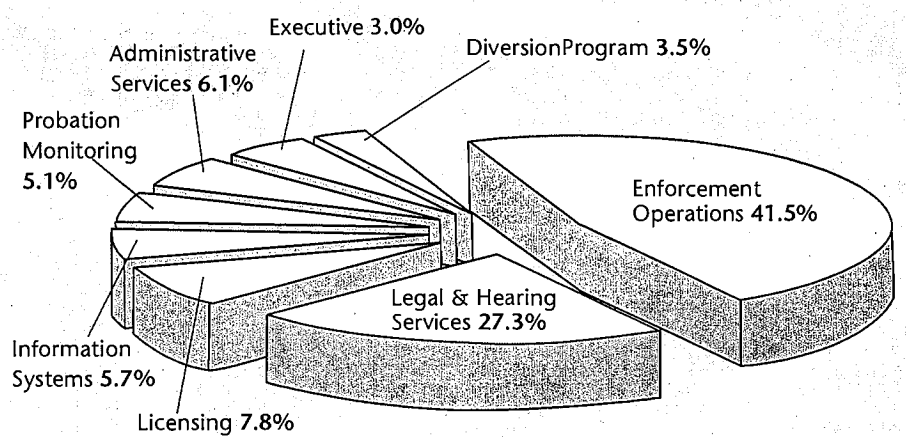
Physician & Surgeon Renewals	$42,246,000
Application and Initial License Fees	5,635,000
Reimbursements	1,888,000
Other Regulatory Fees, Delinquency/Penalty/ Reinstatement Fees, Interest on Fund, Miscellaneous	1,807,000
Total Receipts	**$51,576,000**



Budget Distribution

Enforcement Operations	$20,917,000
Legal & Hearing Services	13,776,000
Licensing	3,949,000
Information Systems	2,857,000
Probation	2,591,000
Administrative Services	3,089,000
Executive	1,534,000
Diversion Program*	1,747,000
Total	**$50,460,000**

* Includes one-time funding in the amount of $300,000 for performance audit pursuant to Section 1 of Chapter 647 of the Statutes of 2005.



Division of Licensing

The Division of Licensing continues to promote public protection for health care consumers through the proper licensing of physicians and surgeons and allied health care professionals. The division is able to achieve its mission by evaluating the educational credentials and skills of applicants during the licensing process, issuing fictitious name permits, administering the continuing medical education program, and licensing several allied health care professionals.

During the last fiscal year, the number of new physician and surgeon applications processed continued a steady increase with 5,284 new license certificates issued—an increase of approximately 5.3 percent compared to last year.

The licensing activity tables on the following page illustrate the volume of allied health care professionals and other licensing operations workload processed by division staff.

Some key accomplishments of the division during the past fiscal year included an impressive reduction in the average number of days it took staff to perform an initial review of physician and surgeon applications—from over 120 days last year to approximately 36 days this year, a 70 percent reduction. The division conducted site visits at five California medical schools and one teaching hospital as part of its Special Programs oversight responsibilities. The division also created the Special Faculty Permit Review Committee and the Midwifery Advisory Council with the initial appointment of members, and increased the activity of the Cultural and Linguistic Physician Competency Program Workgroup, all groups that meet publicly from time to time to provide recommendations to the division.

Division of Licensing Activity

	FY 05-06	FY 06-07
Physician Licenses Issued		
FLEX/USMLE[1]	4,306	4,397
NBME[1]	303	365
Reciprocity with other states	411	522
Total new licenses issued	**5,020**	**5,284**
Renewal licenses issued—with fee	52,176	53,081
Renewal licenses—fee exempt[2]	4,788	5,013
Total licenses renewed	**56,964**	**58,094**
Physician Licenses in Effect		
California address	94,546	96,299
Out-of-state address	27,623	27,757
Total	**122,169**	**124,056**
Fictitious Name Permits		
Issued	1,265	1,257
Renewed	4,040	3,842
Total number of permits in effect	**10,552**	**11,095**

	FY 05-06	FY 06-07
Special Faculty Permits		
Permits issued	0	0
License exemptions renewed	2	2
Total active exemptions	**5**	**5**
Licensing Enforcement Activity		
Probationary license granted	4	6
License denied (no hearing requested)	6	1
Statement of Issues to deny license filed	11	6
Statement of Issues granted (license denied)	5	8
Statement of Issues denied (license granted)	3	4
Statement of Issues withdrawn	2	4

[1] FLEX = Federation Licensing Exam
USMLE = United States Medical Licensing Exam
NBME = National Board Medical Exam

[2] Includes physicians with disabled, retired, military, or voluntary service license status.

Verification & Reporting Activity Summary

License Status Verifications	FY 05-06	FY 06-07
Telephone verifications	58,451	52,718
Non-verification telephone calls	16,632	13,863
Authorized LVS Internet users[1]	1,025	624
Online LVS access verifications	1,179,197	1,726,731
Web license look-up	6,371,788	7,464,137
Certification Letters and Letters of Good Standing	7,099	6,991
Report Verifications		
Disciplinary reports mailed to health facilities upon written request pursuant to B&P Code §805.5	351	194
Reports to Medical Board		
Adverse Actions reported to the NPDB[2]	582[3]	547[4]
B&P Code §805 reports of health facility discipline received	140[5]	127[6]

Allied Health Care Professions: 2006–2007 Licenses

	ISSUED	CURRENT
Licensed Midwife	9	171
Dispensing Optician	59	1,164
Contact Lens Dispenser	153	712
Non-Resident Contact Lens Seller	0	9
Spectacle Lens Dispenser	169	2,002
Research Psychoanalyst	4	81
Accreditation Agencies for Outpatient Settings	0	4
Podiatrist	60	1,836

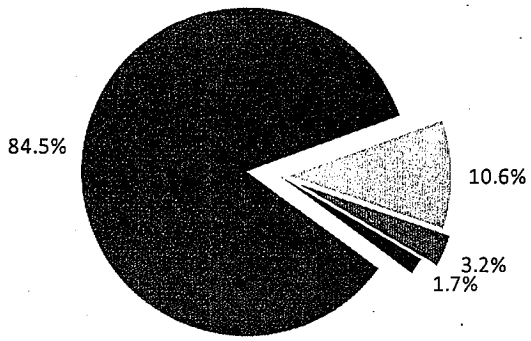
[1] LVS= Licensing Verification System
[2] NPDB = National Practitioner Data Bank
[3] Includes 540 MDs, 19 podiatrists, and 23 physician assistants
[4] Includes 501 MDs, 11 podiatrists, 27 physician assistants, and 8 statement of issues-license denied
[5] Includes 138 MDs and 2 podiatrists
[6] Includes 126 MDs and 1 podiatrist

ATTACHMENT - 4

Medical Board of California 2010–2011 Fiscal Year

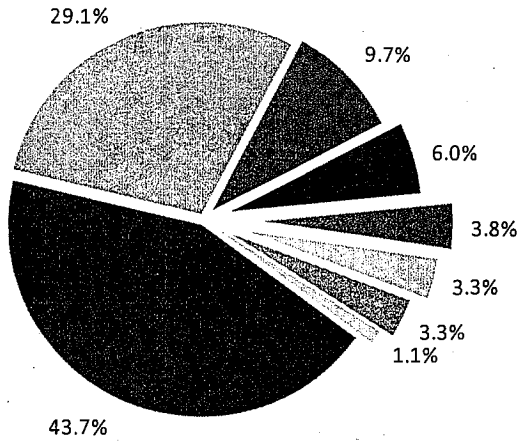
Revenues & Reimbursements

Physician & Surgeon Renewals	$43,571,000	84.5%
Application & Initial License Fees	5,481,000	10.6%
Reimbursements	1,628,000	3.2%
Other Regulatory Fees, Delinquency/ Penalty/Reinstatement Fees, Interest on Fund, Miscellaneous	860,000	1.7%
Total Receipts	**$51,540,000**	



Budget Distribution

Enforcement Operations	$22,660,000	43.7%
Legal & Hearing Services	15,060,000	29.1%
Licensing	5,045,000	9.7%
Information Systems	3,118,000	6.0%
Executive	1,944,000	3.8%
Probation Monitoring	1,735,000	3.3%
Administrative Services	1,688,000	3.3%
Operation Safe Medicine	577,000	1.1%
Total	**$51,827,000**	



Licensing Program

The Medical Board of California's Licensing Program continues to achieve its mission of protecting the health care of consumers through the proper licensing of physicians and surgeons and certain allied health care professionals. The Licensing Program also issues fictitious name permits, and licenses non-nurse midwives, research psychoanalysts, spectacle and contact lens dispensers, and registered dispensing optician businesses. It also approves accreditation agencies that accredit outpatient surgical centers in which general anesthesia is being used.

During the last fiscal year, the Licensing Program received 6,047 new physicians' and surgeons' applications and issued 5,272 licenses. The Licensing Program also conducted one international medical school site visit for a school applying for recognition and recognized two English language international medical school programs. In addition, all physicians' and surgeons' applications were reviewed well below the 60 working days regulatory time frame. These accomplishments were achieved despite multiple staff vacancies. Staff continues to identify opportunities to streamline and improve the application process, and improve the Program's outreach efforts.

Licensing Program Activity

	FY 09-10	FY 10-11
Physician Applications Received	5,964	**6,047**
Physician Licenses Issued		
FLEX/USMLE[1]	4,357	**4,419**
NBME[1]	266	**302**
Reciprocity with other states	487	**551**
Total new licenses issued	5,110	**5,272**
Renewal licenses issued – with fee	56,066	**57,663**
Renewal licenses issued – fee exempt[2]	4,748	**4,993**
Total licenses renewed	60,814	**62,656**
Physician Licenses in Effect[3]		
California address	98,816	**100,544**
Out-of-state address	23,635	**23,854**
Total	122,451	**124,398**
Fictitious Name Permits		
Issued	1,118	**1,288[4]**
Renewed	4,968	**4,943**
Total number of permits in effect	12,549	**13,094**

	FY 09-10	FY 10-11
Special Faculty Permits		
Permits issued	2	**0**
Permits renewed	5	**11**
Total active permits	14	**14**
Licensing Enforcement Activity		
Licenses Issued with Public Letter of Reprimand	7	**13**
Probationary license granted	19	**23**
License denied (no hearing requested)	3	**3**
Statement of Issues to deny license filed	2	**6**
Statement of Issues granted (license denied)	3	**1**
Statement of Issues denied (license granted)	3	**0**
Statement of Issues withdrawn	1	**1**

1 FLEX: Federation Licensing Examination
USMLE: United States Medical Licensing Examination
NBME: National Board Medical Examination
2 Includes physicians with disabled, retired, military, or voluntary service license status
3 Reporting for FY 10/11 excludes physicians with inactive, retired, or disabled license status
4 Includes 22 FNPs issued on behalf of the Board of Podiatric Medicine

Verification & Reporting Activity Summary

Application Status Verifications	FY 09-10	FY 10-11
WAAS application look-up[1]	39,405	**98,996**
License Status Verifications		
Telephone verifications	15,371	**29,081**
Non-verification telephone calls	70,334	**51,434[2]**
Authorized LVS[3] Internet users	575	**490**
Online LVS[3] access verifications	2,331,033	**2,631,385**
Web license look-up	7,702,498	**6,458,770**
Certification Letters and Letters of Good Standing	11,791	**11,706**
Reporting Activities		
B&P Code §805 reports of health facility discipline received	99[5]	**94[6]**
Disciplinary reports mailed to health facilities upon written request pursuant to B&P Code §805.5	532	**319**
Adverse Actions reported to the NPDB[4]	547[7]	**486[8]**

Allied Health Care Professions Licenses/Registrations

	Issued	Current
Licensed Midwife	**40**	**252**
Dispensing Optician	**69**	**1,161**
Contact Lens Dispenser	**73**	**902**
Non-Resident Contact Lens Seller	**0**	**11**
Spectacle Lens Dispenser	**196**	**2,182**
Research Psychoanalyst	**8**	**92**
Accreditation Agencies for Outpatient Settings	**0**	**4**
Podiatrist	**58**	**2,086[9]**

1 WAAS: Web Applicant Access System – reporting started 1/28/10
2 Does not include the 19,355 listed under Consumer Inquiries on page vi
3 LVS: Licensing Verification System
4 NPDB: National Practitioner Data Bank
5 Includes 99 MDs and 0 Podiatrists
6 Includes 93 MDs and 1 Podiatrist
7 Includes 473 MDs, 9 Podiatrists, 26 Physician Assistants, 21 Registered Dispensing Optician Program Registrants, 7 Licensed Midwives and 11 Denials by Licensing Program
8 Includes 417 MDs, 19 Podiatrists, 31 Physician Assistants, 4 Registered Dispensing Optician Program Registrants, 1 Licensed Midwife and 14 Denials by Licensing Program
9 Includes fee-exempt licenses

2010 Licensed Midwife Annual Report Summary[1]

	2009	2010
Clients served as primary caregiver at the onset of care	3,023	**3,115**
Clients served with collaborative care available through or given by a licensed physician and surgeon	1,461	**1,802**
Clients served under the supervision of a licensed physician and surgeon	285	**203**
Planned out-of-hospital births at the onset of labor	1,974	**2,245**
Planned out-of-hospital births completed in an out-of-hospital setting:	1,621	**1,840**
Twin Births	8	**5**
Multiple Births (other than Twin Births)	2	**0**
Breech Births	11	**13**
VBAC (vaginal births after the performance of a Cesarean section)	90	**109**
Complications - Resulting in the mortality of the mother prior to transfer	0	0
Complications - Resulting in the mortality of the mother after transfer	1	0
Complications - Resulting in the mortality of the infant prior to transfer	2	0
Complications - Resulting in the mortality of the infant after transfer	2	2
Antepartum - Primary care transferred to another health care practitioner (elective)	209	**240**
Antepartum - Urgent or emergency transport of expectant mother	56	**49**
Intrapartum - Elective hospital transfer	282	333
Intrapartum - Urgent or emergency transfer of an infant or mother	42	53
Postpartum - Elective hospital transfer of mother	32	**28**
Postpartum - Elective hospital transfer of Infant	27	**22**
Postpartum - Urgent or emergency transfer of a mother	27	**21**
Postpartum - Urgent or emergency transfer of an infant	24	**37**

[1] Conclusions should not be drawn from this summary as data does not specify whether the death is fetal, intrapartum or neonatal; whether the affected perinate had congenital anomalies incompatible with life; or whether the perinate was born in or out of a hospital. Births are attended by the licensed midwife as the primary caregiver.

Enforcement Program

During the fiscal year, the Enforcement Program focused on identifying areas of concern and best practices to improve case timelines and was successful in the implementation of several process improvements, including: updating manuals; reviewing policies and recommending changes to the Board; and, reconciling data and statistics on a monthly basis to track timelines and trends.

Although the Enforcement Program was again faced with operational challenges including staffing shortages, the average Complaint Unit time frame was reduced despite receiving 583 more complaints than last year. The Notice to Consumer Regulation, requiring physicians in California to inform their patients that they are licensed by the Medical Board of California and provide the Board's contact information, was a large factor in the nearly 10 percent increase in complaints and is anticipated to continue to increase the amount of complaints received in the future. Faced with a substantial increase in consumer complaints, the reduction of the investigative time frame remained a high priority throughout the year. The Enforcement Program was successfully able to reduce the overall time frame to complete an investigation by 5 percent. This decrease is, in part, due to the extensive training provided to Enforcement Program investigators including training for time management, multi-tasking skills, and utilizing technological tools to improve individual tracking methods.

SB700 (Negrete McLeod, Chapter 505, Statutes of 2010), became effective this year, requiring the Board to create a new reporting form pursuant to 805.01 of the California Business and Professions Code and to post an 805 (Peer Review Process) Fact sheet on the Board's website. The law requires hospitals to inform the Board of a formal investigation within 15 days and allows the Board access to relevant documents upon the notification versus having to wait until the hospital disciplinary hearing has been held. SB700 will enable the Enforcement Program to process 805 cases in a more expedited manner resulting in better consumer protection.

The Board's Operation Safe Medicine (OSM) was responsible for seizing more than $100,000 of contraband contact lenses and arresting several unlicensed individuals who were illegally selling them. OSM was largely responsible for the 41 cases referred to the District Attorney or City Attorney resulting in an impressive 23 criminal complaints being filed. The volume and seriousness of the cases investigated and submitted for prosecution continues to underscore the importance of having a unit dedicated solely to the issue of unlicensed practice and demonstrates the Enforcement Program's goal of protecting the consumers of California.