

MEDICAL BOARD OF CALIFORNIA

DATE REPORT ISSUED: April 4, 2018
ATTENTION: Members, Medical Board of California
SUBJECT: Licensing Program Summary
STAFF CONTACT: April Alameda, Chief of Licensing

REQUESTED ACTION:

This report is intended to provide the Members with an update on the Licensing Program at the Medical Board of California (Board). No action is needed at this time.

PROGRAM UPDATE:

The Licensing Program continues to meet weekly goals and to ensure licenses are issued promptly. In the third quarter of fiscal year 2017/2018, the Licensing Program consistently met weekly goals with no overtime. After completing its procedures for the physician's and surgeon's application review, the Licensing Program updated and developed procedures for all other application types within the Licensing Program.

The Licensing Program's strategic goal for reviewing physician's and surgeon's license and postgraduate training authorization letter applications has remained under the 45-day review time since May of 2016. Licensing staff has continued to exceed this goal and has maintained a review time of 28 days since November of 2016. In addition, licensing staff continues to process all incoming mail within an average of seven days.

The Licensing Program is entering its busiest time of year, as residents who are training in California will require a medical license before the end of June. The management team will continue to be proactive in an effort to maintain all goals while meeting the needs of the applicants and the training programs. Similarly, the management team has established work groups to assess current forms and procedures in order to coordinate the transition and address the changes coming forth as a result of Senate Bill 798 (Hill, Statutes of 2017, Chapter 775), which change the requirement for postgraduate training from one or two years to three years.

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

STAFFING:

The Licensing Program has recently hired a staff services manager II to oversee the staff services manager Is and a management services technician for the United States/Canada graduate application review for the Physician and Surgeon Licensing Unit.

The Licensing Program is actively recruiting for three positions: office technician for the Licensing Support Unit, and a program technician II and an associate governmental program analyst for the Consumer Information Unit (CIU).

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CONSUMER INFORMATION UNIT:

The CIU continues to handle a heavy call volume while not being fully staffed due to vacancies. The number of calls answered this quarter increased from 15,988 to 17,084.

The Licensing Program is in the process of recruiting for an associate governmental program analyst (AGPA) to serve as the CIU lead. The lead will develop a two-way communication plan with phone staff regarding trending issues; review statistics to evaluate training needs, develop a training plan, provide training, and measure training effectiveness; develop and implement an optional end-of-call survey; and evaluate and update existing scripts. These tasks will help the Board achieve its strategic goal of reducing call wait times and improving the quality of customer service in CIU.

SPECIALTY BOARD APPLICATIONS:

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

INTERNATIONAL MEDICAL SCHOOLS:

The Licensing Program has four Self-Assessment Reports from schools seeking recognition pending. All four reports are with a medical consultant for review and recommendation. There were 82 schools pending recognition at the beginning of the third quarter. During the third quarter, 9 new recognition requests were received, and 5 schools were recognized. There are currently 86 schools pending recognition at the end of the third quarter.

OUTREACH:

The Licensing Outreach Manager attended the following licensing outreach events:

Date(s)	Location	Residents
February 14-15	Harbor UCLA – Los Angeles	36
February 21	Dignity Health – Sacramento	9
March 2	Santa Clara Valley Medical Center – San Jose	29
March 8-9	UC San Diego – San Diego	84
March 14	Benioff Children’s Hospital – Oakland	26
March 20	Kaiser Permanente – Vallejo	33
March 21	Kaiser Permanente – Oakland	27
March 22	Kaiser Permanente – San Francisco	19
March 23	Kaiser Permanente – Santa Clara	26

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**WORKLOAD REPORT
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CONSUMER INFORMATION UNIT FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
Total Calls Answered	51,342	18,270	15,988	17,084	
Calls Requesting Call Back	22,371	8,600	6,966	6,805	
Calls Abandoned	16,361	6,065	5,540	4,756	
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

PHYSICIAN & SURGEON DATA FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
*Applications Received	6,249	2,346	1,909	1,994	
Initial Reviews Completed	6,168	2,015	2,078	2,075	
Pending	N/A				
Reviewed	N/A				
Not Reviewed	N/A				
(SR2s Pending)	N/A	74	72	91	
Licenses Issued	4,938	1,823	1,416	1,699	
Renewals Issued	53,254	17,259	16,863	19,132	

*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 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
Total 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

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Unrecognized and Disapproved Medical School Applicants (2135.7) - FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
Beginning	N/A	8	6	10	
Received		2	4	1	
Reviewed		2	4	1	
Not Eligible		0	0	0	
Licensed		2	3	4	

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

SR 2 - CATEGORIES FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
Alcohol/Drugs	11	1	4	6	
PG/Medical Knowledge	58	23	16	19	
Convictions	25	9	8	8	
Other	84	38	18	28	

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

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INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
Schools Pending Recognition at Beginning of Quarter	N/A	74	77	82	
Pending Self-Assessment Reports (included pending above)	N/A	5	4	4	
New Self-Assessment Reports Received (included pending above)	0	0	0	0	
New Unrecognized Schools Received	38	10	19	9	
School Recognized Pursuant to CCR 1314(a)(1)	25	6	14	5	
School Recognized Pursuant to CCR 1314(a)(2)	1	1	0	0	
TOTAL Schools Pending Recognition at End of Quarter	N/A	77	82	86	

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

SPECIALTY BOARD APPLICATIONS FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
Applications Received	0	0	0	0	
Applications Pending	N/A	2	2	2	

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

RESEARCH PSYCHOANALYST FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
RP Applications Received	6	2	2	2	
RP Licenses Issued	6	0	4	2	

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

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LICENSED MIDWIVES FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
Applications Received	27	9	10	8	
Applications Pending	N/A	6	6	4	
Applications Withdrawn	0	0	0	0	
Licenses Issued	30	10	9	11	
Licenses Renewed	142	43	44	55	

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

FICTITIOUS NAME PERMITS FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
P&S - FNP Received	1058	334	398	326	
P&S - FNP Issued	1,010	358	249	403	
P&S - FNP Renewed	4,304	1,353	1,393	1,558	
Podiatric FNP Received	27	6	11	10	
Podiatric FNP Issued	24	7	5	12	
Podiatric FNP Renewed	118	42	36	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 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 Renewed	103	28	35	32	8

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POLYSOMNOGRAPHY FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
Trainee					
Applications Received	17	8	5	4	
Registrations Issued	19	6	8	5	
Registrations Renewed	12	4	4	4	
Technician					
Applications Received	19	7	6	6	
Registrations Issued	20	8	7	5	
Registrations Renewed	32	16	9	7	
Technologist					
Applications Received	43	20	15	8	
Registrations Issued	48	20	16	12	
Registrations Renewed	131	60	45	26	

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

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SPECIAL PROGRAMS FY 17/18																				
Permit	Applications Received				Applications Reviewed				Permits Issued				Permits Renewed				Applications Withdrawn or Denied			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2111	9	5	6		7	7	7		7	9	5		18	13	16		0	0	0	
2112	0	1	0		0	0	1		0	0	0		1	0	1		0	0	0	
2113	2	6	6		3	4	3		10	3	6		6	12	5		1	1	0	
2168	0	3	0		0	1	1		0	0	1		3	1	2		0	0	0	
2072	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
1327	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	

SPECIAL PROGRAMS FY 16/17																				
Permit	Applications Received				Applications Reviewed				Permits Issued				Permits Renewed				Applications Withdrawn or Denied			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2111	10	3	0	0	10	4	2	5	11	6	2	5	20	10	10	10	0	0	0	0
2112	0	0	1	0	0	0	1	0	1	1	0	1	0	0	0	1	0	0	0	0
2113	4	3	3	2	3	5	3	9	9	4	5	4	15	13	4	9	0	0	0	0
2168	0	0	1	0	0	0	0	0	0	0	1	0	1	3	1	6	0	0	0	0
2072	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1327	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

2111 - Visiting Fellow (doesn't satisfy postgraduate training required for licensure)

2112 - Hospital Fellowship Program Non-Citizen (does not satisfy postgraduate training required for licensure)

2113 - Medical School Faculty Member (may satisfy postgraduate training required for licensure)

2168 - Special Faculty Permit (academically eminent; unrestricted practice within sponsoring medical school - not eligible for licensure)

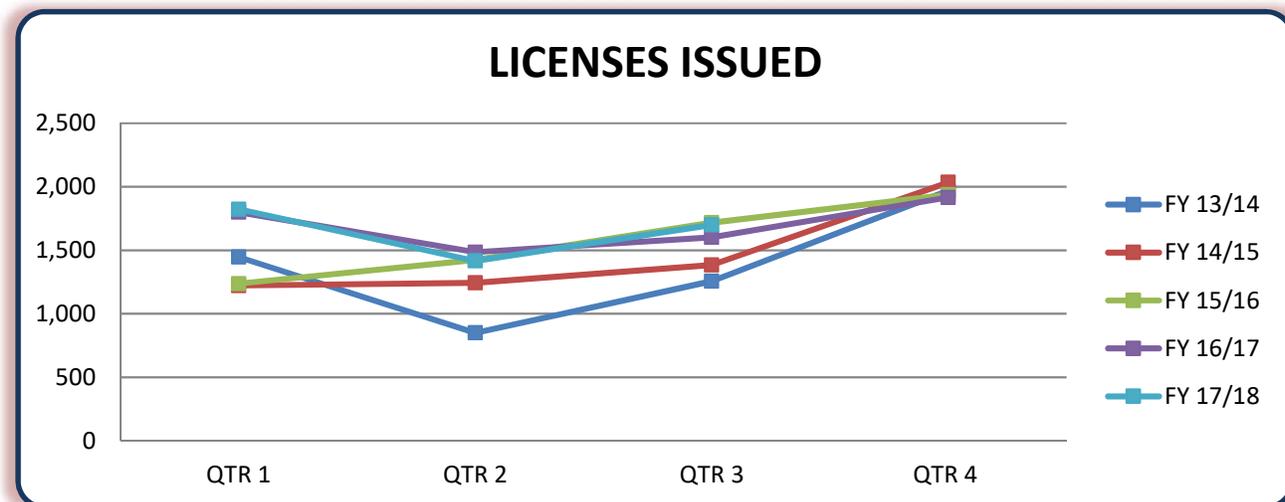
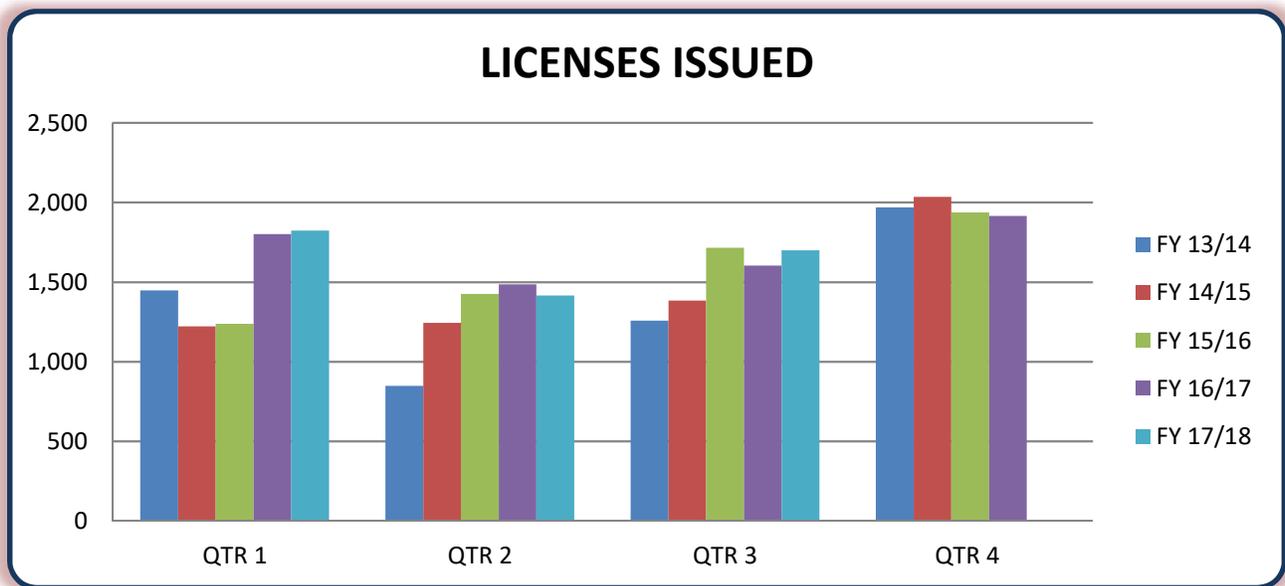
2072 - Special Permit - Correctional Facility

1327 - Medical Student Rotations - Non-ACGME Hospital Rotation

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PHYSICIAN'S AND SURGEON'S LICENSES ISSUED					
Five Fiscal Year History					
Fiscal Year	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
FY 17/18	1,823	1,416	1,699		4,938
FY 16/17	1,801	1,485	1,603	1,916	6,805
FY 15/16	1,237	1,425	1,716	1,938	6,316
FY 14/15	1,222	1,243	1,383	2,035	5,883
FY 13/14	1,447	849	1,257	1,969	5,522



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Fiscal Year	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
FY 17/18	2,346	1,909	1,994		6,249
FY 16/17	2,178	1,859	2,035	1,729	7,801
FY 15/16	2,262	1,732	2,094	1,675	7,763
FY 14/15			1,967	1,516	6,850
FY 13/14					6,308

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

Fiscal Year - 2017/2018					
Strategic Plan Goal 5: Organizational Effectiveness					
Objective 5.1: Licensing Applications to be Reviewed Within 45 Days					
	FY 16/17	Q1	Q2	Q3	Q4
Number of Weeks 45 Day Initial Review Goal Not Met	0	0	0	0	
Number of Weeks	52	13	13	13	13
Highest # of Days Goal Exceeded	N/A	N/A	N/A	N/A	

Fiscal Year - 2016/2017					
Strategic Plan Goal 5: Organizational Effectiveness					
Objective 5.1: Licensing Applications to be Reviewed Within 45 Days					
	FY 16/17	Q1	Q2	Q3	Q4
Number of Weeks 45 Day Initial Review Goal Not Met	0	0	0	0	0
Number of Weeks	52	13	13	13	13
Highest # of Days Goal Exceeded	N/A	N/A	N/A	N/A	N/A