

MEDICAL BOARD OF CALIFORNIA

DATE REPORT ISSUED: July 7, 2014
ATTENTION: Board Members
SUBJECT: Licensing Program Summary
STAFF CONTACT: Curtis J. Worden, Chief of Licensing

STAFFING:

The Licensing Program staff, continued to work hard in the fourth quarter of FY 13/14 to meet the needs of licensing the residents who needed Physician's and Surgeon's (P&S) Licenses or Postgraduate Training Authorization Letters (PTAL) by July 1, 2014. Although, Licensing has filled some vacancies, several staff have been out for various reasons. The BreZE system requires more information to be entered and therefore it takes longer to process application files.

Licensing currently has the following vacancies:

- 1 OT - Call Center
- 1 MST - US/CAN P&S Application Reviewer
- 1 SSA - IMG P&S Application Reviewer

Interviews will be schedule in the next few weeks.

STATISTICS:

The statistics are on pages BRD 8D - 5 through BRD 8D - 6. Please note that most of the statistics normally provided are unavailable at this time due to the implementation of BreZE. The statistics that have been provided have been obtained either by a manual count or are not part of the BreZE system.

Notable statistics include:

- Consumer Information Unit, telephone calls answered – 23,758 (BRD 8D - 5)
- Consumer Information Unit, telephone calls abandoned - 6,392 (BRD 8D - 5)
 - 3,193 fewer abandon calls than the previous quarter
- Consumer Information Unit, telephone calls requesting a call back – 7,776 (BRD 8D - 5)
 - 2,849 fewer call back requests than the previous quarter
- P&S applications initial review completed – 1,026. This was gathered by other means than BreZE and has a margin of error.
- P&S applications not reviewed – 666 (includes PTAL, IMG & US). This was gathered by other means than BreZE and has a margin of error.
- P&S licenses issued – 1,969
 - This number is an increase of 712 licenses issued from the previous quarter. The Board issued 82 more licenses in FY 13/14 than in FY 12/13.

Licensing did not meet its goal of performing initial reviews of all new P&S applications within 45 days of being received by the Board for one (1) of the 13 weeks in the fourth quarter of FY 13/14. This was due to staff prioritizing applications from applicants who needed to be licensed or have a PTAL by July 1, 2014. In addition, it will take staff a few weeks to meet this goal in the first quarter of FY 14/15 as a result of prioritizing the applicants who needed a PTAL or license by July 1, 2014. The Licensing management will continue to monitor the review dates closely and working with staff to reach the Board's goals.

INTERNATIONAL MEDICAL SCHOOLS:

The statistics for the International Medical School Reviews are on page BRD 8D - 6. The review of International Medical Schools continues to be a demanding workload for the Board. There are currently six Self-Assessment Reports that are in the review process. Three Self-Assessment Reports were closed due to lack of response from the medical schools.

OUTPATIENT SURGERY SETTINGS:

Staff is planning a meeting with all of the Outpatient Surgery Setting Accreditation Agencies before the October 2014 Board meeting.

SPONSORED FREE HEALTHCARE EVENTS:

The Board approved two applications from physicians and surgeons licensed in another state to participate in the Pacific Union Adventist Laymen's Services and Industries Sponsored Free Healthcare Event, Bridges to Health, at "The Armory Community Center" in San Francisco, April 23-24, 2014, and at the "Oracle Arena East-Side Club" in Oakland, April 25, 2014.

PHYSICIAN SPECIALTY BOARD APPLICATIONS:

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

LICENSING – BREEZE UPDATE:

Prior to BreEZe the Board had an online lookup (WAAS) that P&S applicants could use to determine what documents the Board received and if the documents had been reviewed. Staff is working on the language that will be used in the BreEZe system for the applicants to view the status of their application. Staff plan on completing this project within the next 60 days. However, the information will be from updates received point forward, and the information will not be as informative as in the previous WAAS applicant status system. This is a result of the differences in application designs. The lack of having a system to view the application status has resulted in a large number of telephone calls regarding application status and whether the Board has received specific documents.

The Consumer Information Unit (CIU) is answering as many calls as possible. However, many of the telephone calls are still taking up to 20 minutes each due to questions regarding BreEZe and the need to assist physicians who are trying to renew their licenses. CIU is experiencing more calls than the Board is staffed to handle at the end of the month when physicians need their license renewed to continue to practice.

The Board's Information Systems Branch (ISB) staff continues to provide outstanding service and assistance to the Licensing staff during the BreEZe project. The ISB staff is handling all of the calls related to technical problems regarding BreEZe. ISB's assistance is greatly appreciated by Licensing.

As the Board has been using the new BreEZe system, the Licensing managers and the lead analysts have been identifying areas to assist staff with new procedures and additional training as needed on an ongoing basis. Licensing Staff have been working overtime in order to keep the initial review timeframes down within the Board's goal of 45 days.

OUTREACH:

The Licensing Outreach Manager has attended the following licensing workshops or grand round lectures, and when appropriate, residents from affiliated hospitals are invited to attend:

- April 15-16: UCLA
- April 23: Children's Hospital Oakland
- April 29: Mercy Redding
- May 1: UCLA
- May 2: St Mary's Long Beach

The Licensing Outreach Manager was invited to participate in new resident orientation at the following teaching hospitals:

- 6/18: St Mary's SF (about 40 residents)
- 6/19: UCLA-Day 1 (about 175 residents) and USC (about 10 residents and the program director)
- 6/20: UCI-Day 1 (about 150 residents) and St Mary's Long Beach (about 40 residents)
- 6/23: UC-Riverside (about 45 residents and a few program staff – first time visit), Loma Linda-Day 1 (about 200 residents), White Memorial (about 35 residents and a few program staff – first time visit).
- 6/30: UCSF (about 195 residents)
- 7/1: UCI-Day 2 (about 75 residents), Loma Linda-Day 2 (about 75 residents) and UCLA-Day 2 (about 75 residents)

The following licensing workshops have been planned (additional licensing workshops may be added if there is a need for more and, when appropriate, residents from affiliated hospitals are invited to attend):

- Aug 6: UCSF (Day 1)
- Sept 11-12: UCSD
- Sept 17: Arrowhead Regional
- Sept 18: LAC+USC
- Sept 25: UCSF (Day 2)
- Sept 29-30: UCI School Of Medicine and UCI Medical Center
- Oct 7-8: UCLA

- Oct 17: Children's Hospital Los Angeles
- Nov 13: Loma Linda
- Nov 14: Kaiser Southern California (all LA area hospitals)

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

CONSUMER INFORMATION UNIT FY 13/14					
	FY 13/14	Q1	Q2	Q3	Q4
Total Calls Answered	46,818	24,897	21,921	19,896	23,758
Calls Requesting Call Back	12,403	3,861	8,542	10,625	7,776
Calls Abandoned	11,205	3,147	8,058	9,585	6,392
Address Changes Completed	1,674	1,674	1,140	2,387	

CONSUMER INFORMATION UNIT FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
Total Calls Answered	92,611	26,022	20,578	22,607	23,404
Calls Requesting Call Back	12,469	2,850	2,516	3,493	3,610
Calls Abandoned	11,068	3,071	2,167	2,832	2,998
Address Changes Completed	5,067	2,046	1,373	835	813

SR 2 - CATEGORIES FY 13/14					
	FY 13/14	Q1	Q2	Q3	Q4
Alcohol/Drugs	5	5	0	4	4
PG/Medical Knowledge	28	19	9	18	21
Convictions	16	11	5	4	9
Other	45	29	16	24	26

SR 2 - CATEGORIES FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
Alcohol/Drugs	41	5	9	3	24
PG/Medical Knowledge	89	25	19	13	32
Convictions	51	15	5	2	29
Other	111	11	19	17	64

INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 13/14					
	FY 13/14	Q1	Q2	Q3	Q4
Schools Pending Recognition at Beginning of Quarter	N/A	98	102	104	108
Pending Self-Assessment Reports (included above)	N/A	9	10	9	6*
New Self-Assessment Reports Received	1	1	0	1	0
New Unrecognized Schools Received	46	21	25	10	17
School Recognized Pursuant to CCR 1314(a)(1)	41	18	23	7	20
School Recognized Pursuant to CCR 1314(a)(2)	0	0	0	0*	1
TOTAL Schools Pending Recognition at End of Quarter	N/A	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.

INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
Schools Pending Recognition at Beginning of Quarter	N/A	101	98	94	91
Pending Self-Assessment Reports (included above)	N/A	7	9	8	8
New Self-Assessment Reports Received	2	0	2	0	0
New Unrecognized Schools Received	96	27	24	17	28
School Recognized Pursuant to CCR 1314(a)(1)	104	30	33	19	22
School Recognized Pursuant to CCR 1314(a)(2)	1	0	0	1	0
TOTAL Schools Pending Recognition at End of Quarter	N/A	98	94	91	97