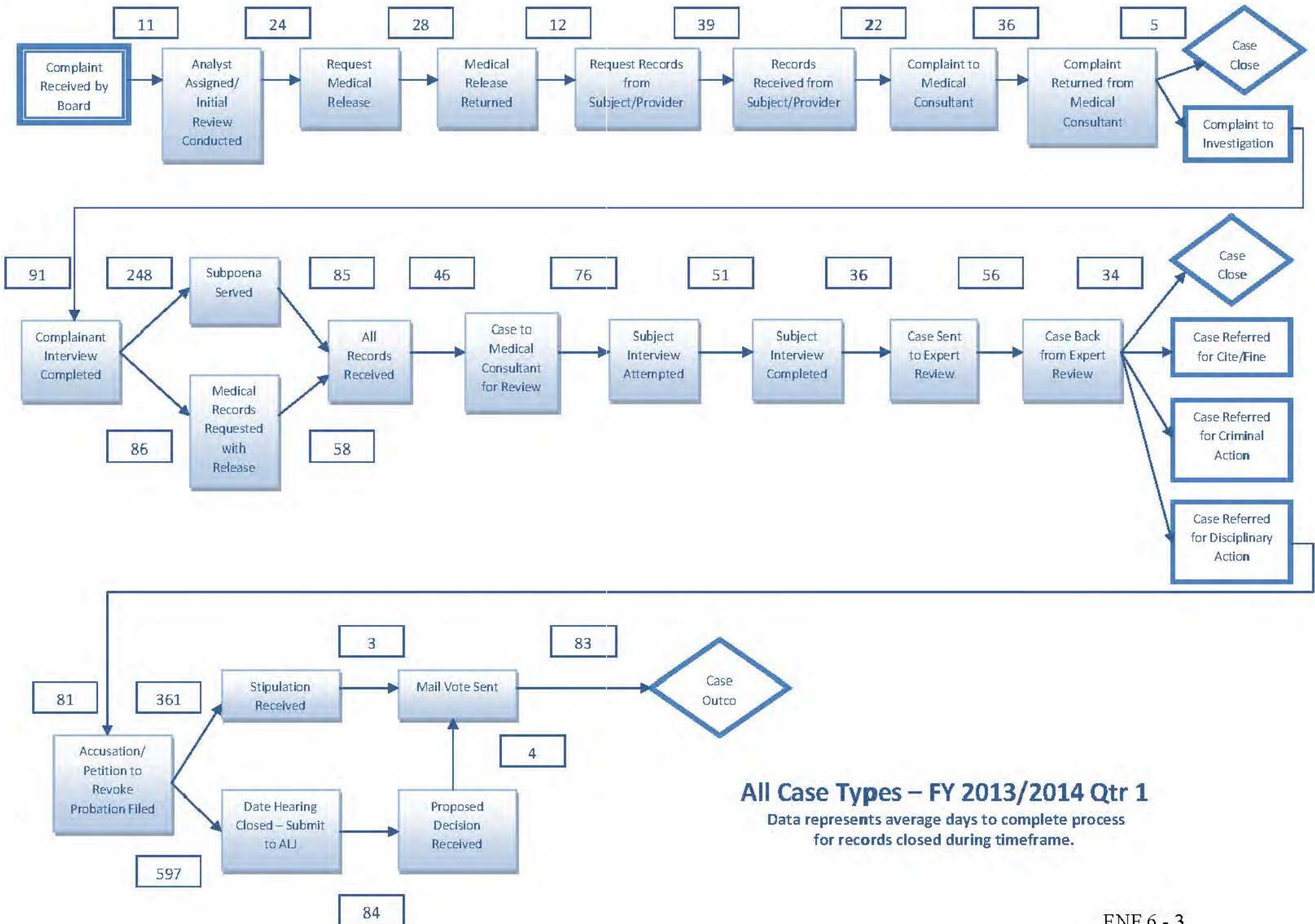


**Enforcement Data Markers
All Case Types**

Data represents average days to complete Complaint and Investigation processes for records closed during reported time frames.	FY 2008/2009		FY 2009/2010		FY 2010/2011		FY 2011/2012		FY 2012/2013		FY 2013/2014 1st Qtr	
	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records
	Complaint Processes											
Complaint Received by Board → Analyst Assigned/Initial Review Conducted	10	6761	11	6869	9	7513	12	7699	9	7929	11	1980
Analyst Assigned/Initial Review Conducted → Request Medical Release	25	1216	24	1360	28	1567	42	1557	28	1419	24	395
Request Medical Release → Medical Release Returned	29	1044	26	1166	25	1321	27	1281	29	1233	28	353
Medical Release Returned → Request Records from Subject/Provider	7	687	7	802	11	888	17	865	16	775	12	207
Request Records from Subject/Provider → Records Received from Subject/Provider	39	1759	38	1879	35	1906	35	2015	34	1953	39	529
Records Received from Subject/Provider → Complaint to Medical Consultant	15	1617	16	1865	17	1768	21	1798	23	1621	22	457
Complaint to Medical Consultant → Complaint Returned from Medical Consultant	54	1934	54	2120	52	2129	45	2164	36	1935	36	553
Complaint Returned from Medical Consultant → Case Closed/Complaint to Investigation	7	1932	4	2114	5	2126	4	2151	5	1928	5	550
Investigative Processes												
Complaint to Investigation → Complainant Interview Completed	103	349	102	424	110	490	89	531	81	513	91	139
Complainant Interview Completed → Subpoena Served	173	42	237	43	172	44	202	45	155	61	248	22
Complainant Interview Completed → Medical Records Requested with Release	76	141	88	170	59	194	87	203	60	213	86	68
Subpoena Served → All Records Received	124	120	100	178	88	166	82	146	90	151	85	49
Medical Records Requested with Release → All Records Received	95	372	92	406	85	420	64	416	53	418	58	111
All Records Received → Case to Medical Consultant for Review	78	227	84	318	70	369	59	322	50	313	46	99
Case to Medical Consultant for Review → Subject Interview Attempted	110	374	109	488	77	558	76	532	74	477	76	145
Subject Interview Attempted → Subject Interview Completed	66	712	53	880	53	961	51	1046	48	1014	51	252
Subject Interview Completed → Case Sent to Expert Review	97	412	81	511	72	580	57	626	46	614	36	166
Case Sent to Expert Review → Case Back from Expert Review	79	510	72	601	63	658	61	701	61	706	56	183
Case Back from Expert Review → Case Closed or Referred for Action	39	495	31	585	30	656	29	705	33	697	34	181

**Enforcement Data Markers
All Case Types**

Data represents average days to complete Disciplinary processes for records closed during reported time frames.	FY 2008/2009		FY 2009/2010		FY 2010/2011		FY 2011/2012		FY 2012/2013		FY 2013/2014 1st Qtr	
	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records
Case Referred for Action → Accusation/Petition to Revoke Probation Filed	121	239	113	237	103	219	129	284	108	304	81	73
Accusation/Petition to Revoke Probation Filed → Stipulation Received	330	159	291	173	318	142	329	202	333	198	361	47
Stipulation Received → Mail Vote Sent	6	136	6	132	4	124	5	153	4	141	3	35
Accusation/Petition to Revoke Probation Filed → Date Hearing Closed - Submit to ALJ	416	25	370	30	393	44	318	45	484	55	597	11
Date Hearing Closed - Submit to ALJ → Proposed Decision Received	28	35	98	43	39	58	40	63	50	86	84	15
Proposed Decision Received → Mail Vote Sent	5	54	5	53	6	60	6	72	5	88	4	15
Mail Vote Sent → Case Outcome	131	206	87	208	111	205	82	262	91	265	83	56
Data represents overall average days from Receipt to Closure for records closed during reported time frames.												
	FY 2008/2009		FY 2009/2010		FY 2010/2011		FY 2011/2012		FY 2012/2013		FY 2013/2014 1st Qtr	
	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records
Complaint Received → Closure in Complaint Unit	84	5278	84	5247	80	5755	91	5687	75	5886	78	1526
Complaint Received → Closure at Field/Referred for Administrative or Criminal Action/Citation Issued	467	1585	464	1747	453	1861	419	2101	404	2143	455	480



All Case Types – FY 2013/2014 Qtr 1

Data represents average days to complete process for records closed during timeframe.

ENFORCEMENT TIMEFRAMES

FISCAL YEARS	2007 - 2008		2008 - 2009		2009 - 2010		2010 - 2011		2011 - 2012		2012 - 2013		2013 - 2014 *	
	AVERAGE	MEDIAN	AVERAGE	MEDIAN	AVERAGE	MEDIAN	AVERAGE	MEDIAN	AVERAGE	MEDIAN	AVERAGE	MEDIAN	AVERAGE	MEDIAN
COMPLAINT PROCESSING	61	49	75	63	76	63	74	77	83	64	68	54	71	59
INVESTIGATION	324	272	349	309	328	292	312	283	264	225	267	244	291	273
TOTAL MBC														
DAYS	385	321	424	372	404	355	386	360	347	289	335	298	362	332
YEARS	1.05	0.88	1.16	1.02	1.11	0.97	1.06	0.99	0.95	0.79	0.92	0.82	0.99	0.91
AG PREP FOR ACC	121	58	103	63	106	66	107	72	104	78	90	75	118	99
OTHER LEGAL	471	324	381	311	368	312	417	324	396	351	434	360	479	432
TOTAL AG														
DAYS	592	382	484	374	474	378	524	396	500	429	524	435	597	531
YEARS	1.62	1.05	1.33	1.02	1.30	1.04	1.44	1.08	1.37	1.18	1.44	1.19	1.64	1.45
TOTAL MBC & AG														
DAYS	977	703	908	746	878	733	910	756	847	718	859	733	959	863
YEARS	2.68	1.93	2.49	2.04	2.41	2.01	2.49	2.07	2.32	1.97	2.35	2.01	2.63	2.36

Years calculated using 365 days per year

Data source: MBC Annual Reports, except 2012-2013

* Data through 9/30/2013

MEDICAL BOARD OF CALIFORNIA
Enforcement Processing Timeframes
2012 Strategic Plan Objective 5.2

Enforcement Process	2013/2014											
	2008/2009		2009/2010		2010/2011		2011/2012		2012/2013		Qtr 1	
	Cases ¹	AVG ²	Cases	AVG	Cases	AVG	Cases	AVG	Cases	AVG	Cases	AVG
Complaint	6426	75	6563	76	7008	74	7217	83	7408	67	1865	70
% of Complaints Below 50 days (Goal: 50-60%)	43%		41%		35%		42%		48%		45%	
Investigation	1100	349	1290	328	1411	312	1545	264	1551	267	360	290
Discipline												
AG Processing to Preparation of an Accusation	240	103	304	106	294	107	333	103	298	90	58	116
Other Stages of the Legal Process (e.g., after charges filed)	228	381	232	368	216	417	280	396	293	434	69	479

¹ Some cases closed were opened in a prior fiscal year.

(Footnote applies to all years provided on report)

² Average time (calendar days) in processing complaints during the fiscal year, for all cases, from date of original receipt of the complaint, for each stage of discipline, through completion of judicial review. **(Footnote applies to all years provided on report)**

	2005		2006		2007		2008		2009		2010		2011	2012	2013 Qtr 1	2013 Qtr 2	2013 Qtr 3
	Prior to VE	All	VE	All	VE	All	VE	All	VE	All	VE	All	All	All	All	All	All
Calendar Day Age from Case Assigned to Case Closed Not Resulting in Prosecution																	
Average	271	299	138	330	268	374	358	383	381	333	333	296	263	266	269	274	
Median	252	285	134	304	269	335	324	346	346	298	297	273	230	246	255	567	
Record Count	827	703	192	648	539	609	588	673	672	664	663	857	794	222	201	225	
Calendar Day Age from Request to Suspension Order Granted																	
Average	51	44	4	34	38	19	19	52	39	40	40	43	73	33	36	40	
Median	17	3	2	22	23	10	10	23	23	1	1	17	24	29	33	26	
Record Count	24	21	11	17	13	21	17	17	16	27	27	31	51	9	12	15	
Calendar Day Age from Request to Receipt of Medical Records																	
Average	58	53	37	59	57	63	58	73	73	64	64	67	46	69	44	51	
Median	32	31	26	31	31	28	28	32	32	29	29	30	28	34	29	35	
Record Count	475	376	228	264	259	256	252	243	243	257	257	246	236	46	44	32	
Calendar Day Age from Request to Physician Interview Completed																	
Average	48	51	43	52	50	63	63	52	52	46	46	52	47	48	39	43	
Median	36	42	38	37	36	41	42	37	37	34	34	38	35	37	31	28	
Record Count	597	453	172	406	371	473	466	696	696	582	582	729	664	145	136	103	
Calendar Day Age from Request to Receipt of Expert Opinion																	
Average	51	47	35	51	43	50	50	48	48	47	47	58	57	47	48	66	
Median	41	35	31	36	35	39	38	36	35	37	37	39	38	36	36	42	
Record Count	519	424	82	344	270	374	359	426	424	415	415	599	447	142	151	122	
Calendar Day Age from Case Assigned to Completed Investigation and Accusation Filed																	
Average	556	554	140	543	340	565	493	584	578	589	588	552	495	558	499	494	
Median	525	504	120	523	339	541	486	575	569	616	616	533	457	530	469	455	
Record Count	187	149	17	198	95	157	131	189	186	200	199	239	231	54	65	54	
Calendar Day Age from Accusation Filed to Disciplinary Outcome**																	
Average	608	602	85	576	188	561	243	473	339	426	340	425	449	459	476	476	
Median	526	466	99	426	182	384	238	351	309	326	304	391	367	422	440	457	
Record Count	212	195	3	226	29	203	80	198	145	171	156	190	237	51	59	63	

*Excludes Out of State and Headquarters Cases

**Excludes Outcomes where no Accusation Filed

Enforcement Program Action Summary

Physicians & Surgeons

	FY 11-12	FY 12-13
Complaints/Investigations¹		
Complaints received	6,923	7,459
Complaints closed by Complaint Unit	5,662	5,840
Investigations		
Cases opened	1,577	1,502
Cases closed	1,544	1,564
Cases referred to the Attorney General (AG)	610	566
Cases referred for criminal action	89	122
Number of probation violation reports referred to the AG	33	24
Consumer Inquiries		
Consumer inquiries	14,411	11,243
Jurisdictional inquiries	7,926	6,184

¹ Some cases closed were opened in a prior fiscal year

Enforcement Field Operations Caseload²

	FY 12-13 ⁶	
	Statewide	Per Investigator
Active investigations	1,219	15
AG assigned cases ³	540	7
Probation Unit Caseload ⁴	Statewide	Per Inspector
Monitoring Cases ⁵	498	29

² Includes physicians and surgeons, licensed midwives, research psychoanalysts, dispensing opticians, outpatient surgery settings, polysomnographic program, doctors of podiatric medicine, physician assistants, psychologists, and osteopathic physicians and surgeons

³ These cases are at various stages of AG processing and may require supplemental investigative work, such as subpoena services, interviewing new victims or witnesses, testifying at hearings, etc.

⁴ Includes physicians and surgeons, licensed midwives, research psychoanalysts, and dispensing opticians

⁵ 88 additional monitoring cases were inactive because the probationer was out of state as of June 30, 2013

⁶ Average is determined by using the total number of authorized positions, including vacant positions

Enforcement Processing Time Frames

Average and median time (calendar days) in processing complaints during the fiscal year, for all cases, from date of original receipt of the complaint, for each stage of discipline, through completion of judicial review:

	FY 11-12		FY 12-13	
	AVG	MED	AVG	MED
Complaint Unit processing	83 days	64 days	67 days	54 days
Investigation	264 days	225 days	268 days	245 days
AG Processing to preparation of an accusation	104 days	78 days	90 days	75 days
Other stages of the legal process (e.g., after charges filed)	396 days	350 days	435 days	366 days

Complaints Received by Type & Source

	Fraud	Health & Safety ¹	Non-Jurisdictional ²	Gross Negligence/Incompetence ³	Other Category	Personal Conduct ⁴	Unprofessional Conduct ⁵	Unlicensed/Unregistered	Total
Public	24	113	1,189	2,497	0	41	909	129	4,902
B&P Code ⁶	0	6	0	827	0	113	24	0	970
Licensee/Prof. Group ⁷	7	18	26	45	0	30	156	25	307
Government Agency ⁸	14	53	13	70	59	280	452	132	1,073
Misc./Anonymous	2	12	12	32	0	19	42	88	207
Totals	47	202	1,240	3,471	59	483	1,583	374	7,459

¹ Health and Safety complaints, e.g., excessive prescribing, sale of dangerous drugs, etc.

² Non-jurisdictional complaints are not under the authority of the Board and are referred to other agencies such as the Department of Health Care Services, Department of Managed Health Care, etc.

³ Gross Negligence/Incompetence complaints are related to the quality of care provided by licensees

⁴ Personal Conduct complaints, e.g., licensee self-abuse of drugs/alcohol, conviction of a crime, etc.

⁵ Unprofessional Conduct complaints include sexual misconduct with patients, discipline by another state, failure to release medical records, etc.

⁶ Reference is to B&P Code §§800 and 2240(a) and includes complaints initiated based upon reports submitted to the Medical Board by hospitals, insurance companies and others, as required by law, regarding instances of health facility discipline, malpractice judgments/settlements, or other reportable activities

⁷ Licensee/Professional Group includes the following complaint sources: other Licensee, Society/Trade Organization, and Industry

⁸ Governmental Agency includes the following complaint sources: Internal, Law Enforcement Agency, other California State Agency, other State, other Unit of Consumer Affairs, and Federal or other Governmental Agency

Reports Received Based Upon Legal Requirements

	FY 11-12	FY 12-13
Medical Malpractice		
Insurers: B&P Code §801.01	497	556
Attorneys or Self-Reported or Employers: B&P Code §801.01	240	181
Courts: B&P Code §803	4	6
Total Malpractice Reports	741	743
Coroners' Reports: B&P Code §802.5	4	8
Criminal Charges & Convictions: B&P Code §§802.1 & 803.5	68	98
Health Facility Discipline Reports Medical Cause or Reason: B&P Code §805	114	107
Health Facility Reports: B&P Code §805.01	16	9
Outpatient Surgery Settings Reports Patient Death: B&P Code §2240(a)	7	12

Enforcement Program Action Summary

	FY 11-12	FY 12-13
Administrative Actions		
Accusation	312	291
Petition to Revoke Probation	34	28
Amended Accusation/Petition to Revoke Probation	60	78
Number of completed investigations referred to the AG awaiting the filing of an Accusation as of June 30, 2013	155	160
Number of cases over 6 months old that resulted in the filing of an Accusation	251	227
Administrative Outcomes		
Revocation	46	58
Surrender (in lieu of Accusation or with Accusation pending)	71	80
Suspension	0	4
Probation with Suspension	13	19
Probation	117	119
Probationary License Issued	24	27
Public Reprimand	121	80
Other Actions (e.g., exam required, educational course, etc.)	1	7
Accusation Withdrawn ¹	12	18
Accusation Dismissed	9	9
Dispositions of Probation Filings		
Probation Revoked or License Surrendered	21	11
Additional Suspension and Probation	1	2
Additional Suspension or Probation	8	8
Public Reprimand	0	1
Other	0	0
Petition Withdrawn/Dismissed	3	5
Referral and Compliance Actions		
Citation and Administrative Fines Issued	139	157

	FY 11-12	FY 12-13
Petition Activity		
Petition for Reinstatement of License Filed	20	15
Petition for Reinstatement of License Granted	6	7
Petition for Reinstatement of License Denied	11	13
Petition for Penalty Relief ² Granted	36	30
Petition for Penalty Relief ² Denied	10	5
Petition to Compel Exam Filed	20	5
Petition to Compel Exam Granted	18	5
Petition to Compel Exam Denied	0	0
License Restrictions/Suspensions Imposed While Administrative Action Pending		
Interim Suspension Orders	28	27 ³
Temporary Restraining Orders	0	0
Other Suspension Orders	36	33 ⁴
License Restrictions/Suspensions/Temporary Restraining Orders Sought and Granted by Case Type		
<i>Note: Some orders granted were sought in prior fiscal year.</i>	Sought	Granted
Gross Negligence/Incompetence	9	6
Inappropriate Prescribing	5	12
Unlicensed Activity	10	5
Sexual Misconduct	12	8
Mental/Physical Illness	9	11
Self-Abuse of Drugs or Alcohol	4	4
Fraud	2	3
Criminal Charges/Conviction of a Crime	12	4
Unprofessional Conduct	5	7
Total	68	60

¹ Accusations withdrawn for the following reasons: physician passed a competency exam; physician met stipulated terms and conditions; physician was issued a citation/fine instead; physician died, etc.

² Penalty Relief includes Petitions for Modification of Penalty and Petitions for Termination of Probation

³ Pursuant to B&P Code §2220.05(c), ISOs and TROs were granted in the following priority categories: 2 - gross negligence/incompetence resulting in death or serious bodily injury, 0 - drug or alcohol abuse involving death or serious bodily injury, 2 - excessive prescribing, 3 - sexual misconduct with a patient, and 0 - practicing under the influence of drugs/alcohol

⁴ Includes 4 - Automatic Suspension Orders per B&P Code §2236, 14 - license restrictions per Penal Code §23, 8 - out-of-state suspension orders per B&P Code §2310, 0 - stipulated agreement to suspend or restrict the practice of medicine, and 7 - suspension/cease practice orders issued by the Chief of Enforcement for violation of probation condition

Administrative Outcomes by Case Type¹

	Revocation	Surrender	Suspension Only	Probation with Suspension	Probation	Probationary License Issued	Public Reprimand	Other Action	Total Actions
Gross Negligence/Incompetence	11	23	1	6	41	0	47	1	130
Inappropriate Prescribing	8	10	0	2	19	0	5	1	45
Unlicensed Activity	0	1	0	0	7	0	9	0	17
Sexual Misconduct	6	10	0	1	5	0	2	0	24
Mental/Physical Illness	6	15	1	0	3	0	0	0	25
Self-Abuse of Drugs/Alcohol	8	9	1	4	21	0	1	2	46
Fraud	10	4	0	1	1	0	2	0	18
Conviction of a Crime	4	3	0	4	10	0	1	0	22
Unprofessional Conduct	5	5	1	1	7	27	13	2	61
Miscellaneous Violations	0	0	0	0	5	0	0	1	6
Totals by Discipline Type	58	80	4	19	119	27	80	7	394

¹ Pursuant to B&P Code §2220.05(c), disciplinary actions were taken in the following priority categories: 49 - gross negligence/incompetence resulting in death or serious bodily injury, 0 - practicing under the influence of drugs/alcohol resulting in death or serious bodily injury, 26 - excessive prescribing, 17 - sexual misconduct with a patient, and 2 - practicing under the influence of drugs/alcohol