

**MEDICAL BOARD OF CALIFORNIA**

DATE REPORT ISSUED: April 15, 2014  
ATTENTION: Board Members  
SUBJECT: Licensing Program Summary  
STAFF CONTACT: Curtis J. Worden, Chief of Licensing

STAFFING:

The Licensing Program staff, continue to work hard in the third quarter of FY 13/14. Licensing has filled some vacancies and several staff have been out for various reasons. The BreEZe system requires more information to be inputted and it takes longer to process application files.

Licensing currently has the following vacancies:

- 2 - SSAs - IMG Physicians and Surgeons (P&S) Applications – Interviews will be schedule in the next few weeks.

STATISTICS:

The statistics are on pages BRD 11D - 5 through BRD 11D - 6. Please note that most of the statistics normally provided are unavailable at this time due to the implementation of BreEZe. The statistics that have been provided have been obtained either by a manual count or are not part of the BreEZe system.

Notable statistics include:

- Consumer Information Unit, telephone calls answered - 19,896 (BRD 11D - 5)
- Consumer Information Unit, telephone calls abandoned - **9,585** (BRD 11D - 5)
  - 1527 more abandon calls than the previous quarter
- Consumer Information Unit, telephone calls requesting a call back - **10,625** (BRD 11D - 4)
  - 2,083 more than the previous quarter
- The following statistics are for the work ISB staff did to assist Licensing:
  - Address changes completed by ISB staff – **1,895**
  - Answered 5,810 calls regarding BreEZe questions
- P&S applications initial review completed – 1,552 This was gathered by other means than BreEZe and has a margin of error
- P&S applications not reviewed – 675 This was gathered by other means than BreEZe and has a margin of error
- P&S applications pending – 6,683 This was gathered by other means than BreEZe and has a margin of error
- P&S licenses issued – **1,257**
  - This number is an increase of 408 licenses issued from the previous quarter and a decrease of 34 licenses issued, compared to the same timeframe 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 five (5) of the 13 weeks in the third quarter of FY 13/14. BreZE has increased the amount of time to process applications and has significantly impacted staffs' ability to meet the goal. The Licensing management will continue to monitor the review dates closely and is working with staff to reach the Board's goals in the future.

INTERNATIONAL MEDICAL SCHOOLS:

The statistics for the International Medical School Reviews are on page BRD 11D - 6. The review of International Medical Schools continues to be a demanding workload for the Board. There are currently three Self-Assessment Reports that are being reviewed by Licensing Medical Consultants.

OUTPATIENT SURGERY SETTINGS:

Unfortunately, the language for the changes that was provided to the Senate Business, Professions, and Economic Development Committee Staff and Senator Lieu, who previously planned on authoring a bill for these changes, was not put in any bills this year.

Specifically, the OSS Task Force recommended changes to:

- 1) HSC Section 1248.15(a)(2)(D) – providing some clean up language;
- 2) HSC Sections 1248.3(a) – requiring initial certifications of accreditation to be valid for only two years, instead of three; and
- 3) HSC Section 1248.35(b)(2) – requiring inspections, after the initial inspection, to be unannounced.
- 4) Peer review

SPONSORED FREE HEALTHCARE EVENTS:

The Board received three 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:

April 23-24, 2014  
The Armory Community Center  
333 14<sup>th</sup> Street  
San Francisco CA 94103

and

April 25, 2014  
Oracle Arena East Side Club  
7000 Coliseum Way  
Oakland, CA 94629

The Board has not received the required fingerprint criminal record check responses for two of these applicants. The third application was received on April 15, 2014, and is being reviewed.

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. At this time, BreEZe currently does not have a similar feature that works as requested by the Board and is useful to applicants at this time. This has resulted in a large number of telephone calls regarding application status and if the Board has received specific documents.

The Consumer Information Unit (CIU) is attempting to answer as many calls as possible. However, many of the telephone calls are taking up to 20 minutes each due to questions regarding BreEZe and needing to assist physicians who are trying to renew their licenses. The CIU is experiencing more calls than the Board is staffed to handle for the length of time each call needs. Therefore, callers are experiencing longer wait times.

The Board's Information Systems Branch (ISB) staff has and 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 and recently started taking calls from applicants regarding application information. 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. 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 and, when appropriate, residents from affiliated hospitals are invited to attend:

- March 7: UCD
- March 13-14: UCSD
- March 19: Methodist Hospital (Sacramento)
- April 4: Kaiser Northern California (all SF Bay Area hospitals)
- April 9: Mercy (Merced) and Kaweah Delta (Visalia)
- April 10: UCSF-Fresno

The following licensing workshops have been planned. Additional, licensing workshops may be added if there is a need for more licensing workshops 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

- 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)

Staff has been invited to participate in new resident orientation at the following teaching hospitals: UCLA, UCSF, UCI, Loma Linda, California Hospital (Los Angeles), St Mary's (Long Beach).

Staff continues to reach out to smaller hospitals, that a separate trip cannot be warranted, but which might be geographically close to other nearby hospitals. For example, staff has visited California Pacific and St. Mary's hospitals, both in San Francisco, and will attempt to coordinate visits to these smaller hospitals into one day or coordinate visits with the licensing workshops being held at UCSF. Several hospitals along the Central Coast (Ventura County Medical Center, Cottage Hospital-Santa Barbara, etc.) have for many years been active participants in the Licensing Program's matrix; this year, both have invited staff to a licensing workshop for the first time and visits will be coordinated.

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

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

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

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

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

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

\*One CCR 1314.1(a)(2) school file was closed on 3/4/2014 due to lack of response to Board's requests for information.

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