

## MEDICAL BOARD OF CALIFORNIA

DATE REPORT ISSUED: January 21, 2014  
ATTENTION: Board Members  
SUBJECT: Executive Summary – Licensing Program  
STAFF CONTACT: Curtis J. Worden, Chief of Licensing

### STAFFING:

The Licensing Program has faced some challenges in the second quarter of FY 13/14. Licensing has had several staff out for various reasons, including extended leaves and position vacancies. The most challenging issue has been the implementation of the new Department of Consumer Affairs, BreZE computer system and the need to input additional information.

Licensing currently has the following vacancies:

- 2 - OTs - Call Center – Interviews have been conducted
- 2 - SSAs - IMG Physicians and Surgeons (P&S) Applications – Interviews have been conducted
- 1 - AGPA - Midwife, Outpatient Surgery Settings, Research Psychoanalyst and Medical Assistances – Position has been advertised
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### STATISTICS:

The statistics start on page BRD 26A - 4 through BRD 26A - 5. Please note that most of the statistics that I normally provide 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 - 21,921 (BRD 26A - 4)
- Consumer Information Unit, telephone calls abandoned - **8,058** (BRD 26A - 4)
  - Approximately 2.5 times higher than the previous quarter
- Consumer Information Unit, telephone calls requesting a call back - **8,542** (BRD 26A - 4)
  - Approximately 2.2 times higher than the previous quarter
- The following statistics are for the work ISB staff did to assist Licensing:
  - Consumer/Licensee/Applicant phone calls answered by the ISB staff - **2,488**
  - Address changes completed by ISB staff - **2,225**
- P&S applications initial review completed - 674 This was gathered by other means than BreZE and has a margin of error
- P&S applications not reviewed - 1004 This was gathered by other means than BreZE and has a margin of error
- P&S applications pending - 6847 This was gathered by other means than BreZE and has a margin of error
- P&S licenses issued - **849**
  - This number is a decrease of 598 licenses from the previous quarter and decrease of 415 licenses 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 all of the 13 weeks in the second quarter of FY 13/14 (page BRD 26A - 12). BreEZe 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 26A - 5. 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:

January 22, 2014, the Board held an interested parties meeting regarding possible revisions to current statutes and regulations regarding Outpatient Surgery Settings. The main location of this meeting was at the Board's Sacramento Headquarters. This meeting was also video conferenced at the following Board District Offices:

Cerritos District Office  
San Diego District Office  
San Jose District Office

Please see the information in Agenda Item 27.

#### SPONSORED FREE HEALTHCARE EVENTS:

The Board received one application from a physician and surgeon licensed in another state to participate in the October 31 through November 3, 2013, Care Harbor / LA 2013 event at the Los Angeles Sports Arena, 3939 South Figueroa Ave., Los Angeles, CA. However, this applicant withdrew his application. The Board did not receive the required fingerprint criminal record check for this applicant.

#### PHYSICIAN SPECIALTY BOARD APPLICATIONS:

The Board previously had one pending application from a physician specialty board requesting approval by the Board. The Board still has a pending renewal request.

#### LICENSING – BREEZE UPDATE:

The Licensing subject matter experts (specific managers, lead analysts and other staff) started working in the BreEZe system on October 8, 2013, to identify any specific areas of concern and determine how to use the workarounds that were needed for the areas that are not functioning as expected. This was necessary to provide the rest of the Licensing staff with the correct procedures to use and to provide any training needed.

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.

The online P&S renewal process was not functioning for most of the month of October 2013 and the paper renewal remittent processor was not processing renewals correctly. This resulted in almost all of the renewals being processed manually by staff and large increases in telephone calls regarding license renewals. Some of these issues have been corrected. However, staff is still required to process or provide assistance to many of the physicians who are renewing each month. The Board renews approximately 5,000 P&S licenses a month.

Currently, with the learning curve, additional information needed and workarounds, it takes more than twice as long to enter information in BreEZe than the previous systems.

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. One area that has been identified is that the staff may benefit from having dual monitors to assist in reducing time it takes to work in BreEZe. We will be testing if one of the monitors should be a touch screen monitor to help staff work in BreEZe more efficiently. In addition, Licensing will be implementing changes (temporary and possibly permanent) to assist staff to reduce the timeframes for the initial review of applications. Some of these changes will be implemented within the next two weeks and any additional changes will be identified and made during the month of February.

<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		
Calls Requesting Call Back	<b>12,403</b>	3,861	8,542		
Calls Abandoned	<b>11,205</b>	3,147	8,058		
Address Changes Completed	<b>1,674</b>	1,674			

<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		
PG/Medical Knowledge	<b>28</b>	19	9		
Convictions	<b>16</b>	11	5		
Other	<b>45</b>	29	16		

<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	<b>N/A</b>	98	102		
Pending Self-Assessment Reports	<b>N/A</b>	9	10		
New Self-Assessment Reports Received	<b>1</b>	1	0		
New Unrecognized Schools Received	<b>46</b>	21	25		
School Recognized Pursuant to CO	<b>41</b>	18	23		
School Recognized Pursuant to CO	<b>0</b>	0	0		
TOTAL Schools Pending Recognition at	<b>N/A</b>	102	104		

<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	<b>N/A</b>	101	98	94	91
Pending Self-Assessment Reports	<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 CO	<b>104</b>	30	33	19	22
School Recognized Pursuant to CO	<b>1</b>	0	0	1	0
TOTAL Schools Pending Recognition at	<b>N/A</b>	98	94	91	97