

MEDICAL BOARD OF CALIFORNIA

DATE REPORT ISSUED: July 5, 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 fourth quarter of fiscal year 2017/2018, the Licensing Program consistently met weekly goals with no overtime.

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.

Information was sent to program directors regarding the upcoming changes as a result of Senate Bill 798 (Hill, Chapter 775, Statutes of 2017). Additionally, physician's and surgeon's applications have been updated, an implementation plan has been created, and management will continue to meet with staff to prepare for the transition that will take place January 1, 2020.

The Licensing Program has also eliminated the physician's and surgeon's application scanning backlog and is currently scanning these documents within the same month as the individual is licensed. A cross training plan was also developed in order to facilitate knowledge transfer, employee development, and more flexibility with the Board's resources. Staff will be fully cross-trained by the end of the year.

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

STAFFING:

The Licensing Program recently hired a staff services analyst (SSA) for the Consumer Information Unit (CIU) and is actively recruiting for five positions: office technician for the front end, office technician for licensing support, management services technician

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reviewing United States/Canadian graduate applications, limited term SSA reviewing international medical graduate applications, and a program technician II for the CIU.

CONSUMER INFORMATION UNIT:

The CIU continues to handle a heavy call volume with limited staff. The number of calls answered this quarter decreased from 17,084 to 16,911.

The new SSA in CIU will serve as the lead and 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 three Self-Assessment Reports pending. There were 87 schools pending recognition at the beginning of the fourth quarter. During the fourth quarter, 17 new recognition requests were received, and 16 schools were recognized. There are currently 88 schools pending recognition at the end of the fourth quarter.

OUTREACH:

The Licensing Outreach Manager attended the following licensing outreach events:

Dates	Locations	Residents
April 6	UC Davis – Sacramento	126
April 20	UC Fresno – Fresno	54
April 25	UC Riverside – Riverside	67
April 26	Eisenhower Health – Rancho Mirage	58
April 27	Riverside Community Hospital – Riverside	79

There was no outreach activity in May and June 2018.

CONSUMER INFORMATION UNIT FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
Total Calls Answered	68,253	18,270	15,988	17,084	16,911
Calls Requesting Call Back	29,849	8,600	6,966	6,805	7,478
Calls Abandoned	21,236	6,065	5,540	4,756	4,875
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	8,000	2,338	1,904	2,100	1,658
Initial Reviews Completed	7,962	2,052	2,091	2,084	1,735
Pending	N/A				
Reviewed	N/A				
Not Reviewed	N/A				
(SR2s Pending)	N/A	74	72	91	81
Licenses Issued	6,695	1,823	1,416	1,700	1,756
Renewals Issued	70,464	17,259	16,863	19,132	17,210

*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	7,978	2,200	1,949	2,119	1,710
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	6,802	1,799	1,484	1,603	1,916
Renewals Issued	67,253	16,717	16,250	16,904	17,382

Unrecognized and Disapproved Medical School Applicants (2135.7) - FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
Beginning	N/A	8	6	10	8
Received		2	4	1	0
Reviewed		2	4	1	0
Not Eligible		0	0	0	0
Licensed		2	3	4	5

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	17	1	4	6	6
PG/Medical Knowledge	67	23	16	19	9
Convictions	29	9	8	8	4
Other	98	38	18	28	14

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

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	87
Pending Self-Assessment Reports (included pending above)	N/A	5	4	4	*3
New Self-Assessment Reports Received (included pending above)	0	0	0	0	0
New Unrecognized Schools Received	56	10	19	10	17
School Recognized Pursuant to CCR 1314(a)(1)	41	6	14	5	16
School Recognized Pursuant to CCR 1314(a)(2)	1	1	0	0	0
TOTAL Schools Pending Recognition at End of Quarter	N/A	77	82	87	88

*One school requesting recognition pursuant to CCR 1314 (a)(2) withdrew their application

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	0
Applications Pending	N/A	2	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	7	2	2	2	1
RP Licenses Issued	6	0	4	2	0

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

LICENSED MIDWIVES FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
Applications Received	30	9	10	9	2
Applications Pending	N/A	6	6	4	1
Applications Withdrawn	0	0	0	0	0
Licenses Issued	36	10	9	11	6
Licenses Renewed	194	43	44	55	52

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	1472	334	398	350	390
P&S - FNP Issued	1,350	358	249	403	340
P&S - FNP Renewed	5,780	1,353	1,393	1,558	1,476
Podiatric FNP Received	34	6	11	10	7
Podiatric FNP Issued	34	7	5	12	10
Podiatric FNP Renewed	152	42	36	40	34

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	1,221	306	259	315	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

POLYSOMNOGRAPHY FY 17/18					
	FY 17/18	Q1	Q2	Q3	Q4
Trainee					
Applications Received	23	8	5	4	6
Registrations Issued	21	4	7	5	5
Registrations Renewed	14	4	4	4	2
Technician					
Applications Received	35	7	6	9	13
Registrations Issued	32	10	8	9	5
Registrations Renewed	40	16	9	7	8
Technologist					
Applications Received	66	20	15	16	15
Registrations Issued	63	20	16	10	17
Registrations Renewed	166	60	45	26	35

POLYSOMNOGRAPHY FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Trainee					
Applications Received	26	4	12	6	4
Registrations Issued	29	4	7	10	8
Registrations Renewed	20	3	6	4	7
Technician					
Applications Received	20	3	8	3	6
Registrations Issued	29	5	6	8	10
Registrations Renewed	37	7	13	6	11
Technologist					
Applications Received	51	16	16	9	10
Registrations Issued	63	10	16	20	17
Registrations Renewed	409	121	111	91	86

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	9	3	7	7	7	5	7	9	5	6	18	13	16	12	0	0	0	0
2112	0	1	1	0	0	0	1	1	0	0	0	0	1	0	1	1	0	0	0	0
2113	2	6	7	13	4	4	5	9	10	3	6	10	6	12	5	13	1	1	0	0
2168	1	2	0	1	0	1	1	0	0	0	1	2	3	1	2	1	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

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)

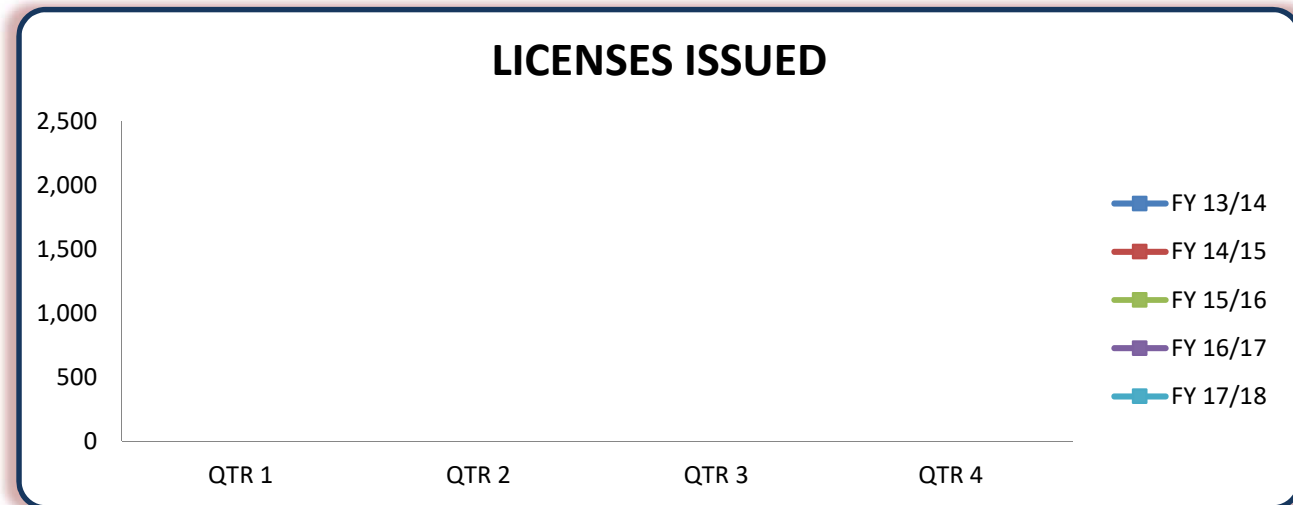
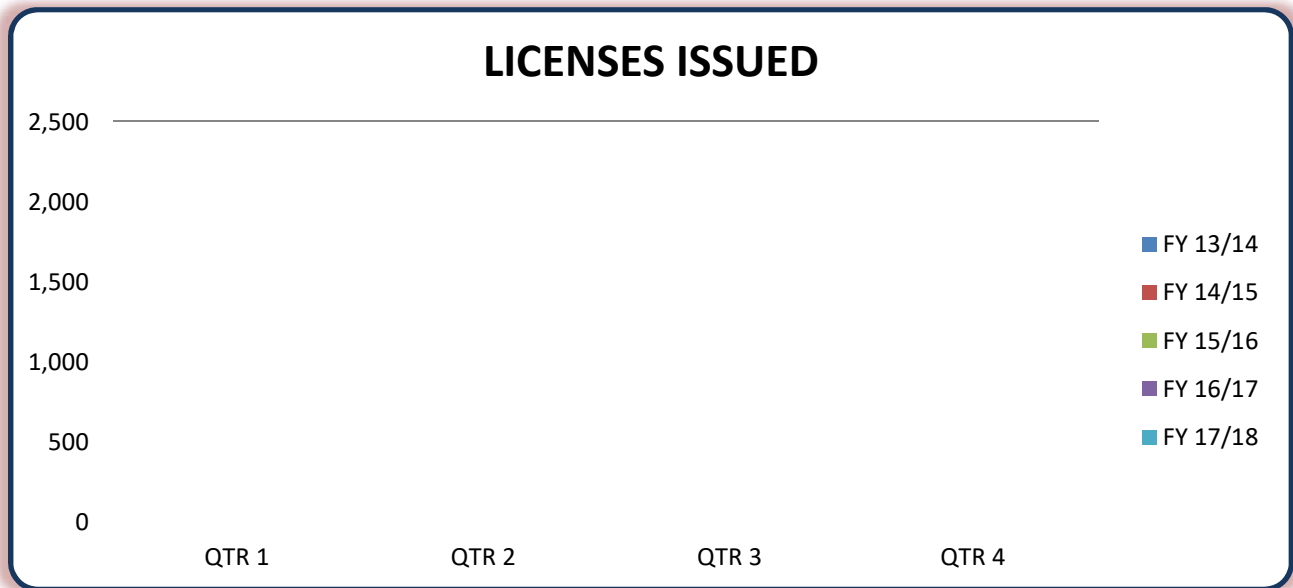
2113 - Medical School Faculty Member (may satisfy postgraduate training required for licensure)

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

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	1,700	1,756	6,695
FY 16/17	1,799	1,484	1,603	1,916	6,802
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



*PHYSICIAN'S AND SURGEON'S LICENSE AND PTAL APPLICATIONS RECEIVED					
Five Fiscal Year History					
Fiscal Year	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
FY 17/18	2,338	1,904	2,100	1,658	8,000
FY 16/17	2,200	1,949	2,119	1,710	7,978
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	0
Number of Weeks	52	13	13	13	13
Highest # of Days Goal Exceeded	N/A	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