

Ideas for Enforcement Program Training Modules in Priority Order

| Topic | Est. Presentation Length |
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| Enforcement Program: General overview of all units and how complaints move through the process | 20 minutes |
| Probation Unit: General overview of Unit since reorganization | 10 minutes |
| Probation Unit: Implementing the Board’s decision—conducting an intake interview | 15 minutes |
| Probation Unit: Common complaints and challenges for new probationers | 15 minutes |
| Probation Unit: Challenging terms and conditions – Practice Monitors. Discuss the challenges of finding a monitor, the need for training and options, benefits or alternatives to the practice monitor requirement | 30 minutes |
| Probation Unit: Challenging terms and conditions – no solo practice. Discussion of the variety of situations presented to Probation and the goals to be accomplished with this prohibition. | 30 minutes |
| Probation Unit: Challenging terms and conditions - third party chaperones. Is there a need to develop training for chaperones? | 30 minutes |
| Probation Unit: Challenging terms and conditions – prohibited practice | 20 minutes |
| Complaint Unit: General overview of complaint review process | 15 minutes |
| Complaint Unit: A focused review of how quality of care complaints triaged in CCU. Discussion about the necessity of continuing to match the practice specialty of the physician/subject with the CCU medical consultant. | 30 minutes |
| Complaint Unit/Field Operations: A day in the life of a quality of care case focusing on how a case is “triaged” in the Complaint Unit and investigated by the field investigator. | 40 minutes |
| Complaint Unit/Field Operations: A day in the life of a medical malpractice case focusing on how a case is “triaged” in the Complaint Unit and investigated by the field investigator. | 40 minutes |
| <p>Complaint Unit: Mandated reports required by the “800” series of the Business and Professions Code and how they are triaged.</p> <ul style="list-style-type: none"> • Medical Malpractice reports (801) • Hospital disciplinary reports (805) • Coroner reports (802.5) • Patient death in an outpatient surgery center (2240) • Physician Report of Criminal Action (802.1) • Court Clerks Reporting (803.5, 803.6) | 20 minutes |
| Complaint Unit: General review of the variety of complaint issues assigned to the “Physician Conduct” unit (e.g., office practice issues, medical record abandonment/destruction; failure to sign death certificates timely; sexual misconduct; physician impairment, advertising, corporate practice of medicine, etc.) and how they are “triaged” | 25-30 minutes |

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| Complaint Unit: The role of the Deputy Attorney General in providing assistance and direction to CCU | 15 minutes |
| Field Operations: A day in the life of an investigator | 20 minutes |
| Field Operations: Investigating hospital discipline cases (805 reports) | 25 minutes |
| Field Operations: The challenges of investigating cases involving care in the correctional facilities | 20 minutes |
| OSM: How unlicensed practice of medicine cases are investigated | 30 minutes |
| OST: So you think you want to be an Investigator? The intensive training program provided to new staff to ensure they are "worthy" to investigate medical board cases. | 20 minutes |
| OST: The challenges of investigating cases involving internet prescribing | 20 minutes |
| Field Operations: Investigating cases involving medical marijuana | 20 minutes |
| Field Operations: Investigating cases which allege possible physician impairment due to physical limitations or mental health concerns | 20 minutes |
| AG's Office: The role of the DAG when a case is referred for investigation – What does a lead prosecutor do? | 20 minutes |
| DCU: Public Disclosure requirements and challenges, lawsuits | 20 minutes |
| DCU: Am I an analyst or an alarm clock? The analyst's role in tracking critical dates (i.e., when the statute of limitations will expire, ensuring time lines are met by AG's Office for filing accusations, setting hearings, etc. and ensuring decisions are acted upon timely). | 25 minutes |

Options for Combining Modules into Training Blocks of 1-2 hours in length

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| Enforcement Program: General overview of all units and how complaints move through the process | 20 minutes |
| HQES: The role of the DAG when a case is referred for investigation – What does a lead prosecutor do? | 20 minutes |

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