

### Medical Board Staff Report

**Date Report Issued:** 7/15/10

**Attention:** Members, Medical Board

**Subject:** Comprehensive Review of Board Operations and Structure

**Staff Contact:** Linda Whitney, Executive Director

**Requested Action:**

None. This report is for information only.

**Summary:**

As many of the members will likely recall, during 2009 the Medical State's health professions licensing programs were the subject of a series of critical reports in the *Los Angeles Times* and other newspapers. These reports highlighted the extended timeframes needed to complete investigations and initiate disciplinary actions against regulated professionals. At its July 2009 Quarterly Meeting, members of the Medical Board expressed concerns about the newspaper reports, and about growing backlogs of work in the Licensing and Enforcement programs, increased turnover of staff, the impacts of work furloughs, and management's plans to achieve meaningful effectiveness and efficiency improvements.

To address the above concerns, the Medical Board authorized the Executive Director to undertake an evaluation of the Medical Board's programs. A Request for Offers (RFO) was issued in August, and the Board awarded a contract to perform the assessment to Benjamin Frank, LLC. Work began on November 4, 2009.

The purpose of this study is to conduct an independent and unbiased review of the Medical Board's organizational structure and core programs, to identify strengths and weaknesses of current operations, and develop recommendations for improvements. The scope of the review encompasses assessment of the Medical Board's governance structure and also a review of the Medical Board's internal organization and whether its structure and personnel are sufficient to meet the Medical Board's critical functions. Additionally, the study scope includes assessment of:

- The sufficiency of fees to meet legislative goals and mandates
- Laws, regulations, policies, and procedures that may hinder effectiveness
- The value of services provided by external agencies
- The value of services provided by contractors
- The uses and effectiveness of major equipment purchases
- The effectiveness of IT applications used for enforcement and licensing.

Finally, the study scope includes development of other recommendations for improvement, including assessment of the possible elimination or transfer of non-critical functions to enable re-direction of resources to critical functions.

At the April Board meeting, the president established a two-member committee to work with staff and Ben Frank on the completion of a report that would fulfill the needs of the members.

The research and data gathering has been completed, and substantially most of the evaluation and analyses has been performed. Ben Frank has been meeting with program staff to draft a report. It is anticipated that the a draft report will be submitted no later than mid-August to the Board's committee, that will then begin work to develop a report that will meet the members' needs in evaluating Board's operations and structure. It is anticipated that a final, formal report will be presented to the members at their November meeting.

Mr. Frank will be at the July Board meeting to make a short presentation on his company's study and evaluation, and will be available to answer the members' questions. In the meantime, if you have any questions, you may contact me at 916-263-2389.