

MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: July 6, 2010
ATTENTION: Licensing Committee
SUBJECT: Business Process Reengineering Primary
Recommendations
STAFF CONTACT: Various Managers

SUMMARY

Revision of Physician and Surgeon Application and Streamlining Process, Priority 1:

The Physician and Surgeon application forms and instructions were last revised in 2005. Over these last five years both licensing staff and applicants have shared their frustration with the application instructions and the completing of the application forms. Licensing staff have provided their ideas for both clarifying and improving the application forms and instructions. Staff has also received feedback from applicants regarding ambiguously worded and confusing questions, lengthy instructions, and yes/no questions to avoid incomplete or incorrect answers.

The team is comprised of both U.S. and International Medical School license reviewers, associate analysts, and management. This project has been set to begin August 2010, with an estimated completion date of May 2011. *Responsible Manager: Fayne Boyd*

Update of Medical of California Web Site Related to Applications, Priority 2:

The MBC Web site "Applicants" tab has not had a full review since 2000 and as you know we have had many changes and new additions. The MBC Web site should be updated as changes to the application forms occur as this provides applicants more information regarding eligibility for a California physician and surgeon license and clarifying information for completing the application process. In addition, staff will be assigned to periodically update the "Applicants" tab to align it with changes in statutes, regulations, policies and procedures.

The team has been formed and is comprised of the same staff as those revising the application. The project has been set to begin August 2010, with an estimated completion date of March 2011 (the same time as revised application). *Responsible Manager: Fayne Boyd*

Implementation of New Management Reports, Priority 3:

We have completed the automation of nine reports to assist us in managing our workload: Applications Received, Applications Reviewed, Applications With Out Review

(>90 days; 61-90 days; 31-60 days; 0-30 days), Licenses Issued, PTAL's Issued, Applications Complete for Licensure at Time of Review, Applications with Deficiencies at Time of Review, PTAL's Complete at Time of Review, Exception Report.

We have three reports under construction: Initial File Reviewer, Number of PTALs issued per Applicant, License Date for 2065/2066 Applicants. These reports are anticipated to be completed by October 2010. *Responsible Manager: Breanne Humphreys*

Revision and Updates of Policy and Procedure Manual, Priority 4:

A project plan has been developed that identifies the status of each chapter of the manual and the staff member who is responsible for writing or updating each chapter. The project plan establishes the start date for writing or updating each chapter, the time frame for quality assurance review of each chapter, and the date the chapter is to be finalized. As of July 1, 2010, there are 28 identified chapters of which 13 need to be written, and the remaining chapters are in either draft form or have been previously approved and may require updating to reflect the current policies and procedures. Additional chapters may be identified and added during this process.

The target completion date of the procedure manual is December 31, 2010. *Responsible Manager: Kathryn Taylor*

Study of Postgraduate Training Authorization Letter Process, Priority 5:

The PTAL authorizes international medical school graduates to begin training in California in an Accredited Council for Graduate Medical Education (ACGME) postgraduate training program. A team will be formed to study current statutes, regulations, policies and procedures to determine a more efficient and effective way to process these applications. The recommended process improvements may include: new statutory and regulatory requirements which include renewal limits and fees; create new policy and procedures; update the application and instructions; and MBC Web site and resolve ATS constraints.

The team will be comprised of an associate analyst, an international medical graduate license reviewer and management. This project is set to begin January 2011 with an estimated completion date of December 2011. *Responsible Manager: Fayne Boyd*