

# Memorandum

To: Renée Threadgill, Chief of Enforcement  
Medical Board of California

Date: July 1, 2007

From: Susan Goetzinger  
Expert Reviewer Program

Agenda Item 6-A

Subject: Results of the Expert Survey Questionnaires

Questionnaires Sent this quarter (April 1-June 30, 2007)	20
Feedback Received from the questionnaires sent this quarter	13 (65%)
Total Feedback Received for this quarter's report	17

Questions 1-8, *positive response*: Yes

Question 9, *positive response*: No

Questions 10-13, *positive response*: Yes

1	Were you provided sufficient information/evidence to allow you to render a medical opinion?	94 percent YES 6 percent - Yes & No
2	Were you encouraged to render an unbiased opinion?	100 percent YES
3	Was the case directly related to your field of expertise?	100 percent YES
4	Were you given sufficient time to review the case?	100 percent YES
5	Did the training material provided to you (the Expert Reviewer Guidelines and videotape/DVD) give you adequate information to perform your case review?	100 percent YES
6	Were you given clear, concise, and easy to follow instructions throughout the process?	100 percent YES
7	Was the investigator and/or MBC staff readily available to answer questions or concerns about the case?	82 percent YES 18 percent responded N/A
8	Is the required written report adequate to cover all aspects of your opinion?	94 percent YES 6 percent NO
9	Do you feel the MBC has requested your services more frequently than you would prefer?	100 percent NO
10	Would you be willing to accept more MBC cases for review?	94 percent YES 6 percent MAYBE
11	If you were required to testify, was the Deputy Attorney General readily available to answer questions and provide direction?	12 percent YES 88 percent N/A
12	<b>Do you feel the reimbursement amount for case review is appropriate for the work you are required to perform?</b>	58 percent YES 42 percent NO

13	<b>Do you think that more physicians would be willing to become experts if the Board offered CME in addition to monetary compensation?</b>	47 percent YES 41 percent NO 6 percent <small>responded</small> N/A 6 percent MAYBE
<i>Level of satisfaction with overall experience performing case reviews for MBC</i>		88 percent HIGH 6 percent Above Average 6 percent AVERAGE

**SUGGESTIONS FOR IMPROVEMENT TO THE PROGRAM**

<p>The interviews of the physicians can be very insightful but it would be more so if the questions were tailored by a consultant. For example thoracic surgeon investigated. Case reviewed 1<sup>st</sup> (preliminary), then for audio interview specific speciality questions posed by expert Thoracic Surgeon, would increase the insightfulness of the questions.</p>
<p>Perhaps a better understanding of the implication of what we say as to how it may affect the doctor's career or reputation. I wasn't aware that the case could be closed or monitored depending on our opinions.</p>

**COMMENTS REGARDING REIMBURSEMENTS/CME**

<p>Re-compensation - I realize fiscal concerns for MBC are an issue; but if MBC needs to attract more quality reviewers, they may need to increase their compensation.</p>
<p>I think that CME is not the main incentive for these reviews. I believe that more financial compensation (hourly rate) would bring more experts in the program.</p>
<p>The reimbursement rate is just not adequate.</p>
<p>I do not think that CME credits will make any difference.</p>
<p>More physicians would be willing to do reviews if pay increased, but not necessarily CME. However, CME would be nice.</p>
<p>Reimbursement is very low. Reimbursement forms (hours by specific dates) are a burden). Writing report is very time consuming. I am still waiting for my reimbursement pay on time &amp; with less paperwork!</p>
<p>More unusual or more difficult cases may honestly require more hours. I found myself 'under reporting' hours for this case because I was acutely aware of the 'cap.' Most reviewers would <u>not</u> do this and if they felt so constrained, they either would not accept another case, or go short on the research needed to be done. Most people I know practicing as consultants - integrative medicine providers can not afford or will not choose to spend their time for so little reimbursement (usual rate/hr \$250-500 for most qualified individuals).</p>
<p>I consider this as a public service and so agree to spend some of my time this way for so little reimbursement.</p>

Normal charge is \$300/hr.

Compensation is on low side compared to rates for expert review in medical legal cases.  
Compensation is about 1/3 to 1/2 of other types of expert review.

#### GENERAL COMMENTS

Interested in reviewing more cases.

Wonderful program!

Staff at San Diego office extremely nice & helpful!!

Given the apparent gap in the law (i.e., basic record-keeping requirements for unlicensed healthcare providers) in cases such as this - the option of being able to be present (and especially if able to ask questions of the subject) at the interview would be very helpful in this case. [Reviewed a homeopathic/unlicensed case]

“It would be nice to know if the issues re-the law in such cases was even being considered at this time so the public could be more protected from such individual’s practices that may put them in harm’s way.”