

## **JULY 2007 MEETING**

7 Members responded – On all the ratings, the overall response average was that the Board members **agree** that they have the information necessary, the discussion items are relevant, enough time is allowed to discuss agenda items, and they feel they are open to public input.

Comments per item:

### **Board meeting packet:**

- Consider packets online or scanning and putting in pdf format.
- New Executive Director's information was not given in advance of meeting.
- Regardless that the materials come in enough time, are complete, and relevant, it should be gone over during the meeting (because not everyone seems to be reading).

### **Committee meetings:**

No Comments

### **Division meetings:**

- The table/chair set up makes it hard (impossible) to see the chair and members. It's fine for "hearing" format but not great for discussion.

### **Full board meetings:**

- I could not read the slides or most of the poorly printed handout for the presentation.
- Having a full board meeting the 1<sup>st</sup> day is an excellent method to ensure total engagement!
- Need to use motions to move the board – long discussion without action isn't effective meeting management.
- Quality of presentation – Could not read Power Point or handouts.

### **Further comments:**

- The more everyone knows and the more fully engages the board is, the better knowledge every member has and can, in turn, be more engaged in the process and the work of the board.

2008



# Medical Board of California

## Strategic Plan 2008

# **MEDICAL BOARD OF CALIFORNIA**

## **STRATEGIC PLAN 2008**

*Developed 2008*

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***Protecting the Public***  
***Promoting Wellness***

## INTRODUCTION

The Medical Board of California (Board) is mandated to make public protection its first priority. This mandate is articulated in Business and Professions Code Section 2001.1, which states:

*Protection of the public shall be the highest priority for the Medical Board of California in exercising its licensing, regulatory, and disciplinary functions.*

While the mandated functions of the Board generally fall into two categories, licensing and discipline, there are other, more broadly defined issues relating to healthcare that impact the protection of the public. Acknowledging that California's healthcare landscape is ever changing, that the current environment of healthcare delivery is under great strain, and that the business of medicine may contribute to preventing access to healthcare or promote substandard care, this plan addresses issues beyond the simple issuing of licenses and rendering of disciplinary actions.

## MISSION

The Mission of the Medical Board of California is to protect healthcare consumers through proper licensing and regulation of physicians and surgeons and certain allied healthcare professions and through the vigorous, objective enforcement of the Medical Practices Act, and, to promote access to quality medical care through the Board's licensing and regulatory functions.

## GOALS AND OBJECTIVES

### **Professional Qualifications**

Promote the professional qualifications of medical practitioners by setting requirements for education, experience, and examinations, taking into account the state's needs for more physicians, particularly in underserved populations; and promoting physician wellness.

### **Regulations and Enforcement**

Protect the public by effectively enforcing laws and standards to deter violations.

### **Consumer Education**

Increase public awareness of Board's Mission, activities and services.

### **Organizational Relationships**

Improve effectiveness of relationships with related organizations to further Board's Mission and goals.

### **Organizational Effectiveness**

Enhance organizational effectiveness and systems to improve service.

## Goal 1: Professional Qualifications

Promote the professional qualifications of medical practitioners by setting requirements for education, experience, and examinations, taking into account the state's need for more physicians, particularly in underserved populations; and promoting physician wellness.

### Objectives

- Assure greater compliance of CME requirements.  
Measure: Audits will show improved compliance with CME requirements.
- Develop a plan for addressing access to care and the shortage of doctors that is appropriate to the Board's Mission and resources.  
Measure: Determine impact of the Board's plan to address access to healthcare.
- Create a plan to assist in addressing medical errors as appropriate to the Board's Mission and resources.  
Measure: Development of an educational program to inform medical students and physicians of medical errors and consequences which may be used as curriculum or CME.

Develop an on-line educational program on cultural and linguistic competency

Measure: Determine the number of physicians using this program to enhance their skills and satisfaction with the course.

Ensure that qualified internationally trained physicians are allowed to obtain license exemption under Business and Professions Code 2168 through the work of the Special Programs Review Committee.

Measure: Site audits will indicate these physicians are compliant with regulation and there is a decrease of complaints about this group.

Ensure international medical schools meet the Board's requirements for recognition.

Measure: Site inspections will indicate compliance.

- Promote physician wellness by providing an on-line educational program and links to other resources.  
Measure: Determine the number of physicians using these resources.



## Goal 2: Regulation and Enforcement

Protect the public by effectively enforcing laws and standards to deter violations.

### Objectives

- Submit vertical enforcement report to the Legislature by December 2007 and implement the vertical enforcement model long term.  
*Measure:* Report submitted and vertical enforcement model fully integrated including implementation of fully interoperable information technology software used by the Department of Justice.
- Evaluation of peer review study of California hospitals and to address the issues identified.  
*Measure:* Study is completed and recommendations are provided to the Board for review and possible action.

Re-establish the Board's Operation Safe Medicine Unit to target unlicensed activity, corporate practice of medicine, and lack of supervision violations.

*Measure:* Program re-established and tracking the number of complaints to and outcomes from this unit.

- Restructure the Board's Probation Unit to transfer the monitoring of probations from investigators to inspectors. The investigators will be reassigned to the District Offices to decrease the number of cases assigned per investigator.  
*Measure:* A decrease in the length of time to conduct investigations.

## Goal 3: Consumer Education

Increase public awareness of the Board's Mission, activities and services.

### Objectives

- Complete a study of the public disclosure laws and take actions necessary to address issues identified.  
*Measure:* Study completed, with a report made available to the public via the Board's Web site and any recommendations that have been identified be presented to the Board.

Recognition of excellence in medicine by California physicians

*Measure:* Ensure annual award of recognition for excellence in medicine given to recipient and publicized on the Board's Web site.

Improve education about the Board and its services to consumers including obtaining information on physicians.

*Measure:* High levels of satisfaction reported by consumers who access educational material and other information on the Board's Web site.

## Goal 4: Organizational Relationships

Improve effectiveness of relationships with related organizations to further the Board's Mission and goals.

### Objectives

Establish a plan to include board members in meetings with legislators and other key stakeholders on various legislative proposals.

Measure: Increased support of the Board's legislative proposals.

Develop a plan for Executive Team or Supervising Investigators when appropriate to meet with legislative staff in district offices.

Measure: Increased awareness of the Board, its mission and services by legislative district offices.

## Goal 5: Organizational Effectiveness

Enhance organizational effectiveness and systems to improve service to constituents.

### Objectives

- Develop better ways of assessing Board "customer satisfaction" and implement changes that would better serve applicants, licensees and the public.  
Measure: High levels of satisfaction reported by customers who receive services or who access information on the Board's Web site.
- Reverse loss of investigators by identifying and addressing factors that are contributing to investigator retention problems. Perform a study to determine the difference in work performed and compensation between Board investigators and investigators from other State boards/agencies.  
Measure: Improve recruitment and retention of Board investigators.

Implement the restructuring of the Board to ensure greater communication and synergy between enforcement and licensing divisions of the Board.

Measure: Implementation is completed and all board members are educated regarding all Board issues.

Perform a complete evaluation of the Licensing Program to identify areas for improvement.

Measure: Evaluation completed and any recommendations for efficiency are implemented.

- Coordinate relocation of the Board's headquarters facilities and staff to improve operational efficiencies and to improve customer service.  
*Measure:* Consumers and other interested parties have improved access to the Board's services. Staff reports work environment more efficient.

Develop consumer and licensee focused educational programs made available on-line from the Board's Web site to improve access statewide.

*Measure:* Determine the number of individuals using these services and satisfaction with the courses.

Improve organizational business processes through replacement of current information technology systems with state of the art user-friendly information technology (IT) software.

*Measure:* When fully implemented staff reports significant improvement in business processes.

## **Conclusion**