

2019 STRATEGIC GOAL HIGHLIGHTS

The Medical Board of California's (Board) 2018-2021 Strategic Plan outlines the Board's key initiatives and is a mechanism to measure performance and gauge overall effectiveness. This report highlights and describes the significant number of goals set forth in the Strategic Plan that were achieved during 2019.



MISSION

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

VISION

To be the premier consumer protection agency leading the effort to advance high quality, safe medical care.

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LICENSING

Protect consumers by setting requirements for licensure, including education, experience, and demonstrated competence, and efficiently issue licenses to individuals meeting those requirements.

- ▶ Developed and launched a new license type online in BreEZe — the Postgraduate Training License (PTL) — and revised all other applicable forms, policies and procedures for the changes to postgraduate training and licensing requirements effective January 1, 2020.
- ▶ Hosted six interactive webinars to educate over 400 stakeholders on the changes to postgraduate training and licensing requirements.
- ▶ Developed and launched the Direct Online Certification Submissions (DOCS) system, allowing the Board to electronically receive verification documents from medical schools and postgraduate training programs.
- ▶ Implemented the sending of electronic courtesy renewal notices to physicians 180 days prior to the license expiration date, reducing the number of paper renewal notices needing to be mailed, saving money on postage and making it even easier for licensees to renew.
- ▶ Upgraded the Board's License Verification System (LVS), a free subscription service that provides facilities and credentialing services information regarding the licenses of physicians and podiatrists. LVS also provides information about 805 reports filed against these providers. This information is used to determine whether to grant or renew a physician's practice privileges.
- ▶ The Board's mobile alert app for Apple iOS devices was downloaded by nearly 11,000 consumers.

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ENFORCEMENT

Protect the health and safety of consumers by effectively investigating complaints, by enforcing the laws and regulations of the Medical Practice Act when violations occur, and by educating consumers on the laws and regulations governing safe practices in California.

- ▶ Improved the enforcement process to decrease the time by when complaints are reviewed and investigated. Policies and procedures were revisited to improve the processing timelines for citation and fines. Great emphasis was placed on filling existing and prospective vacancies within the Enforcement Program.
- ▶ Conducted four, 8-hour, interactive Expert Reviewer trainings to improve the quality of expert opinions. A cloud-service was implemented to cost effectively, quickly and safely deliver cases to Expert Reviewers.
- ▶ Hired a Chief Medical Consultant who, in addition to other duties, will assist with the Expert Reviewer Program. Began in-depth, 360-degree review of the Expert Reviewer Program and a plan to implement a stronger vetting process, as well as enhanced training in the preparation of expert opinions.
- ▶ Increased efforts to recruit a diverse selection of experts, using social media, professional and specialty publications, as well as e-mail blasts to licensees.
- ▶ Revised the consumer complaint form so that adequate information is received upon receipt of the complaint. This enables Board staff to act on complaints expeditiously without taking extra time to request additional information.
- ▶ Continued to fight the opioid epidemic by reviewing California death records when the death involves a prescription drug. As of November 2019, 23 percent of the cases that were opened pursuant to this project have resulted in the filing of an accusation or disciplinary action.
- ▶ Created a referral form for other state agencies to utilize when sending a complaint to the Board in order to receive complete information and eliminate the time it takes for Board staff to request additional information.
- ▶ Met with physicians impacted by the Patient's Right to Know Act (Senate Bill 1448) to educate them on the new law requiring physicians on probation for certain offenses to notify their patients of their probation status prior to the patient's first visit.
- ▶ Pursuant to SB 1448, added detailed probation summaries to the Board's website in order to explain why a physician is on probation.

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LEGISLATION AND REGULATION

Advocate for and sponsor legislation and adopt regulations, policies, and procedures that strengthen and support the Board’s mandate, mission, vision, and goals.

- ▶ Launched a pending legislation page on the Board’s website, clearly outlining the legislative bills the Board is monitoring and how consumers can be engaged in the legislative process.
- ▶ Worked with lawmakers to enhance consumer protection and held a Legislative Day at the State Capitol in Sacramento on May 15, 2019.
- ▶ Produced a podcast episode titled “A Look at the Board’s Role in the Legislative Process.”
- ▶ Reviewed the Board’s existing laws and regulations, and stakeholder suggestions, to identify needed changes. Legislative proposals were presented and approved by the Board at the November 2019 Board Meeting. Several rulemaking files are in progress.



May 2019 – President Pines and Board Members at Legislative Day at the State Capitol



May 2019 – Legislative Day at the State Capitol with Senator Galgiani

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OUTREACH

Promote consumer protection through increasing public, licensee, and community partner awareness of the Board, its mission, activities, and services.

- ▶ Board staff attended 66 outreach events across California, imparting information about the Board to include new laws, as well as the licensing and enforcement processes.
- ▶ Developed a script and cost analysis to pursue an optional end-of-call survey for the Board's call center.
- ▶ Published a new "Consumer's Guide to the Complaint Process".
- ▶ Created a new feature in the Board's quarterly newsletter dedicated to consumer information. The first article, "A Primer on the Medical Board of California's Complaint Process," provided readers an overview of the Board's complaint process and what to expect when a complaint is filed. Other articles provided information on outpatient surgery settings and best ways to see or receive copies of your medical records.
- ▶ In response to stakeholder questions, developed and posted frequently asked questions (FAQs) on the Board's website. Posted FAQs on the mandatory use of the Controlled Substance Utilization Review and Evaluation System (CURES), the transition period for new prescription form requirements, as well as naloxone prescription requirements.
- ▶ Remodeled and launched the Volunteer Physician Registry with resounding success. Physicians provided information regarding where they would be willing to volunteer and details about their areas of practice and foreign language proficiency. Clinics and other entities use the registry to connect with the volunteers in order to allow these physicians to provide services to patients in these areas.



October 2019 – Yolo County Senior Fair

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ADMINISTRATION

Protect the consumers of California by promoting organizational success through proper Board governance, effective leadership, and responsible management.

- ▶ Secured an increase to the hourly rate for trained medical experts that became effective July 1, 2019.
- ▶ The Stem Cell and Regenerative Therapy Task Force held an interested parties meeting and received feedback from consumers, experts, and stakeholders to assist in the development of materials, guidelines.
- ▶ Collaborated with the Food and Drug Administration to suggest the provision of more detailed information on Warning Letters so the Board can investigate them for potential violations of the Medical Practice Act.
- ▶ Board members attended staff events, including all staff meetings and employee appreciation picnic.
- ▶ The second President's Employee Award was presented at the January 2020 Board meeting.

2020

LOOKING AHEAD

In 2020, the Board will continue to accomplish its Strategic goals by:

- ▶ Reducing Enforcement Timelines.
- ▶ Reviewing additional license types needed online.
- ▶ Revitalizing the Board's Expert Reviewers Program.
- ▶ Developing educational podcasts.
- ▶ Fostering relationships at the annual Legislative Day at the State Capitol.
- ▶ Commencing the Sunset Review Process.