

## MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: April 6, 2020  
 ATTENTION: Members, Medical Board of California  
 SUBJECT: Licensing Program Summary  
 STAFF CONTACT: Marina O'Connor, Chief of Licensing

REQUESTED ACTION:

This report is intended to provide the Members with an update on the Licensing Program at the Medical Board of California (Board). No action is needed at this time.

PROGRAM UPDATE:

In response to Governor Newsom's Executive Order N-39-20, the Department of Consumer Affairs (DCA) has implemented several waivers to meet the need for medical providers during the coronavirus pandemic. Two of these waivers affect MBC licensees. DCA Waiver DCA-20-01 Continuing Education waives continuing medical education (CME) requirements for licenses that expire March 31, 2020 through June 30, 2020. DCA has already implemented this change in the BreEZe system. DCA Waiver DCA 20-02 Reinstatement of Licensure waives the CME and fee requirements for a licensee who has held a retired, inactive, or cancelled license status for five years or less and requests to return to active status for a period up to six months in order to assist with the coronavirus pandemic. The request form is available on DCA's website and MBC staff continue to expeditiously process these requests.

The Licensing Program (Program) management team and staff continue to work on meeting the needs of applicants for physician's and surgeon's (P&S) licenses and postgraduate training licenses (PTL), licensees, and consumers. The Board posted the PTL application and the P&S license applications on its website on December 24, 2020 and launched the online PTL application on January 1, 2020. To date, the Board has received 2,191 PTL applications and issued 487 postgraduate training licenses. Physician profiles for PTL holders are now available on the Board's website. Consumers can search for PTL licenses and view the name of the licensee's current training facility and training dates.

The Program continues to experience an increase in workload due to the licensing and postgraduate training changes. All current residents attending postgraduate training in California who have not been issued a P&S license must obtain their PTL by June 30, 2020. In addition, staff continues to work diligently to process applications for incoming residents who matched into a California program and are scheduled to start on July 1, 2020.

While outreach events are currently on hold due to COVID-19 travel restrictions, the Board continues to update the license information on its website, participate in teleconferences with stakeholders, and correspond with medical schools, programs, applicants on licensing requirements.

The Program management team and staff is working on updating applications and forms to comply with Business and Professions Code (BPC) Section 480(f)(2), which, effective July 1, 2020, prevents a Board from requiring an applicant to disclose

information or documentation regarding criminal history. The Board's Information Systems Branch is working with the DCA to ensure that the BreZE online system is updated to reflect these changes.

The Program received and responded to 2,670 emails via the Licensing Webmaster last quarter regarding topics such as PTL requirements, renewals, pocket certificates, and application status.

### DIRECT ONLINE CERTIFICATION SYSTEM (DOCS) PORTAL

The new DOCS portal currently supports seven medical schools, 330 postgraduate training programs and 118 registered users. Even though the portal has moved out of its testing phase, the Program is working on updates that will enhance efficiency and more clearly define parameters for users.

DOCS has proven integral to medical schools' and programs' ability to submit required application documents to the Board amid campus closures and their administrative staff working remotely.

DOCS helps the Board in achieving its strategic goal of eliminating the potential for loss of documentation while streamlining the licensing process. Automating this process improves customer service, and expedites the transition process for an applicant who has completed the required 36-months of postgraduate training.

### OUTPATIENT SURGERY SETTINGS

As of July 30, 2020, The Institute for Medical Quality (IMQ) will cease all operations as an accreditation agency that oversees outpatient surgery settings that fall under the jurisdiction of the Medical Board. There are approximately 140 settings that are accredited through IMQ that will have to seek accreditation through one of the remaining four Board-approved agencies. All of the settings have been contacted by IMQ and provided refunds for accreditation fees, which will help the settings pay for new survey costs associated with other agencies. All other Board-approved agencies are aware of IMQ's dissolution and are making every effort to reach out to the affected settings. The Medical Board mailed letters to each IMQ setting on March 5, 2020 and will continue to reach out encouraging settings to find a new agency as soon as possible. Board staff is monitoring all accreditation activity for the IMQ settings and keeping track when a setting officially switches to a new agency.

### MEXICO PILOT PROGRAM

The Board has received twenty-nine (29) physician applications and six (6) nonprofit community health center applications, which are currently under review. The Board continues to work on an Interagency Agreement with the medical school that will conduct the evaluation of the program and work with the community health centers to ensure the resources are in place that will allow the physicians to meet the externship requirements under Business and Professions Code section 853.

### CONSUMER INFORMATION UNIT

The Consumer Information Unit (CIU) continues to receive a high call volume. In the third quarter of 2020, the CIU received 18,889 calls, with an average wait time of 7:07. Overall transfer rates of both licensing and enforcement calls continue to decline,

indicating an increased amount of one-call resolutions for both types of calls. The CIU was able to successfully guide callers through an important transitional period of licensing law changes and have been instrumental in the Board's response to COVID-19 related calls, ensuring licensees and consumer are provided with appropriate information and resources.

## OUTREACH

The Program sent a letter to all Postgraduate Training Program Directors on February 24, 2020 with additional information on the postgraduate training and licensure requirements based on feedback and questions received from residents and programs, which is available on the Board's website. The Program is currently developing FAQs and updated application requirement information for the Board's website to address the most common questions and provide further clarity on processes.

The Licensing Program participated in the following licensing fairs\*:

<b>Dates</b>	<b>Locations</b>	<b>Residents in Attendance</b>
January 29-30	UCSF – San Francisco	Day 1 – 48 Day 2 - 53
January 31	UC Davis	110
February 5	Highland Hospital – Oakland	48
February 11-12	Harbor UCLA	Day 1 – 38 Day 2 - 63
February 19	Methodist Hospital of Sacramento	3
February 24	UCSF – Fresno	58
March 17	Children's Hospital Los Angeles	38

\*All outreach events scheduled after March 17, 2020 were cancelled due to COVID-19 travel restrictions.

**WORKLOAD REPORT**  
as of March 31, 2020

<b>CONSUMER INFORMATION UNIT Fiscal Year 19-20</b>	<b>2019- 2020</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Total Calls Answered	<b>54,570</b>	19,368	16,313	18,889	
Calls Requesting Call Back	<b>8,098</b>	3,400	1,842	2,856	
Calls Abandoned	<b>8,550</b>	3,501	2,199	2,850	

<b>CONSUMER INFORMATION UNIT Fiscal Year 18-19</b>	<b>2018- 2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Total Calls Answered	<b>79,058</b>	22,200	18,046	19,234	19,578
Calls Requesting Call Back	<b>15,582</b>	7,277	3,378	2,311	2,616
Calls Abandoned	<b>13,455</b>	4,778	3,267	2,579	2,831

<b>PHYSICIAN &amp; SURGEON DATA Fiscal Year 19-20</b>	<b>2019- 2020</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
*Applications Received	<b>4,591</b>	1,770	1,296	1,525	
Initial Reviews Completed	<b>4,655</b>	1,825	1,362	1,468	
Licenses Issued	<b>5,248</b>	2,491	1,790	967	
Renewals Issued	<b>54,300</b>	17,632	15,906	20,762	

<b>PHYSICIAN &amp; SURGEON DATA Fiscal Year 18-19</b>	<b>2018- 2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
*Applications Received	<b>7,720</b>	2,047	1,857	2,176	1,640
Initial Reviews Completed	<b>7,694</b>	1,911	2,021	2,040	1,722
Licenses Issued	<b>6,694</b>	2,076	1,416	1,541	1,661
Renewals Issued	<b>72,974</b>	18,122	16,537	17,947	20,368

<b>POSTGRADUATE TRAINING LICENSE DATA Fiscal Year 19-20</b>	<b>2019- 2020</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
*Applications Received	<b>2,191</b>	N/A	N/A	2,191	
Initial Reviews Completed	<b>1,206</b>	N/A	N/A	1,206	
Licenses Issued	<b>487</b>	N/A	N/A	487	

\*Applications Received does not include applications received with monies that have not been deposited as this process may take several weeks.

**WORKLOAD REPORT**  
as of March 31, 2020

<b>SENIOR REVIEW 2 - CATEGORIES</b> <b>Fiscal Year 19-20</b>	<b>2019-2020</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Alcohol/Drugs	15	5	6	4	
PG/Medical Knowledge	81	24	40	17	
Convictions	11	3	5	3	
Other	61	13	27	21	

<b>SENIOR REVIEW 2 - CATEGORIES</b> <b>Fiscal Year 18-19</b>	<b>2018-2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Alcohol/Drugs	17	2	1	10	4
PG/Medical Knowledge	142	30	17	40	55
Convictions	40	6	10	18	6
Other	158	24	27	64	43

<b>LICENSED MIDWIVES</b> <b>Fiscal Year 19-20</b>	<b>2019-2020</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Applications Received	29	9	12	8	
Licenses Issued	31	11	9	11	
Licenses Renewed	148	38	64	46	

<b>LICENSED MIDWIVES</b> <b>Fiscal Year 18-19</b>	<b>2018-2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Applications Received	43	8	11	15	9
Licenses Issued	40	5	9	15	11
Licenses Renewed	190	44	48	51	47

<b>FICTITIOUS NAME PERMIT</b> <b>Fiscal Year 19-20</b>	<b>2019-2020</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
P&S - FNP Received	1045	359	387	299	
P&S - FNP Issued	979	265	306	408	
P&S - FNP Renewed	4,036	1,245	1,278	1,513	
Podiatric FNP Received	29	10	12	7	
Podiatric FNP Issued	24	3	9	12	
Podiatric FNP Renewed	105	25	36	44	

<b>FICTITIOUS NAME PERMIT</b> <b>Fiscal Year 18-19</b>	<b>2018-2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
P&S - FNP Received	1490	357	387	366	380
P&S - FNP Issued	1,344	315	352	313	364
P&S - FNP Renewed	5,364	1,239	1,216	1,481	1,428
Podiatric FNP Received	28	0	16	9	3
Podiatric FNP Issued	39	6	15	11	7
Podiatric FNP Renewed	146	33	44	33	36

**WORKLOAD REPORT**  
as of March 31, 2020

<b>POLYSOMNOGRAPHY Fiscal Year 19-20</b>	<b>2019- 2020</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Trainee Applications Received	14	7	4	3	
Trainee Registrations Issued	13	7	2	4	
Trainee Registrations Renewed	13	5	4	4	
Technician Applications Received	29	11	5	13	
Technician Registrations Issued	23	7	6	10	
Technician Registrations Renewed	32	12	13	7	
Technologists Applications Received	29	10	9	10	
Technologists Registrations Issued	31	10	8	13	
Technologists Registrations Renewed	146	67	42	37	

<b>POLYSOMNOGRAPHY Fiscal Year 18-19</b>	<b>2018- 2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Trainee Applications Received	21	3	4	9	5
Trainee Registrations Issued	20	2	3	8	7
Trainee Registrations Renewed	22	3	6	8	5
Technician Applications Received	29	9	5	10	5
Technician Registrations Issued	31	5	11	9	6
Technician Registrations Renewed	47	9	15	10	13
Technologists Applications Received	39	9	9	8	13
Technologists Registrations Issued	42	7	16	7	12
Technologists Registrations Renewed	438	119	137	99	83

<b>RESEARCH PSYCHOANALYST Fiscal Year 19-20</b>	<b>2019- 2020</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
RP Applications Received	5	2	1	2	
RP Licenses Issued	3	1	1	1	
RP Licenses Renewed	63	1	2	60	

<b>RESEARCH PSYCHOANALYST Fiscal Year 18-19</b>	<b>2018- 2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
RP Applications Received	6	6	0	0	0
RP Licenses Issued	6	4	2	0	0
RP Licenses Renewed	6	1	0	3	2

**WORKLOAD REPORT**  
as of March 31, 2020

<b>SPECIAL PROGRAMS Fiscal Year 19-20</b>	<b>2019-2020</b>	<b>Quarter 1</b>	<b>Quarter2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2111 Applications Received	16	14	0	2	
2111 Applications Reviewed	17	12	3	2	
2111 Permits Issued	18	11	5	2	
2111 Permits Renewed	38	10	11	17	
2112 Applications Received	1	0	1	0	
2112 Applications Reviewed	1	0	0	1	
2112 Permits Issued	0	0	0	0	
2112 Permits Renewed	0	0	0	0	
2113 Applications Received	24	9	8	7	
2113 Applications Reviewed	25	10	4	11	
2113 Permits Issued	27	13	5	9	
2113 Permits Renewed	30	7	11	12	
2168 Applications Received	3	0	1	2	
2168 Applications Reviewed	3	1	1	1	
2168 Permits Issued	2	1	1	0	
2168 Permits Renewed	5	3	1	1	

<b>SPECIAL PROGRAMS Fiscal Year 18-19</b>	<b>2018-2019</b>	<b>Quarter 1</b>	<b>Quarter2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2111 Applications Received	21	6	8	4	3
2111 Applications Reviewed	20	7	2	8	3
2111 Permits Issued	20	7	2	6	5
2111 Permits Renewed	59	14	10	25	10
2112 Applications Received	0	0	0	0	0
2112 Applications Reviewed	0	0	0	0	0
2112 Permits Issued	1	1	0	0	0
2112 Permits Renewed	1	0	0	1	0
2113 Applications Received	26	5	4	11	6
2113 Applications Reviewed	29	10	4	6	9
2113 Permits Issued	26	10	3	5	8
2113 Permits Renewed	36	7	5	8	16
2168 Applications Received	1	0	0	1	0
2168 Applications Reviewed	1	0	0	1	0
2168 Permits Issued	2	2	0	0	0
2168 Permits Renewed	12	4	4	2	2

2111 - Visiting Fellow (doesn't satisfy postgraduate training required for licensure)

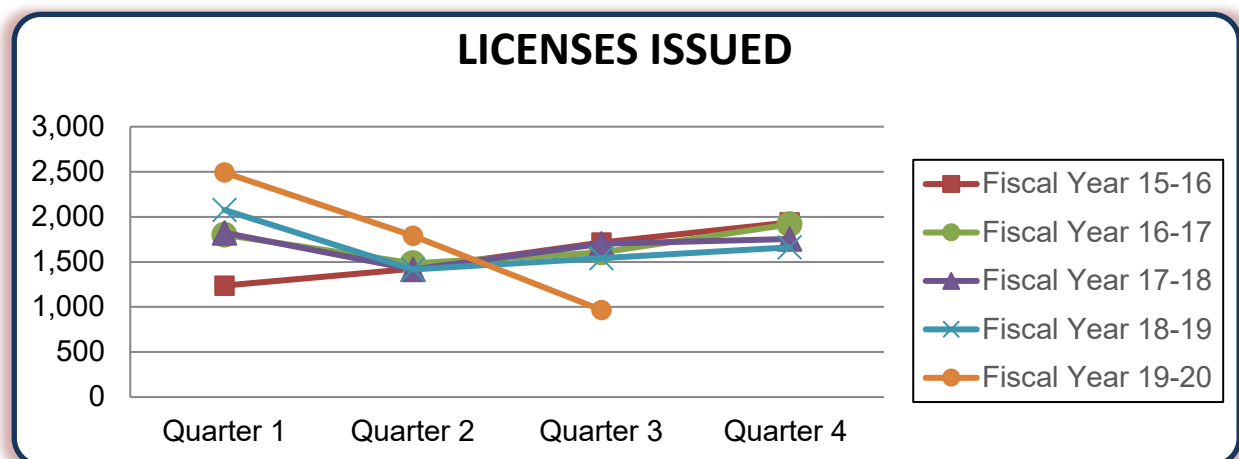
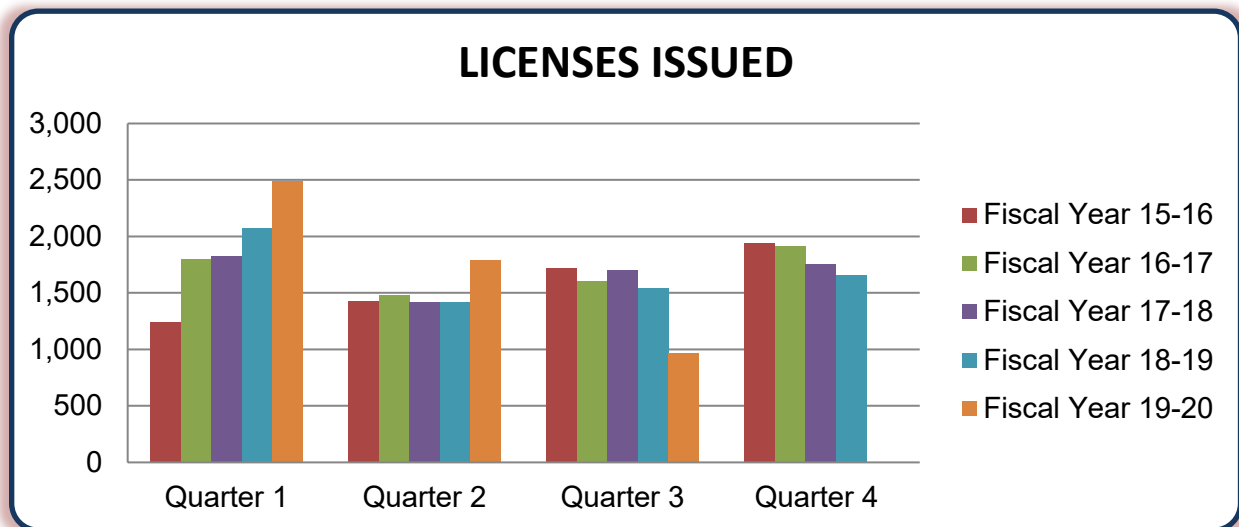
2112 - Hospital Fellowship Program Non-Citizen (does not satisfy postgraduate training required for licensure)

2113 - Medical School Faculty Member (may satisfy postgraduate training required for licensure)

2168 - Special Faculty Permit (academically eminent; unrestricted practice within sponsoring medical school - not eligible for licensure)

**Physician's and Surgeon's Licenses Issued\***  
**Five Fiscal Year History**

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 19-20	2,491	1,790	967		<b>5,248</b>
Fiscal Year 18-19	2,076	1,416	1,541	1,661	<b>6,694</b>
Fiscal Year 17-18	1,823	1,416	1,700	1,755	<b>6,694</b>
Fiscal Year 16-17	1,799	1,484	1,603	1,916	<b>6,802</b>
Fiscal Year 15-16	1,237	1,425	1,716	1,938	<b>6,316</b>



\*Data provided pertains to Physician's and Surgeon's licenses only and does not include data pertaining to Postgraduate Training Licenses.

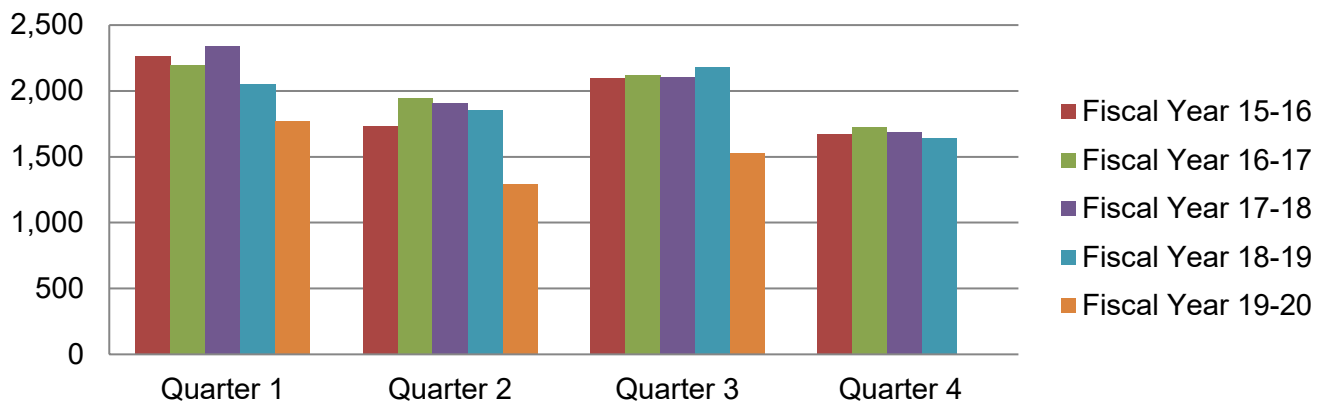


**Physician's and Surgeon's Applications Received\***  
**Five Fiscal Year History**

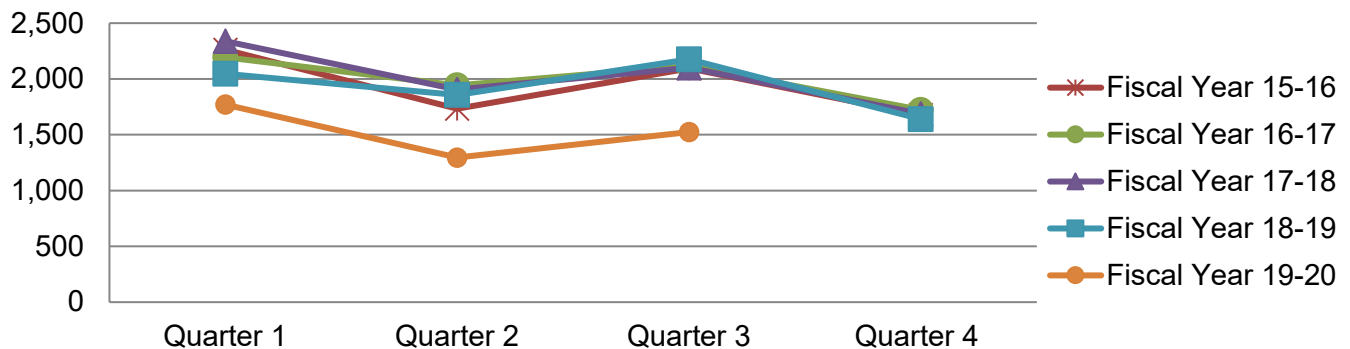
Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 19-20	1,770	1,296	1,525		<b>4,591</b>
Fiscal Year 18-19	2,047	1,857	2,176	1,640	<b>7,720</b>
Fiscal Year 17-18	2,338	1,904	2,101	1,688	<b>8,031</b>
Fiscal Year 16-17	2,194	1,943	2,118	1,723	<b>7,978</b>
Fiscal Year 15-16	2,262	1,732	2,094	1,675	<b>7,763</b>

Applications Received data for the current quarter does not include applications received with monies that have not been deposited as this process may take several weeks.

**APPLICATIONS RECEIVED**



**APPLICATIONS RECEIVED**



\*Data provided pertains to Physician's and Surgeon's licenses only and does not include data pertaining to Postgraduate Training Licenses.