

## MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: July 1, 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:

Due to the USMLE suspending Step 2 CS for 12-18 months in response to the pandemic, the Board no longer requires passage of Step 2 CS to obtain a PTL. The online and hard copy applications were updated to reflect these changes.

In response to the difficulty medical schools and training programs have experienced in providing the required documents for licensure to the Board during the COVID-19 pandemic, the Board implemented additional document submission options. Some of these options include accepting electronically notarized documents from Notary Cam, electronic document submission through the Board's Direct Online Certification System (DOCS) portal, the acceptance of electronic transcripts through approved services such as Credentials Solutions, Inc., ScripSafe, Parchment, and the National Student Clearinghouse, as well as the acceptance of e-diplomas from CeCredential Trust and Parchment.

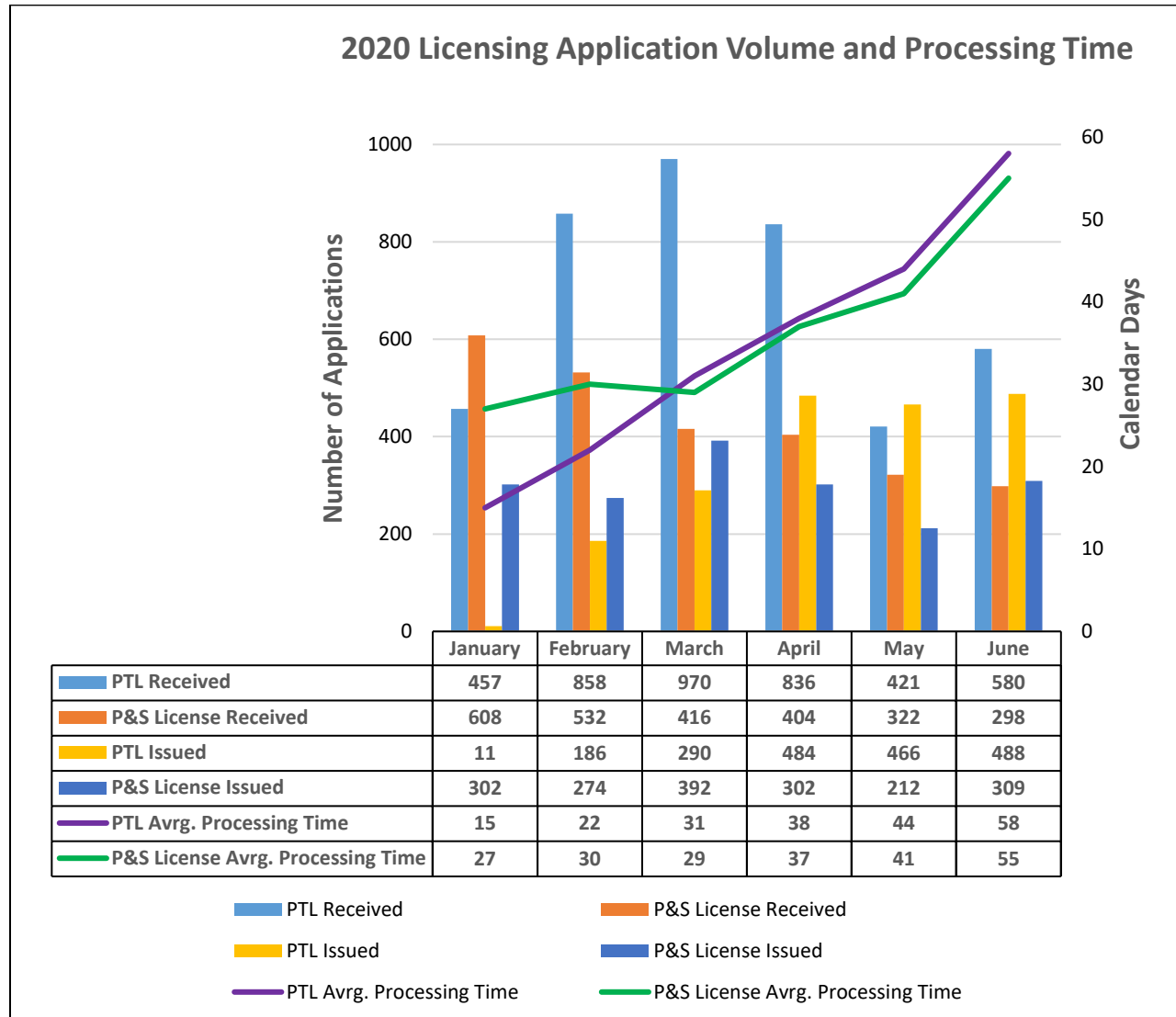
The Licensing Program received 1,474 emails and responded to 1,480 via the Licensing Webmaster last quarter regarding topics such as the new postgraduate training requirements, license renewal, pocket certificates, and application status. The total number of emails received in the third quarter increased by 66% compared to the fourth quarter.

LICENSING PROCESSING TIMES

New postgraduate training requirements went into effect January 1, 2020, including the creation of a new license type, the Postgraduate Training License (PTL), and new license applications. This has led to a dramatic increase in the number of license applications received. In Quarter 4 of FY 2018-19, the Board received approximately 1,640 Physician's and Surgeon's (P&S) license applications. In Quarter 4 of FY 2019-20, the Board received approximately 2,861 license applications, which includes P&S license applications and PTL applications. This is a 74% increase in the number of license applications received during the same time period last year.

The number of licenses issued has increased concurrently with the increase in application volume. In Quarter 4 of FY 2018-19, the Board issued 1,661 P&S Licenses. In Quarter 4 of FY 2019-20, the Board issued 2,261 P&S licenses and PTLs, which is a 36% increase in the number of licenses issued from the same time period in FY 2018-19.

The Board experienced the highest number of PTL applications received in February, March, and April 2020, ranging from 836 to 970 per month. This recent spike in applications received can be partly attributed to 2020 being a transition year for the Board, as current residents must obtain a PTL by July 1, 2020 (this date was recently extended to August 31, 2020 through DCA Waiver DCA-20-13) and new residents must obtain a PTL within 180 days. To date, the Board has received 4,122 PTL applications and issued 1,925 PTL's.



The increase in application volume combined with the challenges of navigating the COVID-19 pandemic has resulted in an increase in the application processing time from the application received date to the date of the initial review. While the Licensing Program (Program) faces numerous challenges with a majority of staff performing telework and the accompanying new policies and directives, the Program continues to address applicant, licensee, and stakeholder concerns and focus on processing applications efficiently. The Board's 2014 Strategic Plan established a 45 day processing time to review license applications. Even though the Program has developed new procedures to adapt to a telework-centered environment within a very short turnaround, it has still been able to keep application processing times within the 100 calendar day regulatory timeframe.

## LICENSE APPLICATION PROCESSING TIME ACTION PLAN

The Program is currently evaluating available options to help reduce the processing time, such as expanding overtime opportunities and identifying additional process efficiencies. The Program has already reallocated staff when feasible to assist with processing applications and continues to evaluate workload needs and identify additional staff to reallocate. The Program has also recently filled two application reviewer positions that are currently being trained on application review procedures. These measures have led to an increase in licensing capacity, as demonstrated by the statistics provided above. Once fully trained, these staff will significantly assist with the reduction in processing times and allow the Board to continue to increase its licensing capacity.

While the number of PTL applications received started to decline in June, the volume may increase again towards the end of the calendar year as the 180 day deadline for new residents to obtain a PTL approaches. The Program anticipates the volume of applications received to begin to normalize next year and will evaluate resource needs once it establishes a new baseline. Assuming application volume decreases, the Program's efforts to identify process efficiencies, reallocate staff, and onboard new application reviewers should result in a reduction in current timeframes. The Board will continue to closely monitor licensing processing times and is prepared to take further action as needed.

## DIRECT ONLINE CERTIFICATION SYSTEM (DOCS) PORTAL

The Program has registered 349 users across 61 registered medical schools and 877 postgraduate training programs for the recently launched DOCS portal. These registered users have uploaded over 4,500 documents to the DOCS portal since the Program registered the first users around August 2019. The Board continues to enhance the electronic document submission process and assist users with questions or issues when utilizing the system. Since March 2020, there has been a significant increase in the submission of primary source documentation through the DOCS portal as the number of registered schools and programs grows. The DOCS portal provides schools and programs with an efficient and user-friendly option for submitting documentation electronically during the COVID-19 pandemic. The portal has also ensured applications continue through the licensure process despite the new challenges faced by applicants due to the pandemic.

## OUTPATIENT SURGERY SETTINGS

As of July 30, 2020, the Institute for Medical Quality (IMQ) no longer exists as an accreditation agency for outpatient surgery settings that fall under the jurisdiction of the Board. Many of the 140 settings that were accredited through IMQ have obtained accreditation from one of the other four Board-approved agencies or are actively engaged in the accreditation process. In accordance with Health and Safety Code section 1248.55(c)(1), these settings are authorized to continue to operate for a period of 12 months, ending July 31, 2021, in order to seek accreditation through an approved accreditation agency.

Board staff worked closely with IMQ to ensure impacted settings received all necessary information about the transition and will continue to monitor their accreditation activity.

## CONSUMER INFORMATION UNIT

The Consumer Information Unit (CIU) experienced a steady increase in the number of calls from the second quarter through the fourth quarter. In the fourth quarter of 2020, CIU received 19,412 calls, with an average wait time of 11:07 minutes.

An integral part of the Program is the continued growth and functionality of the DOCS portal supported by CIU staff. CIU staff assist in completing system registration, document processing, and archiving.

In addition, the Program is focusing on cross-training Licensing staff to act as backups for CIU staff, implementing an End-of-Call Survey to measure effectiveness, and providing additional training to CIU staff to continue to provide a high level of customer service.

## OUTREACH

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

**WORKLOAD REPORT**  
as of June 30, 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>62,131</b>	16,208	14,276	16,232	15,415
*Calls Requesting Call Back	<b>12,095</b>	3,400	1,842	2,856	3,997
Calls Abandoned	<b>11,865</b>	3,501	2,199	2,850	3,315

<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>66,385</b>	17,631	14,985	16,820	16,949
*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

\*Calls Requesting Call Back is a subset of Total Calls Answered

<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>5,629</b>	1,756	1,293	1,556	1,024
Initial Reviews Completed	<b>5,524</b>	1,813	1,355	1,472	884
Licenses Issued	<b>6,072</b>	2,491	1,790	968	823
Renewals Issued	<b>71,024</b>	17,632	15,906	20,762	16,724

<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>4,122</b>	N/A	N/A	2,285	1,837
Initial Reviews Completed	<b>3,126</b>	N/A	N/A	1,224	1,902
Licenses Issued	<b>1,925</b>	N/A	N/A	487	1,438

\*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 June 30, 2020

<b>SENIOR REVIEW 2 - CATEGORIES 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	21	5	6	4	6
PG/Medical Knowledge	99	24	40	17	18
Convictions	16	3	5	3	5
Other	77	13	27	21	16

<b>SENIOR REVIEW 2 - CATEGORIES 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 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	32	9	12	8	3
Licenses Issued	35	11	9	11	4
Licenses Renewed	201	38	64	46	53

<b>LICENSED MIDWIVES 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 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	1398	359	388	323	328
P&S - FNP Issued	1,255	265	306	408	276
P&S - FNP Renewed	5,409	1,245	1,278	1,513	1,373
Podiatric FNP Received	38	10	12	7	9
Podiatric FNP Issued	31	3	9	12	7
Podiatric FNP Renewed	135	25	36	44	30

<b>FICTITIOUS NAME PERMIT 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 June 30, 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	0
Trainee Registrations Issued	14	7	2	4	1
Trainee Registrations Renewed	14	5	4	4	1
Technician Applications Received	35	11	5	14	5
Technician Registrations Issued	30	7	6	10	7
Technician Registrations Renewed	37	12	13	7	5
Technologist Applications Received	39	10	11	14	4
Technologist Registrations Issued	35	10	8	13	4
Technologist Registrations Renewed	169	67	42	37	23

<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
Technologist Applications Received	39	9	9	8	13
Technologist Registrations Issued	42	7	16	7	12
Technologist 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	0
RP Licenses Issued	4	1	1	1	1
RP Licenses Renewed	69	1	2	60	6

<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 June 30, 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	19	14	0	2	3
2111 Applications Reviewed	20	12	3	2	3
2111 Permits Issued	19	11	5	2	1
2111 Permits Renewed	49	10	11	17	11
2112 Applications Received	2	0	1	0	1
2112 Applications Reviewed	2	0	0	1	1
2112 Permits Issued	0	0	0	0	0
2112 Permits Renewed	0	0	0	0	0
2113 Applications Received	34	9	8	7	10
2113 Applications Reviewed	34	10	4	11	9
2113 Permits Issued	32	13	5	9	5
2113 Permits Renewed	44	7	11	12	14
2168 Applications Received	4	0	1	2	1
2168 Applications Reviewed	5	1	1	1	2
2168 Permits Issued	3	1	1	0	1
2168 Permits Renewed	7	3	1	1	2

<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 (doesn't satisfy postgraduate training required for licensure)

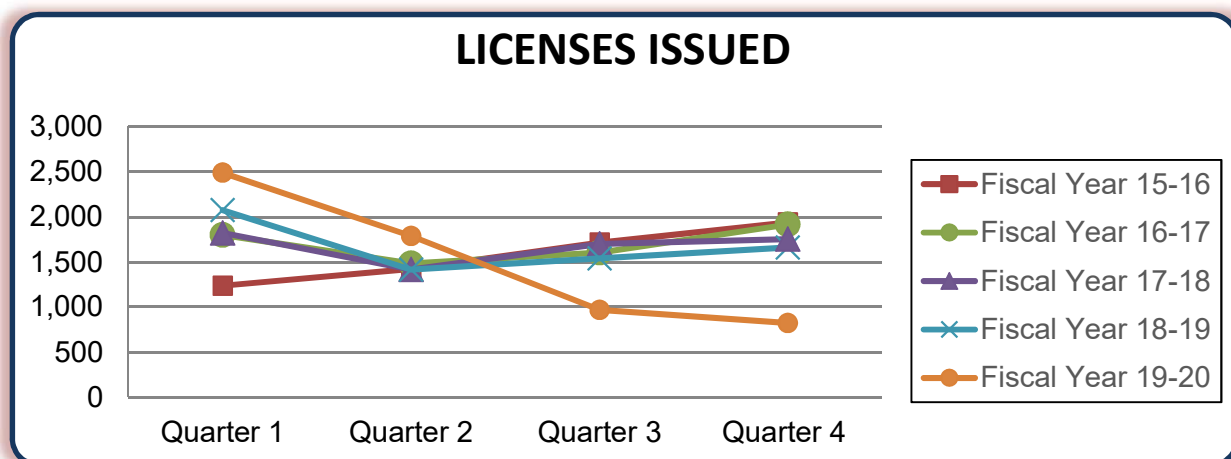
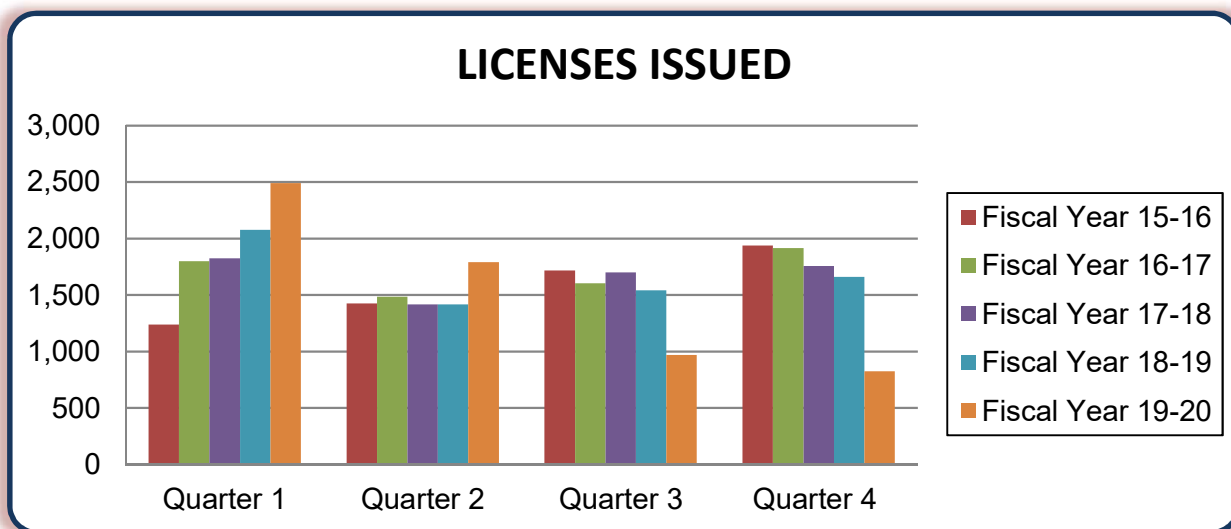
2113 - Medical School Faculty Member (may satisfy postgraduate training required for licensure)

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

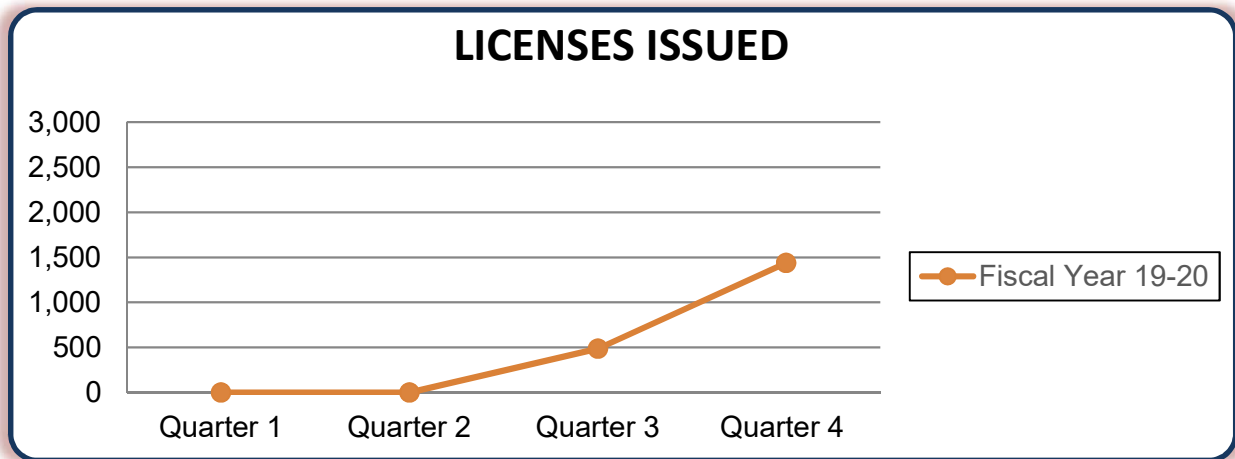
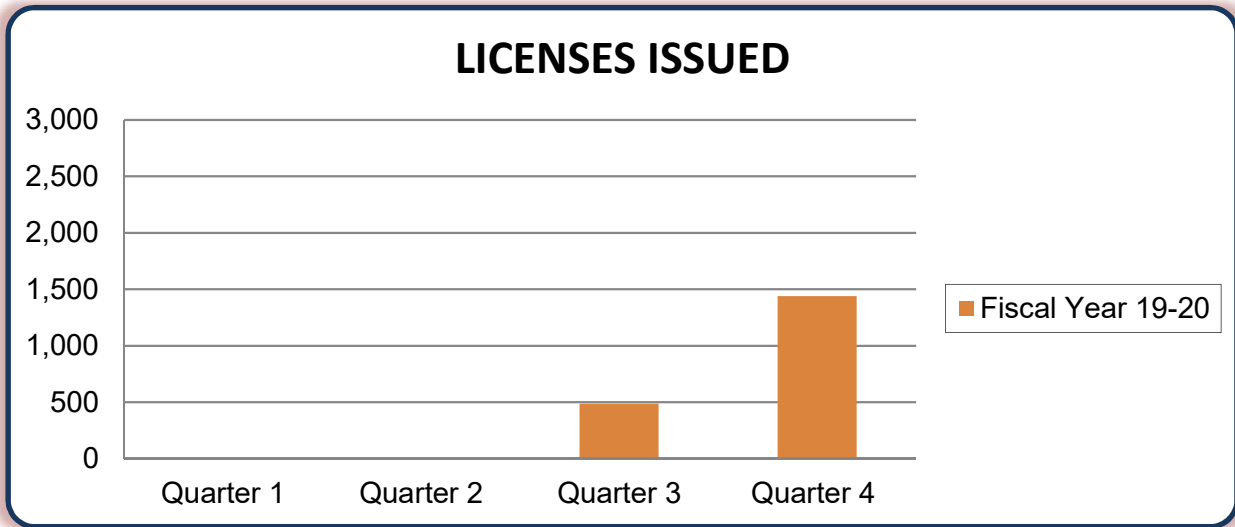
Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 19-20	2,491	1,790	968	823	<b>6,072</b>
Fiscal Year 18-19	2,076	1,416	1,541	1,661	<b>6,694</b>
Fiscal Year 17-18	1,823	1,416	1,700	1,755	<b>6,694</b>
Fiscal Year 16-17	1,799	1,484	1,603	1,916	<b>6,802</b>
Fiscal Year 15-16	1,237	1,425	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.

**Postgraduate Training Licenses Issued\*  
Fiscal Year History**

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 19-20	0	0	487	1,438	<b>1,925</b>

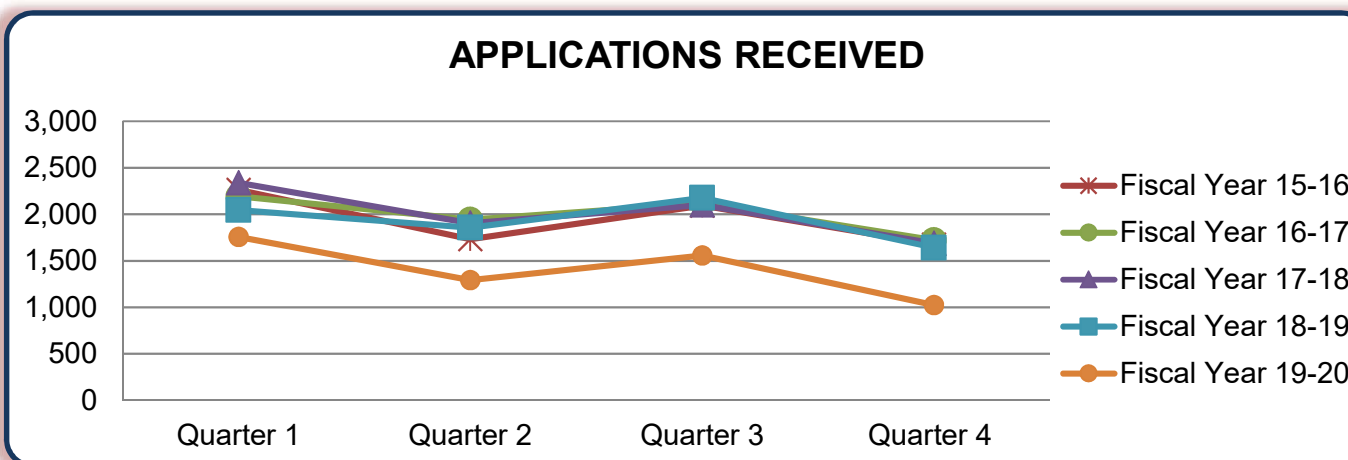
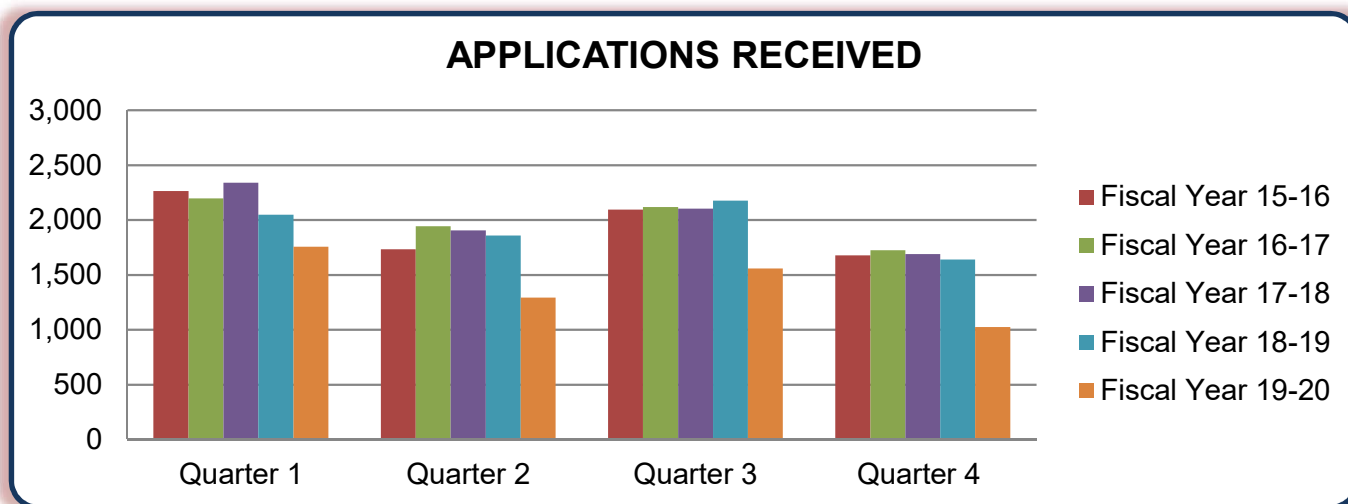


\*Data provided pertains to Postgraduate Training Licenses only and does not include data pertaining to Physician's and Surgeon's Licenses.

### 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	1,756	1,293	1,556	1,024	<b>5,629</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.

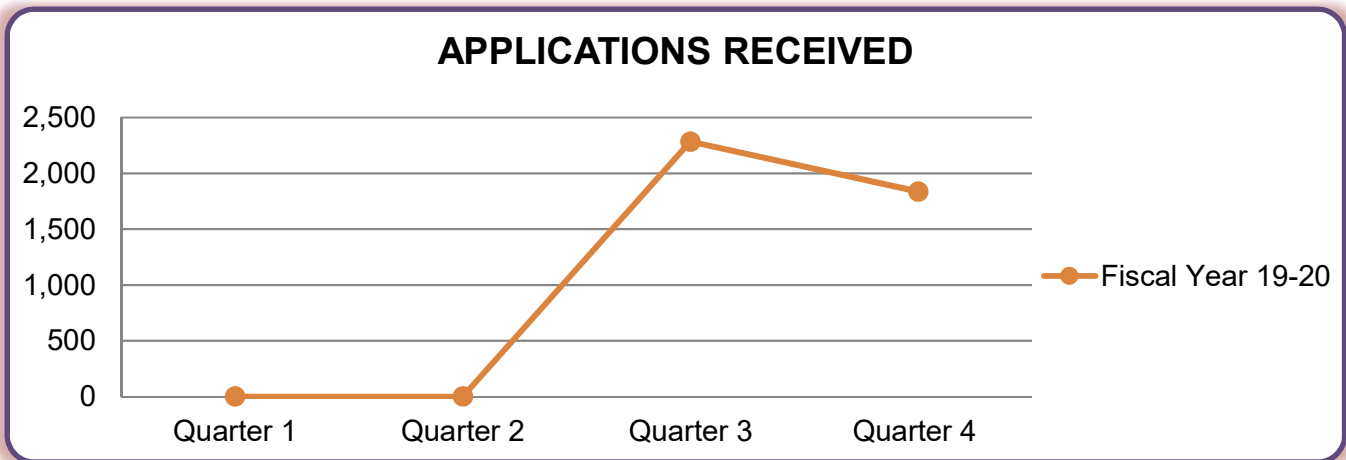
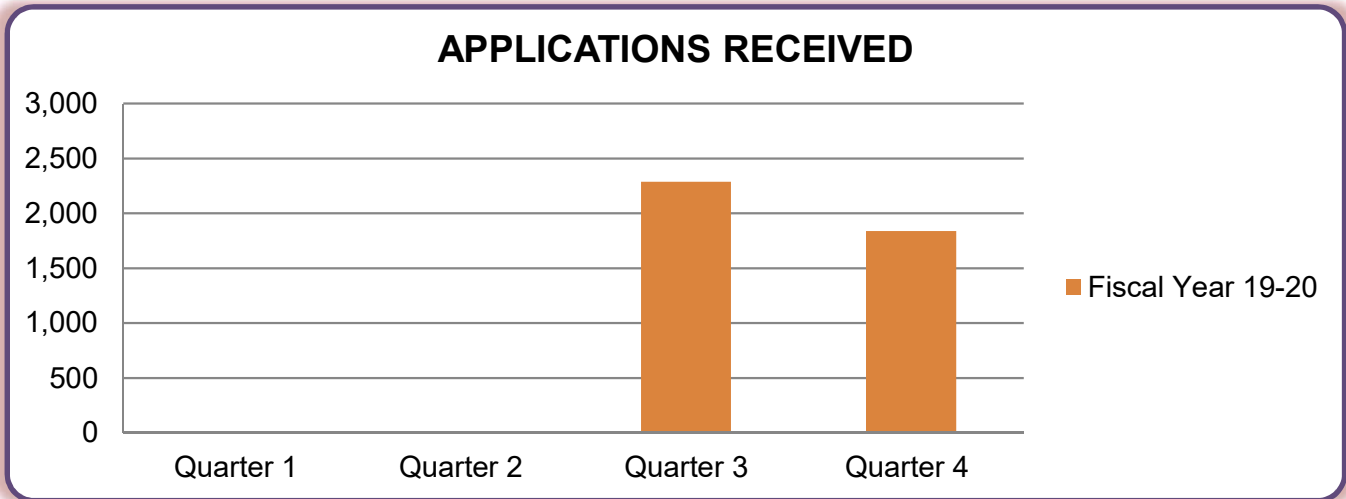


\*Data provided pertains to Physician's and Surgeon's licenses only and does not include data pertaining to Postgraduate Training Licenses.

**Postgraduate Training License Applications Received\*  
Fiscal Year History**

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 19-20	N/A	N/A	2,285	1,837	<b>4,122</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.



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