

MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: October 14, 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:

While the number of applications received has begun to slowly decline since the surge earlier in the year, the Program continues to receive significantly more applications than the previous year. Despite this increase in application volume, the Board's efforts to address this increase in volume has resulted in a higher number of licenses issued. As demonstrated in the table below, the number of licenses issued in the 1st quarter of FY 2020-21 increased by 38% compared to the 4th quarter of FY 2019-20. The number of initial license applications received in Quarter 1 of FY 2020-21 declined by 22% since Quarter 4 of FY 2019-20.

	Q4 FY 2019-20	Q1 FY 2020-21
Licenses Issued	2,261	3,130
License Applications Received	2,861	2,219

Due to the high volume of applications received in the 4th quarter of FY 2019-20, the Board's processing time of new P&S and PTL applications from the date received to the initial review reached a high point of 67 calendar days. This also created a backlog of applications.

The Board has recently implemented procedures to reduce the processing time to 60 calendar days and expects continued progress by the November Board meeting. A 38% increase in licenses issued in the 1st Quarter FY 2020-21 signals effectiveness of the new process and a reduction of backlog of applications.

By the end of the year it is expected that the processing times for initial reviews should reduce further as the Board streamlines its application review process by conducting an initial review earlier in the process.

The Board is also currently evaluating its processes and requirements to reduce its reliance on hard copy documents and create efficiencies. Transitioning to a paperless process will help decrease application processing times, allow a more secure means of providing required documentation, such as through DOCS, and save applicants, medical schools and training programs time and money currently spent on providing hard copy documents.

The Licensing Program received 4,635 emails and responded to 4,666 via the Licensing Webmaster last quarter regarding topics, such as the new postgraduate training requirements, license renewal, pocket certificates, and application status.

COVID-19 WAIVER UPDATE

Pursuant to the Governor's [Executive Order N-39-20](#) issued March 30, 2020, during the COVID-19 State of Emergency, the DCA director may waive any statutory or regulatory requirements with respect to a professional license issued pursuant to Division 2 (Healing Arts boards) of the Business and Professions Code. In addition, pursuant to [Executive Order N-40-20](#), the DCA director may waive any statutory or regulatory requirements with respect to continuing education for licenses issued pursuant to Division 3 of the Business and Professions Code.

Since the last Board meeting, the director has issued several waivers that extend deadlines for P&S and PTL applicants and licensees.

[DCA Waiver DCA-20-76](#) extends the deadline to December 31, 2020, for all residents who were enrolled in an approved postgraduate training program in California on January 1, 2020, and who are required to obtain a postgraduate training license from the Medical Board of California (Board) by June 30, 2020, to practice medicine pursuant to [Business and Professions Code \(BPC\) section 2064.5, subdivisions \(e\) and \(f\)](#).

On September 30, 2020, the director issued DCA Waiver [DCA-20-65](#) extending the deadline to December 31, 2020, for individuals who completed at least 36 months of approved postgraduate training outside of California, were enrolled in an approved postgraduate training program in California on July 1, 2020, and who are required to obtain a physician's and surgeon's license from the Medical Board of California (Board) within 90 days to continue the practice of medicine, pursuant to [Business and Professions Code section 2065, subdivision \(h\)](#).

DCA Waiver [DCA-20-69 Waiving License Renewal Requirements](#) defers the continuing medical education (CME) renewal requirement for licenses that expire between March 31, 2020 and December 31, 2020 for six months after the date of the waiver. Upon expiration of the six month deferral period, the licensee must have completed the CME requirements.

DIRECT ONLINE CERTIFICATION SYSTEM (DOCS) PORTAL

The Program has registered 524 users across 89 registered medical schools and 1,155 postgraduate training programs for the DOCS portal. These registered users have uploaded over 4,500 documents to DOCS. In August, the Board developed a DOCS flyer to distribute to stakeholders and post on the Board's website with the DOCS registration form, which continues to reach more schools and programs across the U.S and globally.

CONSUMER INFORMATION UNIT

The Consumer Information Unit (CIU) continues to experience an increased number of calls each quarter. In the fourth quarter of 2020, CIU received 19,412 calls, with an average wait time of 11:07 minutes. In the first quarter of 2020-21, CIU received 20,344 calls, with an average wait time of 16:14 minutes. The last couple of months in the first quarter was one of the busiest time for CIU, as residents and physicians and surgeons

in a training or fellowship program required licensure by a specific deadline to continue training in a Board-approved accredited program. The increase in application volume and several new deadlines led to an increase in call volume. The top five (5) topics CIU responded to in the last month was complaint and application questions, application status request, renewal assistance, and renewal questions. Staff from other Board units and program areas have assisted in CIU to keep wait times low.

WORKLOAD REPORT
as of September 30, 2020

CONSUMER INFORMATION UNIT Fiscal Year 20-21	2020- 2021	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total Calls Answered	16,094	16,094			
*Calls Requesting Call Back	5,480	5,480			
Calls Abandoned	4,563	4,563			

CONSUMER INFORMATION UNIT Fiscal Year 19-20	2019- 2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total Calls Answered	62,131	16,208	14,276	16,232	15,415
*Calls Requesting Call Back	12,095	3,400	1,842	2,856	3,997
Calls Abandoned	11,865	3,501	2,199	2,850	3,315

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

PHYSICIAN & SURGEON DATA Fiscal Year 20-21	2020- 2021	Quarter 1	Quarter 2	Quarter 3	Quarter 4
*Applications Received	881	881			
Initial Reviews Completed	859	859			
Licenses Issued	1,227	1,227			
Renewals Issued	17,121	17,121			

PHYSICIAN & SURGEON DATA Fiscal Year 19-20	2019- 2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
*Applications Received	5,629	1,756	1,293	1,556	1,024
Initial Reviews Completed	5,524	1,813	1,355	1,472	884
Licenses Issued	6,072	2,491	1,790	968	823
Renewals Issued	71,024	17,632	15,906	20,762	16,724

POSTGRADUATE TRAINING LICENSE DATA Fiscal Year 20-21	2020- 2021	Quarter 1	Quarter 2	Quarter 3	Quarter 4
*Applications Received	1,338	1,338			
Initial Reviews Completed	1,632	1,632			
Licenses Issued	1,903	1,903			

POSTGRADUATE TRAINING LICENSE DATA Fiscal Year 19-20	2019- 2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
*Applications Received	4,122	N/A	N/A	2,285	1,837
Initial Reviews Completed	3,126	N/A	N/A	1,224	1,902
Licenses Issued	1,925	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 September 30, 2020

SENIOR REVIEW 2 - CATEGORIES Fiscal Year 20-21	2020-2021	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Alcohol/Drugs	6	6			
PG/Medical Knowledge	15	15			
Convictions	9	9			
Other	0				

SENIOR REVIEW 2 - CATEGORIES Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
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

LICENSED MIDWIVES Fiscal Year 20-21	2020-2021	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Applications Received	14	14			
Licenses Issued	5	5			
Licenses Renewed	60	60			

LICENSED MIDWIVES Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Applications Received	32	9	12	8	3
Licenses Issued	35	11	9	11	4
Licenses Renewed	201	38	64	46	53

FICTITIOUS NAME PERMIT Fiscal Year 20-21	2020-2021	Quarter 1	Quarter 2	Quarter 3	Quarter 4
P&S - FNP Received	397	397			
P&S - FNP Issued	304	304			
P&S - FNP Renewed	1,359	1,359			
Podiatric FNP Received	14	14			
Podiatric FNP Issued	11	11			
Podiatric FNP Renewed	39	39			

FICTITIOUS NAME PERMIT Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
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

WORKLOAD REPORT
as of September 30, 2020

POLYSOMNOGRAPHY Fiscal Year 20-21	2020- 2021	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Trainee Applications Received	0	0			
Trainee Registrations Issued	0	0			
Trainee Registrations Renewed	3	3			
Technician Applications Received	5	5			
Technician Registrations Issued	4	4			
Technician Registrations Renewed	10	10			
Technologist Applications Received	8	8			
Technologist Registrations Issued	6	6			
Technologist Registrations Renewed	119	119			

POLYSOMNOGRAPHY Fiscal Year 19-20	2019- 2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
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

RESEARCH PSYCHOANALYST Fiscal Year 20-21	2020- 2021	Quarter 1	Quarter 2	Quarter 3	Quarter 4
RP Applications Received	2	2			
RP Licenses Issued	0	0			
RP Licenses Renewed	6	6			

RESEARCH PSYCHOANALYST Fiscal Year 19-20	2019- 2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
RP Applications Received	5	2	1	2	0
RP Licenses Issued	4	1	1	1	1
RP Licenses Renewed	69	1	2	60	6

WORKLOAD REPORT
as of September 30, 2020

SPECIAL PROGRAMS Fiscal Year 20-21	2020-2021	Quarter 1	Quarter2	Quarter 3	Quarter 4
2111 Applications Received	5	5			
2111 Applications Reviewed	3	3			
2111 Permits Issued	3	3			
2111 Permits Renewed	10	10			
2112 Applications Received	0	0			
2112 Applications Reviewed	0	0			
2112 Permits Issued	1	1			
2112 Permits Renewed	0	0			
2113 Applications Received	3	3			
2113 Applications Reviewed	4	4			
2113 Permits Issued	5	5			
2113 Permits Renewed	7	7			
2168 Applications Received	11	11			
2168 Applications Reviewed	1	1			
2168 Permits Issued	3	3			
2168 Permits Renewed	6	6			

SPECIAL PROGRAMS Fiscal Year 19-20	2019-2020	Quarter 1	Quarter2	Quarter 3	Quarter 4
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

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

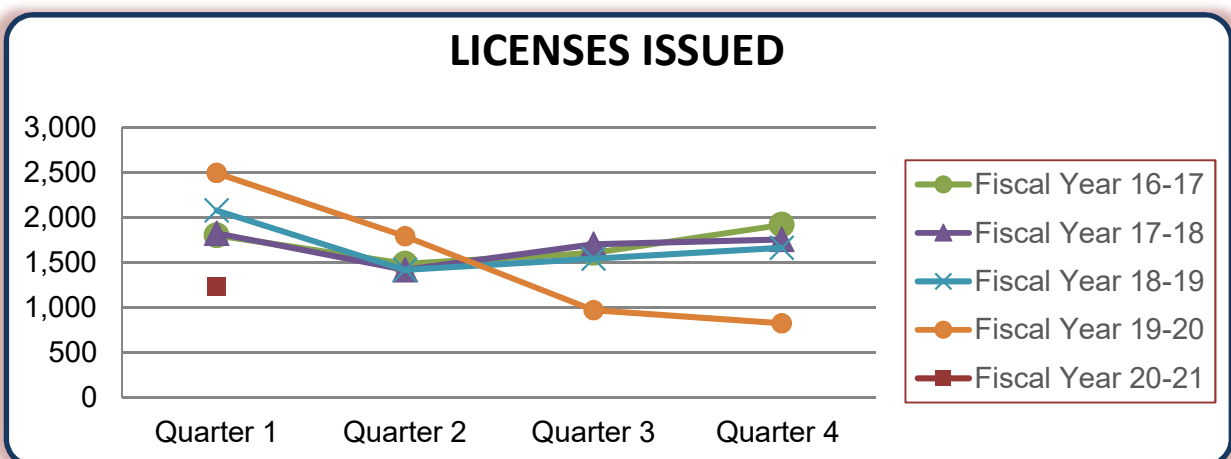
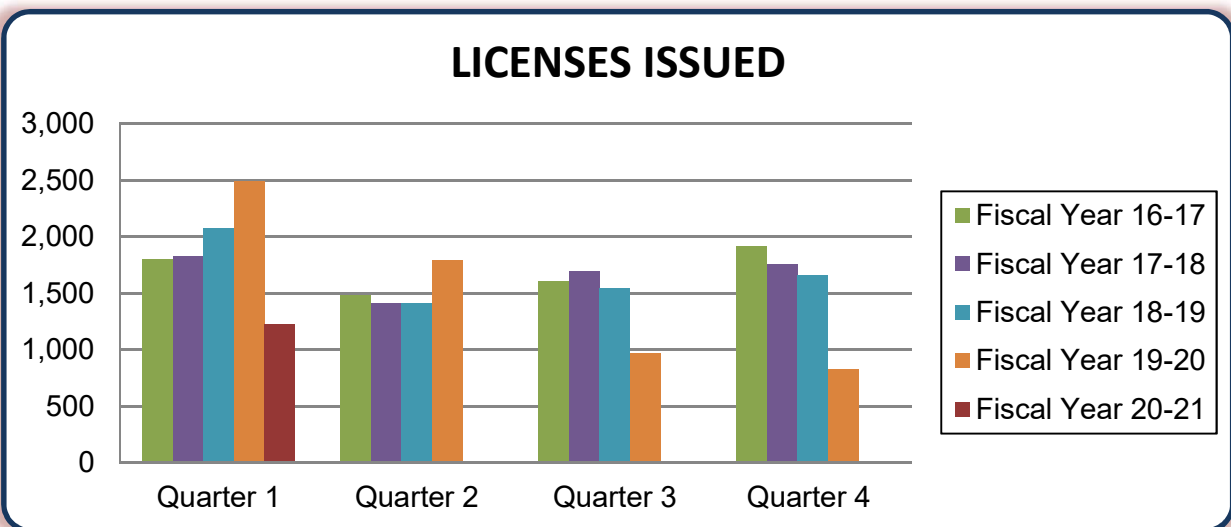
2112 - Hospital Fellowship Program Non-Citizen (doesn't satisfy postgraduate training required for licensure)

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 20-21	1,227				1,227
Fiscal Year 19-20	2,491	1,790	968	823	6,072
Fiscal Year 18-19	2,076	1,416	1,541	1,661	6,694
Fiscal Year 17-18	1,823	1,416	1,700	1,755	6,694
Fiscal Year 16-17	1,799	1,484	1,603	1,916	6,802

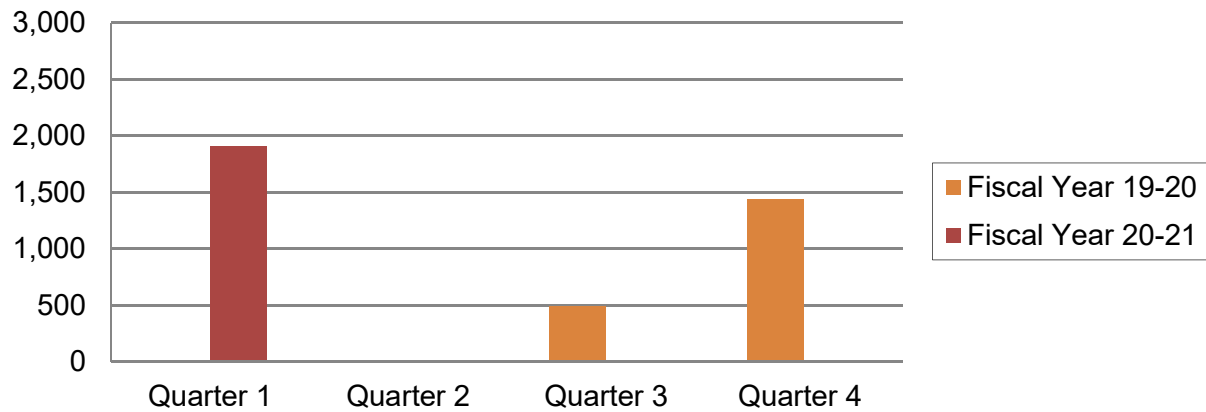


*Data provided pertains to Physician's and Surgeon's licenses only and does not include data pertaining to Postgraduate Training Licenses.

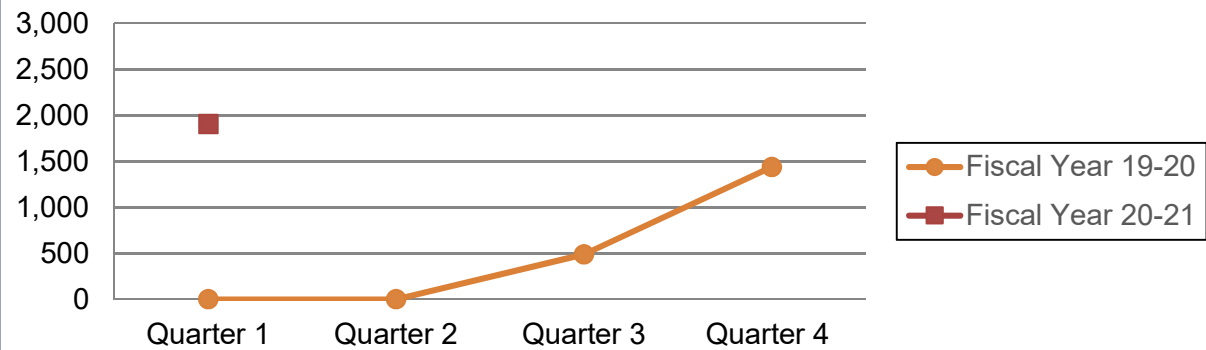
Postgraduate Training Licenses Issued*
Fiscal Year History

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 20-21	1,903				1,903
Fiscal Year 19-20	0	0	487	1,438	1,925

LICENSES ISSUED



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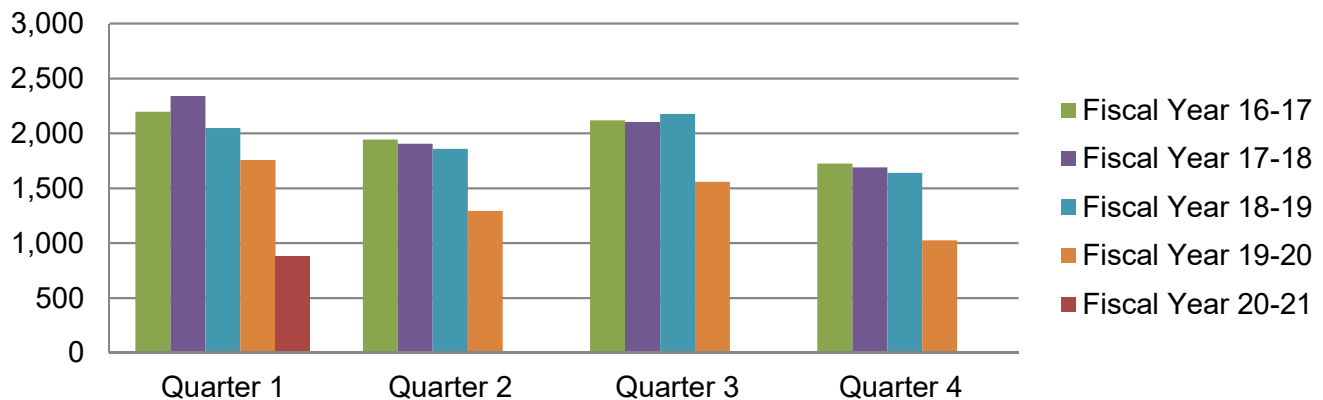
*Data provided pertains to Postgraduate Training Licenses only and does not include data pertaining to Physician's and Surgeon's Licenses.

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

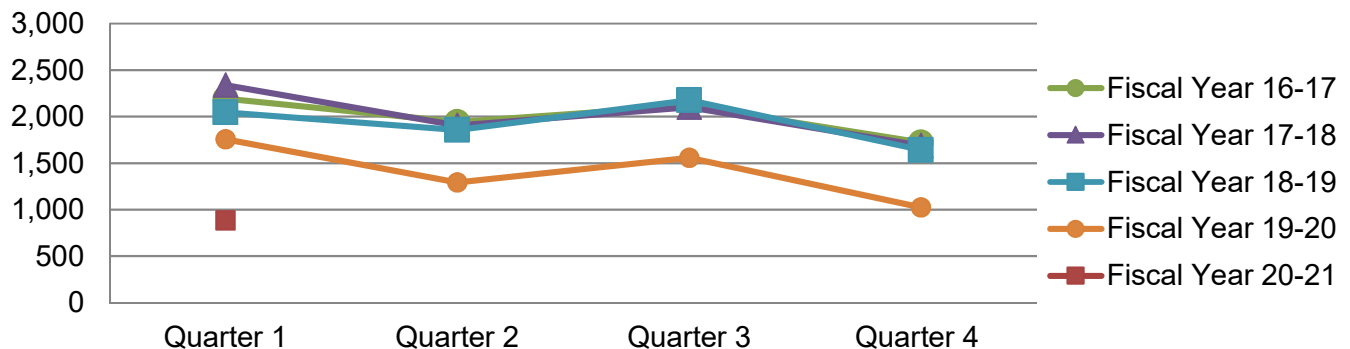
Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 20-21	881				881
Fiscal Year 19-20	1,756	1,293	1,556	1,024	5,629
Fiscal Year 18-19	2,047	1,857	2,176	1,640	7,720
Fiscal Year 17-18	2,338	1,904	2,101	1,688	8,031
Fiscal Year 16-17	2,194	1,943	2,118	1,723	7,978

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



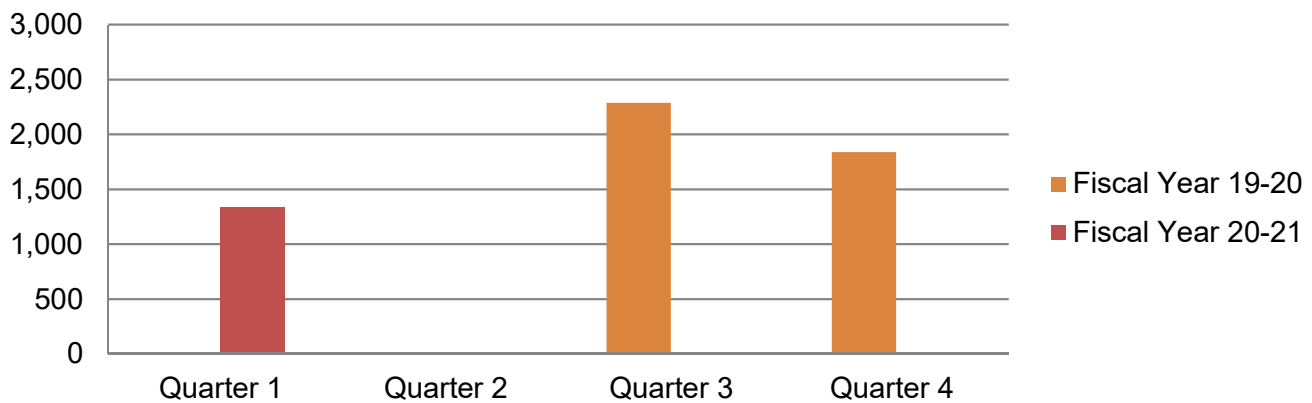
*Data provided pertains to Physician's and Surgeon's licenses only and does not include data pertaining to Postgraduate Training Licenses.

Postgraduate Training License Applications Received*
Fiscal Year History

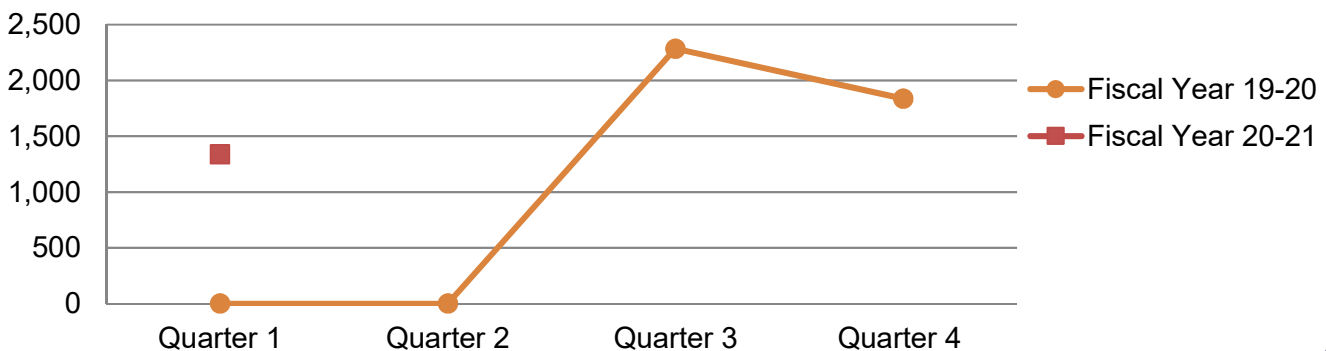
Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 20-21	1,338				1,338
Fiscal Year 19-20	N/A	N/A	2,285	1,837	4,122

*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



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