

# Medical Board of California

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## Complaint Tracking System Update



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Information Systems Branch  
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## Objectives

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- ▶ Increase visibility for complainants on the progression of their complaint through the enforcement process
- ▶ Relay updates to complainants faster than traditional letters sent through postal mail
- ▶ Provide information outside of traditional business hours
- ▶ Reduce the amount of calls enforcement analysts receive regarding complaint status



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## Privacy and Security

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- ▶ Complaint information will only be available to the individual Complainant who submitted the original complaint
  - Complainant name and email address will need to be submitted with the complaint
  - Users will need to attest they are the complainant before accessing the system
  - Individual Use Access Codes will be sent to the complainant email address to prove user has ownership of that email account



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## Information Available

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- ▶ Received Date
- ▶ Status (Open/Closed)
- ▶ Respondent Information
  - Name and License – Link to DCA Search Profile
- ▶ Complainant Information
  - Address and Phone Number
- ▶ Summary Information for Complaints Submitted Online
- ▶ Complaint Activity



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## Complaint Activity – Units

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- ▶ Central Complaint Unit (CCU) assignment and completion – Analyst and Manager Review
- ▶ Medical Consultant review and completion
- ▶ When CCU refers a complaint to investigation
- ▶ Complaint Investigation Office (CIO) investigator assignment and completion
- ▶ Health Quality Investigative Unit (HQIU) investigator assignment and completion



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## Complaint Activity – Requests

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- ▶ Additional information requested and received from complainant
- ▶ Medical release requested and received from complainant
- ▶ Complainant interview requested and completed
- ▶ Death Certificate requested and received
- ▶ Information requested and received from a coroner
- ▶ Records requested and received from a Respondent's hospital and/or office
- ▶ Records requested and received from prior/subsequent provider



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## Complaint Activity – Disposition

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- ▶ When the Board has referred the complaint to the Office of the Attorney General (AG) to represent the Board in the matter of the filing of an accusation and whether the AG accepts or declines to prosecute
- ▶ When an accusation is filed by the Board
- ▶ When a Petition to Revoke Probation is filed by the Board



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## Complaint Activity – Closure

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- ▶ Complaint Closure
  - Insufficient Evidence
  - No Jurisdiction
  - License Cancelled/Deceased
  - No Violation
  - No Response from Complainant
  - Past Statute of Limitations
  - Declined to File Accusation
  - Accusation Dismissed
  - Accusation Declined by Board
  - Accusation Withdrawn
  - Public Letter of Reprimand Issued
  - Revocation
  - Other Disciplinary Decision
  - Surrender
  - Referred for Criminal Prosecution
- ▶ Reopening of a Complaint



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## Progress

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- ▶ Completed/In Process:
  - Requirements Gathering
    - Proof of Concept data access with Breeze Web Services (Completed)
    - Executive and Legal review of tracked complaint data in BreEZe (Being Finalized)
- ▶ Next Steps
  - Finalize Project Plan for California Department of Technology (CDT) and Department of Consumer Affairs (DCA) Approval/Oversight (3 months)
  - Development (4–6 months)
  - Testing (2–3 months)
  - MVP Release 1 (~Mid 2023)



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## Future Release Enhancement Plans

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- ▶ Automatic email notification when a complaint is initiated
- ▶ Viewable electronic copy of the original complaint form for complaints submitted via paper form
- ▶ Viewable electronic copies of letters sent to complainant
- ▶ Messaging capabilities between the complainant and currently assigned analyst/investigator
- ▶ File uploading capabilities to submit forms



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