

DATE REPORT ISSUED: August 10, 2023  
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).

PROGRAM UPDATE:

In Quarter 4 of Fiscal Year 2022-2023, the Board received 1,890 initial license applications (1,377 Physician's and Surgeon's (P&S) Initial License and Transition applications; 513 Postgraduate Training License (PTL) applications) and issued a total of 2,379 licenses (2,354 P&S licenses and 25 PTLs).

On June 1, 2023, the Board stopped accepting paper applications for the P&S License and successfully transitioned all PTL and P&S License applications to online only. Starting January 1, 2024, the Board will no longer accept documents from medical schools and postgraduate training programs through the mail and submission will be limited to the DOCS portal. This change will signify the complete transition of all PTL and P&S license application documents to electronic submission only and the complete elimination of paper application documents, except for fingerprint hard cards, which further streamlines the process.

Now that the Licensing Program has completed mapping all "could-be" business processes in conjunction with the Department of Consumer Affairs (DCA) Organizational Improvement Office, it is currently evaluating how to implement the "could-be" processes. The Program is determining which changes can be implemented immediately and which ones may require additional time, such as IT-related changes to how third parties electronically transmit applicant information to the Board, such as the Federation of State Medical Board (FSMB). The FSMB will be visiting the Board on October 10, 2023, to provide an overview of FSMB and its products and services and allow for information exchange and discussion to identify ways in which FSMB can work to better support the Board.

Part of the Licensing Program's evaluation includes determining if any changes to licensing and application requirements could create efficiency without compromising public safety. As of August 2023, the Board no longer requires a certified copy of a diploma for PTL and P&S applications because the Board obtains all medical information needed to determine an applicant's eligibility for licensure from the official transcript and the Board's Certificate of Medical Education form. The Board is also updating its website and online applications to more clearly list documents that do not need to be provided if they are part of the applicant's FSMB Federation Credentials Verification Service (FCVS) profile and primary source verified. These types of changes help eliminate unnecessary deficiencies and reduce the number of documents submitted to the Board to be processed.

The Licensing Program continues to experience high application processing times, which is currently on average 120 days from the date received to the date of the initial review. The Licensing Program hired two Retired Annuitants and is actively recruiting several more to assist with the backlog. The Board is also redirecting staff from other units to provide assistance with processing license applications and is partnering with the DCA to fast track the Licensing Program's recruitments. The DCA also lent two staff to the Licensing Program for two months to assist with processing applications.

#### DIRECT ONLINE CERTIFICATION SUBMISSION

As of August 4, 2023, 2,126 postgraduate training programs and 551 medical schools are registered in the Board's DOCS portal. There have been 70,531 documents uploaded to DOCS since its inception.

#### WEBMASTER

The Licensing Program received 4,100 emails and responded to 3,483 via the Licensing Webmaster in Quarter 4 of the current fiscal year regarding topics, such as application status checks, license renewals, and pocket cards.

#### CONSUMER INFORMATION UNIT

In Quarter 4 of FY 2022-2023, the Consumer Information Unit (CIU) received 16,358 calls, with an average wait time of 5:08 minutes. Five of the topics most responded to in CIU during this quarter were application status checks, complaint questions, physician and surgeon application questions, complaint form mail requests, and Physician and Surgeon renewal assistance. The Licensing Program recently hired one Program Technician II in CIU and is actively recruiting to fill its one remaining vacancy.

#### OUTREACH

In Quarter 4 of FY 2022-2023, the Licensing Program attended three in-person outreach events and provided two virtual outreach presentations at accredited postgraduate training program orientation events where Licensing staff answered application questions and provided feedback.

**WORKLOAD REPORT  
as of June 30, 2023**

<b>CONSUMER INFORMATION UNIT Fiscal Year 22-23</b>	<b>2022- 2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Total Calls Answered	<b>62,441</b>	16,375	14,456	16,323	15,287
*Calls Requesting Call Back	<b>22,544</b>	7,326	6,423	5,745	3,050
Calls Abandoned	<b>17,555</b>	5,876	5,178	4,455	2,046

<b>CONSUMER INFORMATION UNIT Fiscal Year 21-22</b>	<b>2021- 2022</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Total Calls Answered	<b>58,124</b>	14,297	13,856	14,593	15,378
*Calls Requesting Call Back	<b>17,923</b>	4,450	3,236	4,874	5,363
Calls Abandoned	<b>15,520</b>	4,138	2,804	4,247	4,331

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

<b>PHYSICIAN &amp; SURGEON DATA Fiscal Year 22-23</b>	<b>2022- 2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
P&S Initial License Apps Received	<b>4,646</b>	1,054	1,199	1,799	594
P&S Transition Apps Received	<b>4,003</b>	1,034	512	1,674	783
*Total P&S Applications Received	<b>8,649</b>	2,088	1,711	3,473	1,377
Initial Reviews Completed	<b>8,004</b>	1,851	1,616	1,997	2,540
Licenses Issued	<b>7,639</b>	2,561	1,131	1,593	2,354
Renewals Issued	<b>73,263</b>	18,733	15,890	18,853	19,787

<b>PHYSICIAN &amp; SURGEON DATA Fiscal Year 21-22</b>	<b>2021- 2022</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
P&S Initial License Apps Received	<b>4,685</b>	854	1,113	1,603	1,115
P&S Transition Apps Received	<b>3,225</b>	83	89	1,744	1,309
*Total P&S Applications Received	<b>7,910</b>	937	1,202	3,347	2,424
Initial Reviews Completed	<b>7,004</b>	1,029	1,122	2,346	2,507
Licenses Issued	<b>6,932</b>	1,818	857	1,497	2,760
Renewals Issued	<b>70,742</b>	18,166	18,195	19,326	15,055

<b>POSTGRADUATE TRAINING LICENSE DATA Fiscal Year 22-23</b>	<b>2022- 2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
*Applications Received	<b>2,145</b>	1,271	178	183	513
Initial Reviews Completed	<b>2,470</b>	1,188	1,199	36	47
Licenses Issued	<b>2,810</b>	939	1,326	520	25

<b>POSTGRADUATE TRAINING LICENSE DATA Fiscal Year 21-22</b>	<b>2021- 2022</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
*Applications Received	<b>2,924</b>	1,277	191	131	1,325
Initial Reviews Completed	<b>2,548</b>	1,736	328	29	455
Licenses Issued	<b>2,911</b>	1,774	1,029	27	81

\*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, 2023**

<b>CATEGORIES OF APPLICATIONS REFERRED TO SENIOR REVIEW 2* Fiscal Year 22-23</b>	<b>2022-2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Alcohol/Drugs	27	11	6	8	2
PG/Medical Knowledge	107	37	38	20	12
Convictions	18	6	5	5	2
Other	46	6	20	9	11

<b>CATEGORIES OF APPLICATIONS REFERRED TO SENIOR REVIEW 2* Fiscal Year 21-22</b>	<b>2021-2022</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Alcohol/Drugs	16	4	4	5	3
PG/Medical Knowledge	75	12	23	12	28
Convictions	15	8	3	4	0
Other	33	5	6	12	10

\*One application may be counted in more than one category.

<b>LICENSED MIDWIVES Fiscal Year 22-23</b>	<b>2022-2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Applications Received	28	9	6	7	6
Licenses Issued	34	11	6	7	10
Licenses Renewed	234	53	54	60	67

<b>LICENSED MIDWIVES Fiscal Year 21-22</b>	<b>2021-2022</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Applications Received	31	7	5	9	10
Licenses Issued	31	11	4	7	9
Licenses Renewed	206	42	66	45	53

<b>FICTITIOUS NAME PERMIT Fiscal Year 22-23</b>	<b>2022-2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
P&S - FNP Received	1,821	454	468	434	465
P&S - FNP Issued	1,732	492	401	427	412
P&S - FNP Renewed	5,414	1,370	1,019	1,575	1,450
Podiatric FNP Received	32	8	7	7	10
Podiatric FNP Issued	29	6	7	6	10
Podiatric FNP Renewed	100	30	28	22	20

<b>FICTITIOUS NAME PERMIT Fiscal Year 21-22</b>	<b>2021-2022</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
P&S - FNP Received	1,733	436	402	421	474
P&S - FNP Issued	1,502	423	332	338	409
P&S - FNP Renewed	5,261	1,300	1,117	1,496	1,348
Podiatric FNP Received	24	5	9	9	1
Podiatric FNP Issued	21	6	6	3	6
Podiatric FNP Renewed	131	31	15	45	40

**WORKLOAD REPORT  
as of June 30, 2023**

<b>POLYSOMNOGRAPHY Fiscal Year 22-23</b>	<b>2022- 2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Trainee Applications Received	43	5	6	7	25
Trainee Registrations Issued	43	10	3	3	27
Trainee Registrations Renewed	15	1	5	3	6
Technician Applications Received	21	4	2	9	6
Technician Registrations Issued	21	5	2	9	5
Technician Registrations Renewed	63	18	12	13	20
Technologist Applications Received	47	14	10	14	9
Technologist Registrations Issued	48	13	10	10	15
Technologist Registrations Renewed	388	117	107	85	79

<b>POLYSOMNOGRAPHY Fiscal Year 21-22</b>	<b>2021- 2022</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Trainee Applications Received	24	5	7	4	8
Trainee Registrations Issued	23	9	4	3	7
Trainee Registrations Renewed	14	7	3	3	1
Technician Applications Received	18	8	5	1	4
Technician Registrations Issued	23	13	1	5	4
Technician Registrations Renewed	51	15	13	10	13
Technologist Applications Received	38	5	6	7	20
Technologist Registrations Issued	28	5	2	8	13
Technologist Registrations Renewed	155	59	34	32	30

<b>RESEARCH PSYCHOANALYST Fiscal Year 22-23</b>	<b>2022- 2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
RP Applications Received	7	3	0	4	0
RP Licenses Issued	5	1	1	0	3
RP Licenses Renewed	16	5	2	3	6

<b>RESEARCH PSYCHOANALYST Fiscal Year 21-22</b>	<b>2021- 2022</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
RP Applications Received	8	1	3	2	2
RP Licenses Issued	11	4	2	2	3
RP Licenses Renewed	63	1	35	22	5

**WORKLOAD REPORT**  
as of June 30, 2023

<b>SPECIAL PROGRAMS Fiscal Year 22-23</b>	<b>2022-2023</b>	<b>Quarter 1</b>	<b>Quarter2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2111 Applications Received	24	10	5	6	3
2111 Applications Reviewed	23	9	7	3	4
2111 Permits Issued	25	9	8	4	4
2111 Permits Renewed	44	12	10	10	12
2112 Applications Received	0	0	0	0	0
2112 Applications Reviewed	0	0	0	0	0
2112 Permits Issued	0	0	0	0	0
2112 Permits Renewed	0	0	0	0	0
2113 Applications Received	33	7	9	12	5
2113 Applications Reviewed	30	5	7	13	5
2113 Permits Issued	33	13	7	4	9
2113 Permits Renewed	56	15	8	13	20
2168 Applications Received	1	1	0	0	0
2168 Applications Reviewed	2	1	1	0	0
2168 Permits Issued	3	0	0	3	0
2168 Permits Renewed	13	8	2	2	1

<b>SPECIAL PROGRAMS Fiscal Year 21-22</b>	<b>2021-2022</b>	<b>Quarter 1</b>	<b>Quarter2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2111 Applications Received	19	3	7	1	8
2111 Applications Reviewed	19	3	4	5	7
2111 Permits Issued	17	3	4	4	6
2111 Permits Renewed	57	4	16	19	18
2112 Applications Received	0	0	0	0	0
2112 Applications Reviewed	0	0	0	0	0
2112 Permits Issued	1	0	1	0	0
2112 Permits Renewed	15	0	0	13	2
2113 Applications Received	30	4	5	12	9
2113 Applications Reviewed	31	4	5	13	9
2113 Permits Issued	26	9	2	4	11
2113 Permits Renewed	29	9	8	0	12
2168 Applications Received	3	0	2	0	1
2168 Applications Reviewed	3	0	2	0	1
2168 Permits Issued	1	0	0	0	1
2168 Permits Renewed	9	3	3	0	3

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

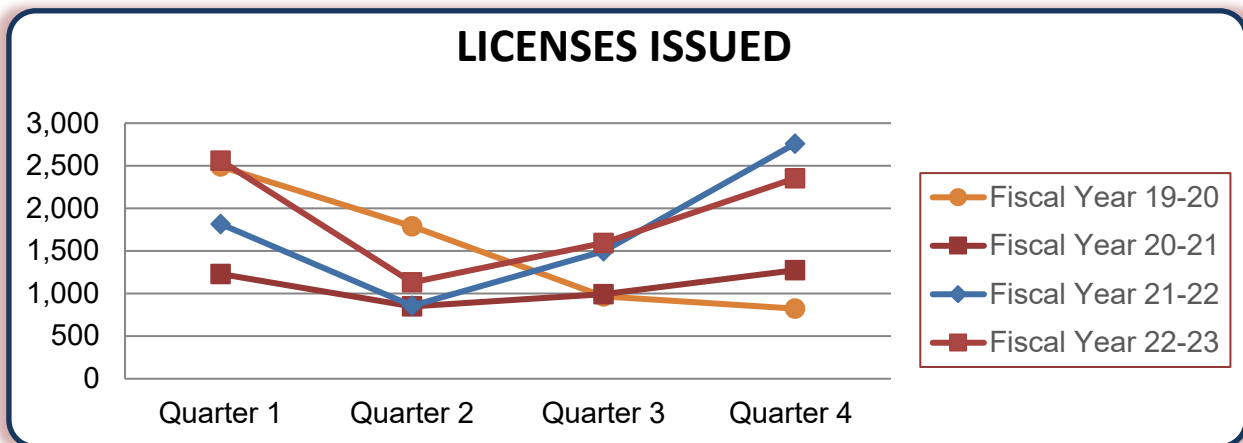
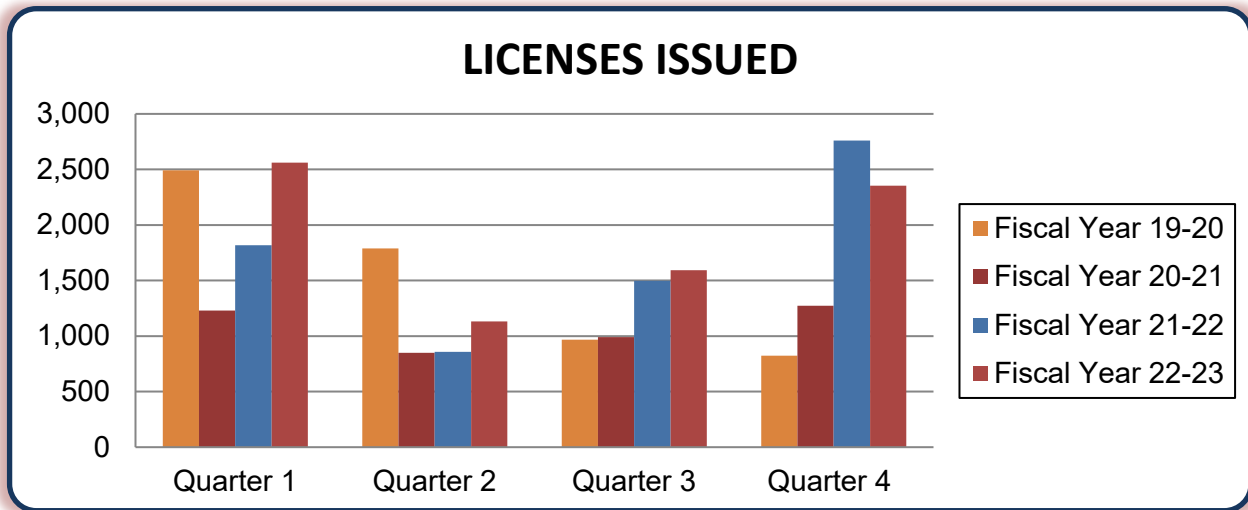
2112 - Hospital Fellowship Program Non-Citizen (doesn't satisfy postgraduate training required for licensure)

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\*  
Four Fiscal Year History**

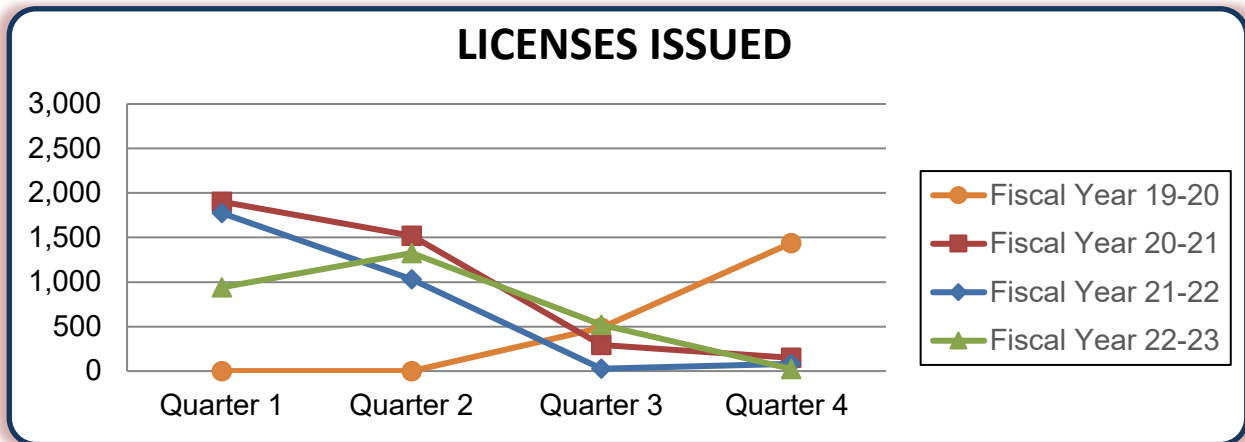
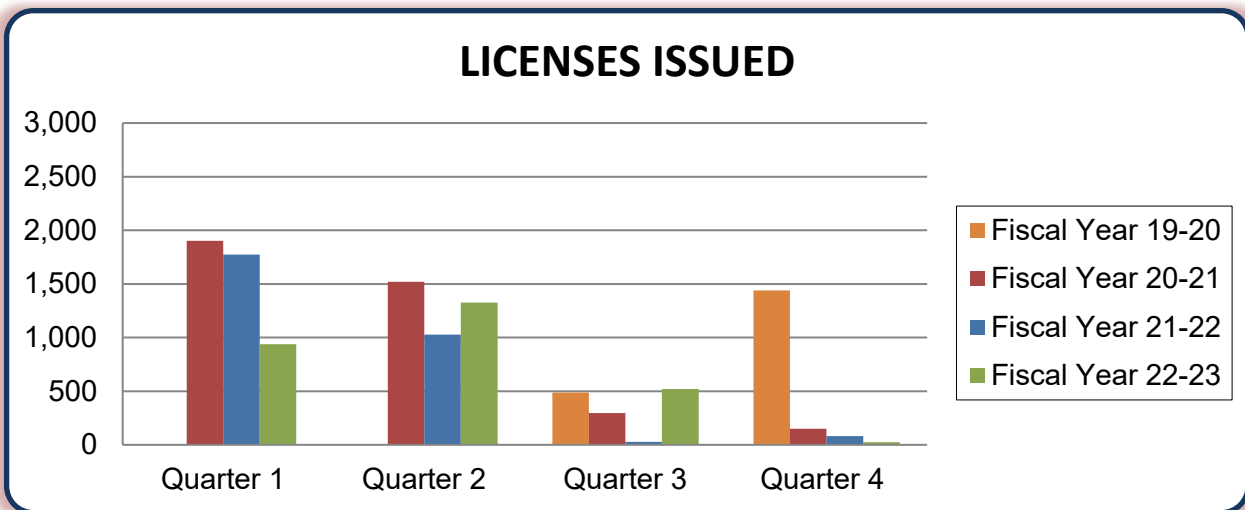
Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 22-23	2,561	1,131	1,593	2,354	<b>7,639</b>
Fiscal Year 21-22	1,818	857	1,497	2,760	<b>6,932</b>
Fiscal Year 20-21	1,229	849	992	1,274	<b>4,344</b>
Fiscal Year 19-20	2,491	1,790	968	823	<b>6,072</b>



\*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 22-23	939	1,326	520	25	<b>2,810</b>
Fiscal Year 21-22	1,774	1,029	27	81	<b>2,911</b>
Fiscal Year 20-21	1,902	1,519	295	149	<b>3,865</b>
Fiscal Year 19-20	0	0	487	1,438	<b>1,925</b>



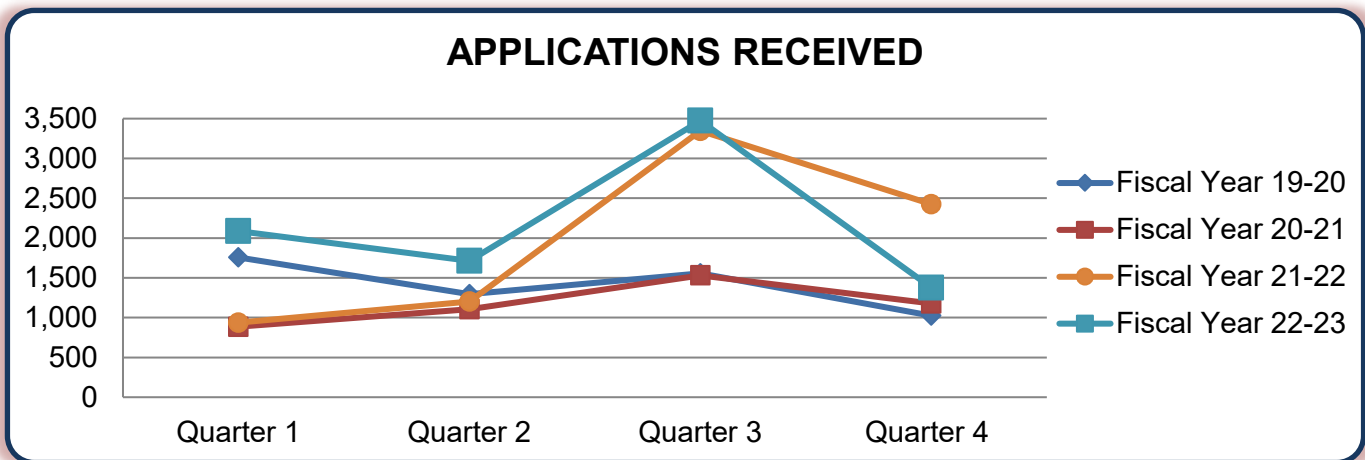
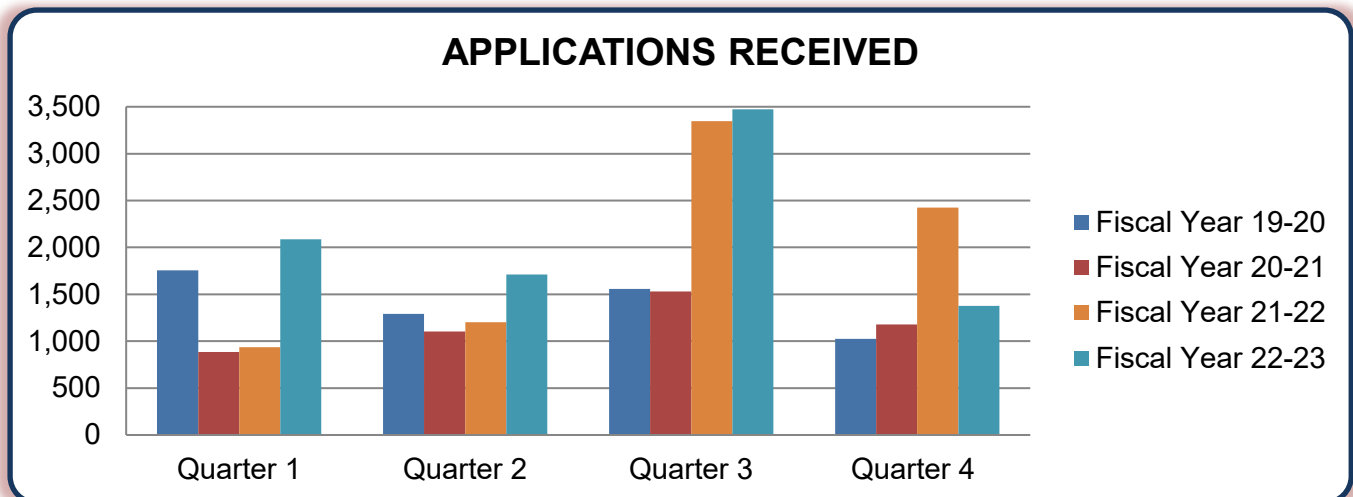
\*Data provided pertains to Postgraduate Training Licenses only and does not include data pertaining to Physician's and Surgeon's Licenses.



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

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 22-23	2,088	1,711	3,473	1,377	<b>8,649</b>
Fiscal Year 21-22	937	1,202	3,347	2,424	<b>7,910</b>
Fiscal Year 20-21	886	1,105	1,530	1,178	<b>4,699</b>
Fiscal Year 19-20	1,756	1,293	1,556	1,024	<b>5,629</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.

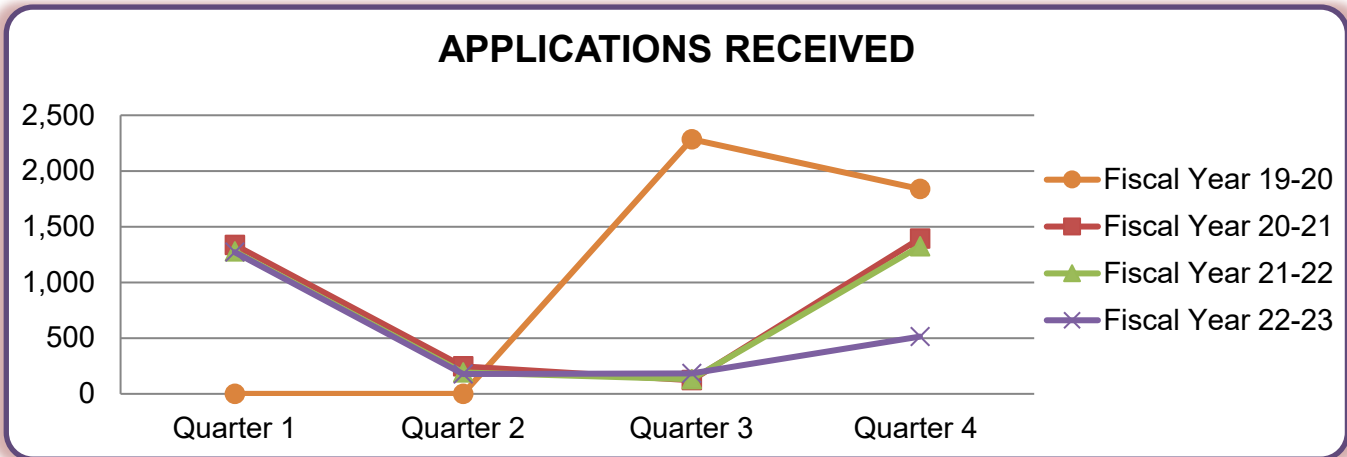
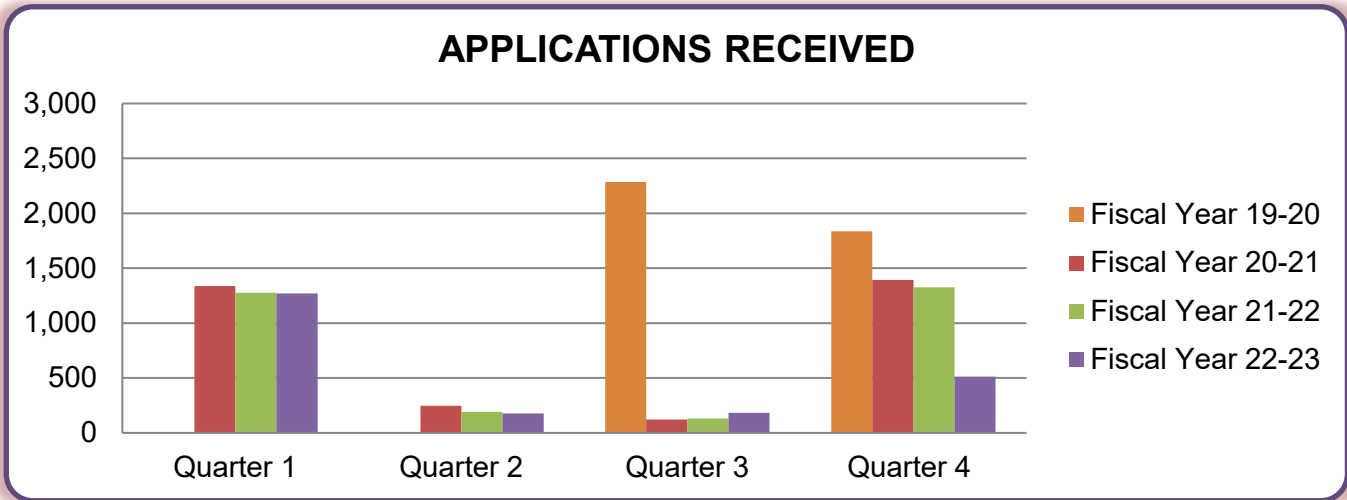


\*Data provided pertains to initial Physician's and Surgeon's license applications and Transition from a PTL to a P&S License applications only and does not include data pertaining to Postgraduate Training Licenses.

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

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 22-23	1,271	178	183	513	<b>2,145</b>
Fiscal Year 21-22	1,277	191	131	1,325	<b>2,924</b>
Fiscal Year 20-21	1,337	246	122	1,394	<b>3,099</b>
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.