

## MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: July 22, 2025  
ATTENTION: Members, Medical Board of California  
SUBJECT: Information Systems Branch Summary  
STAFF CONTACT: Sean Eichelkraut, Information Technology Manager II

### Requested Action:

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

### Staffing Updates:

- Interviews are ongoing for the Information Technology Specialist I, IBM COGNOS/SQL Developer, position. While recruiting for a replacement continues, we are working with the Department of Consumer Affairs Human Affairs Department on a Retired Annuitant position to bring back the prior employee to help fill the immediate needs and eventually cross train the new incumbent.
- Applications are being reviewed for an Information Technology Associate, Junior/Website Developer, position.
- A candidate has been selected for the Information Technology Specialist I, Help Desk/Procurement Specialist, position. Start date is being finalized.

This brings the total number of vacancies to three within the Information Systems Branch. Recruitment efforts are ongoing for these positions.

### Infrastructure Updates:

- Replacement of all network switches in all Board and Health Quality Investigation Unit (HQUI) offices is underway and will be an ongoing project through 2025.
- New Wireless Access Points are being deployed in all suites to modernize the Board's wireless IT infrastructure and provide wireless guest access.

### Medical Board of California iOS App Update for iOS 17:

Originally launched in July 2018, the Medical Board of California iOS App is getting some updates to keep up with Apple's ongoing enhancements to the iOS operating system. Failing to conform to Apple's standards for operating system updates could result in the app being removed from the Apple Store for consumers to obtain, so these updates are being made proactively to mitigate that risk. While updating the project, push notifications are being implemented to keep the app updating even when the

application is no longer running in the background. Originally, push notifications were deemed out of scope, as an original requirement was to not track any user information. Feedback about the app has suggested that users are willing to opt into some obfuscated level of tracking to incorporate this push notification functionality. Usage will be tracked by non-identifying device IDs and no personal information about users will be tracked.

**July 2025 Update:** Testing is still in progress for the iOS application refresh. Testing of the iOS push notifications at scope are still being studied. Release is now planned for the second half of 2025.

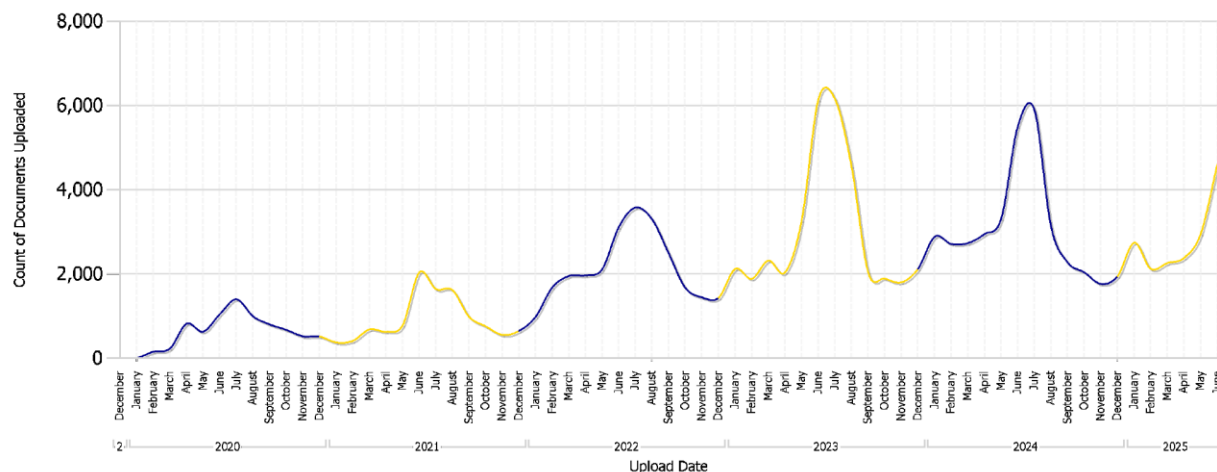
### **Direct Online Certification Submission (DOCS) Update:**

The Direct Online Certification Submission (DOCS) service is a secure, fast, and reliable online document delivery system that allows medical schools and postgraduate training programs to submit certain primary-source licensing documents to the Board.

**July 2025 Update:** As of July 1, 2025, 1,458 (+97) Medical School Users representing 778 (+45) Medical Schools world-wide and 6,787 (+443) Postgraduate Training Program Users representing 7,331 (+398) Postgraduate Training Programs at 963 (+43) Facilities are currently registered in DOCS.

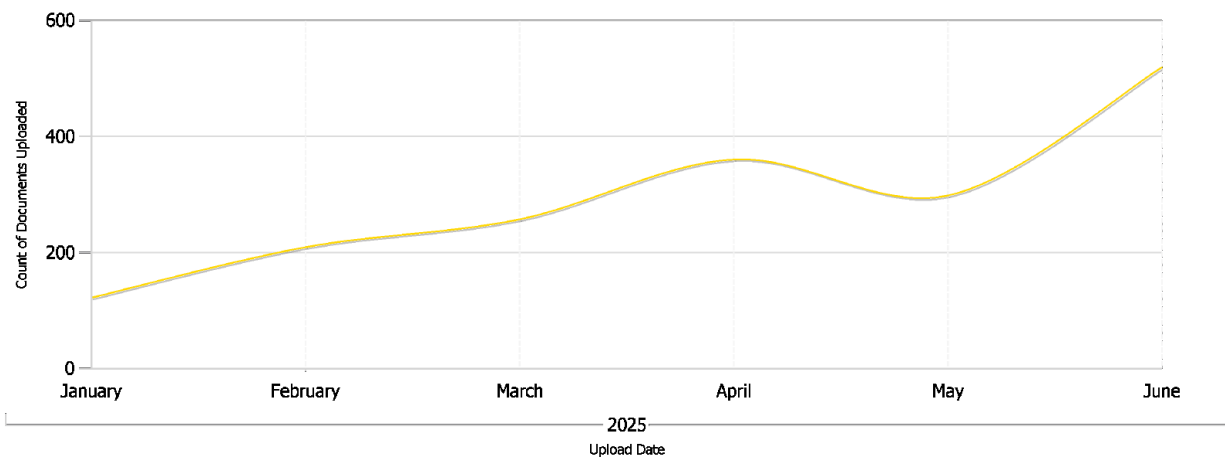
More than 135,288 (+10,014) documents have been uploaded for 31,467 (+2,406) applicants since launching the platform:

### **Applicant Documents Uploaded by Month**



More than 1,771 (+1,187) documents have been uploaded for 1,498 (+997) licensees since January 1, 2025, when the platform enhancements were launched to allow licensee document uploads:

### **Licensee Documents Uploaded by Month**



### **Volunteer Physician Registry Update:**

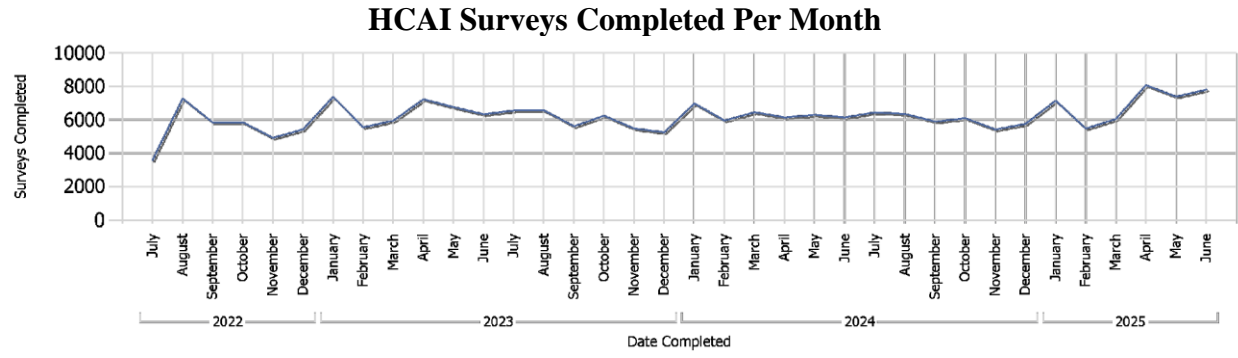
The Volunteer Physician Registry (VPR) is intended to be used by clinics or other entities seeking volunteer physicians. Physicians in the registry have provided information about areas where they would be willing to volunteer and have provided details regarding their area of practice and foreign language proficiency. Originally implemented in 2006 and most recently refreshed in December 2018, the web application was due for cosmetic and technological improvements to ensure compliance with State of California and accessibility standards. For security and support considerations, the existing volunteer accounts will be migrated to the new system, but license authentication will be performed using the IDEAL (Interoperability Development Effort to Authenticate Licensees) interface.

**July 2025 Update:** Active volunteer count has increased by 930 (+5). The Public Information Office is going to start an informational campaign about the registry in newsletters and social media to increase awareness.

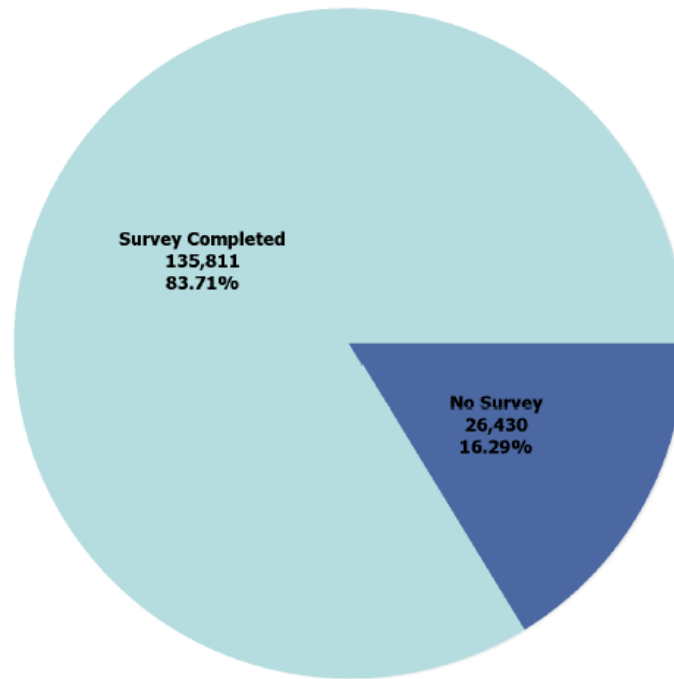
### **HCAI Survey Update:**

AB 133 authorizes the California Department of Health Care Access and Information (HCAI), formally the California Office of Statewide Health Planning and Development (OSHPD), to collect additional workforce data from healing arts boards through California Business and Professions Code 502 effective July 1, 2022. Additional data collection items include: Anticipated year of retirement, physical address of primary and secondary practice locations and types, date of birth, gender identity, National Provider Identifier (NPI), work hours, sexual orientation, and disability status.

**July 2025 Update:** Over 224,329 201,008 (+23,321) surveys have been completed, representing 83.71% (+1.84%) of the Renewed and Current Physician and Surgeon population.



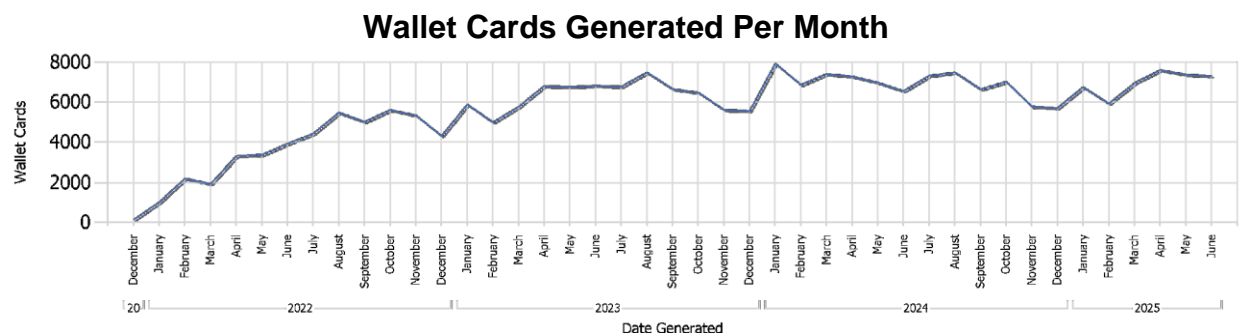
### HCAI Survey Response Rate for Current Licensing Population



### “Print Yourself” Wallet License with QR Codes Update:

Allowing licensees to print their own Wallet License Cards saves the Board resources in the generating, printing, and mailing of the plastic cards, which are not as common or useful as they once were. Licensees are able to forward the PDF version of their Wallet License to their employers and others as needed and are instantly available instead of the 4-6 weeks it previously took for plastic cards to reach licensees. QR Codes allow anyone to scan the license to instantly view the licensee’s up to date DCA Search profile.

**July 2025 Update:** 247,280 224,937 (+22,343) Wallet Licenses have been generated.



### BreZE Online Complaint Form Redesign Update:

The Information Systems Branch (ISB) Breeze Business Integration team is working with the Department of Consumer Affairs (DCA) Office of Information Services (OIS)

BreEZe team to implement the recent changes made to the Board's hard copy Complaint Form to the BreEZe Online Complaint Form. The goal of these updates is to streamline the forms to attempt to collect as much relevant data and medical releases as possible in the early stages of the complaint submission process. The paper form updates have led to an increase in initially required information and releases being provided with complaints submitted in hard copy. On May 5, 2021, the BreEZe Online Complaint Form was updated to warn individuals who submit a complaint anonymously, that if the Board is unable to obtain documentation or evidence of the complaint allegations, the complaint may not be able to be pursued and it will not be possible to provide updates regarding the complaint. The goal is to encourage complainants to provide their contact information so additional communication can occur if necessary. Additional enhancements are still in the development stages as the Board works with OIS to continue to improve BreEZe. ISB is currently working with the vendor on changing some of the BreEZe screens core functionality to make the process more user friendly for complainants.

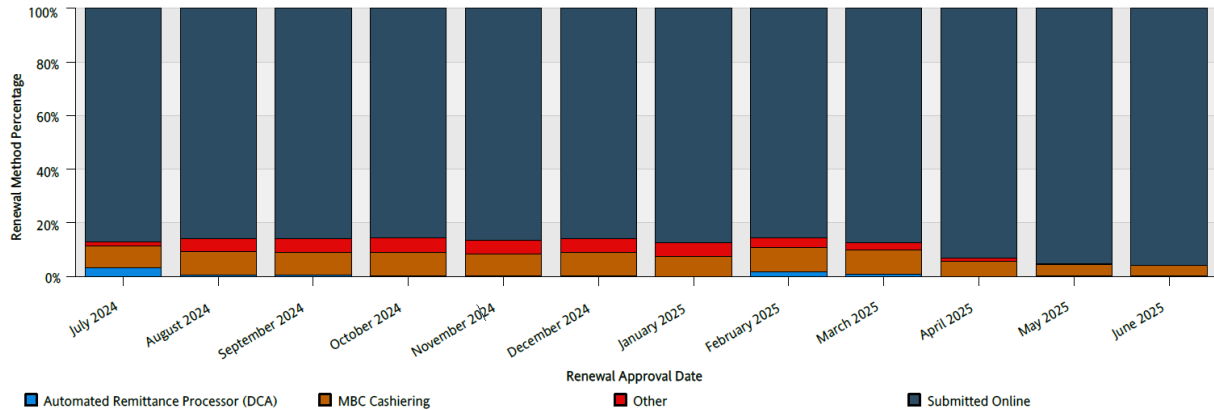
**July 2025 Update:** Initial meetings were held to begin configuration of the enhanced functionality for the Board's BreEZe online complaint form but several questions arose about issues with the functionality. The Board and DCA are waiting on a response from the vendor. The estimate for release of the Board's enhanced online complaint form is still the second half of 2025, but this may end up being delayed.

#### **BreEZe Electronic Only Renewal Notice Project:**

The Information Systems Branch (ISB) Breeze Business Integration team is working with the MBC Executive and Licensing leadership on a project to phase out initial paper license renewals to achieve mandated budget reductions and increase efficiency. The board will replace the multiple page paper renewal packet currently mailed to all licensees if they have not renewed by 120 days prior to the expiration date, with a single page letter notifying licensees that their license is ready for online renewal and future notices will only be sent via email. It will also reinforce the importance of licensees keeping their email address up to date with the Board as required by law. Licenses expiring June 2025 will be the first group to not receive the paper renewal packet. Licensees are currently notified 180 days prior to their license expiration and if they successfully renew before the 120-day milestone, they do not receive any additional paper notices.

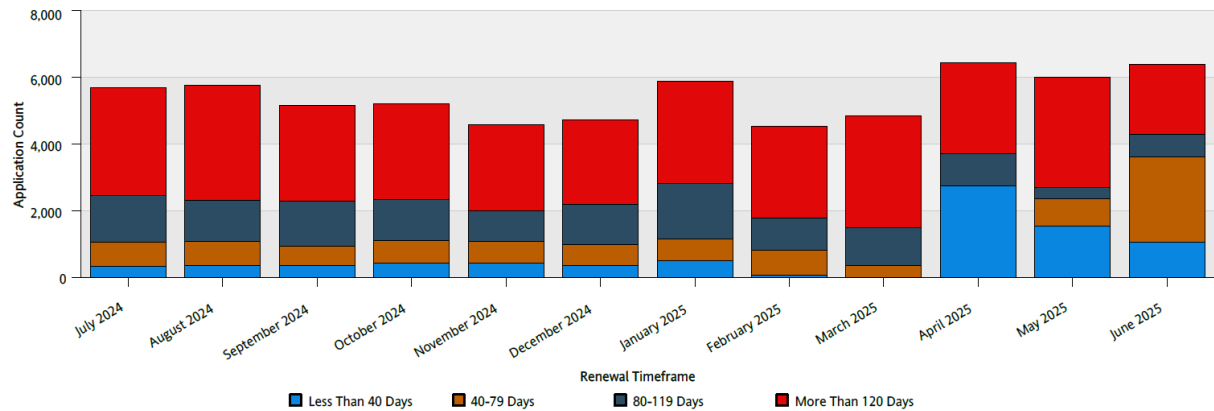
**July 2025 Update:** Updated informational charts and tables below. For the 2024 baseline, 85+% of renewals are performed online and approximately 50% of those online renewals are completed more than 120 days prior to the expiration date.

## Renewal Method Percentage



Renewal Method Percentage	July 2024	August 2024	September 2024	October 2024	November 2024	December 2024	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	Average
Automated Remittance Processor (DCA)	3.19%	0.57%	0.40%	0.08%	0.04%	0.33%		1.68%	0.72%		0.17%	0.04%	0.72%
MBC Cashiering	8.16%	8.60%	8.52%	8.89%	8.23%	8.63%	7.48%	9.01%	9.19%	5.47%	4.23%	4.01%	7.53%
Other	1.57%	4.78%	5.05%	5.38%	5.31%	5.00%	5.04%	3.68%	2.70%	1.33%	0.40%	0.19%	3.37%
Submitted Online	87.07%	86.06%	86.03%	85.65%	86.42%	86.05%	87.48%	85.63%	87.38%	93.20%	95.20%	95.75%	88.49%

## Online Renewal Timeframes



Application Count	July 2024	August 2024	September 2024	October 2024	November 2024	December 2024	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	Total
Less Than 40 Days	334	349	371	420	442	371	511	72	9	2,756	1,552	1,054	8,241
40-79 Days	721	726	573	689	638	608	635	754	346		807	2,568	9,065
80-119 Days	1,415	1,228	1,346	1,220	917	1,209	1,667	959	1,127	962	337	671	13,058
More Than 120 Days	3,236	3,461	2,871	2,875	2,579	2,530	3,084	2,757	3,366	2,722	3,319	2,110	34,910
Total	5,706	5,764	5,161	5,204	4,576	4,718	5,897	4,542	4,848	6,440	6,015	6,403	65,274

**Complaint Tracking System Update:**

**July 2025 Update:** Programming resources for the Complaint Tracking System development are still being shared with the iOS App update project, but development work is near completion. The project is beginning to switch focus from development to testing where more legal and enforcement resources will be required. An early testing build demo is planned for Day 2 of the full Board meeting.