

MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: July 17, 2026
ATTENTION: Members, Medical Board of California
SUBJECT: Enforcement Program Summary
STAFF CONTACT: Marina O'Connor, Deputy Director

Requested Action:

This report is intended to provide the Members with an update on the Enforcement Program at the Medical Board of California (Board) quarterly meeting. No action is needed at this time.

Central Complaint Unit:

For the fourth quarter of FY 2025-2026, the Board initiated complaints in the Central Complaint Unit (CCU) within an average of eight days, which is within the timeframe mandated by Business and Professions Code section 129(b). The average complaint processing time in CCU is 162 days as of June 30, 2026. During CCU's complaint review process, staff may need to request additional information from complainants, licensees, other providers involved in patient care, obtain records from physicians and facilities, and, in quality-of-care cases, gather all information for review by a medical consultant. The Board may also need to obtain records by subpoena, which may delay complaint processing. The average processing time for a complaint includes the review and processing time in the Complainant Liaison Unit (CLU).

Total complaints received increased by 24% since the previous fiscal year. This has resulted in a 72% increase in total pending complaints with the Central Complaint Unit since the end of the previous fiscal year.

CCU is evaluating its processes to further streamline the complaint intake and initiation processes, including breaking down each process by complaint type and identifying possible efficiencies. A new electronic mailing system will also soon be deployed that will reduce staff time processing certified mail.

CCU currently has four vacant positions, an Analyst II, two Management Services Technicians (MST), and one Supervisor I position. Management is currently going through the recruitment process to fill each of these positions. Both the Analyst II position and the MST positions are in the final stages of the hiring process.

Complainant Liaison Unit:

The Complainant Liaison Unit (CLU) currently has one vacant position, an Analyst II. Management is currently going through the recruitment process to fill the position.

- From January 2, 2025, through June 30, 2026, CLU received a total of 2,435 referred cases from CCU.
- Of these, 2,051 complainants were invited to participate in interviews (participation is optional).
- 69 cases are currently pending interview offers as of June 30, 2026.
- Staff continue to work on re-establishing contact with complainants whose complaints are pending closure due to the complainants' failure to respond to previous medical record authorization requests from the Board.

As of June 30, 2026, the status of the 2,051 interview requests is as follows:

Interview Offered, awaiting response:	61
Accepted (Interview Scheduled):	8
Declined (Interview Declined):	84
No Response (from Complainant):	567
Completed (Interview Conducted):	1,331

Expert Reviewer Program:

Board staff continue to expand outreach efforts for the Expert Reviewer and Medical Consultant Programs. Participation in professional conferences allows staff to connect with licensees and share the program's mission and opportunities for involvement.

Upcoming events include Zoom meetings with licensees at the University of California, San Diego, attendance at the *California Academy of Family Physicians* meeting, taking place August 21–23, 2026, in San Diego and the *California Society of Addiction Medicine Annual Conference* October 21-24, 2026, in Orange County, hosting an information booth to connect with interested attendees. The staff in the Medical Consultant and Expert Reviewer Programs thank Dr. Tolbert for facilitating the meetings at UC San Diego.

The Board continues to feature program advertisements in its quarterly Newsletter and on its website. Current messaging highlights the program's most urgent recruitment needs by specialty and the need for Licensed Midwives.

These combined outreach efforts strengthen the Board's commitment to recruiting and maintaining a diverse and qualified pool of Experts and Consultants.

Complaint Investigation Office:

As of July 1, 2026, The Complaint Investigation Office (CIO) non-sworn special investigators currently had a unit caseload of 229 cases which breaks down into approximately 35 cases each.

For physician and surgeon cases for the date range of April 1, 2026, through June 30, 2026, CIO closed 37 cases. Additionally, 38 cases were referred to the Attorney General's Office:

- 21 criminal conviction cases
- 8 malpractice cases
- 7 vaccination exemption cases
- 2 Other cases

Discipline Coordination Unit:

The Discipline Coordination Unit (DCU) currently has one vacant Office Technician position. Recruitment efforts for this position are currently underway.

DCU Management continues to work closely with the analyst assigned to Out-of-State Discipline (OOSD) cases to reduce both the overall pending caseload and the number of aged cases. As reflected in the statistical reports provided to the Board, there are currently 163 OOSD cases pending, including 34 cases aged one year or older. Management has assigned additional staff to this workload to assist with processing the older cases.

Probation Unit:

The Probation Unit currently has five vacant probation monitoring positions, two in Sacramento, two in San Dimas, and one in Cerritos. Probation Management is currently working with Human Resources staff to fill these vacancies.

During the Fourth quarter of FY 2025-2026:

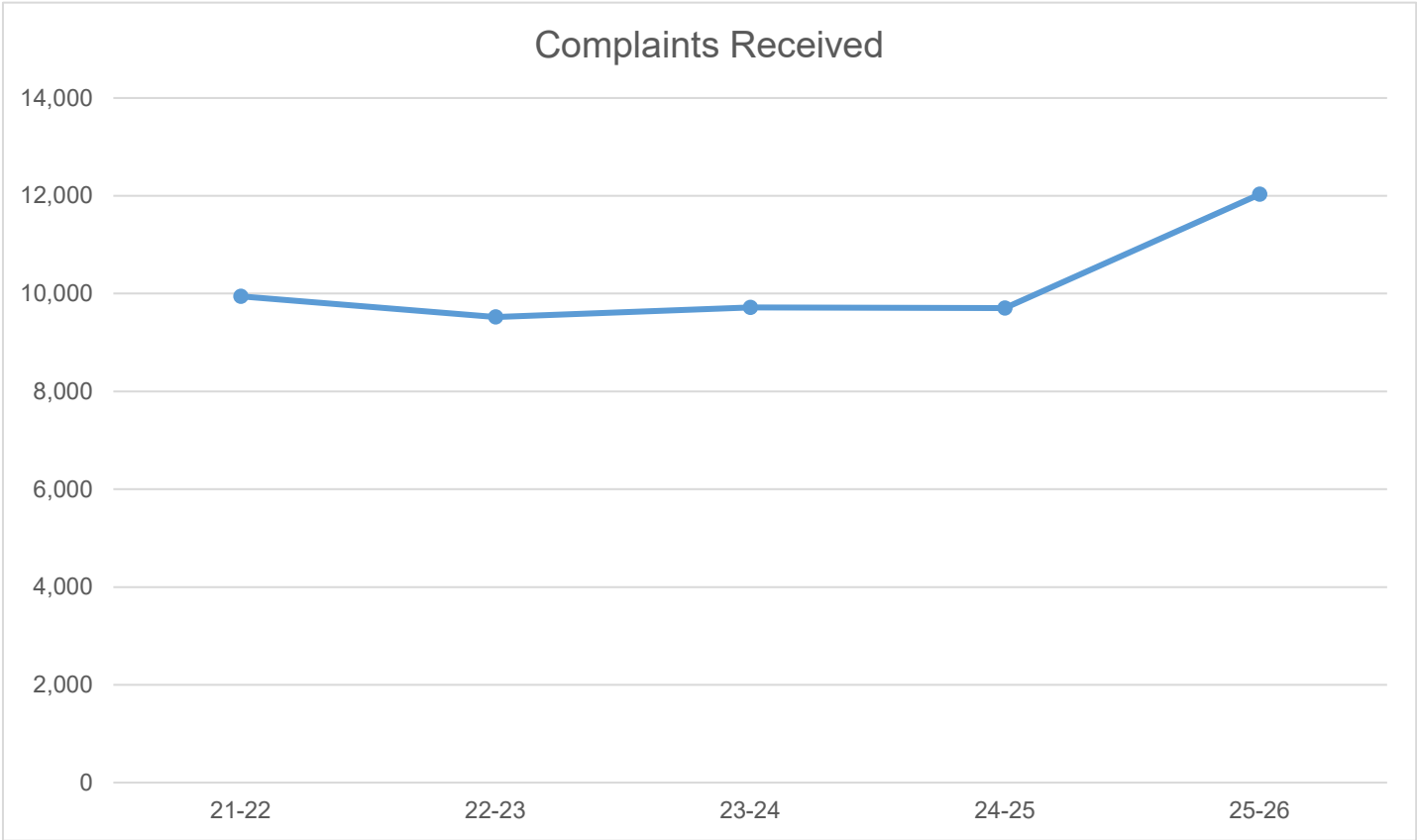
- 30 licensees were placed on probation
- 8 probationary licenses were issued
- 27 licensees successfully completed probation
- 3 probationers surrendered their licenses while on probation
- 10 citations were issued for probation violations
- 7 Cease Practice Orders were issued for probation violations
- 5 Petitions to Revoke Probation were filed
- 5 Accusations/Petitions to Revoke Probation were filed
- 6 Petitions to Revoke Probation that were previously filed resulted in 4 revocations, 1 surrender, and 1 additional probation term

As of July 1, 2026, there are 540 licensees currently on probation, both in and out of state.

Probation Management has begun working with Executive Staff and Staff Counsel on revisions to the Disciplinary Guidelines.

Medical Board of California Enforcement Program
Physician and Surgeon Complaints Received

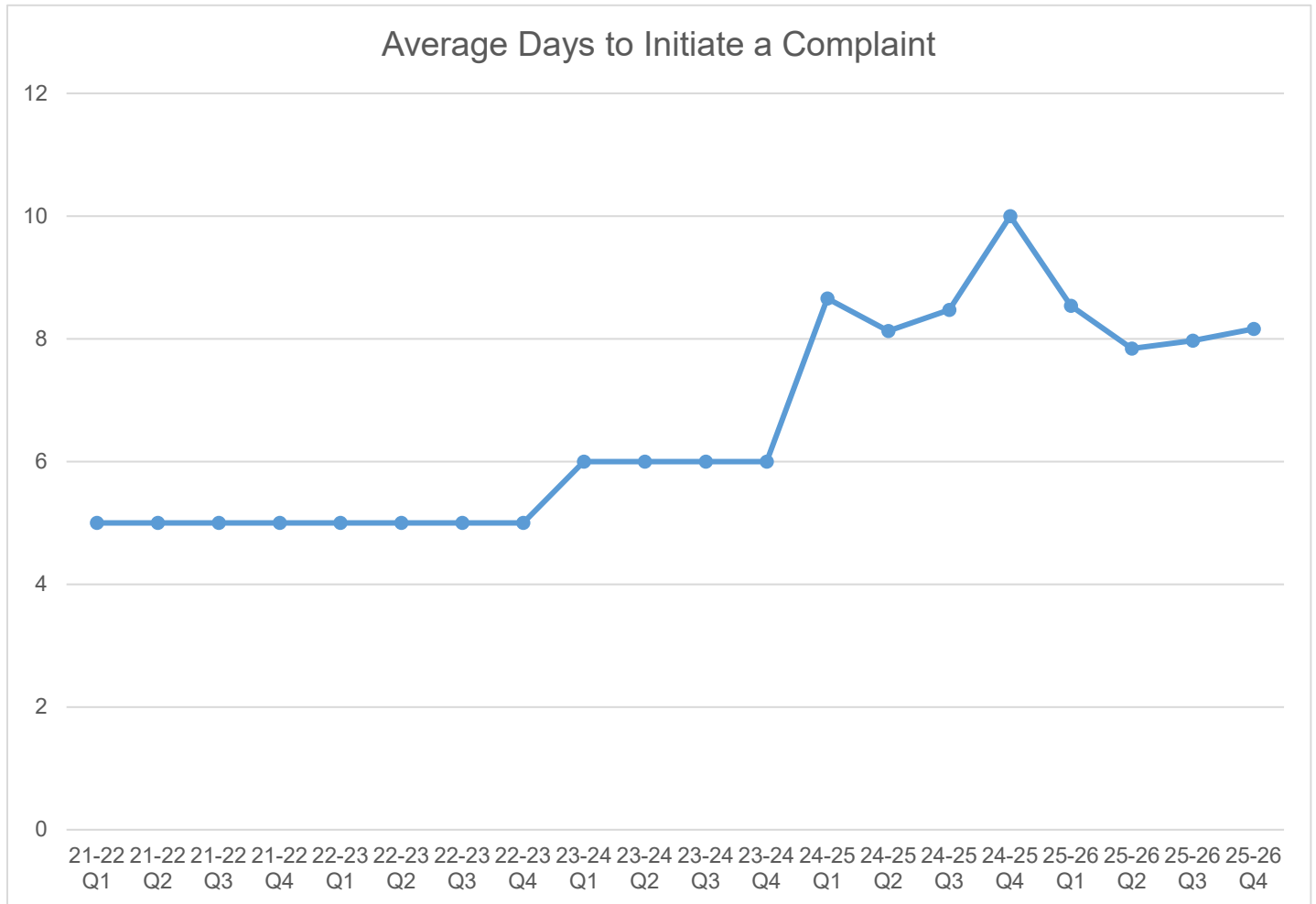
	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Volume	9,943	9,521	9,715	9,707	12,047 *



* Complaints received by the Board through June 30, 2026.
Includes physician and surgeon data only.

Medical Board of California Enforcement Program
Average Days to Initiate a Complaint in the Central Complaint Unit

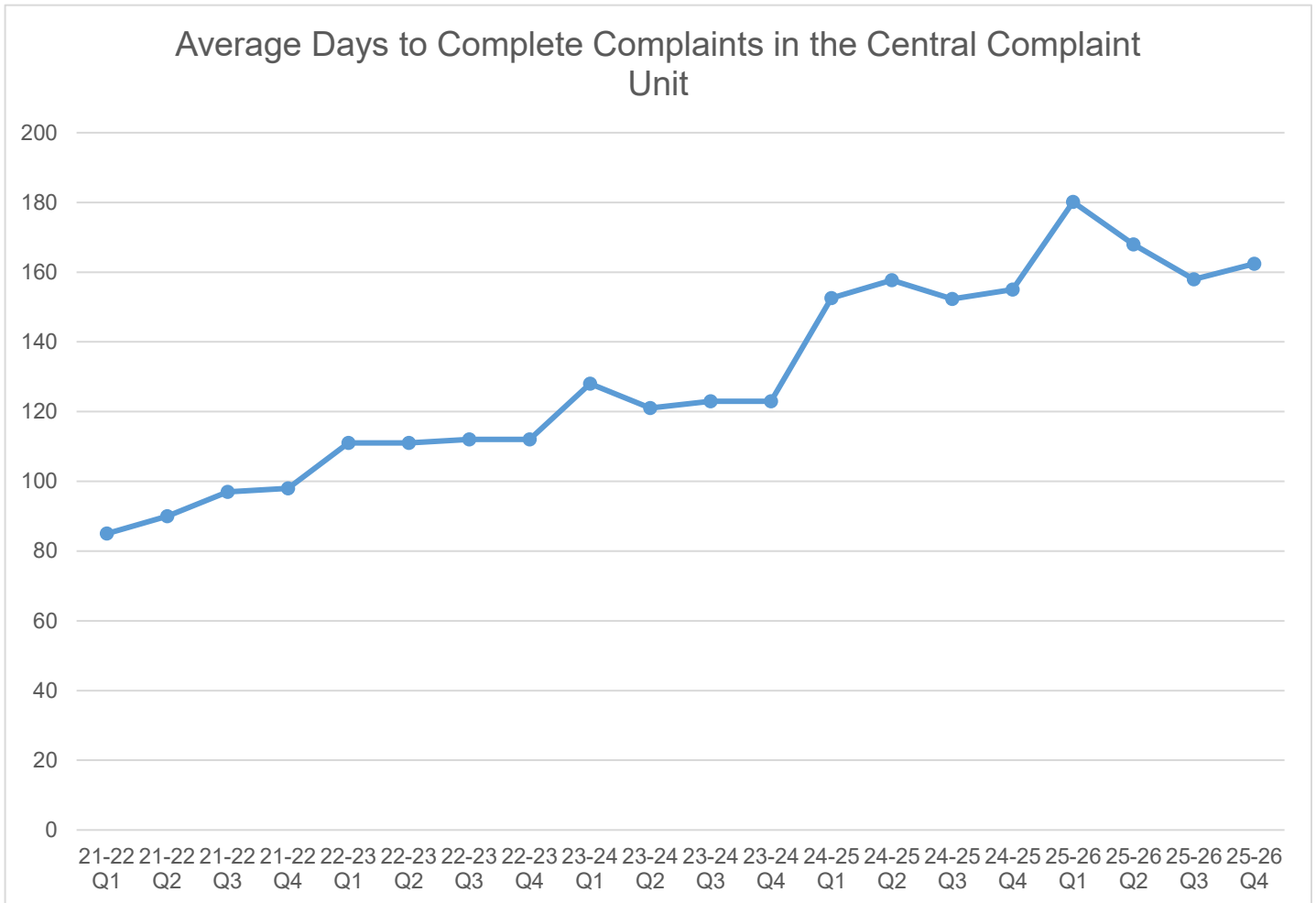
Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	5	5	6	9	9
Quarter 2	5	5	6	8	8
Quarter 3	5	5	6	8	8
Quarter 4	5	5	6	10	8



Average Days to Initiate a Complaint in the Complaint Unit.
Includes physician and surgeon data only.

Medical Board of California Enforcement Program
Average Days to Complete Complaints in the Central Complaint Unit

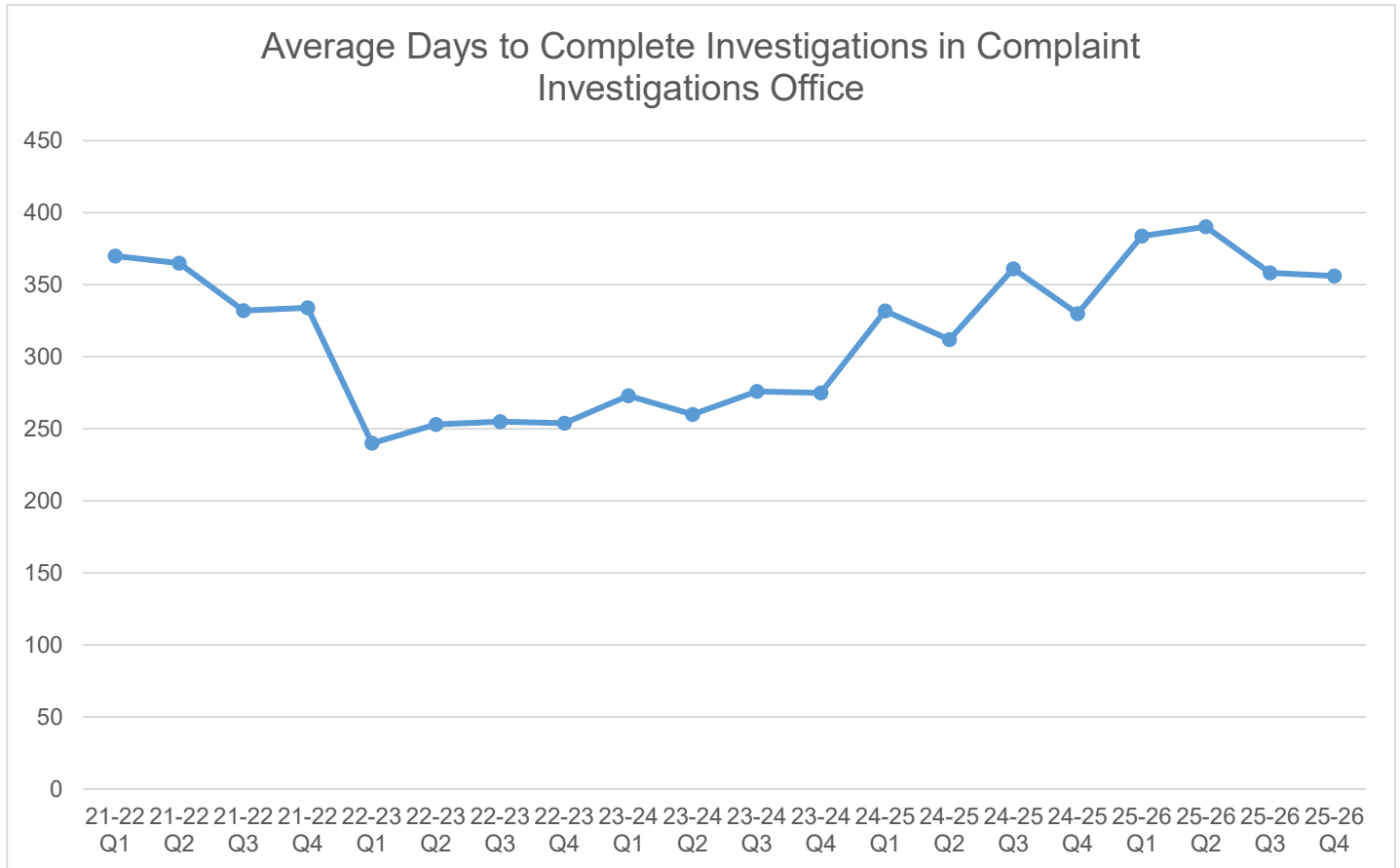
Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	85	111	128	153	180
Quarter 2	90	111	121	158	168
Quarter 3	97	112	123	152	158
Quarter 4	98	112	123	155	162



Average Days to Complete Complaints in the Central Complaint Unit (CCU) is calculated from the date the complaint is received to the date the case is either closed, referred to the field for further investigation, referred for citation and fine, or other disposition. This includes complaint initiation and complaint intake by CCU, Complainant Liaison Unit processing time, processing time for complaints initiated from out of state discipline reports, and the time a case is referred to the Medical Consultant Program and reviewed by a medical consultant. Includes physician and surgeon data only.

Medical Board of California Enforcement Program
Average Days to Complete Investigations in Complaint Investigations Office

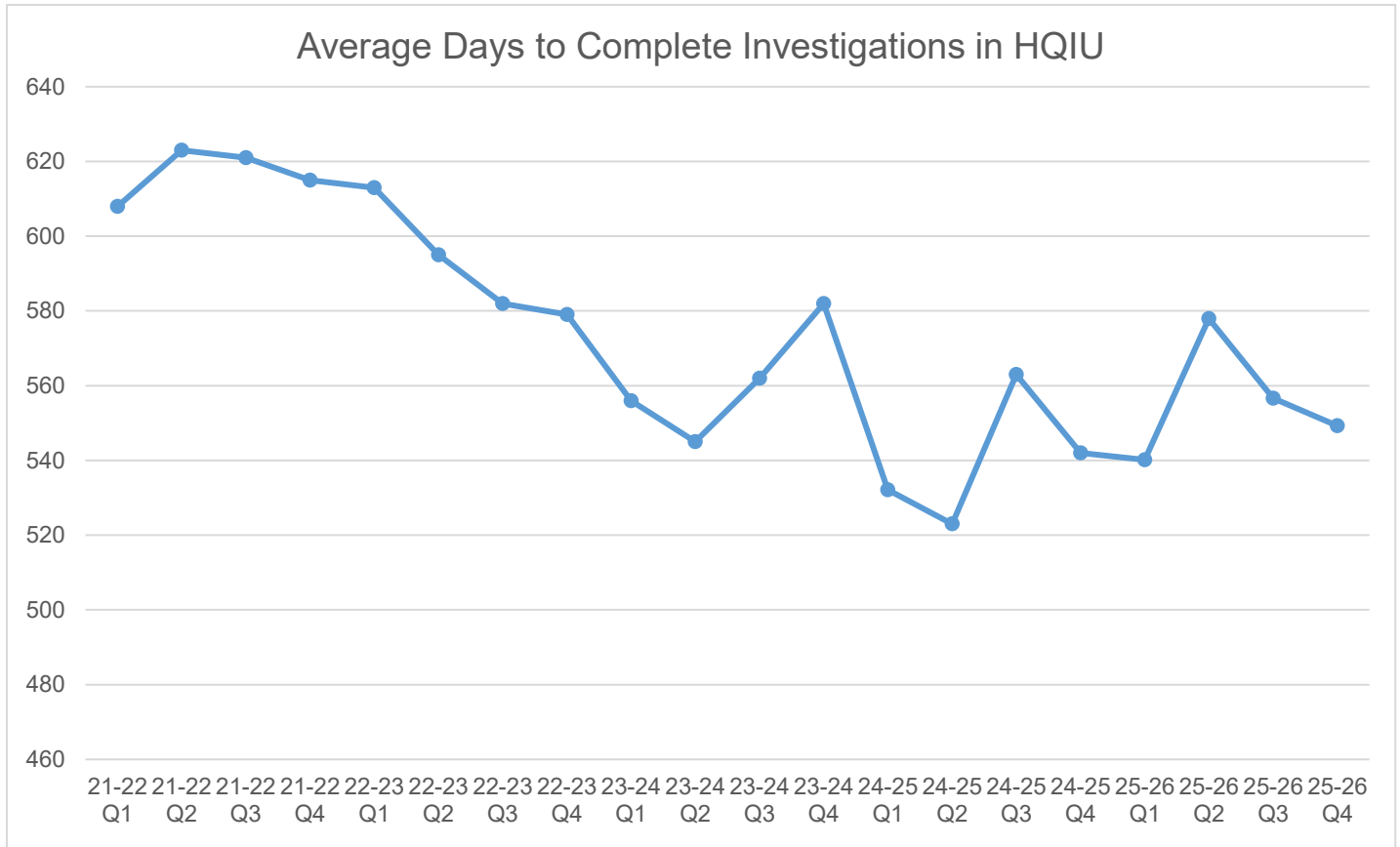
Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	370	240	273	332	384
Quarter 2	365	253	260	312	390
Quarter 3	332	255	276	361	358
Quarter 4	334	254	275	330	356



Average Days to Complete Investigations in the Complaint Investigations Office (CIO) is calculated from the date the case was assigned to the CIO Investigator by the Central Complaint Unit to the date the case is closed or referred (referrals include, but are not limited to, referral for citation and fine or referral to the Office of the Attorney General). Includes physician and surgeon data only.

**Medical Board of California Enforcement Program
Average Days to Complete Investigations in HQIU**

Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	608	613	556	532	540
Quarter 2	623	595	545	523	578
Quarter 3	621	582	562	563	557
Quarter 4	615	579	582	542	549



Effective 7/1/18 investigation processing days are from the date the case was referred to HQIU until closure or referral by MBC. This includes MBC Enforcement Program post-investigation and case disposition review time, which was an average of **95 days through June 30, 2026**. Includes physician and surgeon data only.

California Enforcement Program
Average HQIU Investigation Days by Case Type

Agenda Item 5C

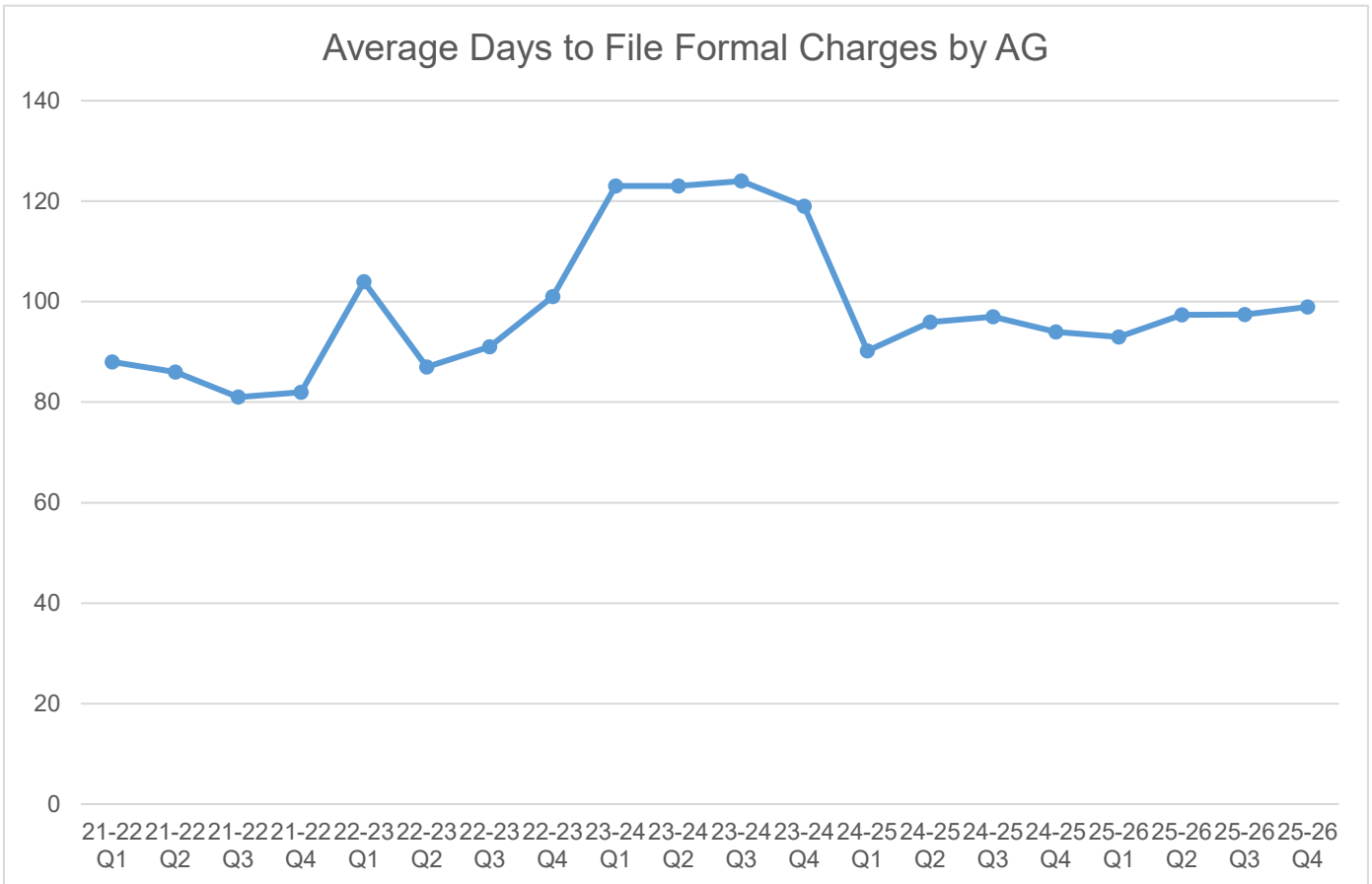
Case Type by Fiscal Year	21-22	22-23	23-24	24-25	25-26
Overall	615	579	582	542	549
Gross Negligence/Incompetence	632	621	588	496	450
Inappropriate Prescribing	714	634	598	594	602
Unlicensed Activity	636	577	538	513	525
Sexual Misconduct	580	490	540	536	431
Mental/Physical Illness	529	486	455	390	393
Self-Abuse of Drugs/Alcohol	445	469	521	383	321
Fraud	419	418	733	430	376
Conviction of a Crime	381	504	379	381	263
Unprofessional Conduct	564	526	620	524	523

Effective 7/1/18 investigation processing days are from the date the case was referred to HQIU until closure or referral by MBC. This includes MBC Enforcement Program post-investigation and case disposition review time, which was an average of **95 days through June 30, 2026**. Includes physician and surgeon data only.

Agenda Item 5C

Medical Board of California Enforcement Program
Average Days to File Administrative Charges Prepared by the
Office of the Attorney General

Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	88	104	123	90	93
Quarter 2	86	87	123	96	97
Quarter 3	81	91	124	97	97
Quarter 4	82	101	119	94	99



Average Days to File Formal Charges are the days from the date the case is referred to the AG's Office until formal charges are filed. Includes physician and surgeon data only.

Types of Outcomes	FY 25-26				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Administrative Outcomes					
License Revoked	6	8	13	13	40
License Surrendered (in Lieu of Accusation or with Accusation Pending)	24	27	13	26	90
License Placed on Probation with Suspension	2	0	1	0	3
License Placed on Probation	25	31	35	30	121
Probationary License Issued	5	4	2	8	19
Public Reprimand	45	41	16	16	118
Other Action	5	1	0	0	6
Referral and Compliance Actions					
Citation and Administrative Fines Issued	151	93	214	151	609
Related to CME Audit Failure ¹	142	92	195	140	569

Types of Outcomes	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Administrative Outcomes					
License Revoked	36	36	23	37	40
License Surrendered (in Lieu of Accusation or with Accusation Pending)	106	89	102	88	90
License Placed on Probation with Suspension	7	4	2	5	3
License Placed on Probation	156	153	137	126	121
Probationary License Issued	14	17	10	11	19
Public Reprimand	118	76	97	98	118
Other Action	1	4	3	1	6
Referral and Compliance Actions					
Citation and Administrative Fines Issued	122	195	135	179	609
Related to CME Audit Failure ¹					569

¹Related to CME Audit Failure Subset Tracking Added in FY 25-26

ENFORCEMENT TIMEFRAMES

Fiscal Year	21-22 Average	21-22 Median	22-23 Average	22-23 Median	23-24 Average	23-24 Median	24-25 Average	24-25 Median	25-26 ¹ Average	25-26 ¹ Median
COMPLAINT PROCESSING	98	55	112	63	123	52	155	67	162	43
INVESTIGATION PROCESSING - MBC - CIO (Complaint Investigation Office)	334	251	254	210	275	240	330	282	356	275
INVESTIGATION PROCESSING - HQIU (Health Quality Investigation Unit)	615	633	579	563	582	556	542	524	549	536
TOTAL MBC & HQIU DAYS	176	81	175	97	177	77	217	101	209	79
TOTAL MBC & HQIU YEARS	0.48	0.22	0.48	0.27	0.48	0.21	0.59	0.28	0.57	0.22
AG PREP - Attorney General Preparation for Accusation/Petition to Revoke/Accusation & Petition to Revoke/Statement of Issues	82	62	101	81	120	94	94	80	99	84
POST - Accusation/Petition to Revoke/Accusation & Petition to Revoke/Statement of Issues	388	372	487	432	439	392	400	320	349	314
ACCUSATION DECLINED BY AG	57	36	63	38	58	36	66	40	97	75
TOTAL AG DAYS	478	449	577	514	539	475	514	434	443	408
TOTAL AG YEARS	1.31	1.23	1.58	1.41	1.48	1.30	1.41	1.19	1.21	1.12
TOTAL MBC & AG DAYS	1167	1239	1343	1413	1261	1305	1,168	1,156	1,131	1,142
TOTAL MBC & AG YEARS	3.20	3.39	3.68	3.87	3.45	3.58	3.20	3.17	3.10	3.13

Years calculated using 365 days per year
¹ Data through 6/30/2026
Includes physican and surgeon data only.

Pending Enforcement Caseload Summary¹

Data Current as of July 1, 2026

	0-3 Months	4-6 Months	7-9 Months	10-12 Months	1 Year	2 Years	3 Years	4 Years	Over 4 Years	Total by Group	Previous Quarter Data	Variance	% Variance
Central Complaint Unit	1,948	1,633	1,251	1,114	1,851	313	3	0	0	8,113	7,294	819	11%
Complaint Investigation Unit	47	40	42	30	58	12	0	0	0	229	257	-28	-11%
Health Quality Investigation Unit	204	201	136	138	263	54	2	1	0	999	1,007	-8	-1%
Completed Investigations Awaiting Disposition ²	6	25	29	43	145	46	3	0	0	297	159	138	87%
Citation and Fine Desk	71	80	54	60	85	2	0	0	0	352	377	-25	-7%
Out-of-State Desk	37	38	24	30	34	0	0	0	0	163	154	9	6%
AG Services³	23	18	6	8	15	0	1	0	0	71	61	10	16%
AG-Pre⁴	101	47	35	29	55	31	7	1	1	307	277	30	11%
AG-Post⁵	62	67	55	33	30	14	4	0	0	265	280	-15	-5%
Total by Age	2,499	2,149	1,632	1,485	2,536	472	20	2	1	10,796	9,866	930	9%

¹ Includes physician and surgeon data only.² Represents the number of completed investigations returned by HQUI to the Board for review and determination of outcome.³ AG Services includes petitions to compel, subpoena enforcement, and referrals for citation appeals.⁴ AG-Pre includes cases transmitted to the AG but the Accusation/Petition to Revoke/Accusation & Petition to Revoke/Statement of Issues is not yet filed.⁵ AG-Post includes Accusation/Petition to Revoke/Accusation & Petition to Revoke/Statement of Issues that have been filed.

* Probation Monitoring caseload removed at the request of the Board.

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August 3, 2026

Medical Board of the State of California
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815-5401

RE: Attorney General's Office Quarterly Update, August 2026 Board Meeting

Dear Board Members:

Thank you for the opportunity to provide the Attorney General's Office Quarterly update

The Health Quality Enforcement Section works collegially and closely with Executive Director Reji Varghese, Deputy Executive Director Marina O'Connor, and their staff. We meet frequently with the Office of Administrative Hearings to assist in managing your administrative litigation work. We continue to work with the Department of Consumer Affairs' Health Quality Investigation Unit and your Complaint Investigation Office to litigate your filed Accusations matters and manage other legal services.

It is an honor and privilege to serve you. Should you ever have any requests for a presentation or would like to pose specific questions, we are always available to assist you.

Sincerely,



GLORIA L. CASTRO
Senior Assistant Attorney General

For ROB BONTA
Attorney General