MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: January 7, 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:

In October of 2017, Senate Bill 798 (Hill, Chapter 775) was signed by Governor Brown revising the postgraduate training and licensing requirements for physicians and surgeons, and supporting Board's mission of consumer protection.

Effective January 1, 2020, all applicants, regardless of whether the medical school attended was domestic or international, are required to successfully complete 36 months of postgraduate training accredited by either the Accreditation Council for Graduate Medical Education (ACGME), Royal College of Physicians and Surgeons of Canada (RCSPC), or College of Family Physicians of Canada (CFPC) that includes four months of general medicine. Applicants will need to complete 24 consecutive months of training in the same program in order to be eligible for a physician's and surgeon's license in California.

Additionally, a Postgraduate Training License (PTL) will be required for all residents participating in an ACGME accredited postgraduate training program in California in order to practice medicine as part of their training program. A PTL must be obtained within 180 days after enrollment in the program and will not be required to be renewed. The profile of a holder of a PTL will be displayed on the Board's website for public view. Any resident participating in an ACGME accredited postgraduate training program at the time the law goes in effect, and who is not eligible for licensure, will need a PTL by June 30, 2020, to continue in the training program.

The new PTL applications are available on the Board's website and online through the BreEZe system. To date, the Board has received 64 PTL applications. The Licensing Program (Program) management team and staff continue to work with current applicants and programs on any questions that arise regarding the new postgraduate training requirements.

The Board continues to be proactive in communicating the new 2020 law changes in regards to postgraduate training by updating the Board's website, corresponding with applicants and programs, and sharing information on social media.

The Program continues to meet its application processing goals by reviewing applications and supporting documents within its target timelines – reviewing applications within 30 days and supporting documents within 10 days. All Program staff have received the new procedures and training in regards to the PTL changes.

The Program received and responded to 2,661 emails last quarter from the Program's Webmaster regarding topics such as 2020 postgraduate training changes, continuing medical education, renewals, pocket certificates, and application status.

DIRECT ONLINE CERTIFICATION SYSTEM (DOCS) PORTAL:

In December 2019, the Program successfully implemented the initial roll-out of the new DOCS Portal with three medical schools to resolve any issues prior to full implementation. The Board has already received and processed documents through the DOCS portal. The Board plans to have the DOCS Portal available and onboard all medical schools and accredited programs in February 2020.

DOCS will allow the Board to electronically receive verification documents from medical schools and postgraduate training programs. DOCS will assist the Board in achieving its strategic goal of eliminating the potential for loss of documentation and streamlining the licensing process. Automating this process will improve customer service and expedite the transition process for an applicant who has completed the required 36-months of postgraduate training.

LICENSED PHYSICIAN AND DENTISTS FROM MEXICO PILOT PROGRAM:

As reported at the last meeting, the Board has received twenty-nine (29) physician applications and six (6) nonprofit community health center applications. Prior to the issuance of these licenses, the physicians from Mexico must be enrolled in a six-month externship affiliated with a California medical school in good standing that includes working in the nonprofit community health center and a corresponding hospital to ensure that the participant is complying with the established standards for quality assurance. To date, this requirement has not yet been met. The Board continues to work on an Interagency Agreement with an outside entity to conduct the evaluation of the program as required by law.

CONSUMER INFORMATION UNIT:

The Consumer Information Unit (CIU) handled 16,118 calls in Quarter 2. The average wait time for these calls was five minutes and fifty seconds, with that number dropping to three minutes and twenty-eight seconds during the final two weeks of the quarter. This average wait time represents a significant decrease from previous quarters. The CIU's accomplishments during this period also include maintaining under a 20% transfer rate of complaint calls. This is a direct result of additional training provided by the Enforcement Program to CIU staff. Furthermore, the CIU has been instrumental in successfully providing information to callers related to the 2020 postgraduate training requirements.

OUTREACH:

The Program continues to evaluate its outreach efforts to medical schools, applicants, licensees, and consumers as part of its strategic goal to increase awareness of the Board, its mission, activities, and services. In an effort to prepare medical programs and applicants for the new PTL requirements, the Program provided California program directors a "PTL Requirements Checklist" and information sheet to assist with the 2020 changes and hiring of prospective residents.

The Licensing Program participated in the following licensing fairs:

Dates	Locations	Residents in Attendance
10/10/2019	UCSF – San Francisco	37
10/11/2019	UCSF – San Francisco	52
10/30/2019	Alameda Health Systems - Oakland	25

WORKLOAD REPORT
as of December 31, 2019

CONSUMER INFORMATION UNIT Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total Calls Answered	**35,681**	19,368	16,313		
Calls Requesting Call Back	**5,242**	3,400	1,842		
Calls Abandoned	**5,700**	3,501	2,199		

CONSUMER INFORMATION UNIT Fiscal Year 18-19	2018-2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total Calls Answered	**79,058**	22,200	18,046	19,234	19,578
Calls Requesting Call Back	**15,582**	7,277	3,378	2,311	2,616
Calls Abandoned	**13,455**	4,778	3,267	2,579	2,831

PHYSICIAN & SURGEON DATA Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Applications Received	**3,098**	1,778	1,320		
Initial Reviews Completed	**3,189**	1,841	1,348		
Licenses Issued	**4,281**	2,491	1,790		
Renewals Issued	**33,538**	17,632	15,906		

PHYSICIAN & SURGEON DATA Fiscal Year 18-19	2018-2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
*Applications Received	**7,720**	2,047	1,857	2,176	1,640
Initial Reviews Completed	**7,694**	1,911	2,021	2,040	1,722
Licenses Issued	**6,694**	2,076	1,416	1,541	1,661
Renewals Issued	**72,974**	18,122	16,537	17,947	20,368

*Applications Received does not include applications received with monies that have not been deposited as this process may take several weeks.

SENIOR REVIEW 2 - CATEGORIES Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Alcohol/Drugs	**11**	5	6		
PG/Medical Knowledge	**64**	24	40		
Convictions	**8**	3	5		
Other	**40**	13	27		

SENIOR REVIEW 2 - CATEGORIES Fiscal Year 18-19	2018-2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Alcohol/Drugs	**17**	2	1	10	4
PG/Medical Knowledge	**142**	30	17	40	55
Convictions	**40**	6	10	18	6
Other	**158**	24	27	64	43

WORKLOAD REPORT
as of December 31, 2019

Unrecognized & Disapproved Medical School Applicants (2135.7) Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Received	**1**	1	0		
Not Eligible	**0**	0	0		
Licensed	**5**	3	2		

Unrecognized & Disapproved Medical School Applicants (2135.7) Fiscal Year 18-19	2018-2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Received	**8**	3	2	0	3
Not Eligible	**0**	0	0	0	0
Licensed	**7**	0	2	4	1

International Medical School Applications Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Requests for Recognition Received	**0**	0	0		
Recognized Pursuant to CCR 1314(a)(1)	**0**	0	0		
Recognized Pursuant to CCR 1314(a)(2)	**0**	0	0		
TOTAL Schools Pending Recognition	**N/A**	12*	0*		

*Pending schools were advised in writing to wait for the changes in the law effective 1/1/2020.

International Medical School Applications Fiscal Year 18-19	2018-2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Requests for Recognition Received	**44**	8	13	19	4
Recognized Pursuant to	**30**	5	4	17	4
Recognized Pursuant to CCR 1314(a)(2)	**0**	0	0	0	0
TOTAL Schools Pending Recognition	**N/A**	97	21*	31*	12*

*Due to upcoming 2020 law changes, several medical schools have withdrawn their requests for recognition.

LICENSED MIDWIVES Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Applications Received	**20**	9	11		
Licenses Issued	**20**	11	9		
Licenses Renewed	**102**	38	64		

LICENSED MIDWIVES Fiscal Year 18-19	2018-2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Applications Received	**43**	8	11	15	9
Licenses Issued	**40**	5	9	15	11
Licenses Renewed	**190**	44	48	51	47

WORKLOAD REPORT
as of December 31, 2019

FICTITIOUS NAME PERMIT Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
P&S - FNP Received	**732**	359	373		
P&S - FNP Issued	**851**	412	439		
P&S - FNP Renewed	**2,523**	1,245	1,278		
Podiatric FNP Received	**21**	9	12		
Podiatric FNP Issued	**15**	3	12		
Podiatric FNP Renewed	**61**	25	36		

FICTITIOUS NAME PERMIT Fiscal Year 18-19	2018-2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
P&S - FNP Received	**1490**	357	387	366	380
P&S - FNP Issued	**1,344**	315	352	313	364
P&S - FNP Renewed	**5,364**	1,239	1,216	1,481	1,428
Podiatric FNP Received	**28**	0	16	9	3
Podiatric FNP Issued	**39**	6	15	11	7
Podiatric FNP Renewed	**146**	33	44	33	36

POLYSOMNOGRAPHY Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Trainee Applications Received	**9**	7	2		
Trainee Registrations Issued	**9**	7	2		
Trainee Registrations Renewed	**9**	5	4		
Technician Applications Received	**16**	11	5		
Technician Registrations Issued	**13**	7	6		
Technician Registrations Renewed	**25**	12	13		
Technologists Applications Received	**18**	10	8		
Technologists Registrations Issued	**18**	10	8		
Technologists Registrations Renewed	**109**	67	42		

POLYSOMNOGRAPHY Fiscal Year 18-19	2018-2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Trainee Applications Received	**21**	3	4	9	5
Trainee Registrations Issued	**20**	2	3	8	7
Trainee Registrations Renewed	**22**	3	6	8	5
Technician Applications Received	**29**	9	5	10	5
Technician Registrations Issued	**31**	5	11	9	6
Technician Registrations Renewed	**47**	9	15	10	13
Technologists Applications Received	**39**	9	9	8	13
Technologists Registrations Issued	**42**	7	16	7	12
Technologists Registrations Renewed	**438**	119	137	99	83

WORKLOAD REPORT
as of December 31, 2019

RESEARCH PSYCHOANALYST Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
RP Applications Received	**3**	2	1		
RP Licenses Issued	**2**	1	1		
RP Licenses Renewed	**3**	1	2		

RESEARCH PSYCHOANALYST Fiscal Year 18-19	2018-2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
RP Applications Received	**6**	6	0	0	0
RP Licenses Issued	**6**	4	2	0	0
RP Licenses Renewed	**6**	1	0	3	2

WORKLOAD REPORT
as of December 31, 2019

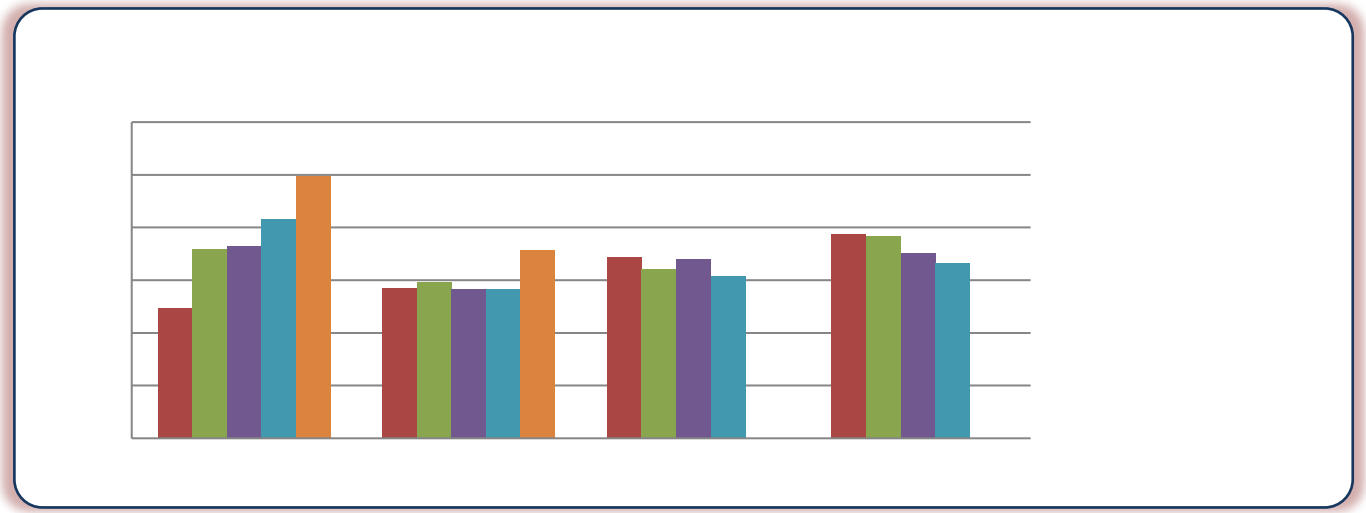
SPECIAL PROGRAMS Fiscal Year 19-20	2019-2020	Quarter 1	Quarter2	Quarter 3	Quarter 4
2111 Applications Received	**14**	14	0		
2111 Applications Reviewed	**15**	12	3		
2111 Permits Issued	**16**	11	5		
2111 Permits Renewed	**21**	10	11		
2112 Applications Received	**1**	0	1		
2112 Applications Reviewed	**0**	0	0		
2112 Permits Issued	**0**	0	0		
2112 Permits Renewed	**0**	0	0		
2113 Applications Received	**17**	9	8		
2113 Applications Reviewed	**14**	10	4		
2113 Permits Issued	**18**	13	5		
2113 Permits Renewed	**18**	7	11		
2168 Applications Received	**1**	0	1		
2168 Applications Reviewed	**2**	1	1		
2168 Permits Issued	**2**	1	1		
2168 Permits Renewed	**4**	3	1		

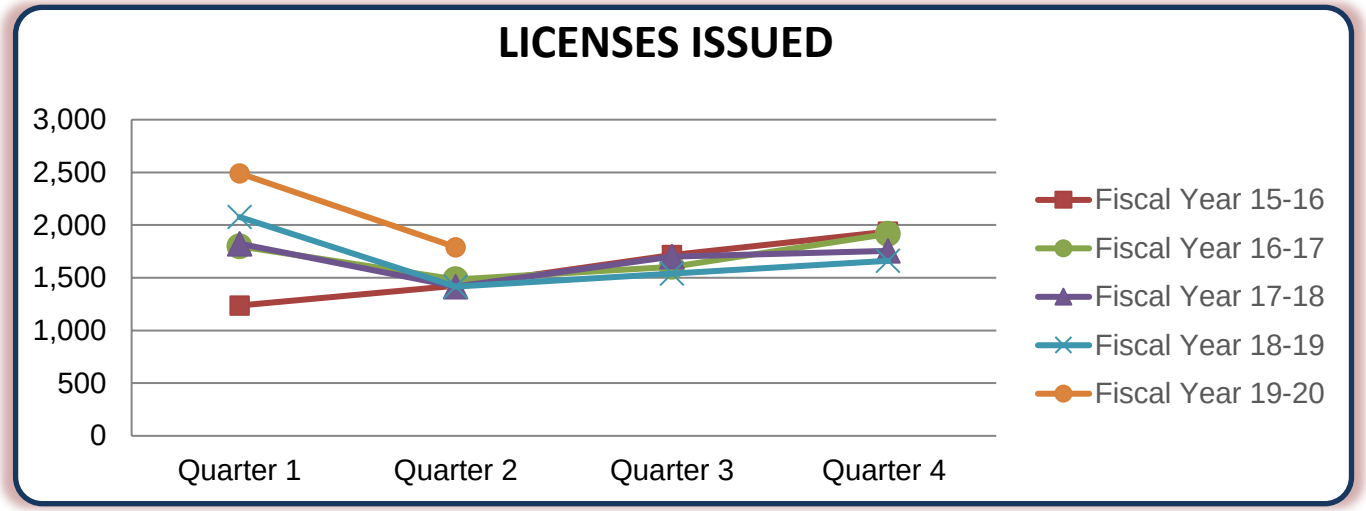
SPECIAL PROGRAMS Fiscal Year 18-19	2018-2019	Quarter 1	Quarter2	Quarter 3	Quarter 4
2111 Applications Received	**21**	6	8	4	3
2111 Applications Reviewed	**20**	7	2	8	3
2111 Permits Issued	**20**	7	2	6	5
2111 Permits Renewed	**59**	14	10	25	10
2112 Applications Received	**0**	0	0	0	0
2112 Applications Reviewed	**0**	0	0	0	0
2112 Permits Issued	**1**	1	0	0	0
2112 Permits Renewed	**1**	0	0	1	0
2113 Applications Received	**26**	5	4	11	6
2113 Applications Reviewed	**29**	10	4	6	9
2113 Permits Issued	**26**	10	3	5	8
2113 Permits Renewed	**36**	7	5	8	16
2168 Applications Received	**1**	0	0	1	0
2168 Applications Reviewed	**1**	0	0	1	0
2168 Permits Issued	**2**	2	0	0	0
2168 Permits Renewed	**12**	4	4	2	2

2111 - Visiting Fellow (doesn't satisfy postgraduate training required for licensure)
2112 - Hospital Fellowship Program Non-Citizen (does not 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)

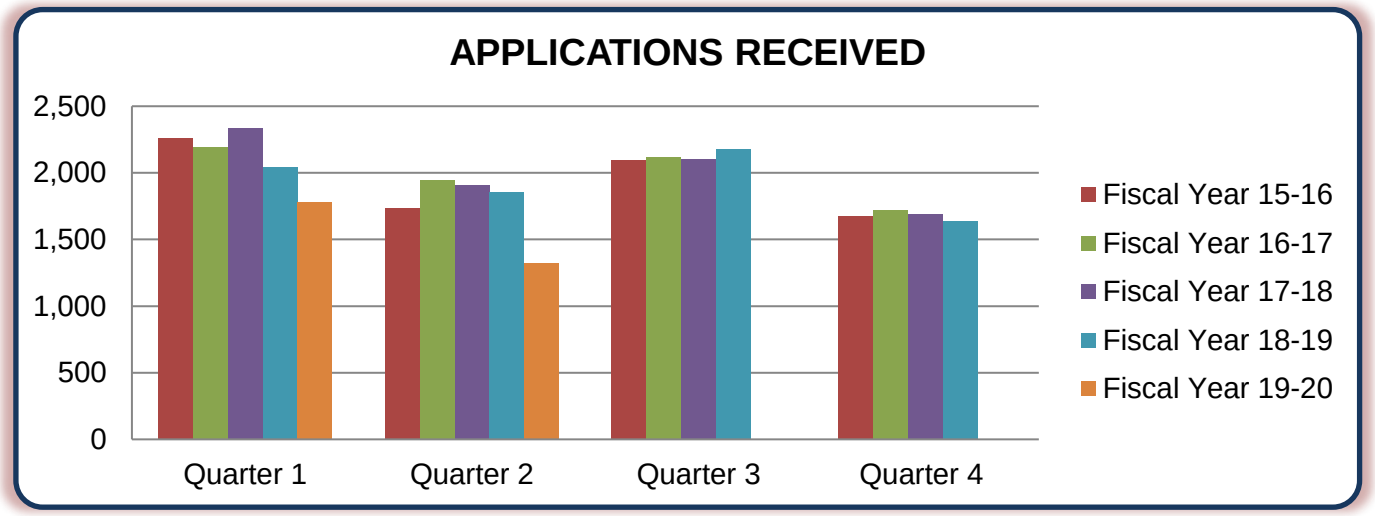
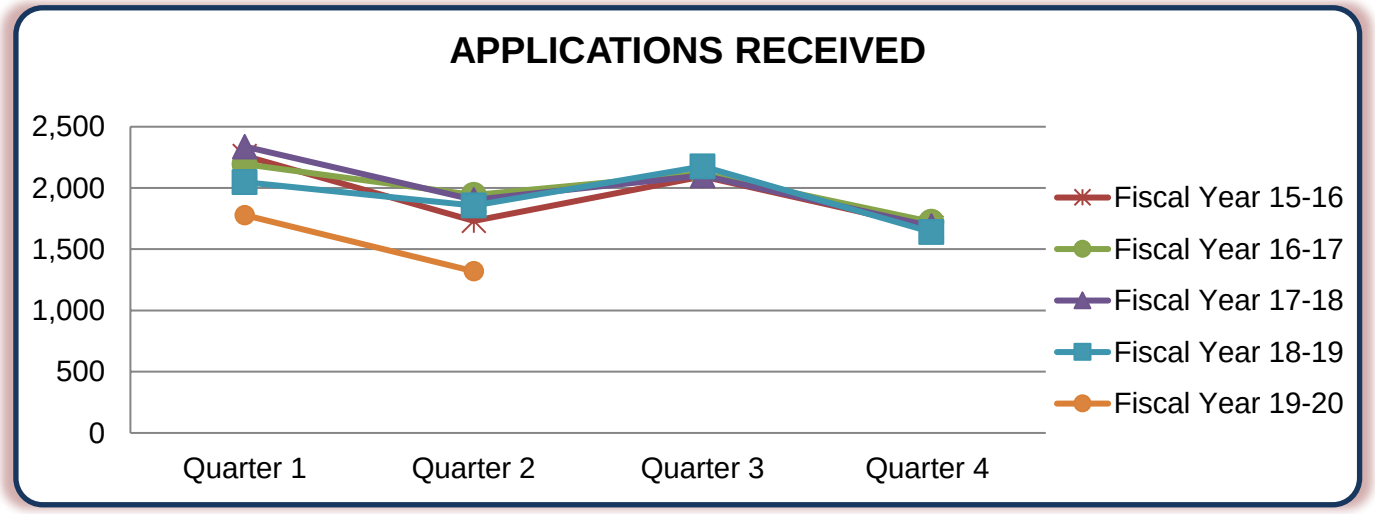
Physician's and Surgeon's Licenses Issued
Five Fiscal Year History

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 19-20	2,491	1,790			**4,281**
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**
Fiscal Year 15-16	1,237	1,425	1,716	1,938	**6,316**





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

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 19-20	1,778	1,320			**3,098**
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**
Fiscal Year 15-16	2,262	1,732	2,094	1,675	**7,763**

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.