

## **MEDICAL BOARD OF CALIFORNIA**

DATE REPORT ISSUED: January 6, 2017  
 ATTENTION: Members, Medical Board of California (Board)  
 SUBJECT: Licensing Program Summary  
 STAFF CONTACT: April Alameda, Staff Services Manager II

### PROGRAM UPDATE:

The Licensing Program has had several accomplishments in the first half of FY 2016/17. Although the Licensing Program continues to have some vacancies, work has been redistributed to other lead staff and management to continue to meet weekly goals. In addition, Board staff is training two students and an administrative staff person to ensure that all resources are available to continue to meet goals with little or no overtime. The program is in the process of evaluating all of its processes and is creating new procedures for all functions. As licensing management and staff progress through this process, they are evaluating the most efficient way to get the work accomplished in a timely manner. The program is now approaching the busiest time of the year, when residents training in California require a license before the end of June. The management team will continue to be proactive in an effort to continue to meet the needs of the applicants and maintain all goals.

The Licensing Program's strategic goal for reviewing initial Physician's and Surgeon's applications is within 45 calendar days of receipt by the Board. Licensing staff has continued to exceed this goal for the second quarter of FY 2016-17. During this quarter, the average number of days from receipt of the application to review was 28 days. In addition, staff continues to process all incoming mail within an average of 7 days.

The Licensing Program has issued 3,286 licenses for the first two quarters of FY 2016/17. This is an increase of 624 licenses compared to the same time period last fiscal year.

A detailed listing of the Licensing Program's statistics is included following this report.

### STAFFING:

The Licensing Program has hired two managers, Lisa Toof and Lynn Sterba effective December 1, 2016. Ms. Toof and Ms. Sterba have years of experience with the Board and will be an asset to the management team.

The Licensing Program is actively recruiting for 4 positions: 2 associate governmental program analysts (physician and surgeon licensing), 1 staff services analyst (international medical graduate application review) and 1 office technician (cashiering). The program expects to have all vacancies filled by the end of March.

### CONSUMER INFORMATION CENTER:

The Consumer Information Unit (CIU) is fully staffed with seven operators to answer calls and respond to requests from the public, consumers, organizations, applicants, and licensees. CIU staff has been working diligently on a comprehensive training manual to ensure staff is fully

trained and can answer each call efficiently and accurately. In addition, staff has been provided specific greeting scripts to ensure each caller receives professional customer service.

The average response time for a call has been significantly reduced to an average of 7.4 minutes this quarter compared to an average of 15.3 minutes last quarter, thereby reducing the average speed of answer time by more than half.

In addition, the abandoned calls have been significantly reduced from 6,111 last quarter to 3,065 this quarter, thereby reducing these by almost half.

#### SPECIALTY BOARD APPLICATIONS:

The Board has one pending application from a specialty board requesting approval by the Board.

#### INTERNATIONAL MEDICAL SCHOOLS:

The Licensing program has six Self-Assessment Reports pending. Specifically, three are pending initial review by staff, two reviews have been completed by staff and will be forwarded to a consultant by the end of January, and one report is with a consultant for review and a final report of his findings.

At a previous Board meeting, the Board authorized staff to conduct the site visit of the Medical University of the Americas. At this time, the Board is awaiting final approval from the appropriate control agencies to conduct the site visit in late Spring 2017.

The Board has completed the examination process to hire additional medical consultants to assist with the review of international medical schools that wish to be recognized in California. Staff has been notified by the Department of Consumer Affairs that there are two eligible candidates. Staff will hire these individuals as soon as possible. Additional medical consultants will be of great assistance to the Licensing Program and will allow it the opportunity to decrease the amount of time it currently takes to determine if an international medical school meets the Board's requirements.

#### OUTREACH:

The Licensing Outreach Manager has attended the following licensing workshops and when appropriate, residents from affiliated hospitals are invited to attend.

#### License Fairs / Resident Orientations

October 5: UCSF: 70 residents  
 October 13: Los Angeles Children's Hospital: 45 residents  
 October 18: Los Angeles Kaiser Permanente: 30 staff  
 October 19: Los Angeles Kaiser Permanente: 90 residents  
 October 25: Riverside Community Hospital (new teaching hospital): 15 staff and program directors  
 October 26: UC Riverside: 15 residents  
 Nov 2: Loma Linda: 75 residents

Licensing Program Report

**WORKLOAD REPORT**  
as of December 31, 2016

Fiscal Year 2016-2017

<b>CONSUMER INFORMATION UNIT FY 16/17</b>					
	<b>FY 16/17</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Total Calls Answered	<b>34,536</b>	18,359	16,177		
Calls Requesting Call Back	<b>10,086</b>	6,288	3,798		
Calls Abandoned	<b>9,176</b>	6,111	3,065		

<b>CONSUMER INFORMATION UNIT FY 15/16</b>					
	<b>FY 15/16</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Total Calls Answered	<b>77,532</b>	19,692	18,804	19,651	19,385
Calls Requesting Call Back	<b>32,727</b>	12,788	5,731	5,710	8,498
Calls Abandoned	<b>27,687</b>	8,913	4,374	6,005	8,395
Address Changes Completed	<b>4,363</b>	1,438	950	969	1,006

<b>PHYSICIAN &amp; SURGEON DATA FY 16/17</b>					
	<b>FY 16/17</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
*Applications Received	<b>4,037</b>	2,178	1,859		
Initial Reviews Completed	<b>4,253</b>	2,105	2,148		
Pending	<b>N/A</b>				
Reviewed	<b>N/A</b>				
Not Reviewed	<b>N/A</b>				
(SR2s Pending)	<b>N/A</b>	55	49		
Licenses Issued	<b>3,286</b>	1,801	1,485		
Renewals Issued	<b>32,967</b>	16,717	16,250		

\*The Applications Received stat does not include applications received with monies not cleared as this process may take several weeks.

<b>PHYSICIAN &amp; SURGEON DATA FY 15/16</b>					
	<b>FY 15/16</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	<b>7,763</b>	2,262	1,732	2,094	1,675
Initial Reviews Completed	<b>7,687</b>	1,645	1,975	1,902	2,165
Total Pending	<b>N/A</b>				
Reviewed	<b>N/A</b>				
Not Reviewed	<b>N/A</b>				
(SR2s Pending)	<b>N/A</b>	35	38	51	53
Licenses Issued	<b>6,316</b>	1,237	1,425	1,716	1,938
Renewals Issued	<b>66,778</b>	17,123	16,237	16,712	16,706

Licensing Program Report

**WORKLOAD REPORT**  
as of December 31, 2016

Fiscal Year 2016-2017

<b>Unrecognized and Disapproved Medical School Applicants (2135.7) - FY 16/17</b>					
	<b>FY 16/17</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Beginning	3	3	3		
Received	1	0	1		
Reviewed	1	0	1		
Not Eligible	0	0	0		
Licensed	0	0	0		

<b>Unrecognized and Disapproved Medical School Applicants (2135.7) - FY 15/16</b>					
	<b>FY 15/16</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Beginning	N/A	7	9	5	4
Received	5	4	0	1	0
Reviewed	5	4	0	1	0
Not Eligible	0	0	0	0	0
Licensed	8	2	4	2	0

<b>SR 2 - CATEGORIES FY 16/17</b>					
	<b>FY 16/17</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Alcohol/Drugs	8	6	2		
PG/Medical Knowledge	36	22	14		
Convictions	24	17	7		
Other	85	61	24		

<b>SR 2 - CATEGORIES FY 15/16</b>					
	<b>FY 15/16</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Alcohol/Drugs	29	7	8	10	4
PG/Medical Knowledge	61	16	23	16	6
Convictions	41	17	8	11	5
Other	128	31	32	31	34

Licensing Program Report

**WORKLOAD REPORT**  
as of December 31, 2016

Fiscal Year 2016-2017

<b>INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 16/17</b>					
	<b>FY 16/17</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Schools Pending Recognition at Beginning of Quarter	N/A	123	135		
Pending Self-Assessment Reports (included pending above)	N/A	7	7		
New Self-Assessment Reports Received (included pending above)	0	0	0		
New Unrecognized Schools Received	45	31	14		
School Recognized Pursuant to CCR 1314(a)(1)	21	17	4		
School Recognized Pursuant to CCR 1314(a)(2)	2	2	0		
TOTAL Schools Pending Recognition at End of Quarter	N/A	135	145		

<b>INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 15/16</b>					
	<b>FY 15/16</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Schools Pending Recognition at Beginning of Quarter	N/A	107	114	123	122
Pending Self-Assessment Reports	N/A	7	7	7	7
New Self-Assessment Reports Received	1	0	0	0	1
New Unrecognized Schools Received	45	13	13	7	12
School Recognized Pursuant to CCR 1314(a)(1)	29	6	4	8	11
School Recognized Pursuant to CCR 1314(a)(2)	0	0	0	0	0
TOTAL Schools Pending Recognition at End of Quarter	N/A	114	123	122	124

<b>SPECIALTY BOARD APPLICATIONS FY 16/17</b>					
	<b>FY 16/17</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	0	0	0		
Applications Pending	N/A	1	1		

<b>SPECIALTY BOARD APPLICATIONS FY 15/16</b>					
	<b>FY 15/16</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	1	0	1	0	0
Applications Pending	N/A	1	1	1	1

<b>RESEARCH PSYCHOANALYST FY 16/17</b>					
	<b>FY 16/17</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
RP Applications Received	5	4	1		
RP Licenses Issued	4	4	0		

<b>RESEARCH PSYCHOANALYST FY 15/16</b>					
	<b>FY 15/16</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
RP Applications Received	6	1	2	3	0
RP Licenses Issued	9	3	1	4	1

Licensing Program Report

**WORKLOAD REPORT**  
as of December 31, 2016

Fiscal Year 2016-2017

<b>LICENSED MIDWIVES FY 16/17</b>					
	<b>FY 16/17</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	14	4	10		
Applications Pending	N/A	4	6		
Applications Withdrawn	1	1	0		
Licenses Issued	11	3	8		
Licenses Renewed	89	47	42		

<b>LICENSED MIDWIVES FY 15/16</b>					
	<b>FY 15/16</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	26	5	4	12	5
Applications Pending	N/A	2	3	1	2
Applications Withdrawn	1	1	0	0	0
Licenses Issued	29	8	3	14	4
Licenses Renewed	170	37	43	50	40

<b>FICTITIOUS NAME PERMITS FY 16/17</b>					
	<b>FY 16/17</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
P&S - FNP Received	660	330	330		
P&S - FNP Issued	563	304	259		
P&S - FNP Pending	N/A	N/A	N/A		
P&S - FNP Renewed	2,537	1,657	880		
Podiatric FNP Received	5	3	2		
Podiatric FNP Issued	6	0	6		
Podiatric FNP Pending	N/A	N/A	N/A		
Podiatric FNP Renewed	63	28	35		

<b>FICTITIOUS NAME PERMITS FY 15/16</b>					
	<b>FY 15/16</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
P&S - FNP Received	1289	375	295	318	301
P&S - FNP Issued	1,243	324	268	337	314
P&S - FNP Pending	N/A	N/A	N/A	N/A	N/A
P&S - FNP Renewed	5,104	1,337	1,121	1,357	1,289
Podiatric FNP Received	18	6	7	1	4
Podiatric FNP Issued	26	6	9	6	5
Podiatric FNP Pending	N/A	N/A	N/A	N/A	N/A
Podiatric FNP Renewed	156	36	35	44	41

POLYSOMNOGRAPHY FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
<b>Trainee</b>					
Applications Received	16	4	12		
Registrations Issued	11	4	7		
Registrations Renewed	1	3	6		
<b>Technician</b>					
Applications Received	11	3	8		
Registrations Issued	21	15	6		
Registrations Renewed	20	7	13		
<b>Technologist</b>					
Applications Received	32	16	16		
Registrations Issued	17	2	15		
Registrations Renewed	232	121	111		

POLYSOMNOGRAPHY FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
<b>Trainee</b>					
Applications Received	5	N/A	N/A	N/A	5
Registrations Issued	7	N/A	N/A	N/A	7
Registrations Renewed	1	N/A	N/A	N/A	1
<b>Technician</b>					
Applications Received	5	N/A	N/A	N/A	5
Registrations Issued	7	N/A	N/A	N/A	7
Registrations Renewed	5	N/A	N/A	N/A	5
<b>Technologist</b>					
Applications Received	11	N/A	N/A	N/A	11
Registrations Issued	12	N/A	N/A	N/A	12
Registrations Renewed	11	N/A	N/A	N/A	11

Licensing Program Report

**WORKLOAD REPORT**  
as of December 31, 2016

Fiscal Year 2016-2017

<b>SPECIAL PROGRAMS</b>																								
<b>FY 16/17</b>																								
Permit	Applications Received				Applications Reviewed				Permits Issued				Permits Renewed				Total Pending				Applications Withdrawn or Denied			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2111	10	3			10	4			11	6			20	10			10	7			0	0		
2112	0	0			0	0			1	1			0	0			0	0			0	0		
2113	4	3			3	5			9	4			15	13			15	14			0	0		
2168	0	0			0	0			0	0			1	3			4	4			0	0		
2072	0	0			0	0			0	0			0	0			0	0			0	0		
1327	0	0			0	0			0	0			0	0			0	0			0	0		

<b>SPECIAL PROGRAMS</b>																								
<b>FY 15/16</b>																								
Permit	Applications Received				Applications Reviewed				Permits Issued				Permits Renewed				Total Pending				Applications Withdrawn or Denied			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2111	22	3	6	7	13	12	5	7	14	11	8	4	14	6	11	9	17	9	7	10	0	0	0	0
2112	1	1	0	1	1	1	0	0	0	1	0	0	0	0	0	1	1	1	1	2	0	0	0	0
2113	6	6	12	7	4	4	8	8	5	10	4	5	18	10	10	9	15	11	19	21	0	0	0	0
2168	0	2	0	1	0	2	0	0	2	0	1	0	2	2	2	2	0	2	1	2	0	0	0	0
2072	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1327	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0

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)

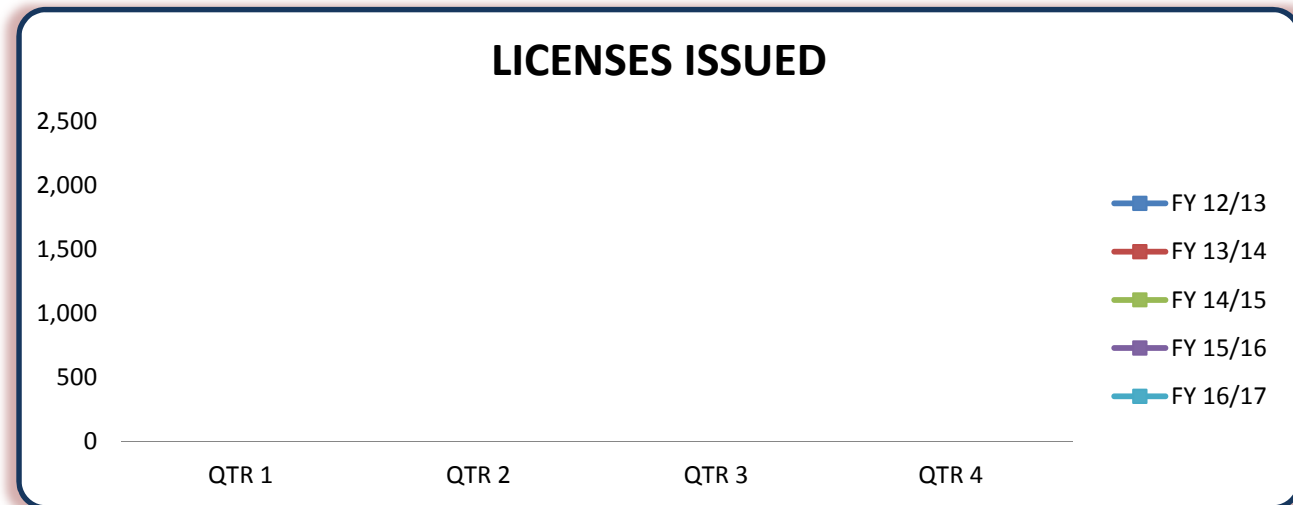
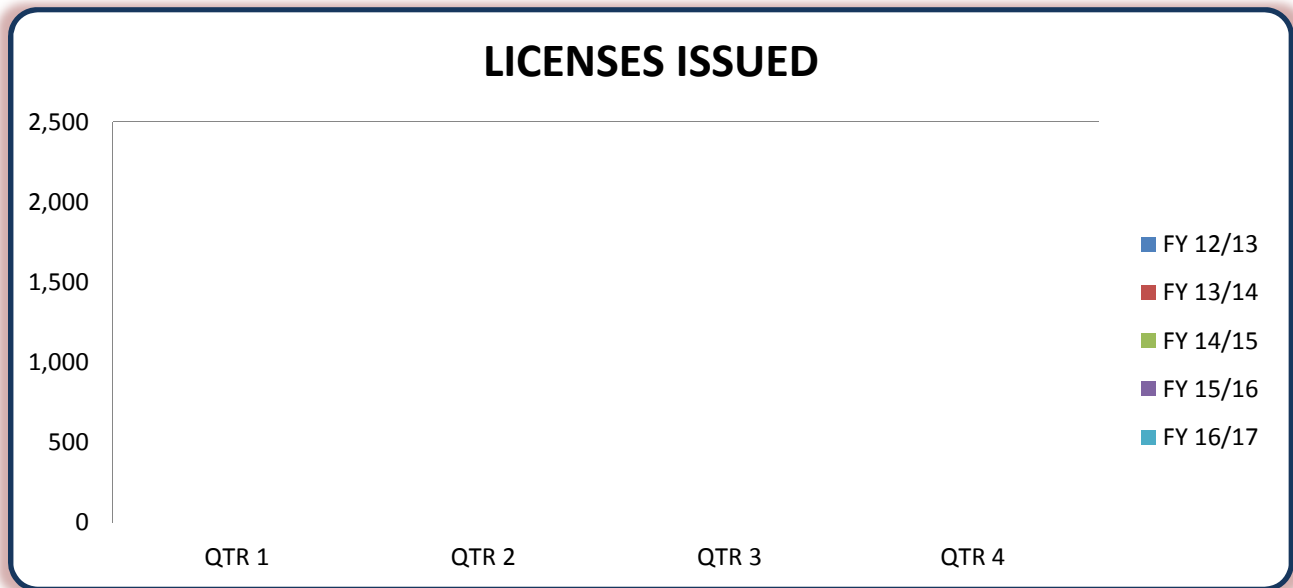
2168 - Special Faculty Permit (academically eminent; unrestricted practice within sponsoring medical school - not eligible for licensure)

2072 - Special Permit - Correctional Facility

1327 - Medical Student Rotations - Non-ACGME Hospital Rotation



PHYSICIAN'S AND SURGEON'S LICENSES ISSUED					
Five Fiscal Year History					
Fiscal Year	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
FY 16/17	1,801	1,485			<b>3,286</b>
FY 15/16	1,237	1,425	1,716	1,938	<b>6,316</b>
FY 14/15	1,222	1,243	1,383	2,035	<b>5,883</b>
FY 13/14	1,447	849	1,257	1,969	<b>5,522</b>
FY 12/13	1,447	1,264	1,291	1,438	<b>5,440</b>



Licensing Program Report

**WORKLOAD REPORT**  
as of December 31, 2016

**Fiscal Year 2015-2016**

<b>*PHYSICIAN'S AND SURGEON'S LICENSE AND PTAL APPLICATIONS RECEIVED</b>					
<b>Five Fiscal Year History</b>					
<b>Fiscal Year</b>	<b>QTR 1</b>	<b>QTR 2</b>	<b>QTR 3</b>	<b>QTR 4</b>	<b>TOTAL</b>
FY 16/17	2,178	1,859			<b>4,037</b>
FY 15/16	2,262	1,732	2,094	1,675	<b>7,763</b>
FY 14/15			1,967	1,516	<b>6,850</b>
FY 13/14					<b>6,308</b>
FY 12/13	1,722	1,715	1,708	1,552	<b>6,697</b>

\*The Applications Received stat does not include applications received with monies not cleared as this process may take several weeks.

<b>Fiscal Year - 2016/2017</b>					
<b>Strategic Plan Goal 5: Organizational Effectiveness</b>					
<b>Objective 5.1: Licensing Applications to be Reviewed Within 45 Days</b>					
	<b>FY 16/17</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of Weeks 45 Day Initial Review Goal Not Met	<b>0</b>	0	0		
Number of Weeks	<b>52</b>	13	13	13	13
Highest # of Days Goal Exceeded	<b>N/A</b>	N/A	N/A		

**Fiscal Year - 2015/2016**

<b>Strategic Plan Goal 5: Organizational Effectiveness</b>					
<b>Objective 5.1: Licensing Applications to be Reviewed Within 45 Days</b>					
	<b>FY 15/16</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of Weeks 45 Day Initial Review Goal Not Met	<b>38</b>	10	9	13	6
Number of Weeks	<b>52</b>	13	13	13	13
Highest # of Days Goal Exceeded	<b>N/A</b>	19	23	13	11