

MEDICAL BOARD OF CALIFORNIA

DATE REPORT ISSUED: April 3, 2017
ATTENTION: Members, Medical Board of California (Board)
SUBJECT: Licensing Program Summary
STAFF CONTACT: April Alameda, Staff Services Manager II

PROGRAM UPDATE:

Although the Licensing Program continues to have some vacancies, work has been redistributed to lead staff and management to ensure goals are met. Management will continue to utilize all resources available to continue to meet the goals with no overtime. The Licensing Program is currently reviewing and updating existing procedures to ensure work is completed in the most efficient manner.

The Licensing Program is currently in its busiest time of year when residents who are training in California require a medical license before the end of June. The management team will continue to be proactive in an effort to maintain all goals while meeting the needs of the applicants and the training programs.

The Licensing Program's strategic goal for reviewing Physician's and Surgeon's License applications is within 45 days of receipt by the Board. Licensing staff continues to exceed this goal for the third quarter of fiscal year 2016/2017. During the third quarter, the average number of days to complete the initial review of a physician's and surgeon's license application is **29 days**. In addition, licensing staff continues to process all incoming mail within an average of **7 days**.

The Licensing Program has issued 4,889 medical licenses since the beginning of the fiscal year 2016/2017. This is an increase of 511 medical 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 associate governmental program analysts, Pati Medina and Rhonda Baldo. Each have over 20 years of experience with the Board and they will continue to be an asset to the Licensing Program.

The Licensing Program is actively recruiting for four positions: staff services analyst for the international medical graduate application review; management services technician for the United States/Canada graduate application review; program technician II for the Consumer Information Unit, and an office technician for the Cashiering Unit.

CONSUMER INFORMATION CENTER:

The Consumer Information Center (CIU) staff continues to work on a comprehensive training manual to ensure staff are fully trained and answer each call efficiently and accurately. CIU staff utilizes specific greeting scripts to ensure each caller receives professional customer service. The CIU supervisor monitors telephone calls weekly to ensure accurate information is being provided to callers. To improve customer service, CIU is now open daily from 8:00 a.m. to 5:00 p.m., including the lunch hour.

The number of calls answered this quarter increased to 19,516 compared to last quarter of 16,463, which is an 18.5% increase of calls answered by staff. In addition, the number of callbacks have increased this quarter to 6,871 compared to last quarter of 3,994, which is a significant increase of 72% more callbacks made by staff.

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 seven Self-Assessment Reports pending. Specifically, three are pending initial review by Board staff; one review has been completed and will be forwarded to a medical consultant for review; and three reports are with a medical consultant for review and recommendation. In addition, staff identified 83 international medical schools that have failed to respond to the Board's initial letter and follow-up requests for additional information to continue with the review process to recognize their school in California. Staff has begun sending final letters to these international medical schools in an attempt to obtain the necessary documentation to continue with the review process. If no response is received, their file will be closed and will no longer be in a pending status. An update will be provided at the July 2017 Board meeting.

At a previous Board meeting, Members authorized staff to conduct a site visit of the Medical University of the Americas. The site visit will take place in June 2017 and staff is working on the final approval from the appropriate control agencies to conduct the site visit, as well as the travel arrangements for the site team.

Medical consultant interviews were held on April 3, 2017 and it is expected that the Board will have one additional medical consultant by May 2017 to assist with the review of international medical schools that wish to be recognized in California. Additional medical consultants will be of great assistance to the Licensing Program and will 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 and Licensing Manager have attended the following licensing workshops:

February 8-9	Harbor UCLA Medical Center, 40 residents
February 15	Dignity Health/Methodist Hospital of Sacramento, 7 residents

March 9	Santa Clara Valley Medical Center, 32 residents
March 16	UC San Diego – Veteran’s Affairs, 33 residents
March 17	UC San Diego – Hillcrest Medical Center, 68 residents
March 20	UC San Francisco – Benioff Children’s Hospital, 29 residents
March 24	UC Davis Medical Center, 76 residents
March 28	Kaiser Permanente – Vallejo Medical Center, 11 residents
March 29	Kaiser Permanente – Oakland Medical Center, 28 residents
March 30	Kaiser Permanente – Santa Clara Medical Center, 18 residents

CONSUMER INFORMATION UNIT FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Total Calls Answered	37,875	18,359	16,463*	19,516	
Calls Requesting Call Back	13,159	6,288	3,994*	6,871	
Calls Abandoned	10,773	6,111	3,245*	4,662	

*These numbers are different than what was reported last meeting as they now include data from 11/28/16. Verizon was having a denial of service attack, causing intermittent ability to take calls.

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

PHYSICIAN & SURGEON DATA FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
*Applications Received	6,072	2,178	1,859	2,035	
Initial Reviews Completed	6,194	2,105	2,148	1,941	
Pending	N/A				
Reviewed	N/A				
Not Reviewed	N/A				
(SR2s Pending)	N/A	55	49	47	
Licenses Issued	4,889	1,801	1,485	1,603	
Renewals Issued	49,871	16,717	16,250	16,904	

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

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

Unrecognized and Disapproved Medical School Applicants (2135.7) - FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Beginning	3	3	3	5	
Received	5	0	1	4	
Reviewed	5	0	1	4	
Not Eligible	0	0	0	0	
Licensed	1	0	0	1	

Unrecognized and Disapproved Medical School Applicants (2135.7) - FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
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

SR 2 - CATEGORIES FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Alcohol/Drugs	13	6	2	5	
PG/Medical Knowledge	58	22	14	22	
Convictions	27	17	7	3	
Other	105	61	24	20	

SR 2 - CATEGORIES FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
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

INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Schools Pending Recognition at Beginning of Quarter	N/A	123	135	145	
Pending Self-Assessment Reports (included pending above)	N/A	7	7	7	
New Self-Assessment Reports Received (included pending above)	0	0	0	0	
New Unrecognized Schools Received	61	31	14	16	
School Recognized Pursuant to CCR 1314(a)(1)	27	17	4	6	
School Recognized Pursuant to CCR 1314(a)(2)	2	2	0	0	
TOTAL Schools Pending Recognition at End of Quarter	N/A	135	145	155	

INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
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

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

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

RESEARCH PSYCHOANALYST FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
RP Applications Received	6	4	1	1	
RP Licenses Issued	6	4	0	2	

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

LICENSED MIDWIVES FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
Applications Received	20	4	10	6	
Applications Pending	N/A	4	6	3	
Applications Withdrawn	1	1	0	0	
Licenses Issued	20	3	8	9	
Licenses Renewed	131	47	42	42	

LICENSED MIDWIVES FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
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

FICTITIOUS NAME PERMITS FY 16/17					
	FY 16/17	Q1	Q2	Q3	Q4
P&S - FNP Received	914	330	330	254	
P&S - FNP Issued	875	304	259	312	
P&S - FNP Pending	N/A	N/A	N/A	N/A	
P&S - FNP Renewed	3,850	1,657	880	1,313	
Podiatric FNP Received	9	3	2	4	
Podiatric FNP Issued	13	0	6	7	
Podiatric FNP Pending	N/A	N/A	N/A	N/A	
Podiatric FNP Renewed	95	28	35	32	

FICTITIOUS NAME PERMITS FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
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
Trainee					
Applications Received	22	4	12	6	
Registrations Issued	20	4	7	9	
Registrations Renewed	1	3	6	4	
Technician					
Applications Received	14	3	8	3	
Registrations Issued	29	15	6	8	
Registrations Renewed	26	7	13	6	
Technologist					
Applications Received	41	16	16	9	
Registrations Issued	35	2	15	18	
Registrations Renewed	323	121	111	91	

POLYSOMNOGRAPHY FY 15/16					
	FY 15/16	Q1	Q2	Q3	Q4
Trainee					
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
Technician					
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
Technologist					
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

SPECIAL PROGRAMS FY 16/17																								
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	0		10	4	2		11	6	2		20	10	10		10	7	5		0	0	0	
2112	0	0	1		0	0	1		1	1	0		0	0	0		0	0	1		0	0	0	
2113	4	3	3		3	5	3		9	4	5		15	13	4		15	14	3		0	0	0	
2168	0	0	1		0	0	0		0	0	1		1	3	1		1	1	1		0	0	0	
2072	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		0	0	0	

SPECIAL PROGRAMS FY 15/16																								
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	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	
1327	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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	1,603		4,889
FY 15/16	1,237	1,425	1,716	1,938	6,316
FY 14/15	1,222	1,243	1,383	2,035	5,883
FY 13/14	1,447	849	1,257	1,969	5,522
FY 12/13	1,447	1,264	1,291	1,438	5,440

