

DATE REPORT ISSUED: November 2, 2023  
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).

### PROGRAM UPDATE:

In Quarter 1 of Fiscal Year 2023-2024, the Board received 2,607 initial license applications (946 Physician's and Surgeon's (P&S) License applications, 769 Transition applications; 892 Postgraduate Training License (PTL) applications) and issued a total of 4,036 licenses (3,763 P&S licenses and 273 PTLs). The Board issued 60% more P&S applications in Quarter 1 than the previous quarter, and more than any other quarter over the last three years.

On September 11, 2023, the Board notified medical schools and postgraduate training programs that effective January 1, 2024, the Board will no longer accept certain application documents through the mail. These documents will only be accepted through the Direct Online Certification Submission (DOCS) portal or through a board-accepted third-party service.

The Licensing Program continues to take steps to reduce the license application backlog, such as hiring ten additional Retired Annuitants to assist with the set up and review of license applications. Other Board units also continue to assist with reviewing license applications during regular business hours and during overtime. Licensing staff trained on reviewing P&S and PTL applications have been required to complete overtime since August 2023. Due to these efforts, the backlog in setting up new applications has been eliminated and the Licensing Program is on track to eliminate the backlog in reviewing new applications.

### DIRECT ONLINE CERTIFICATION SUBMISSION

As of October 26, 2023, 2,312 postgraduate training programs and 598 medical schools are registered in the Board's DOCS portal. There have been 78,047 documents uploaded to DOCS since its inception.

### WEBMASTER

The Licensing Program responded to 2,772 emails via the Licensing Webmaster in Quarter 1 of the current fiscal year. The most responded topics during this quarter were application status checks, license renewals, and pocket cards.

## CONSUMER INFORMATION UNIT

In Quarter 1 of FY 2023-2024, the Consumer Information Unit (CIU) received 16,524 calls, with an average wait time of 5:08 minutes. Five of the topics most responded to in CIU during this quarter were license application status checks, license application questions, complaint questions, requests for mailed complaint forms, and inquiries regarding changes in license status. CIU only has one remaining vacancy and is in the final stages of filling the position.

## OUTREACH

In Quarter 1 of FY 2023-2024, the Licensing Program performed two outreach presentations at accredited postgraduate training program orientation events where Licensing staff answered application questions and provided feedback.

## WORKLOAD REPORT as of September 30, 2023

<b>CONSUMER INFORMATION UNIT Fiscal Year 23-24</b>	<b>2023-2024</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Total Calls Answered	<b>14,561</b>	14,561			
*Calls Requesting Call Back	<b>5,239</b>	5,239			
Calls Abandoned	<b>3,320</b>	3,320			

<b>CONSUMER INFORMATION UNIT Fiscal Year 22-23</b>	<b>2022-2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Total Calls Answered	<b>62,441</b>	16,375	14,456	16,323	15,287
*Calls Requesting Call Back	<b>22,544</b>	7,326	6,423	5,745	3,050
Calls Abandoned	<b>17,555</b>	5,876	5,178	4,455	2,046
*Calls Requesting Call Back is a subset of Total Calls Answered					

<b>PHYSICIAN &amp; SURGEON DATA Fiscal Year 23-24</b>	<b>2023-2024</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
P&S Initial License Apps Received	<b>946</b>	946			
P&S Transition Apps Received	<b>769</b>	769			
*Total P&S Applications Received	<b>1,715</b>	1,715			
Initial Reviews Completed	<b>3,442</b>	3,442			
Licenses Issued	<b>3,763</b>	3,763			
Renewals Issued	<b>18,586</b>	18,586			

<b>PHYSICIAN &amp; SURGEON DATA Fiscal Year 22-23</b>	<b>2022-2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
P&S Initial License Apps Received	<b>4,646</b>	1,054	1,199	1,799	594
P&S Transition Apps Received	<b>4,003</b>	1,034	512	1,674	783
*Total P&S Applications Received	<b>8,649</b>	2,088	1,711	3,473	1,377
Initial Reviews Completed	<b>8,004</b>	1,851	1,616	1,997	2,540
Licenses Issued	<b>7,639</b>	2,561	1,131	1,593	2,354
Renewals Issued	<b>73,263</b>	18,733	15,890	18,853	19,787

<b>POSTGRADUATE TRAINING LICENSE DATA Fiscal Year 23-24</b>	<b>2023-2024</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
*Applications Received	<b>892</b>	892			
Initial Reviews Completed	<b>834</b>	834			
Licenses Issued	<b>273</b>	273			

<b>POSTGRADUATE TRAINING LICENSE DATA Fiscal Year 22-23</b>	<b>2022-2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
*Applications Received	<b>2,145</b>	1,271	178	183	513
Initial Reviews Completed	<b>2,470</b>	1,188	1,199	36	47
Licenses Issued	<b>2,810</b>	939	1,326	520	25

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

### WORKLOAD REPORT as of September 30, 2023

CATEGORIES OF APPLICATIONS REFERRED TO SENIOR REVIEW 2* Fiscal Year 23-24	2023-2024	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Alcohol/Drugs	5	5			
PG/Medical Knowledge	26	26			
Convictions	4	4			
Other	6	6			

CATEGORIES OF APPLICATIONS REFERRED TO SENIOR REVIEW 2* Fiscal Year 22-23	2022-2023	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Alcohol/Drugs	27	11	6	8	2
PG/Medical Knowledge	107	37	38	20	12
Convictions	18	6	5	5	2
Other	46	6	20	9	11

\*One application may be counted in more than one category.

LICENSED MIDWIVES Fiscal Year 23-24	2023-2024	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Applications Received	11	11			
Licenses Issued	11	11			
Licenses Renewed	53	53			

LICENSED MIDWIVES Fiscal Year 22-23	2022-2023	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Applications Received	28	9	6	7	6
Licenses Issued	34	11	6	7	10
Licenses Renewed	234	53	54	60	67

FICTITIOUS NAME PERMIT Fiscal Year 23-24	2023-2024	Quarter 1	Quarter 2	Quarter 3	Quarter 4
P&S - FNP Received	485	485			
P&S - FNP Issued	474	474			
P&S - FNP Renewed	1,232	1,232			
Podiatric FNP Received	7	7			
Podiatric FNP Issued	8	8			
Podiatric FNP Renewed	21	21			

FICTITIOUS NAME PERMIT Fiscal Year 22-23	2022-2023	Quarter 1	Quarter 2	Quarter 3	Quarter 4
P&S - FNP Received	1,821	454	468	434	465
P&S - FNP Issued	1,732	492	401	427	412
P&S - FNP Renewed	5,414	1,370	1,019	1,575	1,450
Podiatric FNP Received	32	8	7	7	10
Podiatric FNP Issued	29	6	7	6	10
Podiatric FNP Renewed	100	30	28	22	20

## WORKLOAD REPORT as of September 30, 2023

<b>POLYSOMNOGRAPHY Fiscal Year 23-24</b>	<b>2023-2024</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Trainee Applications Received	9	9			
Trainee Registrations Issued	13	13			
Trainee Registrations Renewed	5	5			
Technician Applications Received	2	2			
Technician Registrations Issued	4	4			
Technician Registrations Renewed	15	15			
Technologist Applications Received	9	9			
Technologist Registrations Issued	9	9			
Technologist Registrations Renewed	56	56			

<b>POLYSOMNOGRAPHY Fiscal Year 22-23</b>	<b>2022-2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Trainee Applications Received	43	5	6	7	25
Trainee Registrations Issued	43	10	3	3	27
Trainee Registrations Renewed	15	1	5	3	6
Technician Applications Received	21	4	2	9	6
Technician Registrations Issued	21	5	2	9	5
Technician Registrations Renewed	63	18	12	13	20
Technologist Applications Received	47	14	10	14	9
Technologist Registrations Issued	48	13	10	10	15
Technologist Registrations Renewed	388	117	107	85	79

<b>RESEARCH PSYCHOANALYST Fiscal Year 23-24</b>	<b>2023-2024</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
RP Applications Received	1	1			
RP Licenses Issued	1	1			
RP Licenses Renewed	0	0			

<b>RESEARCH PSYCHOANALYST Fiscal Year 22-23</b>	<b>2022-2023</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
RP Applications Received	7	3	0	4	0
RP Licenses Issued	5	1	1	0	3
RP Licenses Renewed	16	5	2	3	6

**WORKLOAD REPORT  
as of September 30, 2023**

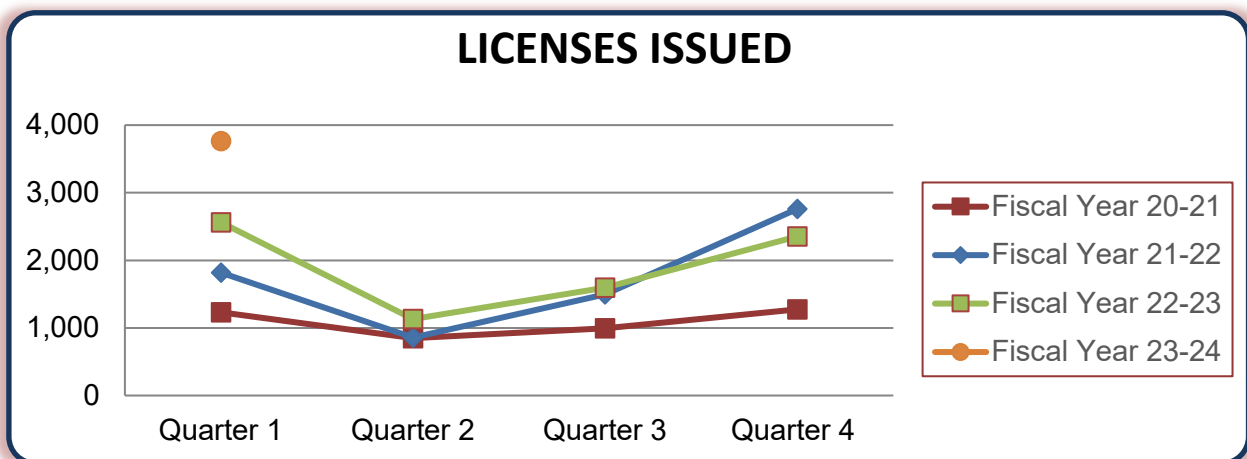
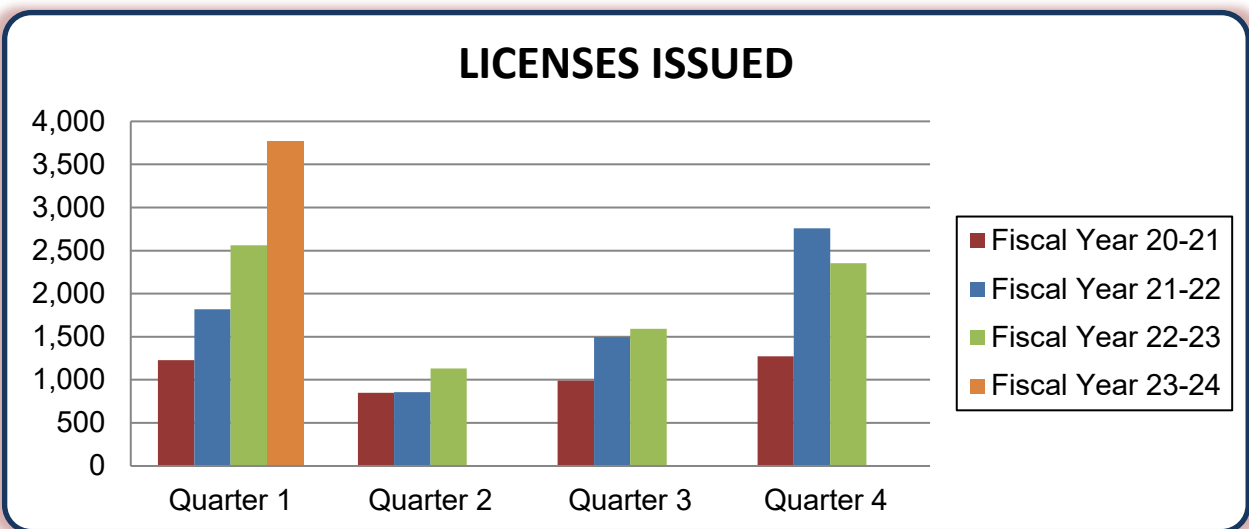
<b>SPECIAL PROGRAMS Fiscal Year 23-24</b>	<b>2023-2024</b>	<b>Quarter 1</b>	<b>Quarter2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2111 Applications Received	6	6			
2111 Applications Reviewed	5	5			
2111 Permits Issued	5	5			
2111 Permits Renewed	5	5			
2112 Applications Received	0	0			
2112 Applications Reviewed	0	0			
2112 Permits Issued	0	0			
2112 Permits Renewed	0	0			
2113 Applications Received	6	6			
2113 Applications Reviewed	9	9			
2113 Permits Issued	16	16			
2113 Permits Renewed	9	9			
2168 Applications Received	0	0			
2168 Applications Reviewed	0	0			
2168 Permits Issued	0	0			
2168 Permits Renewed	4	4			

<b>SPECIAL PROGRAMS Fiscal Year 22-23</b>	<b>2022-2023</b>	<b>Quarter 1</b>	<b>Quarter2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2111 Applications Received	24	10	5	6	3
2111 Applications Reviewed	23	9	7	3	4
2111 Permits Issued	25	9	8	4	4
2111 Permits Renewed	44	12	10	10	12
2112 Applications Received	0	0	0	0	0
2112 Applications Reviewed	0	0	0	0	0
2112 Permits Issued	0	0	0	0	0
2112 Permits Renewed	0	0	0	0	0
2113 Applications Received	33	7	9	12	5
2113 Applications Reviewed	30	5	7	13	5
2113 Permits Issued	33	13	7	4	9
2113 Permits Renewed	56	15	8	13	20
2168 Applications Received	1	1	0	0	0
2168 Applications Reviewed	2	1	1	0	0
2168 Permits Issued	3	0	0	3	0
2168 Permits Renewed	13	8	2	2	1

- 2111 - Visiting Fellow (doesn't satisfy postgraduate training required for licensure)
- 2112 - Hospital Fellowship Program Non-Citizen (doesn't 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\* Four Fiscal Year History

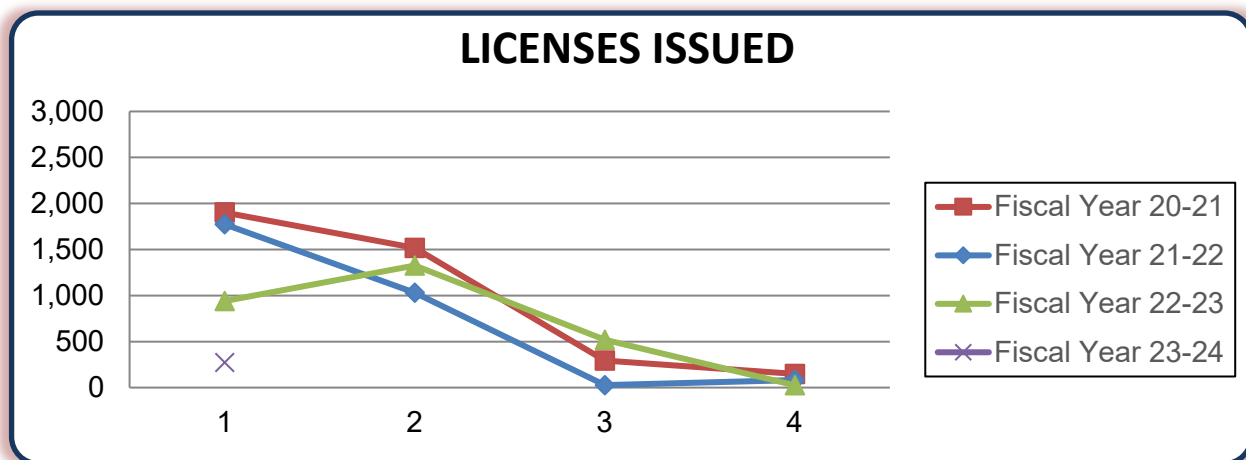
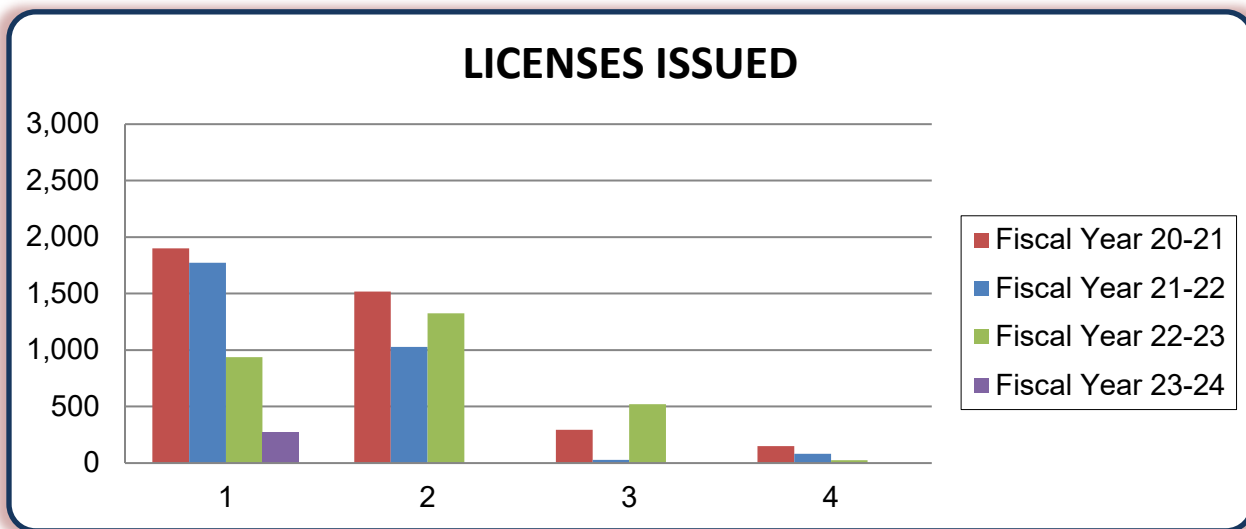
Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 23-24	3,763				<b>3,763</b>
Fiscal Year 22-23	2,561	1,131	1,593	2,354	<b>7,639</b>
Fiscal Year 21-22	1,818	857	1,497	2,760	<b>6,932</b>
Fiscal Year 20-21	1,229	849	992	1,274	<b>4,344</b>



\*Data provided pertains to Physician's and Surgeon's licenses only and does not include data pertaining to Postgraduate Training Licenses.

### Postgraduate Training Licenses Issued\* Fiscal Year History

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 23-24	273				<b>273</b>
Fiscal Year 22-23	939	1,326	520	25	<b>2,810</b>
Fiscal Year 21-22	1,774	1,029	27	81	<b>2,911</b>
Fiscal Year 20-21	1,902	1,519	295	149	<b>3,865</b>



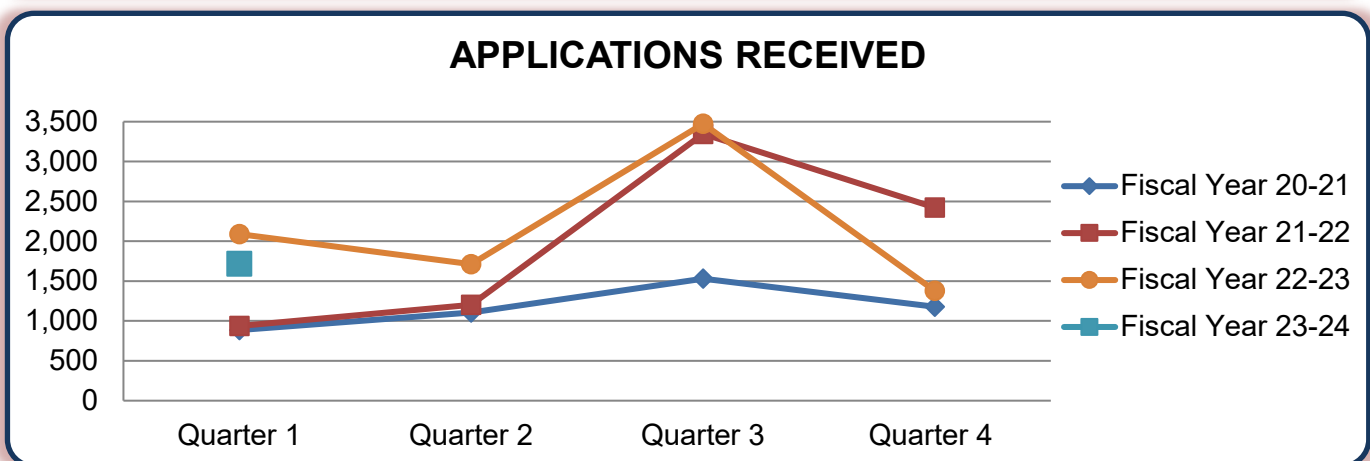
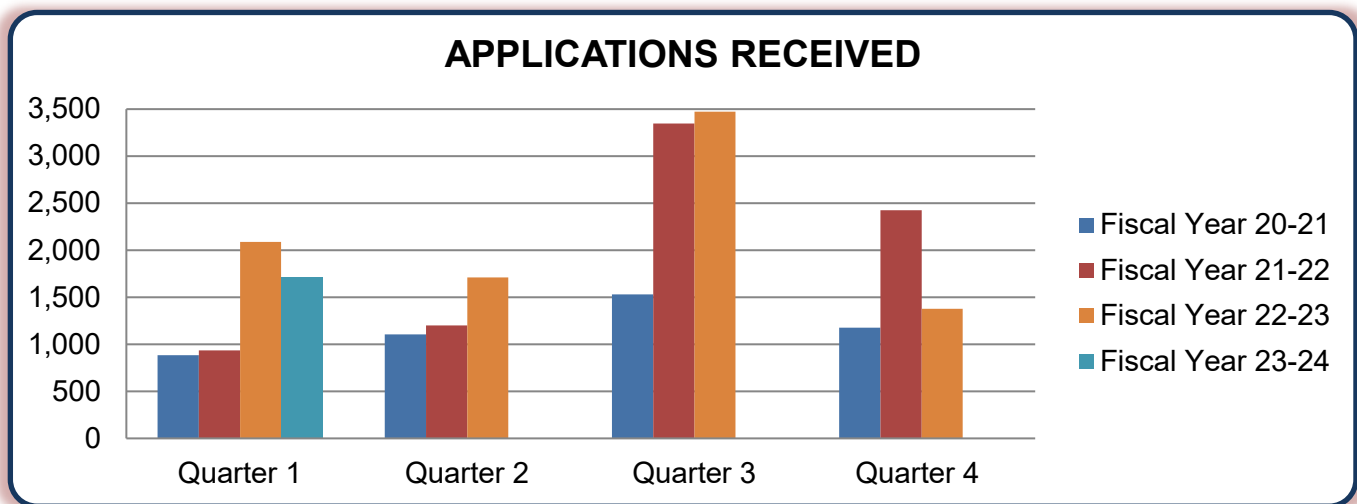
\*Data provided pertains to Postgraduate Training Licenses only and does not include data pertaining to Physician's and Surgeon's Licenses.



### Physician's and Surgeon's Applications Received\* Four Fiscal Year History

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 23-24	1,715				<b>1,715</b>
Fiscal Year 22-23	2,088	1,711	3,473	1,377	<b>8,649</b>
Fiscal Year 21-22	937	1,202	3,347	2,424	<b>7,910</b>
Fiscal Year 20-21	886	1,105	1,530	1,178	<b>4,699</b>

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.

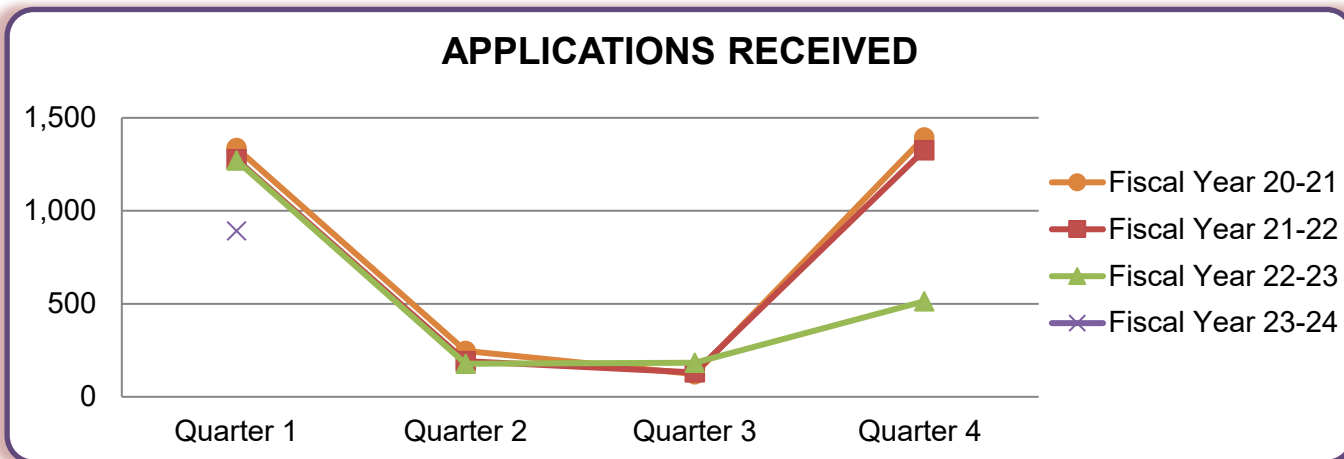
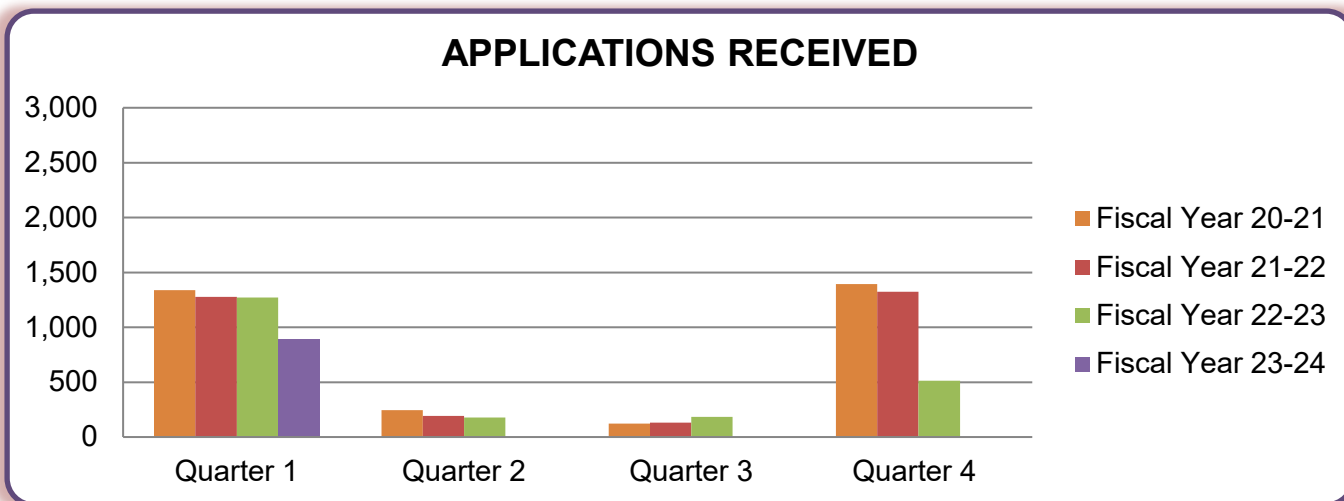


\*Data provided pertains to initial Physician's and Surgeon's license applications and Transition from a PTL to a P&S License applications only and does not include data pertaining to Postgraduate Training Licenses.

### Postgraduate Training License Applications Received\* Fiscal Year History

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 23-24	892				892
Fiscal Year 22-23	1,271	178	183	513	2,145
Fiscal Year 21-22	1,277	191	131	1,325	2,924
Fiscal Year 20-21	1,337	246	122	1,394	3,099

\*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.



\*Data provided pertains to Postgraduate Training Licenses only and does not include data pertaining to Physician's and Surgeon's applications.