

## MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: February 5, 2024  
 ATTENTION: Members, Medical Board of California  
 SUBJECT: Information Systems Branch Summary  
 STAFF CONTACT: Sean Eichelkraut, Information Technology Manager I

### Requested Action:

This report is intended to provide the Members with an update on the Information Systems Branch at the Medical Board of California (Board). No action is needed at this time.

### Medical Board of California iOS App Update for iOS 17:

Originally launched in July 2018, the Medical Board of California iOS App is getting some updates to keep up with Apple's ongoing enhancements to the iOS operating system. Failing to conform to Apple's standards for operating system updates could result in the app being removed from the Apple Store for consumers to obtain, so these updates are being made proactively to mitigate that risk. While updating the project, push notifications are being implemented to keep the app updating even when the application is no longer running in the background. Originally, push notifications were deemed out of scope as an original requirement was to not track any user information. Feedback about the app has suggested that users are willing to opt in to some obfuscated level of tracking to incorporate this push notification functionality. Usage will be tracked by non-identifying device IDs so that push notifications can be sent to registered device IDs to alert the app to check for updates even if not running in the background. No personal information about users will be tracked.

February 2024 Update: Development has begun for the additional infrastructure needed to send push notifications. Extensive testing will be required before releasing the updated version of the app which we are targeting for the second half of 2024.

### License Verification System Update:

The License Verification System (LVS) is being updated to use the same standard state template "look and feel" that the Board's website uses. This will make future maintenance easier and give a more consistent branding to the system. While updating the "look and feel", the AB 133 survey information will be incorporated and displayed to match what is shown in the DCA Search License Lookup System, so that authorized users of the LVS system do not have to query both systems to get the current survey results.

February 2024 Update: Testing is in progress and anticipated launch timeframe is quarter 2 of 2024.

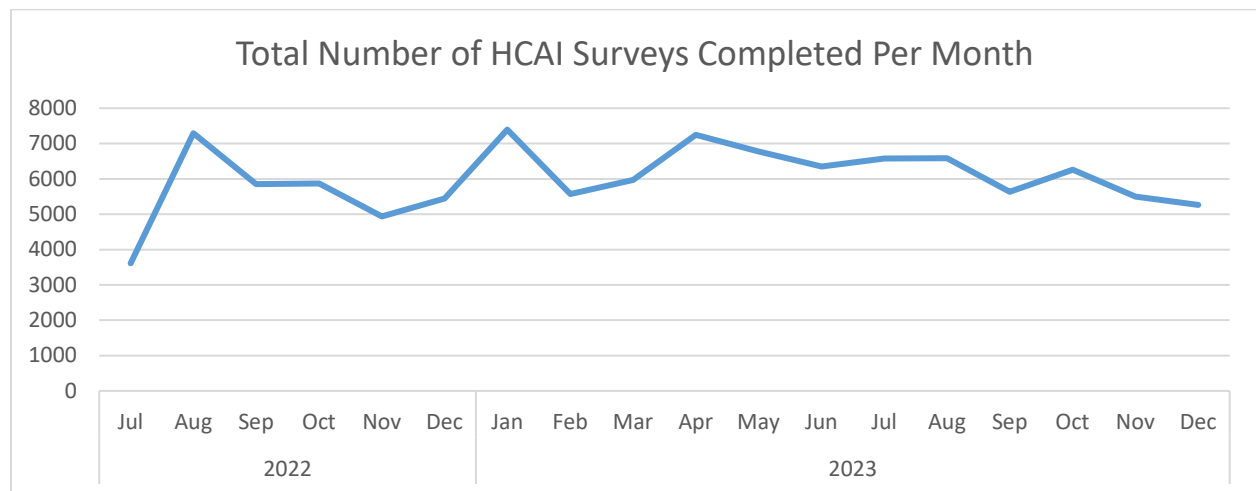
Complaint Tracking System Update:

February 2024 Update: A presentation on Public Comments/Suggestions collected during Interested Parties Meetings and updated/proposed Minimum Viable Product (MVP) requirements was provided to the Board at the November 2023 meeting. The Board approved those MVP requirements to allow the project to proceed. The Stage 1 Business Analysis is being created as required by Statewide Information Management Manual Project Approval Lifecycle. Once completed and reviewed by DCA’s Office of Information Services, it will be submitted for approval to the California Department of Technology. The feedback from the Stage 1 Business Analysis submission will be shared with the Board when available.

Physician Survey Redesign Update:

AB 133 authorizes the California Department of Health Care Access and Information (HCAI), formally the California Office of Statewide Health Planning and Development (OSHPD), to collect additional workforce data from healing arts boards through California Business and Professions Code 502 effective July 1, 2022. Additional data collection items include: Anticipated year of retirement, physical address of primary and secondary practice locations and types, date of birth, gender identify, National Provider Identifier (NPI), work hours, sexual orientation, and disability status.

February 2024 Update: Over 116,399 (+16,636) surveys have been completed representing just over 63% of the Renewed and Current Physician and Surgeon population. Going forward, we will be tracking the percentage of the Renewed and Current Physician and Surgeon population that have completed the survey.

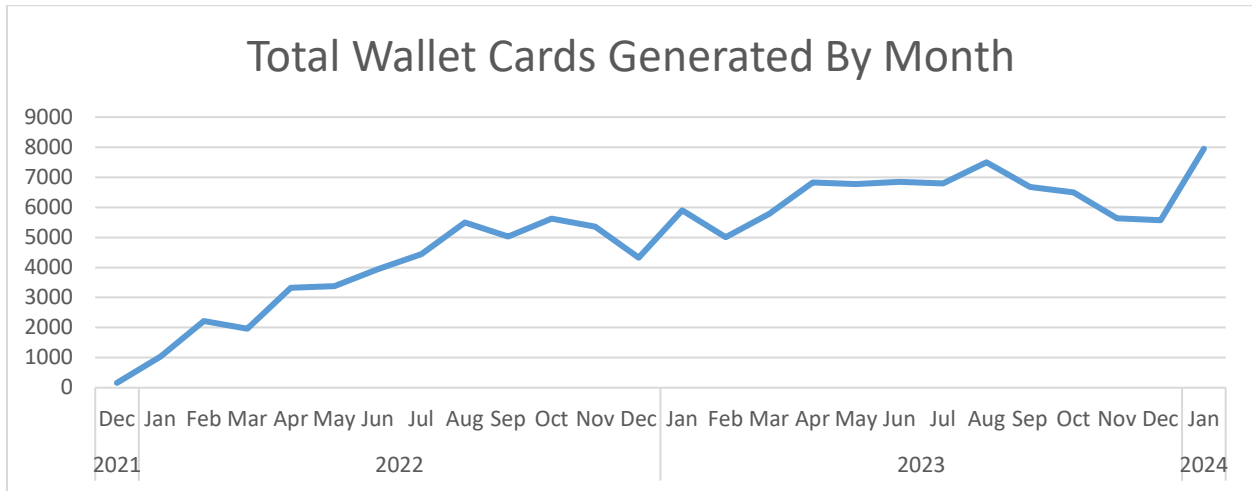


“Print Yourself” Wallet License with QR Codes Update:

Allowing licensees to print their own Wallet License Cards saves the Board resources in the generating, printing, and mailing of the plastic cards, which are not as common or

useful as they once were. Licensees are able to forward the PDF version of their Wallet License to their employers and others as needed and are instantly available instead of the 4-6 weeks it previously took for plastic cards to reach licensees. QR Codes allow anyone to scan the license to instantly view the licensee’s up to date DCA Search profile.

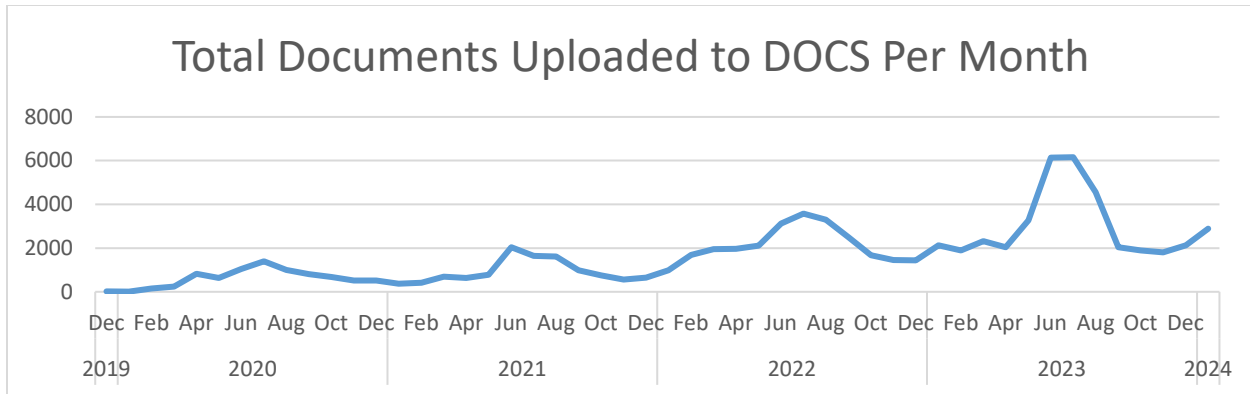
February 2024 Update: Over 131,300 (+>18,300) Wallet Licenses have been generated.



Direct Online Certification Submission (DOCS):

The Direct Online Certification Submission (DOCS) service is a secure, fast, and reliable online document delivery system that allows medical schools and postgraduate training programs to submit certain primary-source licensing documents to the Board.

February 2024 Update: User registration for Medical Schools and Postgraduate Training Programs continues to rise. 738 (+69) Medical School Users representing 464 (+32) Medical Schools world-wide and 3,230 (+616) Postgraduate Training Program Users representing 4,260 (+765) Postgraduate Training Programs at 718 (+73) Facilities are currently registered in DOCS. More than 84,401 (+6,462) documents have been uploaded for 21,362 (+1,204) applicants.



**Online Complaint Form Redesign – NO UPDATE:**

The Information Systems Branch (ISB) Breeze Business Integration team is working with the Department of Consumer Affairs (DCA) Office of Information Services (OIS) BreEZe team to implement the recent changes made to the Board’s hard copy Complaint Form to the BreEZe Online Complaint Form. The goal of these updates is to streamline the forms to attempt to collect as much relevant data and medical releases as possible in the early stages of the complaint submission process. The paper form updates have led to an increase in initially required information and releases being provided with complaints submitted in hard copy. On May 5, 2021, the BreEZe Online Complaint Form was updated to warn individuals who submit a complaint anonymously, that if the Board is unable to obtain documentation or evidence of the complaint allegations, the complaint may not be able to be pursued and it will not be possible to provide updates regarding the complaint. The goal is to encourage complainants to provide their contact information so additional communication can occur if necessary. Additional enhancements are still in the development stages as the Board works with OIS to continue to improve BreEZe. ISB is currently working with the vendor on changing some of the BreEZe screens core functionality to make the process more user friendly for complainants.

August 2023 (Last) Update: On July 24, 2023, the DCA Portfolio Governance Council (PGC) approved funding for this project secured with the remaining hours on an existing OIS vendor contract resulting in the costs no longer having to be divided between the BreEZe boards. Due to resources being unavailable until January 2024 though, the project is being placed on the Backlog tab of the OIS Portfolio Tracker until that time. Staff anticipates that project activities will resume around that time and are eagerly anticipating the enhancement and efficiency improvements expected.

February 2024 Update: No Update