

MEDICAL BOARD OF CALIFORNIA

DATE REPORT ISSUED: October 6, 2014
ATTENTION: Members, Medical Board of California
SUBJECT: Licensing Program Summary
STAFF CONTACT: Curtis J. Worden, Chief of Licensing

STAFFING:

The Licensing Program staff, continued to work hard in the first quarter of FY 14/15 to meet the needs of applicants for Physician's and Surgeon's (P&S) Licenses or Postgraduate Training Authorization Letters (PTAL), licensees and consumers.

Licensing currently has the following vacancies:

- 1 OSS II – Call Center
- 1 OT - Call Center
- 1 OT - Application File Set-up
- 2 SSA - IMG P&S Application Reviewer

In addition, several staff were out on various types of leave, resulting in the remaining staff covering the absent staff workload as much as possible. One US/CAN P&S application reviewer has been in training and two IMG P&S application reviewers are currently in training.

STATISTICS:

The statistics are on pages BRD 8D - 4 through BRD 8D - 5. Please note that most of the statistics normally provided are unavailable at this time due to the implementation of BreEZe. The statistics that have been provided on pages BRD 8D - 4 through BRD 8D - 5 have been obtained from an Excel spreadsheet or are call center phone system and are not part of the BreEZe system.

Notable statistics include:

- Consumer Information Unit, telephone calls answered - 22,092
- Consumer Information Unit, telephone calls abandoned - 9,204
 - 2,812 more abandon calls than the previous quarter
- Consumer Information Unit, telephone calls requesting a call back - 11,376
 - 3,600 more call back requests than the previous quarter
- P&S applications initial review completed - 1,303 per BreEZe report
- P&S applications not reviewed - 198 (includes PTAL, IMG & US) per BreEZe report
- P&S web applications not identified - 694 (P&S web applications are classified as unknown as they do not have a qualification method identified for one of the follow reasons: the Board has not received the application fees, or the required L1F form or the P&S web application is pending processing by the Board's front end staff) per BreEZe report

- P&S licenses issued - 1,235
 - This is a decrease of 734 licenses issued from the previous quarter.

Licensing did not meet its goal of performing initial reviews of all new P&S applications within 45 days of being received by the Board for three weeks of the 13 weeks in the first quarter of fiscal year 14/15. This was due to staff prioritizing applications from applicants who needed to be licensed or have a PTAL by July 1, 2014, that applied in late May and June. Licensing management will continue to monitor the review dates closely and working with staff to reach the Board's goals.

INTERNATIONAL MEDICAL SCHOOLS:

The statistics for the International Medical School Reviews are on page BRD 8D - 5. The review of International Medical Schools continues to be a demanding workload for the Board. The Board received one new Self-Assessment Report and there are currently six Self-Assessment Reports that are pending.

One of the Licensing Medical Consultants has resigned. The Board will be evaluating new applications to determine if the applicants meet the minimum qualifications for ranking on the Licensing Medical Consultant list. Staff will then request a list of eligible candidates in order to hire additional Licensing Medical Consultants.

OUTPATIENT SURGERY SETTINGS:

An interested parties meeting will need to be held to discuss possible legislative changes for accreditation of outpatient surgery settings to increase consumer protection.

PHYSICIAN SPECIALTY BOARD APPLICATIONS:

The Board has two pending applications from physician specialty boards requesting approval by the Board.

OUTREACH:

The Licensing Outreach Manager has attended the following licensing workshops or grand round lectures, and when appropriate, residents from affiliated hospitals are invited to attend:

- July 28: San Joaquin General Hospital, grand rounds presentation to about 45 residents, as well as the program staff, program directors, GME Dean
- July 30: Alameda County/Highland Hospital/UCSF East Bay Surgery Program (Oakland), about 40 residents
- August 6: UCSF-Day 1, about 75 residents
- September 5: Cedars Sinai, about 50 residents
- September 11-12: UCSD (LaJolla and Hillcrest campuses), about 80 residents
- September 16: Cottage Hospital (Santa Barbara), first time visit, grand rounds presentation to about 40 residents, as well as to program staff, program directors, GME Dean

- September 16: Ventura County Medical Center, first time visit, Grand Rounds presentation to about 50 residents, as well as to program staff, program directors, GME Dean
- September 18: LAC and USC, about 45 residents
- September 24: California Pacific Medical Center (San Francisco), about 30 residents
- September 24: UCSF, presentation to about 40 program staff
- September 25: UCSF-Day 2, about 95 residents
- September 29: UC-Irvine, about 120 residents
- September 30: UC-Irvine, presentation to about 25 program staff, and presentation to about 40 medical students

All trips are planned in consideration of the Governor's Executive Order to limit and condense travel to reduce costs.

CONSUMER INFORMATION UNIT FY 14/15					
	FY 14/15	Q1	Q2	Q3	Q4
Total Calls Answered	22,092	22,092			
Calls Requesting Call Back	11,376	11,376			
Calls Abandoned	9,204	9,204			
Address Changes Completed	5,231	5,231			

CONSUMER INFORMATION UNIT FY 13/14					
	FY 13/14	Q1	Q2	Q3	Q4
Total Calls Answered	90,472	24,897	21,921	19,896	23,758
Calls Requesting Call Back	30,804	3,861	8,542	10,625	7,776
Calls Abandoned	27,182	3,147	8,058	9,585	6,392
Address Changes Completed	5,201	1,674	1,140	2,387	

SR 2 - CATEGORIES FY 14/15					
	FY 14/15	Q1	Q2	Q3	Q4
Alcohol/Drugs	10	10			
PG/Medical Knowledge	42	42			
Convictions	14	14			
Other	34	34			

SR 2 - CATEGORIES FY 13/14					
	FY 13/14	Q1	Q2	Q3	Q4
Alcohol/Drugs	13	5	0	4	4
PG/Medical Knowledge	67	19	9	18	21
Convictions	29	11	5	4	9
Other	95	29	16	24	26

INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 14/15					
	FY 14/15	Q1	Q2	Q3	Q4
Schools Pending Recognition at Beginning of Quarter	N/A	101			
Pending Self-Assessment Reports (included above)	N/A	6			
New Self-Assessment Reports Received	1	1			
New Unrecognized Schools Received	22	22			
School Recognized Pursuant to CCR 1314(a)(1)	18	18			
School Recognized Pursuant to CCR 1314(a)(2)	0	0			
TOTAL Schools Pending Recognition at End of Quarter	N/A	106			

INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 13/14					
	FY 13/14	Q1	Q2	Q3	Q4
Schools Pending Recognition at Beginning of Quarter	N/A	98	102	104	108
Pending Self-Assessment Reports (included above)	N/A	9	10	9	6*
New Self-Assessment Reports Received	2	1	0	1	0
New Unrecognized Schools Received	73	21	25	10	17
School Recognized Pursuant to CCR 1314(a)(1)	68	18	23	7	20
School Recognized Pursuant to CCR 1314(a)(2)	1	0	0	0*	1
TOTAL Schools Pending Recognition at End of Quarter	N/A	102	104	108	101

*Three CCR 1314.1(a)(2) school files were closed due to lack of response to the Board's requests for information.