

CENTRAL COMPLAINT UNIT



MEDICAL BOARD OF CALIFORNIA

GOALS FOR IMPROVING CASE AGING

- Reduce the time required for complaint initiation from 10 days to 5 days
- Reduce length of time required for medical consultant review on quality of care cases
- Continue specialized training for consumer services analysts to improve efficiency and effectiveness in managing complaint caseloads

Strategic Plan

Objective 5.2:

Reduce disciplinary timelines, complaint processing and investigations by 10-20%;
Complaint processing averaging under 70 days with 50-60% under 50 days.

Month	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13
July	57	73	79	73	71	71
August	54	76	78	69	77	70
September	54	75	76	71	79	67
October	54	75	76	70	79	67
November	55	76	75	72	82	66
December	55	75	76	73	83	65
January	57	75	76	74	83	
February	58	76	76	72	84	
March	59	76	76	73	85	
April	60	75	76	73	84	
May	62	75	75	72	84	
June	61	75	75	74	83	

MEDICAL BOARD OF CALIFORNIA
Enforcement Processing Timeframes
2012 Strategic Plan Objective 5.2

Enforcement Process	2008/2009		2009/2010		2010/2011		2011/2012		2012/2013 Qtr 1		2012/2013 Qtr 2	
	# Cases ¹	AVG ²	# Cases	AVG	# Cases	AVG	# Cases	AVG	# Cases	AVG	# Cases	AVG
Complaint	6426	75	6563	76	7008	74	7217	83	1980	67	1844	63
% of Complaints Below 50 days (Goal: 50-60%)	43%		41%		35%		42%		48%		50%	
Investigation	1100	349	1290	328	1411	312	1545	264	406	267	394	269
Discipline												
AG Processing to Preparation of an Accusation	240	103	304	106	294	107	333	103	73	83	79	70
Other Stages of the Legal Process (e.g., after charges filed)	228	381	232	368	216	417	280	396	67	440	80	412

¹ Some cases closed were opened in a prior fiscal year.

(Footnote applies to all years provided on report)

² Average time (calendar days) in processing complaints during the fiscal year, for all cases, from date of original receipt of the complaint, for each stage of discipline, through completion of judicial review. **(Footnote applies to all years provided on report)**