

Ideas for Enforcement Program Training Modules in Priority Order

Topic	Est. Presentation Length
Enforcement Program: General overview of all units and how complaints move through the process	20 minutes
Probation Unit: General overview of Unit since reorganization	10 minutes
Probation Unit: Implementing the Board's decision—conducting an intake interview	15 minutes
Probation Unit: Common complaints and challenges for new probationers	15 minutes
Probation Unit: Challenging terms and conditions – Practice Monitors. Discuss the challenges of finding a monitor, the need for training and options, benefits or alternatives to the practice monitor requirement	30 minutes
Probation Unit: Challenging terms and conditions – no solo practice. Discussion of the variety of situations presented to Probation and the goals to be accomplished with this prohibition.	30 minutes
Probation Unit: Challenging terms and conditions - third party chaperones. Is there a need to develop training for chaperones?	30 minutes
Probation Unit: Challenging terms and conditions – prohibited practice	20 minutes
Complaint Unit: General overview of complaint review process	15 minutes
Complaint Unit: A focused review of how quality of care complaints triaged in CCU. Discussion about the necessity of continuing to match the practice specialty of the physician/subject with the CCU medical consultant.	30 minutes
Complaint Unit/Field Operations: A day in the life of a quality of care case focusing on how a case is “triaged” in the Complaint Unit and investigated by the field investigator.	40 minutes
Complaint Unit/Field Operations: A day in the life of a medical malpractice case focusing on how a case is “triaged” in the Complaint Unit and investigated by the field investigator.	40 minutes
Complaint Unit: Mandated reports required by the “800” series of the Business and Professions Code and how they are triaged. <ul style="list-style-type: none"> • Medical Malpractice reports (801) • Hospital disciplinary reports (805) • Coroner reports (802.5) • Patient death in an outpatient surgery center (2240) • Physician Report of Criminal Action (802.1) • Court Clerks Reporting (803.5, 803.6) 	20 minutes
Complaint Unit: General review of the variety of complaint issues assigned to the “Physician Conduct” unit (e.g., office practice issues, medical record abandonment/destruction; failure to sign death certificates timely; sexual misconduct; physician impairment, advertising, corporate practice of medicine, etc.) and how they are “triaged”	25-30 minutes

Complaint Unit: The role of the Deputy Attorney General in providing assistance and direction to CCU	15 minutes
Field Operations: A day in the life of an investigator	20 minutes
Field Operations: Investigating hospital discipline cases (805 reports)	25 minutes
Field Operations: The challenges of investigating cases involving care in the correctional facilities	20 minutes
OSM: How unlicensed practice of medicine cases are investigated	30 minutes
OST: So you think you want to be an Investigator? The intensive training program provided to new staff to ensure they are "worthy" to investigate medical board cases.	20 minutes
OST: The challenges of investigating cases involving internet prescribing	20 minutes
Field Operations: Investigating cases involving medical marijuana	20 minutes
Field Operations: Investigating cases which allege possible physician impairment due to physical limitations or mental health concerns	20 minutes
AG's Office: The role of the DAG when a case is referred for investigation – What does a lead prosecutor do?	20 minutes
DCU: Public Disclosure requirements and challenges, lawsuits	20 minutes
DCU: Am I an analyst or an alarm clock? The analyst's role in tracking critical dates (i.e., when the statute of limitations will expire, ensuring time lines are met by AG's Office for filing accusations, setting hearings, etc. and ensuring decisions are acted upon timely).	25 minutes

Options for Combining Modules into Training Blocks of 1-2 hours in length

Enforcement Program: General overview of all units and how complaints move through the process	20 minutes
HQES: The role of the DAG when a case is referred for investigation – What does a lead prosecutor do?	20 minutes

Probation Unit: General overview of Unit since reorganization	15 minutes
Probation Unit: Implementing the Board's decision—conducting an intake interview	15 minutes
Probation Unit: Common complaints and challenges for new probationers	15 minutes

*

Probation Unit: Challenging terms and conditions – Practice Monitors. Discuss the challenges of finding a monitor, the need for training and options, benefits or alternatives to the practice monitor requirement	30 minutes
Probation Unit: Challenging terms and conditions – no solo practice. Discussion of the variety of situations presented to Probation and the goals to be accomplished with this prohibition.	30 minutes

Probation Unit: Challenging terms and conditions - third party chaperones. Is there a need to develop training for chaperones?	30 minutes
Probation Unit: Challenging terms and conditions – prohibited practice	20 minutes

Complaint Unit: General overview of complaint review process	15 minutes
Complaint Unit: The role of the Deputy Attorney General in providing assistance and direction to CCU	15 minutes
Complaint Unit: Mandated reports required by the “800” series of the Business and Professions Code and how they are triaged. <ul style="list-style-type: none"> • Medical Malpractice reports (801) • Hospital disciplinary reports (805) • Coroner reports (802.5) • Patient death in an outpatient surgery center (2240) • Physician Report of Criminal Action (802.1) • Court Clerks Reporting (803.5, 803.6) 	20 minutes

Complaint Unit: A focused review of how quality of care complaints triaged in CCU. Discussion about the necessity of continuing to match the practice specialty of the physician/subject with the CCU medical consultant.	30 minutes
Complaint Unit: General review of the variety of complaint issues assigned to the "Physician Conduct" unit (e.g., office practice issues, medical record abandonment/destruction; failure to sign death certificates timely; sexual misconduct; physician impairment, advertising, corporate practice of medicine, etc.) and how they are "triaged"	25-30 minutes

Complaint Unit/Field Operations: A day in the life of a quality of care case focusing on how a case is "triaged" in the Complaint Unit and investigated by the field investigator.	40 minutes
Field Operations: Investigating hospital discipline cases (805 reports)	25 minutes

Complaint Unit/Field Operations: A day in the life of a medical malpractice case focusing on how a case is "triaged" in the Complaint Unit and investigated by the field investigator.	40 minutes
Field Operations: The challenges of investigating cases involving care in the correctional facilities	20 minutes
OST: The challenges of investigating cases involving internet prescribing	20 minutes

OST: So you think you want to be an Investigator? The intensive training program provided to new staff to ensure they are "worthy" to investigate medical board cases.	20 minutes
Field Operations: A day in the life of an investigator	20 minutes
Field Operations: Investigating cases which allege possible physician impairment due to physical limitations or mental health concerns	20 minutes

OSM: How unlicensed practice of medicine cases are investigated	30 minutes
Field Operations: Investigating cases involving medical marijuana	20 minutes

DCU: Public Disclosure requirements and challenges, lawsuits	20 minutes
DCU: Am I an analyst or an alarm clock? The analyst's role in tracking critical dates (i.e., when the statute of limitations will expire, ensuring time lines are met by AG's Office for filing accusations, setting hearings, etc. and ensuring decisions are acted upon timely).	25 minutes