

MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: July 1, 2010  
ATTENTION: Licensing Committee  
SUBJECT: Staff Training and Related Training Plan  
STAFF CONTACT: Kathryn Taylor, Manager

SUMMARY:

The Licensing Section developed a training plan for new Licensing Program managers, Staff Services Analysts who review international medical school graduate (IMG) applications, and Management Services Technicians who review United States and Canada (US/CAN) applications.

The training plan is utilized to ensure the trainees have the necessary tools to provide thorough review and analysis of a physician and surgeon application. The training plan is broken down in approximately 23 categories. Each category contains training dates, trainee goals, required tools and resources, and an area for a trainee evaluation, which is provided to the staff member's manager at the end of training. The training plan is also utilized to provide remedial training for existing staff that require additional training or clarification for specific categories outlined on the training plan.

The Licensing Section concluded training this week for a new IMG staff member and is in the process of training one US/CAN staff member. Additional training is being provided to the two new Licensing Program managers.

## **POLICY:**

### **Training New Review Staff**

The following topics are covered during the training of Staff Services Analysts (SSAs), Management Services Technicians (MSTs) and Managers who work in the Licensing Section's File Review Section. All of the following topics are covered during the training of Staff Services Analyst (SSAs) and Managers; topics pertaining to the licensing or issuance of a Postgraduate Training Authorization Letter for international medical school graduates are excluded from the MST training. An estimated training time is provided for each section. This time may vary depending on the trainee's prior experience working for the Board, experience in the Licensing Section, experience with the Applicant Tracking System (ATS), and experience with the Consumer Affairs Systems (CAS).

## **PROCEDURES:**

### **Training Topics**

The Management Services Technicians (MST) review license applications from graduates of United States and Canadian medical schools. Most of the following topics are covered during this training. The topics relative to the licensing and issuance of a Postgraduate Training Authorization Letter to international medical school graduates are excluded from the Management Services Technician's (MST) training. All of the following topics are covered during the training of Staff Services Analysts (SSA) and new Staff Services Managers (SSM1) who work in the licensing section.

### **Training Tools and Resources**

Trainers shall ensure that their trainee has the tools referenced in the following sections and is provided the necessary links to access online resources and G (group) drive resources, i.e., school code list, Decision Log, and the Non-Senior Staff Review Level 1 and 2 Log (SR1 and SR2) containing a list of the less serious issues of concern that do not require Level 1 or Level 2 review. The trainee shall compile and maintain the provided reference materials (both paper and electronic) in a folder – either electronic or hard copy. Samples of licensed files are useful training tools as they provide the trainee with a picture of a completed application and the mandatory order of files. As such, licensed files shall be provided during training and returned to their original location at the end of each day.

### **Trainee Evaluation**

Trainers shall provide weekly e-mail updates to the trainee's manager advising of his/her progress highlighting any concerns and/or noting the trainee's strengths. The update shall include the subjects covered to date and the trainee's progress. Once training is completed, the trainer shall provide the manager with a copy of this training plan including the notes for each section completed. The trainer shall advise the manager of the trainee's next step – proceed to handling work load and work with the Quality Assurance Staff, or obtain additional training. The trainee's manager shall be advised of the trainees mentoring schedule once the trainee is approved to move on to handling his/her own caseload.

*Training Plan*  
*New Licensing Section Reviewer Staff (MST, SSA, and Managers)*  
*U.S. /Canadian and International Medical School Graduates*

<b>Overview of the Medical Board Departments and Staff:</b> <i>Estimated Training Time: 1 Hour</i>  Licensing, Enforcement, Business Services, Information Services Branch, Executive Office Staff and Board Members, Publications, and Web Site	
<b>Trainee Goals</b>	Develop a general understanding of the functions performed by the different sections of the Board, and how staff members from the various offices support/interact with Licensing Section Staff.
<b>Tools/Resources</b>	Organizational Charts, Medical Board of California (MBC) Web site information, Phone Roster, Tour of Offices.
<b>Trainer/Date</b>	
<b>Notes</b>	
<b>Breakdown of the Licensing Section:</b> <i>Estimated Training Time: 1 Hour</i>  <ul style="list-style-type: none"> <li>• Cashiering Office – Functions related to licensing</li> <li>• Physician and Consumer Information Unit</li> <li>• Licensing Operations</li> <li>• Licensing Section (Review Staff)</li> </ul>	
<b>Trainee Goals</b>	Understanding of how the various sections of the Licensing section work together, how the work flows through the various offices, support provided.
<b>Tools/Resources</b>	Organizational charts, notes from tour of office and lecture regarding work flow and support provided between different sections.
<b>Trainer/Date</b>	
<b>Notes</b>	

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**Types of Applicants:**

*Estimated Training Time: 30 Minutes*

- United States/Canadian graduates seeking licensure
- International graduates seeking licensure
- Postgraduate Training Authorization Letters (PTALs)
- Limited License (United States/Canadian and international medical school graduates)

Trainee Goals	Ability to identify the type of applicant, i.e., United States/Canadian seeking licensure, or International applicant seeking licensee or Postgraduate Training Authorization Letters (PTAL)
Tools/Resources	Business and Professions Code, California Code of Regulations, practice review to determine type of applicant, training notes
Trainer/Date	
Notes	

**Governing Laws and Regulations:**

*Estimated Training Time: 30 Minutes*

- California Business and Professions Code (Medical Practice Act)
- California Code of Regulations

Trainee Goals	Understanding of the difference between the laws and regulations, ability to locate the laws and regulations applicable to the licensing process (application requirements and licensure requirements) on the Internet, Board's Web site, and the code books.
Tools/Resources	Business and Professions Code book, copy of the California Code of Regulations, Internet links and the laws/regulations on the Board's Web site.
Trainer/Date	
Notes	



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**Application Forms and Supporting Documentation:**

*Estimated Training Time: 1 Hour*

- Business and Professions Code Sections 2081 and 2082 (Application and Supporting Documents)
- Form L1A Questions/Supporting Documents
- Form L1B Questions/Supporting Documents
- Form L1C Questions/Supporting Documents
- Form L1D Questions/Supporting Documents
- Form L1E Questions/ Photograph and Notary Requirements

Trainee Goals	Understanding of the application requirements, fingerprint and fee requirements, and questions posed to the applicant and supporting materials required in response to answers (standard response information and those relative to criminal history, disciplinary action, etc...), know how to review the supporting documents and determine acceptability, and where to locate the law/regulation/policy requiring materials.
Tools/Resources	B & P Code, California Code of Regulations, sample application with training notes, Policy and Procedure Manual, Decision Log, Non-Senior Staff Review Level 1 and 2 Log (SR1 and SR2) , and "Issues of Concern" handout from Cindi Oseto relative to criminal history, disciplinary action, etc...).
Trainer/Date	
Notes	

**Errors or Questions Left Blank on the Application Forms:**

*Estimated Training Time: 15 Minutes*

- Addendum Required –versus – Letter of Explanation
- Errors in the Notary Block
- Unacceptable Photographs

Trainee Goals	Know when an addendum is required and when a letter of explanation is required. Understanding of the photo requirements, and how to review and determine acceptability. Understanding of notary requirements and how to determine acceptability of both domestic and international "notary" official stamps/seals.
Tools/Resources	Sample application with training notes, Policy and Procedure Manual, Decision Log
Trainer/Date	
Notes	

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**Medical School Documents:**

*Estimated Training Time: 1 Hour 45 Minutes*

- Form L2 – Resource Information from WHO Book/IMED (International Medical School Graduates)
- Transcripts and Diplomas – Acceptable Format
- Form L5 – Business and Professions Code Section 2089.5 (International Medical School Graduates)
- Form L6 – Approval of Training Locations, ACGME Directory, Binders for Approved Schools (International Medical School Graduates)

Trainee Goals	Know how to review and determine the acceptability of supporting documents, available resources used in verification of documentation, calculating undergraduate clinical clerkships (International Medical School Graduates), and determine when an L6 form is required (International Medical School Graduates), and determine the acceptability of “away rotations” reported on an L6 form. Additional training regarding the Mexico and Philippine curricula and application of Standard Curriculum policies.
Tools/Resources	Sample application/training notes, Business and Professions Code, California Code of Regulations. ACGME directories, Affiliation Agreement binders for recognized schools, list of facilities approved for undergrad clinical training per California Code of Regulations Section 1327, School code list, Policy and Procedure Manual, Decision Log, and Non-Senior Staff Review Level 1 and 2 Log (SR1 and SR2). Process to request new school code for recognized schools.
Trainer/Date	
Notes	

**Distribution of Case Loads and Processing Times:**

*Estimated Training Time: 30 Minutes*

- Applications Reviewed in Date Order Received
- Processing Times per California Code of Regulations Section 1319.4
- Manager Reports

Trainee Goals	Understanding of how the International Medical School Graduate files are distributed to staff, the central filing system for new United States/Canadian files and the location for pending United States/Canadian files. Understanding of the legally mandated review time frames, statistical manager reports. Issuing Due Diligence letters to inactive applicants.
Tools/Resources	File Distribution Log, training notes and California Code of Regulations, Applicant Tracking System (ATS) Notice (Due Diligence Letter)
Trainer/Date	
Notes	

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<b>Policy and Procedures Manual:</b> <i>Estimated Training Time: 30 Minutes (plus time referred to during training)</i> <ul style="list-style-type: none"> <li>Review Table of Contents and Information in Manual</li> </ul>	
Trainee Goals	Develop familiarity with the manual contents; know where to look for answers. Understand how the Decision Log and Non-Senior Staff Review Level 1 and 2 Log (SR1 and SR2) work with the manual. How to submit suggestions for the manual.
Tools/Resources	Copy of the Policy and Procedure Manual, Decision Log, and Non-Senior Staff Review Level 1 and 2 Log (SR1 and SR2), training notes
Trainer/Date	
Notes	

<b>Approved and Recognized Medical Schools:</b> <i>Estimated Training Time: 30 Minutes</i> <ul style="list-style-type: none"> <li>Excel School Code List – Location on G drive</li> <li>List of Approved Schools on Board’s Web Site</li> <li>“Recognized” –versus – “Approved “</li> </ul>	
Trainee Goals	Know how to use the Excel School Code list, know how to locate school code list on Board’s web site, and understand the difference between recognized and approved schools. Pat Park’s role relative to the new school application and review/ approval process.
Tools/Resources	Copy of the school code list, information on the Board’s Web site (school code list approved and disapproved schools), training notes, Business and Professions Code, California Code of Regulations, and Policy and Procedure Manual
Trainer/Date	
Notes	

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**Recognized Written Examinations – Laws/Regulations:**

*Estimated Training Time: 1 Hour*

- California Code of Regulations Section 1328 – List of Recognized Exams
- California Code of Regulations Section 1329.2 - Exam Validity not Tolled
- Business and Professions Code Section 2184 – Validity of Passing Scores

Trainee Goals	Know where to find information on recognized examinations, determine the validity of each passing score, steps to take if scores are no longer valid, how postgraduate training, “additional training”, and “good cause” impact exam validity, senior staff’s role in determining exam validity.
Tools/Resources	California Code of Regulations Sections 1328, 1329.2, Business and Professions Code Section 2184, training notes, Policy and Procedure Manual.
Trainer/Date	
Notes	

**Accredited Postgraduate Training – Terms, Laws/Regulations:**

*Estimated Training Time: 1 Hour*

- Commonly Used Terms – Resident, Intern, Fellowship, etc...
- California Code of Regulations Section 1321 (a) – Approved Training
- B &P 2096 – Minimum Required Training
- Business and Professions Code Sections 2065/2066 – Exemption from licensure
- California Code of Regulations Section 1320 (a) – Training Counted
- California Code of Regulations Section 1321 (b) – Continuous Training

Trainee Goals	Know the commonly used terms in describing postgraduate training and trainees, what is approved postgraduate training, licensure requirements.
Tools/Resources	Business and Professions Code, California Code of Regulations, Policy and Procedure Manual, sample L3A/B and L4 with training notes.
Trainer/Date	
Notes	

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<b>Postgraduate Training Authorization Letter (PTAL):</b> <i>Estimated Training Time: 2 Hours</i> <ul style="list-style-type: none"> <li>Identifying Postgraduate Training Authorization Letters (PTAL) Applicants (International Medical School Graduate)</li> <li>Eligibility for Postgraduate Training Authorization Letters (PTAL)</li> <li>Authorized Postgraduate Training</li> <li>Issuance of Postgraduate Training Authorization Letters (PTAL)</li> </ul>	
Trainee Goals	Know how to identify Postgraduate Training Authorization Letters (PTAL) applicants, determine eligibility to train in CA, components of the Postgraduate Training Authorization Letters (PTAL).
Tools/Resources	Business and Professions Code, California Code of Regulations, sample Postgraduate Training Authorization Letters (PTAL) (create and copy Applicant Tracking System (ATS) and Word versions, update Applicant Tracking System (ATS) Notice record), training notes.
Trainer/Date	
Notes	

<b>Verification of Postgraduate Training:</b> <i>Estimated Training Time: 4 Hours 45 Minutes</i> <ul style="list-style-type: none"> <li>Form L3A/B</li> <li>Form L4 and the Reduced Initial License Fee</li> <li>ACGME and RCPSC Web Sites and Directories</li> <li>AMA Physician Profile</li> </ul>	
Trainee Goals	Know how to review and verify reported training, determine whether licensure requirements met, evaluate positive responses regarding unusual issues and know required supporting documents, how to use the AMA to verify postgraduate training.
Tools/Resources	Business and Professions Code, California Code of Regulations, sample of Form L3A/B and L4, training notes, training handouts, Decision and Non-Senior Staff Review Level 1 and 2 Log (SR1 and SR2), "Issues of Concern" handout from Cindi Oseto.
Trainer/Date	
Notes	

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**Verification of Out-of-State Licenses:**

*Estimated Training Time: 45 Minutes*

- Format of Written Verifications
- Online Resources (AIM Web Site)

Trainee Goals	Identify official Letters of Good Standing, know when they are required, understand significance of out of state licensure and an applicant's qualification method, know the online resources for verifying licensure history, how to use the AMA profile in determining licensure history. How to request disciplinary information.
Tools/Resources	Samples of LGS', online resources (AIM, FSMB), AMA profile, training notes.
Trainer/Date	
Notes	

**ABMS Certification:**

*Estimated Training Time: 30 Minutes*

- When Verification Required
- Written Verification and Online Resources

Trainee Goals	Know when verification is required – which qualification methods require ABMS certification (B&P Codes 2135.5, and 2428). Know how to obtain verification.
Tools/Resources	Training notes, which staff are authorized to access ABMS online, and ABMS web site.
Trainer/Date	
Notes	

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<b>Licensure Pathways – Qualification Methods:</b> <i>Estimated Training Time: 2 Hours 30 Minutes</i> <ul style="list-style-type: none"> <li>• Determining Pathways – Business and Professions Codes Qualifying Applicant for License/Postgraduate Training Authorization Letter (PTAL)</li> <li>• Color Coding File Tabs</li> <li>• Applicant Tracking System (ATS) Qualification Method and Application Requirements</li> </ul>	
Trainee Goals	Know the different licensure pathways, a.k.a. Qualification Methods, how to determine an applicant's QM, requirements for licensure, what information should be on Applicant Tracking System (ATS).
Tools/Resources	Business and Professions Code, Policy and Procedure Manual, Qualification Method matrix w/ color code tabs, Training Notes
Trainer/Date	
Notes	



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<b>Mandatory Order of Files (MOF):</b> <i>Estimated Training Time: 4 Hours 30 Minutes</i> <ul style="list-style-type: none"> <li>• Review of the MOF (United States/Canadian or International Medical School Graduate)</li> <li>• Review Examples of Licensed Files</li> <li>• Practice Putting Files in Mandatory Order</li> </ul>	
Trainee Goals	Know how to put a file into mandatory order, which materials belong in the correspondence bundle.
Tools/Resources	Mandatory Order of Files, training notes.
Trainer/Date	
Number of Files Put into MOF Correctly	
Number of Files Put into MOF Correctly	
Notes	

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<b>File Review – Demonstration by Trainer, Practice Review with Trainer, and Practice Review and Findings</b> <i>Estimated Training Time: 8 Hours, multiple days</i>	
Trainee Goals	Learn how to review an application file using above training notes, tools/resources, verifying the correct qualification method is on Applicant Tracking System (ATS) and pathway/status color coded stickers are on file, determining application status and next step in the process for the applicant. Quality Assurance Review staff – responsibility, common errors/reasons files returned from licensing. Manager reports
Tools/Resources	As noted in previous sections, common errors as provided from the Quality Assurance staff.
Trainer/Date	
Number of Files Reviewed Independently	
Files Returned for Corrections (what needed correcting)	
Number of Files Reviewed Correctly	
Notes	

**Applicant Tracking System (ATS) and Consumer Affairs Systems (CAS) Training:**

*Estimated Training Time: 8 Hours*

- Applicant Tracking System (ATS) Overview including the ATS Liaisons and ATS Cashiering, Consumer Affairs Systems (CAS) Overview including the CAS Enforcement and CAS Licensing Information

**Applicant Tracking System (ATS):**

- Logon/Main Menu and License Application Screen
- Person Details (Address, SSN, DOB, Names)
- Keying in Qualification Methods
- Updating Person Details
- Updating the License Application Screen, creating Applicant Tracking System (ATS) Notices
- Updating Applicant Tracking System (ATS) Notes with Review Findings, Correspondence, Phone Calls, E-mails
- Word Deficiency Letters and Copying Word Letters to Applicant Tracking System (ATS)

Trainee Goals	Once file reviewed, learn how to update Applicant Tracking System (ATS) and check Consumer Affairs Systems (CAS), create deficiency letters using Applicant Tracking System (ATS) and Word, how to copy Word letters into Applicant Tracking System (ATS).
Tools/Resources	Policy and Procedure Manual, How To instructions for Applicant Tracking System (ATS), training notes from hands-on training.
Trainer/Date	
Notes	

**Support Staff Functions:**

*Estimated Training Time: 2 Hours*

- Returning Original Documents, Requesting AMA Profiles, Fingerprint Requests/Processing

Trainee Goals	Understand Support Staff's role in the application review process, learn about returning original documents, how AMA profiles are requested, fingerprint process with Cindy Rogalski.
Tools/Resources	Training notes, sample Return Original form, Certified and Registered Mail samples, sample fingerprint cards and live scan forms.
Trainer/Date	
Notes	

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**Senior Staff Files – Review Samples and Required Supporting Documents:**

*Estimated Training Time: 8 Hours (Time is approximate based on availability of “senior staff” files to be reviewed)*

- Decision Log
- Non-Senior Staff Review Level 1 and 2 Log (SR1 and SR2)
- Postgraduate Training Issues, L1B questions, Explanations, Supporting Documents
- Criminal Convictions, Explanations and Supporting Documents
- Malpractice Explanations and Supporting Documents
- Practice Impairment, Explanations, and Supporting Documents
- Disciplinary History, Explanations and Supporting Documents

Trainee Goals	Know what supporting materials are required and from where they are obtained, how to determine next step in review process Non-Senior Staff Review Level 1 and 2 Log (SR1 and SR2), required summary information in Applicant Tracking System (ATS) notes, how to use the “Issues of Concern” handout, interaction with applicant and/or legal representative or other authorized individuals, Form L1E – release of information.
Tools/Resources	Policy and Procedures Manual, Decision Log, Non-Senior Staff Review Level 1 and 2 Log (SR1 and SR2), Issues of Concern handout, training notes.
Trainer/Date	
Number of Files Reviewed Independently	
Files Returned for Corrections (what needed correcting)	
Number of Files Reviewed Correctly	
Notes	

*Estimated Training Time: 1 Hour*

- New Files
- Pending Files
- Pending Mail Files
- In-Basket
- Labeling Location For Each File Type
- Work Flow – Schedule Development
- Phone Calls and E-Mails – Response Time

Trainee Goals	Know how to set up cubicle area to ensure that staff can locate files, know how the work flows through the cubicle and develop a schedule to ensure all tasks are covered weekly. Return all calls and e-mails within 24 hours.
Tools/Resources	Tour cubicles of other staff, training notes, policy/procedures, Decision Log.
Trainer/Date	
Notes	

**Additional Training Notes:**

**Mentoring Schedule:**

**Recommended Additional Training:** (training provided by Licensing staff or outside training such as computer skills, writing skills, etc....)