

2008



Medical Board of California

Strategic Plan 2008

Barb Johnston
Annual Report
October 2009

MEDICAL BOARD OF CALIFORNIA

STRATEGIC PLAN

<i>Developed and Approved 1/2008 By Board Members listed below</i>	<i>Update Presented 10/2009 To Board Members listed below</i>
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Protecting the Public
Promoting Wellness

INTRODUCTION

The Medical Board of California (Board) is mandated to make public protection its first priority. This mandate is articulated in Business and Professions Code Section 2001.1, which states:

Protection of the public shall be the highest priority for the Medical Board of California in exercising its licensing, regulatory, and disciplinary functions.

While the mandated functions of the Board generally fall into two categories, licensing and discipline, there are other, more broadly defined issues relating to healthcare that impact the protection of the public. Acknowledging that California's healthcare landscape is ever changing, that the current environment of healthcare delivery is under great strain, and that the business of medicine may contribute to preventing access to healthcare or promote substandard care, this plan addresses issues beyond the simple issuing of licenses and rendering of disciplinary actions.

MISSION

The Mission of the Medical Board of California is to protect healthcare consumers through proper licensing and regulation of physicians and surgeons and certain allied healthcare professions and through the vigorous, objective enforcement of the Medical Practices Act, and, to promote access to quality medical care through the Board's licensing and regulatory functions.

Item	Progress	Status
<p>1. Establish an Access to Care Committee to make recommendations to enhance/impact on workforce shortages. July 2007 to meet up to quarterly</p> <p>2. Implementation of AB 329 to plan a telemedicine/health information technology pilot project to impact access to healthcare January 2008 to 2010</p> <p>3. Review scope of practice issues that may impact workforce shortages January 2008 to 2010</p> <p>4. Provide funding to the Health Professions Education Foundation for the Stephen M. Thompson Loan Repayment Program to increase the number of physicians working in underserved areas. Fiscal Year 2008-2009</p> <p>Measure: Submit report to Legislature on outcome of Telemedicine Pilot Program at the end of two-year pilot.</p> <p>Increased number of physicians in underserved areas as a result of repayment funding.</p> <p>Staff: Access to Care Committee</p>	<p>1. Access to care committee has been established.</p> <p>2. Hired and have been training Telemedicine Program Manager. Telemedicine Pilot Program in partnership with UCD Medical Center implemented July 2009. Study for Malpractice Insurance completed.</p> <p>3. To be discussed in committee as issues arise.</p> <p>4. In 2008 Board approved \$500,000 for HPEF but the Governor vetoed the bill. Board supported legislation that became effective January 2009 requiring a surcharge for licensees to provide permanent funding for HPEF for the physician loan repayment.</p>	<p>Completed</p> <p>Completed</p> <p>Ongoing</p> <p>Completed</p>

<p>Objective 1.3</p> <ul style="list-style-type: none"> Create a plan to assist in addressing medical errors as appropriate to the Board's Mission and resources. <i>Measure:</i> Development of an educational program to inform medical students and physicians of medical errors and consequences with a recommendation of this as curriculum or CME. <p>Plan:</p> <ol style="list-style-type: none"> 1. Establish a Medical Errors Committee to study how to reduce medical errors by physicians. Summer 2007 2. Develop or link to educational programs regarding medical errors and their consequences and make available on Medical Board's Web Site. 2008-2010 3. Evaluate the feasibility of the Medical Board developing this as a CME course. 2008-2010 <p>Measure: Educational program/link on medical errors is available on Medical Board Web Site.</p> <p>Staff: Medical Error Committee</p>	<ol style="list-style-type: none"> 1. Medical errors committee completed its work by developing materials on medical errors which are available on the Board's website. 2. Completed. 3. Committee has learned that other organizations are focused on Medical Errors and decided not to replicate. 	<p>Completed</p> <p>Completed</p> <p>Completed</p>
<p>Objective 1.4</p> <ul style="list-style-type: none"> Develop an on-line educational program on cultural and linguistic competency. <i>Measure:</i> Determine the number of physicians using this program to enhance their skills and satisfaction with the course. <p>Plan:</p> <ol style="list-style-type: none"> 1. Establish a Cultural and Linguistic Committee to inform physicians of the various requirements related to this issue. 	<ol style="list-style-type: none"> 1. Committee was developed and has had presentations on Cultural and Linguistic issues. 	<p>Completed</p>

<p style="text-align: center;">Summer 2006</p> <p>2. Develop and/or link to educational programs. 2008-2010</p> <p>3. Link to resources and information related to the broader issue of cultural and language issues as relates to medical practice. 2008-2010</p> <p>Measure: Cultural and Linguistic Educational program/link is available on Medical Board Web Site.</p> <p>Track the number of participants accessing the educational program.</p> <p>Staff: Cultural and Linguistic Committee</p>	<p>2. Educational programs to be defined.</p> <p>3. The Committee will determine what information needs to be posted on the web page.</p>	<p>In progress</p> <p>In progress</p>
<p>Objective 1.5</p> <ul style="list-style-type: none"> ▪ Ensure that qualified internationally trained physicians are allowed to obtain license exemption under Business and Professions Code sections 2111, 2113, and 2168 through the work of the Special Programs Review Committee. <p><i>Measure:</i> Site audits indicate these physicians are compliant with regulation and a decrease of complaints on this group.</p> <p>Plan:</p> <p>1. Review and establish procedures for licensing staff to assure the Medical Board is providing adequate education and technical support on an ongoing basis to organizations and participants interested in utilizing these programs. July 2007 and ongoing</p>	<p>1. Chief of Licensing developed the first policy and procedure manual for licensing in 2008/2009. Staff held a training session on special programs for the medical schools to educate/ answer questions on the program. Staff working on regulations revision to all special programs sections.</p>	<p>In Progress</p>

<p>2. Conduct site visits to assure compliance with requirements of these special programs. July 2008 and ongoing</p> <p>Measure: There will be 100% compliance with requirements for all special program participants.</p> <p>Participants in these programs report high levels of satisfaction with these programs.</p> <p>Staff: Licensing</p>	<p>2. Site visits to be scheduled as required. Site visit protocols are being developed.</p>	<p>In Progress</p>
<p>Objective 1.6</p> <ul style="list-style-type: none"> Ensure international medical schools meet the Board's requirements for recognition. <i>Measure:</i> Site inspections indicate compliance. <p>Plan:</p> <p>1. Review established procedures within licensing to assure the Medical Board is providing adequate technical support and evaluation. July 2007 and ongoing</p> <p>2. Conduct site visits as appropriate to assure compliance. July 2007 and ongoing</p> <p>Measure: There will be 100% compliance for these programs.</p> <p>Staff: Licensing</p>	<p>1. Amended regulations regarding the international medical schools are pending regulatory process approval to be completed by the end of 2009.</p> <p>2. Once regulations are completed, staff will be conducting re-evaluation of schools and site visits as required. New school site visits will be conducted as needed.</p>	<p>Pending</p> <p>In progress</p>

<p>Objective 1.7</p> <ul style="list-style-type: none"> Promote physician wellness by providing an on-line educational programs and links to other resources. <i>Measure:</i> Determine the number of physicians using these resources. <p>Plan:</p> <ol style="list-style-type: none"> Develop resources related to physician wellness and make available in various forms that may include Web site, newsletter articles and/or in person meetings. July 2007 and ongoing <p>Measure: Track the number of participants who access information provided on the Medical Board Web site.</p> <p>Staff: Wellness Committee</p>	<p>1. Articles on Wellness have been published in the newsletter. The board's Wellness bill was vetoed by the Governor. Staff has developed a webpage on Wellness with related articles and appropriate links. Staff is coordinating Wellness presentations for all medical school students and other interested parties. Wellness committee discussing development of the online education tool.</p>	<p>Ongoing</p>
<p>Goal 2: Regulation and Enforcement</p> <p>Protect the public by effectively enforcing laws and standards to deter violations.</p>		
<p>Objective 2.1</p> <ul style="list-style-type: none"> Submit vertical enforcement report to the Legislature by December 2007 and implement the vertical enforcement model long term. <i>Measure:</i> Report submitted and vertical enforcement model fully integrated including implementation of fully interoperable information technology software used by the Department of Justice. <p>Plan:</p> <ol style="list-style-type: none"> Develop and submit vertical enforcement report to the Legislature. November 2007 Implement the vertical enforcement model long 	<ol style="list-style-type: none"> Report was submitted November 2007 and July 2009. VE has been fully implemented. VE Pilot program has been 	<p>Completed</p> <p>Completed</p>

<p>term. 2008 and ongoing</p> <p>3. Submit a feasibility study report and budget change proposal to authorize purchase and implementation of fully interoperable information technology software used by Department of Justice. 2008 and ongoing</p> <p>Measure: Vertical Enforcement Report submitted. Vertical Enforcement model implemented. Purchase of new computer system authorized.</p> <p>Staff: Enforcement/Information Technology</p>	<p>extended until 2013 by legislation.</p> <p>3. The feasibility study report was approved winter 2008. The budget change proposal requesting funding and staff to implement this IT enhancement was deemed premature in 2008 and has been resubmitted in 2009 for approval in budget year 10/11.</p>	<p>Pending</p>
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<p>Objective 2.2</p> <ul style="list-style-type: none"> ▪ Evaluation of peer review study and address the issues identified. <i>Measure:</i> Study is completed and recommendations are provided to the Board for review and possible action. <p>Plan:</p> <ol style="list-style-type: none"> 1. Report by contracted vendor pursuant to Business and Professions Code section 805.2 submitted to the Legislature. July 2008 2. Review the report and seek action as appropriate to implement recommendations. July 2008 through 2009 <p>Measure: Peer review study completed and recommendations presented to the board for possible action.</p> <p>Staff: Executive</p>	<ol style="list-style-type: none"> 1. Report was completed and submitted to the Legislature July 2008. 2. Senate B&P held a hearing in 2009 on the report and its recommendations. Legislation has been introduced in 2009 session. 	<p>Completed</p> <p>Pending</p>
<p>Objective 2.3</p> <ul style="list-style-type: none"> ▪ Re-establish the Board's Operation Safe Medicine Unit to target unlicensed activity, corporate practice of medicine, and lack of supervision violations. <i>Measure:</i> Track the number of complaints and outcomes to this unit. <p>Plan:</p> <ol style="list-style-type: none"> 1. Develop budget change proposal to authorize appropriate funding and staffing to re-establish program. Spring 2008 2. Re-establish operation safe medicine. July 2008 through 2009 and ongoing <p>Measure: Identify, track, and reduce unlicensed activity.</p> <p>Staff: Enforcement</p>	<ol style="list-style-type: none"> 1. The BCP for staffing was approved for fiscal year 09/10 with staff extension and funding to be requested for fiscal year 11/12. 2. OSM reestablished July 2009. 	<p>Completed/ In progress</p> <p>Completed</p>

<p>Objective 2.4</p> <ul style="list-style-type: none"> Restructure the Board's Probation Unit to transfer the monitoring of probations from investigators to inspectors. The investigators will be reassigned to the District Offices to decrease the length of time for investigations. <i>Measure:</i> A decrease in the length of time to conduct investigations. <p>Plan:</p> <ol style="list-style-type: none"> Re-classify investigator assistant positions to inspector positions Fall 2007 Hire new manager and supervisors. Fall 2007 through January 2008 Transition probation investigators to district office positions. Fall 2007 through Spring 2008 Draft budget change proposal for additional inspector positions. Spring 2008 <p>Measure: Decrease in the investigators workload and length of time to conduct investigations.</p> <p>Staff: Enforcement</p>	<ol style="list-style-type: none"> Re-classification done Spring 2008. New manager and supervisors employed, trained and in place in 08/09. Probation investigators transitioned to district office positions in 08/09. The BCP for staffing was approved for fiscal year 09/10 and ongoing with the funding to be absorbed. 	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>
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Goal 3: Consumer Education

Increase public awareness of the Board's Mission, activities and services.

Objective 3.1

- Complete a study of the public disclosure laws and take actions necessary to address issues identified.

Measure: Study completed and any actions necessary have been identified.

Plan:

1. Receive the public information study from the California Research Bureau as mandated by the legislature.

July 2008

2. Review the report and seek action as appropriate to implement recommendations.

July 2008 through 2009

Measure:

Study completed and recommendations presented to the board for possible action.

Staff: Public Information Officer

1. Final report on Public Disclosure presented to the board at the January 2009 Board meeting.

Completed

2. Updated 805 summaries on the website.

Completed

Objective 3.2

- Recognition of excellence in medicine by California physicians
Measure: Ensure annual award of recognition given to recipient.

Plan:

1. Solicit and review nominations for the board's physician humanitarian award.

**August to December
Annually**

2. The Physician Recognition Committee will select awardee.

December Annually

1. Nomination sought and reviewed annually.

Ongoing

2. Selection is done by committee.

Ongoing

<p>Measure: Board presents award to recipient at a board meeting.</p> <p>Staff: Public Information Officer</p>		
<p>Objective 3.3</p> <ul style="list-style-type: none"> ▪ Improve education about the Board and its services to consumers including obtaining information on physicians. <i>Measure:</i> High levels of satisfaction reported by consumers who access educational material and other information on the Board's Web site. <p>Plan:</p> <ol style="list-style-type: none"> 1. Increase educational material on the web site. Ongoing 2. Represent the Board at professional and public events statewide. Ongoing 3. Develop a public service announcement educating the public about the board. 2008 to 2009 4. Issue news releases and the board's Newsletter. Ongoing 5. Contact reporters to develop stories about issues related to the board. Ongoing <p>Measure: Consumers who contact the board report high levels of satisfaction with the information provided.</p> <p>Staff: Public Information Officer</p>	<ol style="list-style-type: none"> 1. Educational materials have been added to the website and staff will continue under direction of the Board. 2. Staff represents the Board at multiple meetings throughout the year including at all CA medical schools, the legislature, professions associations and other state agencies. 3. High cost with low benefit/impact was determined. 4. News releases and the newsletter are widely distributed. 5. Public Information Officer is in contact with reporters across the state on a regular basis. 	<p>Ongoing</p> <p>Ongoing</p> <p>Canceled</p> <p>Ongoing</p> <p>Ongoing</p>

Goal 4: Organizational Relationships

Improve effectiveness of relationships with related organizations to further the Board's Mission and goals.

Objective 4.1

- Establish a plan to include board members in meetings with legislators and other key stakeholders on various legislative proposals.

Measure: Increase support of the Board's legislative proposals.

Plan:

1. Set up meetings with legislative policy and fiscal committee members to discuss annual legislative agenda and issues of mutual concern.

Fall 2007 to Spring 2008

2. Set up meetings with key stakeholders on issues of mutual concern.

Fall 2007 to Summer 2008

3. Schedule members to attend legislative policy hearings on legislation sponsored by or pertaining to the board.

2008

Measure:

Passage of board-supported legislation.

Staff: Chief of Legislation

1. Board members remain actively involved with meetings with staff and the legislature. Board members and staff have testified several times to the legislature on Board bills and issues related to the Board. Executive staff works closely with Board Members to prepare for all meetings.

Ongoing

2. MBC has met with CMA, CAPG, CHA, OSPHD, CDPH, GME Offices, Latino Coalition for a Healthy California, and other relevant stakeholders such as the University of California Office of The President and the Malpractice Insurers.

Ongoing

3. Members have been scheduled to attend these meetings and will continue to do this.

Ongoing

<p>Objective 4.2</p> <ul style="list-style-type: none"> ▪ Develop a plan for Supervising Investigators to meet with legislative staff in district offices. <p><i>Measure:</i> Increased awareness of the Board by legislative district offices.</p> <p>Plan:</p> <ol style="list-style-type: none"> 1. Develop board informational packets for the investigative staff to deliver to legislative district staff. Fall 2007 2. Set up meetings with legislative district offices and investigative staff. Fall 2007 to Summer 2008-Ongoing <p>Measure: Increased personal contact with legislative district staff.</p> <p>Staff: Chief of Legislation and Supervising Investigators</p>	<ol style="list-style-type: none"> 1. The informational packets were developed. 2. Meetings with legislative district offices and investigative staff to 120 district offices. 	<p>Completed/ Ongoing</p> <p>Completed/ Ongoing</p>
Goal 5: Organizational Effectiveness		

Enhance organizational effectiveness and systems to improve service to constituents.

Objective 5.1

- Develop better ways of assessing Board “customer satisfaction” and implement changes that would better serve applicants, licensees and the public.

Measure: High levels of satisfaction reported by customers who receive services or who access information on the Board’s Web site.

Plan:

1. Develop an online system to allow potential licensees to access the status of their application.

2008 to 2009

2. Establish a centralized 800-line for all consumer, applicant, and licensee inquiries to the board with customer support staff.

Spring 2008

3. Medical Board’s new headquarters will have one central public reception area to better serve physicians, applicants, the public, and other visitors.

Spring 2008

Measure:

Decrease number of complaints regarding the board’s processes and accessibility.

Staff: All Staff

1. Online system under development to be completed January 2010.

In progress

2. The centralized call number was developed and a consumer focused Call center was implemented December 2008.

Completed

3. Moved to new headquarters in March 2008 and central reception provided.

Completed

<p>Objective 5.2</p> <ul style="list-style-type: none"> Reverse loss of investigators by addressing imbalances that are contributing to investigator retention problem. Perform a study to determine the difference in work performed and pay between Board investigators and investigators from other State boards/agencies. <p><i>Measure:</i> Improve retention of Board investigators.</p> <p>Plan:</p> <ol style="list-style-type: none"> Hire a vendor to perform an analysis of investigator classifications statewide to determine correct classification and pay for board investigators. Summer 2008 to 2009 Take appropriate action based upon study results. 2009 <p>Measure: Investigative staff retention improves</p> <p>Staff: Chief of Enforcement</p>	<ol style="list-style-type: none"> CPS awarded contract and provided initial report of analysis of investigator classifications in summer 2009. Additional work required on report due winter 2009. Awaiting results of study. 	<p>Pending</p> <p>Pending</p>
<p>Objective 5.3</p> <ul style="list-style-type: none"> Implement the restructuring of the Board to ensure greater communication and synergy between enforcement and licensing divisions of the Board. <p><i>Measure:</i> Implementation is completed and all board members are educated regarding all Board issues.</p> <p>Plan:</p> <ol style="list-style-type: none"> Develop implementation plan of the board restructuring. December 2007 Implement plan and provide training to all board members on both licensing 	<ol style="list-style-type: none"> Board was restructured to operate as one unified Board January 2008. Training sessions have begun and will continue to be developed. Staff continues to work with the 	<p>Completed</p> <p>Ongoing</p>

<p>and enforcement programs. 2008</p> <p>Measure: Training provided to all board members.</p> <p>Staff: All Staff</p>	<p>Attorney General's office to provide training identified by Members as the highest priority.</p>	
<p>Objective 5.4</p> <ul style="list-style-type: none"> ▪ Perform a complete evaluation of the Licensing Program to identify areas for improvement. <i>Measure:</i> Evaluation completed and any recommendations for efficiency are implemented. <p>Plan:</p> <ol style="list-style-type: none"> 1. Initiate the evaluation process. August 2008 2. Conduct review and analysis. August 2008 to September 2009 3. Complete report and review recommendations for possible action. <p>Measure: Project completed and opportunities for efficiency identified.</p> <p>Staff: Licensing Staff</p>	<ol style="list-style-type: none"> 1. The Board contracted with an independent entity to perform this evaluation. The contractor began August 2009. Report to be provided to Board in Jan 2010. 2. Initial staff analysis led to development of the first licensing policy and procedure manual in 08/09. This manual will require updating after independent review and report completed. 3. Determine appropriate implementation after report received. 	<p>In Progress</p> <p>In Progress</p> <p>N/A</p>

<p>Objective 5.5</p> <ul style="list-style-type: none"> Coordinate relocation of the Board's headquarters facilities and staff to improve operational efficiencies and to improve customer service. <i>Measure:</i> Consumers, staff and other interested parties have improved access to the Board's services. <p>Plan:</p> <ol style="list-style-type: none"> Develop a space plan to optimize workflow. August 2007 Reorganize record storage and retention systems by moving to online environments and eliminating wasted space. August 2007 and on going Establish one central public counter and call center with a toll-free number. March 2008 <p>Measure: Increased accessibility to board services and records. Staff reports fewer complaints regarding accessibility from public.</p> <p>Staff: All Staff</p>	<ol style="list-style-type: none"> Space plan developed, approved and implemented at new facility. Record storage has been reorganized to eliminate wasted space. Established public counter in March 2008 and call center in December 2008. 	<p>Completed</p> <p>Completed</p> <p>Completed</p>
<p>Objective 5.6</p> <ul style="list-style-type: none"> Develop consumer and licensee focused educational programs made available online from the Board's Web site to provide easy access statewide. <i>Measure:</i> Determine the number of individuals using these services and satisfaction with the courses. 		

<p>Plan:</p> <ol style="list-style-type: none"> 1. Develop online educational programs for multiple topics including but not limited to filing applications and complaints, training, and/or mandatory reporting. Spring 2008 and on going <p>Measure: Determine the number of individuals using these services and satisfaction with the courses.</p> <p>Staff: All Staff</p>	<ol style="list-style-type: none"> 1. Project could not begin until move into headquarters completed due to telecommunication requirements. Draft of Licensing program content has been developed by staff. Submitted extensive plan for the purchase and implementation of a Videoconferencing system to run online content submitted February 2009. Due to Executive Order, the purchase order was denied by DCA. Will resubmit when funding is available – fiscal year 10/11. 	<p>In Progress</p>
<p>Objective 5.7</p> <ul style="list-style-type: none"> ▪ Improve organizational business processes through replacement of current information technology systems with state of the art user-friendly fully interoperable information technology software. <i>Measure:</i> When fully implemented staff reports significant improvement in business processes. <p>Plan:</p> <ol style="list-style-type: none"> 1. Evaluate existing business processes to determine those systems that could be improved by upgrading information technology (IT) environment. Spring 2008 and on going 2. Purchase and implement expanded and upgraded IT system to support a more efficient business environment. <p>Measure: Increased productivity, morale, and efficiency. Staff reports improved access to medical board information.</p> <p>Staff: Executive and Information Technology Staff</p>	<ol style="list-style-type: none"> 1. Evaluation was completed in partnership with AGs office in Spring 2008 to assure technology could become interoperable with AGs system due to Enforcement program's VE model. 2. The feasibility study report was approved winter 2008. The budget change proposal requesting funding and staff to implement this IT enhancement was deemed premature in 2008 and has been resubmitted in 2009 for approval in budget year 10/11. Staff has continued to meet with the State CIO, Agency and DCA leadership to discuss this project. 	<p>Completed</p> <p>In Progress</p>
<p>Conclusion:</p>		

This plan seeks improve the efficiency and effectiveness of the Board to assure protection of the public and provide better service to licensees and consumers. This Board is also committed to making wellness of physicians a priority for the Medical Board of California.

Major events and accomplishments during 2007 to 2008 include:

1. All Quarterly Board meetings and all related materials were organized and held on schedule.
2. Move of headquarters including 165 staff, equipment, telecommunications systems, confidential and sensitive documents to the new location required enormous planning, efforts and collaboration across all program areas and was achieved despite multiple challenges.
3. Diversion Summit January 2008; transition plan developed and implemented November 2007 to June 2008. Board President, Executive Director, and Deputy Director have presented at multiple professional organizations to explain the transition plan and end of diversion leading to need to promote a Wellness concept.
4. The Newsletters have been published and provided to all licensees and other interested parties with an unprecedented positive response to the articles this past year.
5. The Board's legislative staff organized materials for enforcement staff to get information out to the legislature in 120 regional offices across the state this past year. The goal was to inform the legislature about the Medical Board per request of the Board Members.
6. The website was completely redesigned to be in compliance with new requirements from the Governor. The website averages over 600,000 hits per month. We have continued to add more educational content on the website per recommendation of the Education committee.
7. Cooperated with the evaluation of the Enforcement Program by the Governor's office, which led to conclusion that MBC's VE program is sufficiently meeting public protection.
8. Improved relationships with AG office by establishing new and more mutually supportive relationship through regular meetings. Collaborated with the AG's senior staff to develop the first joint vertical enforcement (VE) operations manual to promote improved efficiencies and effectiveness of the program.
9. Wellness concept developed by the Board is becoming accepted as a strategy to promote healthy lifestyles and support careers of California physicians but even more importantly to promote public protection.

10. Cooperated with the evaluation of the licensing process by Agency. Staff organized several case files and presented to agency staff who were interested in the timelines and process to obtain licensure for applicants.
 11. Vacancy rate estimated to be over 30% in Enforcement alone minimized to fewer than 7% through proactive recruitment and training efforts.
 12. Executive Director invited to and continues to serve on Department of Public Health's Crisis Care Task Force. The main goal of this task force is to establish standards and guidelines for physicians and health facilities to transition to population based health in the event of a catastrophic event.
 13. Implemented and followed all requirements of the Governor's Executive Order, which affected all aspects and functions of the Board.
 14. FY 07/08 Annual Report attached.
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Major events and accomplishments during 2008 to 2009 include:

1. All Quarterly Board meetings and all related materials were organized and held on schedule.
2. Telemedicine Pilot Program implemented.
3. The Newsletters have been published and provided to all licensees and other interested parties with an unprecedented positive response to the articles this past year.
4. Board determined to educate consumers on the existence and mission of the Board through requiring physicians to provide information to consumers that they are licensed and regulated by the Board.
5. Attorney General's Office has provided training sessions at several Board meetings on a variety of topics.
6. Board participated in a Senate Business and Professions Committee hearing on its enforcement model August 2009.
7. Board staff has participated in DCA's Health Roundtable summer 2009.
8. Board staff has been and continues to participate in DCA's SB1441 committee on substance abusing licensees.
9. Board staff has met with all HQES offices throughout the State to provide an update on legislation and other issues related to the enforcement program.

10. Board staff has been involved with meetings regarding ePrescribing coordinated by the California HealthCare Foundation and in partnership with the Department of Health and Human Services Deputy Director of Health Information Technology for the State of California.
11. Developed and expanded the physician profiles on the Board's website to include information self reported by the physicians on their license renewal survey.
12. Executive Director appointed by FSMB to its Executive Advisory Council and has been working with the FSMB on issues including Telemedicine, license portability, and their universal application.
13. Board members are representing California on the FSMB with one member serving as a Board member of FSMB, one member on the Nominating Committee, and one member on the Education Committee.
14. The Director of Consumer Affairs and Agency have been providing leadership for the development of a new Enforcement model for all healing art Boards. MBC staff have been actively involved with this process. MBC procedures have been provided to assist in this process.