

Memorandum

To: Renée Threadgill, Chief of Enforcement
Medical Board of California

Date: January 2, 2008

From: Susan Goetzinger
Expert Reviewer Program

AGENDA ITEM 19B

Subject: Results of the Expert Survey Questionnaires

Questionnaires Sent this quarter (October-December 2007)	27
Feedback Received from the questionnaires sent this quarter	27 (100%)
Total Feedback Received for this quarter's report	39

Questions 1-8, *positive response*: Yes

Question 9, *positive response*: No

Questions 10-13, *positive response*: Yes

1	Were you provided sufficient information/evidence to allow you to render a medical opinion?	100 percent YES
2	Were you encouraged to render an unbiased opinion?	90 percent YES 2 percent NO 8 percent <small>responded</small> N/A
3	Was the case directly related to your field of expertise?	100 percent YES
4	Were you given sufficient time to review the case?	98 percent YES 2 percent NO
5	Did the training material provided to you (the Expert Reviewer Guidelines and videotape/DVD) give you adequate information to perform your case review?	96 percent YES 2 percent NO 2 percent <small>responded</small> N/A
6	Were you given clear, concise, and easy to follow instructions throughout the process?	92 percent YES 2 percent NO 6 percent <small>responded</small> N/A
7	Was the investigator and/or MBC staff readily available to answer questions or concerns about the case?	96 percent YES 4 percent <small>responded</small> N/A
8	Is the required written report adequate to cover all aspects of your opinion?	100 percent YES
9	Do you feel the MBC has requested your services more frequently than you would prefer?	2 percent YES 98 percent NO
10	Would you be willing to accept more MBC cases for review?	100 percent YES

11	If you were required to testify, was the Deputy Attorney General readily available to answer questions and provide direction?	15 percent YES 85 percent N/A
12	Do you feel the reimbursement amount for case review is appropriate for the work you are required to perform?	52 percent YES 46 percent NO 2 percent N/A
13	Do you think that more physicians would be willing to become experts if the Board offered CME in addition to monetary compensation?	54 percent YES 39 percent NO 7 percent <i>responded</i> N/A
<i>Level of satisfaction with overall experience performing case reviews for MBC</i>		85 percent HIGH 10 percent AVERAGE 5 percent LOW

COMMENTS:

Last chart was huge, disorganized & had many duplications!

The "going rate" for medical record review for medical-legal cases is significantly higher than the MBC's rate of \$100/hr. The reimbursement could be raised and still be a good value for MBC.

I often get to follow-up on the cases I've reviewed and written opinions on. I'd like to find out what the end result is.

Please feel free to utilize my services again.

Perhaps a direct and specific feedback would be useful.

Physicians have other opportunities for CME credits.

The prior reimbursement rate was low, current rate is better. Examples of reports with packet (expert package) are very helpful.

Investigator has guided me very well; my experience in this case review is excellent.

The rates for reviewing civil cases for experienced reviewers is \$350-400/hr. Raising to \$150 was long overdue. Additional rate increases should be considered in the future.

I have found the investigators, DAGs & medical consultants very conscientious, professional and easy to work with.

For several years I did not get any requests to review cases. This year however, I was asked to review 2 cases.

Most physicians easily meet CME requirements so it would not be necessary to offer CME as part of case review.

Medical consultant, Dr. Klessig was very helpful. Investigator Hollis was always available by phone to answer any questions.

It will be very helpful if the records are sorted better and in a more organized fashion. Also a digital format (CD) of interviews?

Deputy Attorney General Cindy Lopez was superb and thorough in her communications.

I am delighted to review cases for MBC and welcome the opportunity to do so whenever the need arises.

I suggest increasing base hours from 10 to 15 although it was stated that additional review time possible if physician discusses with investigator.

Investigator Baker very competent and helpful!