

## MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: April 15, 2019  
ATTENTION: Members, Medical Board of California  
SUBJECT: Licensing Program Summary  
STAFF CONTACT: April Alameda, Chief of Licensing

REQUESTED ACTION:

This report is intended to provide the Members with an update on the Licensing Program at the Medical Board of California (Board). No action is needed at this time.

PROGRAM UPDATE:

The Licensing Program (Program) management team and staff continue to work on the implementation plan for the upcoming licensing/postgraduate training changes that will take place on January 1, 2020. The Board's Information Systems Branch continues to work with the Department of Consumer Affairs to ensure that the BreZE online system is updated, and applicants will be able to apply online by January 1, 2020.

The Program continues to work with the Board's Information Systems Branch on establishing a new web portal that will be implemented by January 1, 2020. The required information fields for each document type and system layout are being designed with plans for onboarding a testing group in the upcoming quarter. The new web portal will allow the Board to electronically receive verification documents from medical schools and postgraduate training programs. Automating this process will not only improve customer service but also assist the Board in achieving its strategic goal of eliminating the potential for loss of documentation and streamlining the licensing process.

The Program has conducted six interactive webinars to educate over 400 stakeholders on the upcoming changes to postgraduate training and licensing requirements. The purpose of these webinars is to ensure programs and applicants have sufficient time to prepare for the new requirements. The webinars focus on the changes to postgraduate training requirements and international medical school recognition, along with the new Postgraduate Training License process and notification requirements. Following the presentation, an interactive chat allows participants to ask questions and the Chief of Licensing provides further clarification. The Program is including additional information based on the participants' questions in the Frequently Asked Questions section, which will be added to the Board's website. Following the webinar, the presentation slides are sent to all participants via email. The webinar recording will be posted to the Board's website by May for the public and programs to view at their convenience. There are currently four webinar sessions remaining scheduled for May and June 2019.

Information about the postgraduate training and licensing requirement changes for the Board's website is also being finalized. The goal is to ensure that all individuals who will be impacted by the change are notified and educated on the new processes and

requirements. In addition to posting new information about the upcoming changes, the Program will be looking at existing website content and making modifications so the information is both accurate and easily accessible.

Beginning April 2019, licensees can renew their licenses online 180 days prior to the license expiration date rather than the previously established 120 days. To make the renewal process as efficient as possible and in the statewide effort to go green, starting in April 2019, electronic courtesy notices are being sent 180 days prior to the license expiration date. This will allow earlier renewal to ensure processing prior to the expiration date. Additionally, this will significantly reduce the number of paper renewal notices mailed and save on postage costs. Early renewal rates will be tracked to measure the success of this new automated process. This has already been a success as 500 licensees renewed early on the first day after the Board sent the electronic courtesy notices.

The Program received and responded to 2,722 emails via the Licensing Webmaster last quarter regarding topics such as renewals, pocket certificates, and application status.

The Program continues to evaluate and implement continuing medical education auditing processes to streamline procedures while utilizing existing resources to absorb the additional monthly workload because of the increase from 1 to 10 percent of licensees and permit holders randomly audited each month.

The enhanced Licensed Midwife Annual Report (LMAR) was launched in February 2019 and the Program received helpful feedback from licensed midwife users. As a result, there will be additional enhancements made to the LMAR based on those suggestions to further improve the reporting.

#### MEXICO PILOT PROGRAM:

The Board has developed the applications for participating physicians and non-profit community health centers. The Board is finalizing the website information for publication and is working on an Interagency Agreement with the medical school that will conduct the evaluation of the program.

#### CONSUMER INFORMATION UNIT:

The Consumer Information Unit (CIU) continues to handle a heavy call volume. The number of calls answered this quarter increased from 18,046 to 19,234.

The CIU remains fully staffed and recently attended customer service training. Scripts have been created for staff to utilize when assisting callers. This will help the Board achieve its strategic goal of improving the quality of customer service.

#### INTERNATIONAL MEDICAL SCHOOLS:

The Licensing Program received 19 new recognition requests during the third quarter and four medical schools were recognized. There are currently 31 schools pending recognition at the end of the third quarter.

OUTREACH:

The Program is currently evaluating its outreach efforts to medical schools, applicants, licensees, and consumers as part of its strategic goal to increase awareness of the Board, its mission, activities, and services. In addition to hosting interactive webinars, the Program has visited postgraduate training programs to provide detailed information on the upcoming changes.

On January 24, 2019, the Chief of Licensing and the Outreach Manager gave a presentation regarding the upcoming licensing requirement changes to 43 Designated Institutional Officials and Program Coordinators at the University of California (UC), Davis.

On February 12, 2019, the Chief of Licensing and the Outreach Manager gave a presentation regarding the upcoming licensing requirement changes to 59 Designated Institutional Officials and Program Coordinators at UC, San Francisco.

On March 2, 2019, the Chief of Licensing gave a presentation regarding the upcoming licensing requirement changes to 25 attorneys with the California Academy of Attorneys for Health Care Professionals in San Francisco.

On March 5, 2019, the Chief of Licensing gave a presentation regarding the upcoming licensing requirement changes to 30 Designated Institutional Officials and Program Coordinators at Arrowhead Regional Medical Center.

On March 28, 2019, the Chief of Licensing gave a presentation via telephone conference regarding the upcoming licensing requirement changes to 10 Designated Institutional Officials and Program Coordinators at Kaiser Permanente, Center for Medical Education located in Los Angeles.

The Licensing Program also participated in the following licensing fairs:

<b>Dates</b>	<b>Locations</b>	<b>Residents in Attendance</b>
February 6-7	Harbor UCLA	97
February 14	Sutter Family Medical Center	23
February 27	Dignity Health	7
March 13	UC San Diego	34
March 14	UC San Diego	27
March 19	Kaiser Permanente – Vallejo	19
March 19	Kaiser Permanente – Oakland	19
March 20	Kaiser Permanente – Oakland	17
March 20	Kaiser Permanente – San Francisco	16
March 21	Kaiser Permanente – Santa Clara	26

<b>CONSUMER INFORMATION UNIT Fiscal Year 18-19</b>	<b>2018- 2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Total Calls Answered	<b>59,480</b>	22,200	18,046	19,234	
Calls Requesting Call Back	<b>12,966</b>	7,277	3,378	2,311	
Calls Abandoned	<b>10,624</b>	4,778	3,267	2,579	

<b>CONSUMER INFORMATION UNIT Fiscal Year 17-18</b>	<b>2017- 2018</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Total Calls Answered	<b>68,253</b>	18,270	15,988	17,084	16,911
Calls Requesting Call Back	<b>29,849</b>	8,600	6,966	6,805	7,478
Calls Abandoned	<b>21,236</b>	6,065	5,540	4,756	4,875

<b>PHYSICIAN &amp; SURGEON DATA Fiscal Year 18-19</b>	<b>2018- 2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
*Applications Received	<b>6,069</b>	2,045	1,855	2,169	
Initial Reviews Completed	<b>5,934</b>	1,911	2,017	2,006	
Licenses Issued	<b>5,037</b>	2,080	1,416	1,541	
Renewals Issued	<b>52,570</b>	18,101	16,528	17,941	

<b>PHYSICIAN &amp; SURGEON DATA Fiscal Year 17-18</b>	<b>2017- 2018</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
*Applications Received	<b>8,031</b>	2,338	1,904	2,101	1,688
Initial Reviews Completed	<b>7,962</b>	2,052	2,091	2,084	1,735
Licenses Issued	<b>6,694</b>	1,823	1,416	1,700	1,755
Renewals Issued	<b>70,297</b>	17,189	16,814	19,093	17,201

\*Applications Received does not include applications received with monies that have not been deposited as this process may take several weeks.

<b>SENIOR REVIEW 2 - CATEGORIES Fiscal Year 18-19</b>	<b>2018- 2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Alcohol/Drugs	<b>13</b>	2	1	10	
PG/Medical Knowledge	<b>87</b>	30	17	40	
Convictions	<b>34</b>	6	10	18	
Other	<b>115</b>	24	27	64	

<b>SENIOR REVIEW 2 - CATEGORIES Fiscal Year 17-18</b>	<b>2017- 2018</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Alcohol/Drugs	<b>17</b>	1	4	6	6
PG/Medical Knowledge	<b>67</b>	23	16	19	9
Convictions	<b>29</b>	9	8	8	4
Other	<b>138</b>	61	24	20	33

<b>Unrecognized &amp; Disapproved Medical School Applicants (2135.7) Fiscal Year 18-19</b>	<b>2018-2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Received	5	1	1	3	
Not Eligible	0	0	0	0	
Licensed	6	0	2	4	

<b>Unrecognized &amp; Disapproved Medical School Applicants (2135.7) Fiscal Year 17-18</b>	<b>2017-2018</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Received	7	2	4	1	0
Not Eligible	0	0	0	0	0
Licensed	14	2	3	4	5

<b>International Medical School Applications Fiscal Year 18-19</b>	<b>2018-2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Requests for Recognition Received	40	8	13	19	
Recognized Pursuant to CCR 1314(a)(1)	26	5	4	17	
Recognized Pursuant to CCR 1314(a)(2)	0	0	0	0	
TOTAL Schools Pending Recognition	N/A	97	21*	31	

<b>International Medical School Applications Fiscal Year 17-18</b>	<b>2017-2018</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Requests for Recognition Received	59	10	19	9	21
Recognized Pursuant to CCR 1314(a)(1)	41	6	14	5	16
Recognized Pursuant to CCR 1314(a)(2)	1	1	0	0	0
TOTAL Schools Pending Recognition	N/A	77	82	86	89

\*Due to upcoming 2020 law changes, several medical schools have withdrawn their requests for recognition.

<b>LICENSED MIDWIVES Fiscal Year 18-19</b>	<b>2018-2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Applications Received	31	8	11	12	
Licenses Issued	29	5	9	15	
Licenses Renewed	141	43	47	51	

<b>LICENSED MIDWIVES Fiscal Year 17-18</b>	<b>2017-2018</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Applications Received	30	9	10	9	2
Licenses Issued	36	10	9	11	6
Licenses Renewed	193	42	44	55	52

<b>FICTITIOUS NAME PERMIT Fiscal Year 18-19</b>	<b>2018-2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
P&S - FNP Received	1087	354	387	346	
P&S - FNP Issued	980	315	352	313	
P&S - FNP Renewed	3,895	1,221	1,200	1,474	
Podiatric FNP Received	25	0	16	9	
Podiatric FNP Issued	32	6	15	11	
Podiatric FNP Renewed	110	33	44	33	

<b>FICTITIOUS NAME PERMIT Fiscal Year 17-18</b>	<b>2017-2018</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
P&S - FNP Received	1505	334	398	350	423
P&S - FNP Issued	1,350	358	249	403	340
P&S - FNP Renewed	5,703	1,319	1,361	1,548	1,475
Podiatric FNP Received	34	6	11	10	7
Podiatric FNP Issued	34	7	5	12	10
Podiatric FNP Renewed	142	39	33	36	34

<b>POLYSOMNOGRAPHY Fiscal Year 18-19</b>	<b>2018-2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Trainee Applications Received	13	3	4	6	
Trainee Registrations Issued	13	2	3	8	
Trainee Registrations Renewed	17	3	6	8	
Technician Applications Received	23	9	5	9	
Technician Registrations Issued	19	3	10	6	
Technician Registrations Renewed	36	10	16	10	
Technologists Applications Received	22	9	9	4	
Technologists Registrations Issued	23	7	11	5	
Technologists Registrations Renewed	350	118	134	98	

<b>POLYSOMNOGRAPHY Fiscal Year 17-18</b>	<b>2017-2018</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
Trainee Applications Received	23	8	5	4	6
Trainee Registrations Issued	19	4	6	4	5
Trainee Registrations Renewed	13	3	4	4	2
Technician Applications Received	35	7	6	9	13
Technician Registrations Issued	34	10	9	4	11
Technician Registrations Renewed	39	15	9	7	8
Technologists Applications Received	67	20	15	16	16
Technologists Registrations Issued	63	20	16	10	17
Technologists Registrations Renewed	165	60	44	26	35

<b>RESEARCH PSYCHOANALYST Fiscal Year 18-19</b>	<b>2018- 2019</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
RP Applications Received	6	6	0	0	
RP Licenses Issued	4	3	1	0	

<b>RESEARCH PSYCHOANALYST Fiscal Year 17-18</b>	<b>2017- 2018</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
RP Applications Received	7	2	2	2	1
RP Licenses Issued	5	0	4	1	0

<b>SPECIAL PROGRAMS Fiscal Year 18-19</b>	<b>2018-2019</b>	<b>Quarter 1</b>	<b>Quarter2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2111 Applications Received	22	6	2	14	
2111 Applications Reviewed	16	7	2	7	
2111 Permits Issued	15	7	2	6	
2111 Permits Renewed	49	14	10	25	
2112 Applications Received	0	0	0	0	
2112 Applications Reviewed	0	0	0	0	
2112 Permits Issued	1	1	0	0	
2112 Permits Renewed	1	0	0	1	
2113 Applications Received	19	5	4	10	
2113 Applications Reviewed	16	6	4	6	
2113 Permits Issued	18	10	3	5	
2113 Permits Renewed	20	7	5	8	
2168 Applications Received	1	0	0	1	
2168 Applications Reviewed	1	0	0	1	
2168 Permits Issued	3	2	0	1	
2168 Permits Renewed	10	4	4	2	

<b>SPECIAL PROGRAMS Fiscal Year 17-18</b>	<b>2017-2018</b>	<b>Quarter 1</b>	<b>Quarter2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2111 Applications Received	26	9	5	9	3
2111 Applications Reviewed	26	7	7	7	5
2111 Permits Issued	27	7	9	5	6
2111 Permits Renewed	57	16	13	16	12
2112 Applications Received	2	0	1	1	0
2112 Applications Reviewed	2	0	0	1	1
2112 Permits Issued	0	0	0	0	0
2112 Permits Renewed	3	1	0	1	1
2113 Applications Received	29	2	6	7	14
2113 Applications Reviewed	22	4	4	5	9
2113 Permits Issued	29	10	3	6	10
2113 Permits Renewed	30	1	11	5	13
2168 Applications Received	4	1	2	0	1
2168 Applications Reviewed	2	0	1	1	0
2168 Permits Issued	2	0	0	1	1
2168 Permits Renewed	7	3	1	2	1

2111 - Visiting Fellow (doesn't satisfy postgraduate training required for licensure)

2112 - Hospital Fellowship Program Non-Citizen (does not satisfy postgraduate training required for licensure)

2113 - Medical School Faculty Member (may satisfy postgraduate training required for licensure)

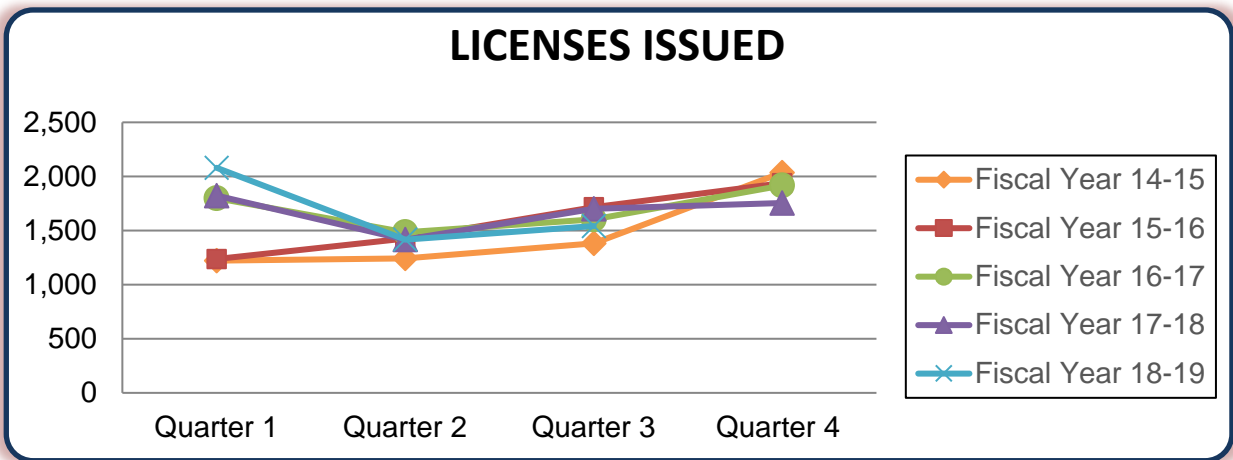
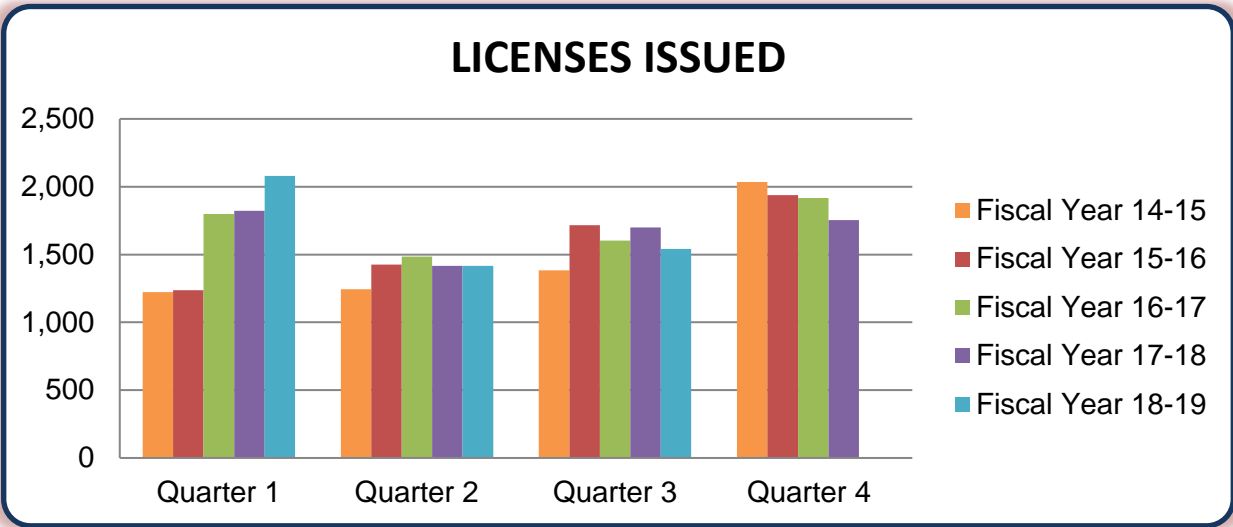
2168 - Special Faculty Permit (academically eminent; unrestricted practice within sponsoring medical school - not eligible for licensure)



Licensing Program Report

WORKLOAD REPORT

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 18-19	2,080	1,416	1,541		5,037
Fiscal Year 17-18	1,823	1,416	1,700	1,755	6,694
Fiscal Year 16-17	1,799	1,484	1,603	1,916	6,802
Fiscal Year 15-16	1,237	1,425	1,716	1,938	6,316
Fiscal Year 14-15	1,222	1,243	1,383	2,035	5,883



**PHYSICIAN'S AND SURGEON'S APPLICATIONS RECEIVED**  
**Five Fiscal Year History**

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 18-19	2,045	1,855	2,169		<b>6,069</b>
Fiscal Year 17-18	2,338	1,904	2,101	1,688	<b>8,031</b>
Fiscal Year 16-17	2,194	1,943	2,118	1,723	<b>7,978</b>
Fiscal Year 15-16	2,262	1,732	2,094	1,675	<b>7,763</b>
Fiscal Year 14-15			1,967	1,516	<b>6,850</b>

Applications Received data for the current quarter does not include applications received with monies that have not been deposited as this process may take several weeks.

