

MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: October 14, 2019
ATTENTION: Members, Medical Board of California
SUBJECT: Licensing Program Summary
STAFF CONTACT: Christine Lally, Deputy Director

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 and postgraduate training changes that will go into effect on January 1, 2020. The Board's Information Systems Branch (ISB) staff is currently testing the new 2020 transactions in the BreEZe online system to ensure that applicants will be able to apply online by January 1, 2020.

The Program continues to expand its information related to the upcoming changes by restructuring the Board's website, applications, and forms. The licensing managers and ISB staff continue to work together to complete a new website for the Board that complies with the American Disability Act and is more user friendly. In addition, the website will reflect all of the law changes that go into effect on January 1, 2020. The Board plans to post the 2020 physician's and surgeon's license applications and forms in mid-December 2019.

The management team has completed case audits on each application file to ensure accuracy and to inform all applicants of the forthcoming 2020 changes. Applicants were sent a letter notifying them of the upcoming law changes and how it may affect their eligibility for licensure.

The upcoming law changes has caused the Program to experience an increase of applications due to eligible applicants trying to obtain licensure by December 31, 2019. The Program has maintained reviewing applications within 30 days, even with an increase of applications, vacancies, and the training of new staff.

The Program continues to experience a large increase in the continuing medical education (CME) workload due to an increase of 1-2 to 10 percent of licensees and permit holders randomly selected during the monthly CME audit. The management team is discussing ways to streamline the process.

The Program received and responded to 3,701 emails last quarter via the Licensing Webmaster regarding topics, such as upcoming 2020 changes, CME, renewals, pocket certificates, and application status.

DIRECT ONLINE CERTIFICATION SYSTEM (DOCS) PORTAL:

The Program continues to work with ISB staff on the development of the new DOCS Portal that will be implemented on January 1, 2020. Based on the feedback received from three California programs during the preliminary demonstration, the portal is currently being restructured. Once the enhancements are implemented, testing of the portal will begin.

The new web portal will allow the Board to electronically receive verification documents from medical schools and postgraduate training programs. The portal will assist the Board in achieving its strategic goal of eliminating the potential for loss of documentation and streamlining the licensing process. Automating this process will not only improve customer service, it will expedite the transition process for an applicant who has completed the required 36-months of postgraduate training.

MEXICO PILOT PROGRAM:

The Board has received twenty-nine (29) physician applications and six (6) nonprofit community health center applications, which are currently under review. The information regarding the program is available on the Board's website. The Board is also 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 was 19,368. A greater amount of one-call resolutions has been achieved, with the number of complaint transfers reduced by over 80% from earlier this year. Staff have been trained to proficiently handle calls regarding upcoming licensing law changes.

OUTREACH:

The Program continues to evaluate 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 an effort to promote outreach, the Program has provided California program directors a checklist and Postgraduate Training License requirements that will assist them with regard to the 2020 changes when hiring prospective residents.

The Licensing Program participated in the following licensing fairs:

Dates	Locations	Residents in Attendance
09/12/2019	UCSF Parnassus Campus – San Francisco	25
09/13/2019	CA Pacific Medical Center - San Francisco	23
09/18/2019	Kaiser – Los Angeles	15
09/20/2019	UCSF Mission Bay Campus – San Francisco	38

CONSUMER INFORMATION UNIT Fiscal Year 19-20	2019- 2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total Calls Answered	19,368	19,368			
Calls Requesting Call Back	3,400	3,400			
Calls Abandoned	3,501	3,501			

CONSUMER INFORMATION UNIT Fiscal Year 18-19	2018- 2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total Calls Answered	79,058	22,200	18,046	19,234	19,578
Calls Requesting Call Back	15,582	7,277	3,378	2,311	2,616
Calls Abandoned	13,455	4,778	3,267	2,579	2,831

PHYSICIAN & SURGEON DATA Fiscal Year 19-20	2019- 2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Applications Received	1,762	1,762			
Initial Reviews Completed	1,817	1,817			
Licenses Issued	2,488	2,488			
Renewals Issued	17,629	17,629			

PHYSICIAN & SURGEON DATA Fiscal Year 18-19	2018- 2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
*Applications Received	7,720	2,047	1,857	2,176	1,640
Initial Reviews Completed	7,694	1,911	2,021	2,040	1,722
Licenses Issued	6,694	2,076	1,416	1,541	1,661
Renewals Issued	72,974	18,122	16,537	17,947	20,368

*Applications Received does not include applications received with monies that have not been

SENIOR REVIEW 2 - CATEGORIES Fiscal Year 19-20	2019- 2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Alcohol/Drugs	5	5			
PG/Medical Knowledge	24	24			
Convictions	3	3			
Other	13	13			

SENIOR REVIEW 2 - CATEGORIES Fiscal Year 18-19	2018- 2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Alcohol/Drugs	17	2	1	10	4
PG/Medical Knowledge	142	30	17	40	55
Convictions	40	6	10	18	6
Other	158	24	27	64	43

Unrecognized & Disapproved Medical School Applicants (2135.7) Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Received	1	1			
Not Eligible	0	0			
Licensed	3	3			

Unrecognized & Disapproved Medical School Applicants (2135.7) Fiscal Year 18-19	2018-2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Received	8	3	2	0	3
Not Eligible	0	0	0	0	0
Licensed	7	0	2	4	1

International Medical School Applications Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Requests for Recognition Received	0	0			
Recognized Pursuant to CCR 1314(a)(1)	0	0			
Recognized Pursuant to CCR 1314(a)(2)	0	0			
TOTAL Schools Pending Recognition	N/A	12			

International Medical School Applications Fiscal Year 18-19	2018-2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Requests for Recognition Received	44	8	13	19	4
Recognized Pursuant to CCR 1314(a)(1)	30	5	4	17	4
Recognized Pursuant to CCR 1314(a)(2)	0	0	0	0	0
TOTAL Schools Pending Recognition	N/A	97	21*	31*	12*

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

LICENSED MIDWIVES Fiscal Year 19-20	2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Applications Received	9	9			
Licenses Issued	11	11			
Licenses Renewed	38	38			

LICENSED MIDWIVES Fiscal Year 18-19	2018-2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Applications Received	43	8	11	15	9
Licenses Issued	40	5	9	15	11
Licenses Renewed	190	44	48	51	47

FICTITIOUS NAME PERMIT Fiscal Year 19-20	2019- 2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
P&S - FNP Received	351	351			
P&S - FNP Issued	412	412			
P&S - FNP Renewed	1,245	1,245			
Podiatric FNP Received	7	7			
Podiatric FNP Issued	3	3			
Podiatric FNP Renewed	25	25			

FICTITIOUS NAME PERMIT Fiscal Year 18-19	2018- 2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
P&S - FNP Received	1490	357	387	366	380
P&S - FNP Issued	1,344	315	352	313	364
P&S - FNP Renewed	5,364	1,239	1,216	1,481	1,428
Podiatric FNP Received	28	0	16	9	3
Podiatric FNP Issued	39	6	15	11	7
Podiatric FNP Renewed	146	33	44	33	36

POLYSOMNOGRAPHY Fiscal Year 19-20	2019- 2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Trainee Applications Received	7	7			
Trainee Registrations Issued	6	6			
Trainee Registrations Renewed	5	5			
Technician Applications Received	8	8			
Technician Registrations Issued	8	8			
Technician Registrations Renewed	12	12			
Technologists Applications Received	8	8			
Technologists Registrations Issued	10	10			
Technologists Registrations Renewed	67	67			

POLYSOMNOGRAPHY Fiscal Year 18-19	2018- 2019	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Trainee Applications Received	21	3	4	9	5
Trainee Registrations Issued	20	2	3	8	7
Trainee Registrations Renewed	22	3	6	8	5
Technician Applications Received	29	9	5	10	5
Technician Registrations Issued	31	5	11	9	6
Technician Registrations Renewed	47	9	15	10	13
Technologists Applications Received	39	9	9	8	13
Technologists Registrations Issued	42	7	16	7	12
Technologists Registrations Renewed	438	119	137	99	83

RESEARCH PSYCHOANALYST Fiscal Year 19-20	2019- 2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4
RP Applications Received	2	2			
RP Licenses Issued	1	1			
RP Licenses Renewed	1	1			

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

SPECIAL PROGRAMS Fiscal Year 19-20	2019-2020	Quarter 1	Quarter2	Quarter 3	Quarter 4
2111 Applications Received	14	14			
2111 Applications Reviewed	12	12			
2111 Permits Issued	11	11			
2111 Permits Renewed	10	10			
2112 Applications Received	0	0			
2112 Applications Reviewed	0	0			
2112 Permits Issued	0	0			
2112 Permits Renewed	0	0			
2113 Applications Received	9	9			
2113 Applications Reviewed	10	10			
2113 Permits Issued	13	13			
2113 Permits Renewed	7	7			
2168 Applications Received	0	0			
2168 Applications Reviewed	1	1			
2168 Permits Issued	1	1			
2168 Permits Renewed	3	3			

SPECIAL PROGRAMS Fiscal Year 18-19	2018-2019	Quarter 1	Quarter2	Quarter 3	Quarter 4
2111 Applications Received	21	6	8	4	3
2111 Applications Reviewed	20	7	2	8	3
2111 Permits Issued	20	7	2	6	5
2111 Permits Renewed	59	14	10	25	10
2112 Applications Received	0	0	0	0	0
2112 Applications Reviewed	0	0	0	0	0
2112 Permits Issued	1	1	0	0	0
2112 Permits Renewed	1	0	0	1	0
2113 Applications Received	26	5	4	11	6
2113 Applications Reviewed	29	10	4	6	9
2113 Permits Issued	26	10	3	5	8
2113 Permits Renewed	36	7	5	8	16
2168 Applications Received	1	0	0	1	0
2168 Applications Reviewed	1	0	0	1	0
2168 Permits Issued	2	2	0	0	0
2168 Permits Renewed	12	4	4	2	2

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

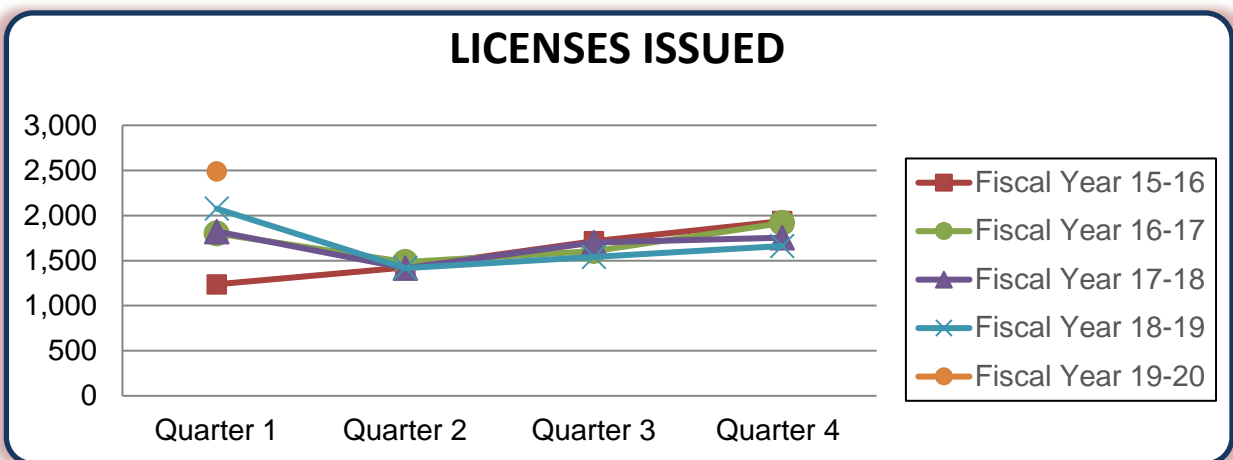
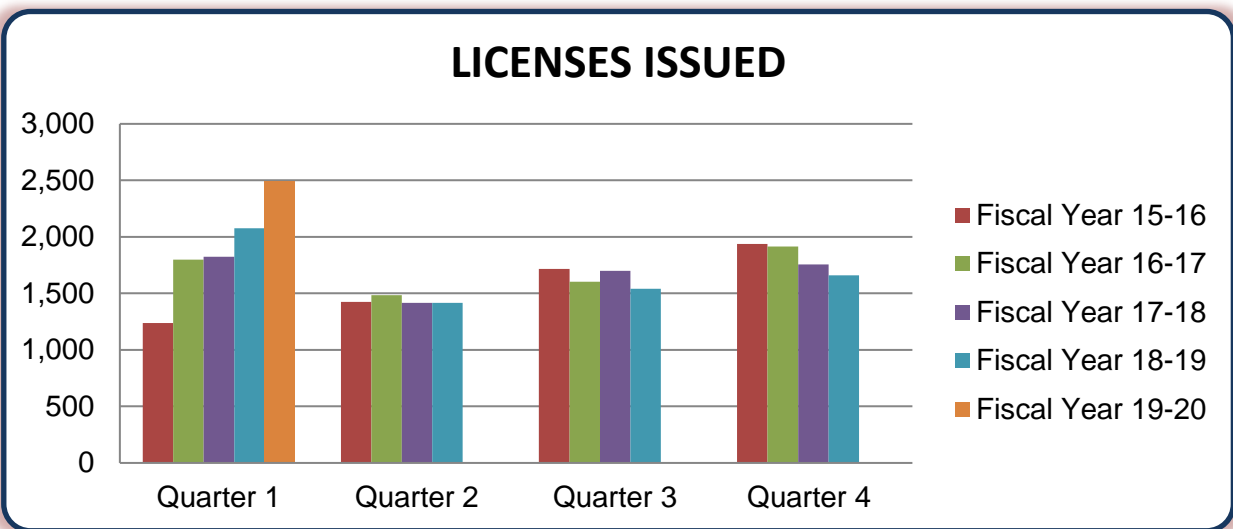
2112 - Hospital Fellowship Program Non-Citizen (does not satisfy postgraduate training required for licensure)

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)

Physician's and Surgeon's Licenses Issued Five Fiscal Year History

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 19-20	2,488				2,488
Fiscal Year 18-19	2,076	1,416	1,541	1,661	6,694
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



Physician's and Surgeon's Applications Received Five Fiscal Year History

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Fiscal Year 19-20	1,762				1,762
Fiscal Year 18-19	2,047	1,857	2,176	1,640	7,720
Fiscal Year 17-18	2,338	1,904	2,101	1,688	8,031
Fiscal Year 16-17	2,194	1,943	2,118	1,723	7,978
Fiscal Year 15-16	2,262	1,732	2,094	1,675	7,763

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.

