

MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: May 6, 2021
ATTENTION: Members, Medical Board of California
SUBJECT: April 21, 2021 Public Stakeholder Meeting
STAFF CONTACT: William Prasifka, Executive Director

UPDATE:

The first of the Board's quarterly [Public Stakeholder Meetings](#) was held April 21, 2021, via WebEx teleconference, with close to 80 participants from a variety of patient safety advocate groups, state departments, law groups and several other entities whose missions align with the Board's. The Board President and Vice President attended, along with five Board members and the senior executive staff.

The goal of the meeting was to expand communication with public stakeholders, respond to their questions, comments and suggestions, brainstorm ways for the Board to improve and form new coalitions with groups seeking to improve public protection in California.

The Board invited guest speaker Bridget Gramme of the Center of Public Interest Law, a leading consumer protection policy advocacy organization, whose presentation ["Amplifying Public Voices: Transforming Public Comment into Meaningful Change"](#) provided the public some principals for consideration as they interact with the Board and request changes. Ms. Gramme also gave an overview of the Board's authority and limitations it faces when responding to certain public concerns.

One major theme that emerged from the meeting was the need to improve transparency of the MBC complaints process to the complainants and public at large.

The Board's executive team has identified the following action points arising out of the April 21, 2021 meeting:

- Develop a video explaining the complaint process, what information should be included in a complaint, what matters are outside of the jurisdiction of MBC etc.
- Refresh the website to highlight information about the complaint process
- Continue to develop ways to better engage with complainants about the complaints process, including
 - Create an online tracking mechanism so complainants can be kept informed of the progress of a complaint
 - Monitor and enhance direct communication between enforcement staff and complainants at certain milestones in the complaints process
- Find examples in other jurisdictions of an enhanced customer service mechanism, such as Ombudsman (UK), Victim Coordinator (Ohio Medical Board), Consumer Advocate (Maine Medical Board) and assess applicability for MBC.

- Re-establish the Public Outreach, Education and Wellness Committee
- Present progress made on these action points at the next Public Stakeholders meeting and seek further engagement on how to improve transparency of operations of the complaint process.