MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: August 15, 2024
ATTENTION: Members, Medical Board of California
SUBJECT: Information Systems Branch Summary
STAFF CONTACT: Sean Eichelkraut, Information Technology Manager II

Requested Action:

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

Medical Board of California iOS App Update for iOS 17:

Originally launched in July 2018, the Medical Board of California iOS App is getting some updates to keep up with Apple's ongoing enhancements to the iOS operating system. Failing to conform to Apple's standards for operating system updates could result in the app being removed from the Apple Store for consumers to obtain, so these updates are being made proactively to mitigate that risk. While updating the project, push notifications are being implemented to keep the app updating even when the application is no longer running in the background. Originally, push notifications were deemed out of scope, as an original requirement was to not track any user information. Feedback about the app has suggested that users are willing to opt into some obfuscated level of tracking to incorporate this push notification functionality. Usage will be tracked by non-identifying device IDs and no personal information about users will be tracked.

August 2024 Update: Testing is in progress for the iOS application refresh. Release is still on target for the second half of 2024.

Complaint Tracking System Update:

August 2024 Update: The Stage 1 Business Analysis documents have been formally submitted to the Department of Consumer Affairs (DCA) and Business, Consumer Services and Housing Agency (BCSH) requesting approval through delegated authority to proceed with the Complaint Tracking System project with an anticipated official start date of October 1, 2024. At that time, formal project management plans and schedules will be developed for providing progress reports to the Board in future meetings.

Physician Survey Redesign Update:

AB 133 authorizes the California Department of Health Care Access and Information (HCAI), formally the California Office of Statewide Health Planning and Development (OSHPD), to collect additional workforce data from healing arts boards through

California Business and Professions Code 502 effective July 1, 2022. Additional data collection items include: Anticipated year of retirement, physical address of primary and secondary practice locations and types, date of birth, gender identity, National Provider Identifier (NPI), work hours, sexual orientation, and disability status.

August 2024 Update: Over 152,682 (+15,923) surveys have been completed, representing just over 79% (+6%) of the Renewed and Current Physician and Surgeon population.


Total Number of HCAI Surveys Completed Per Month
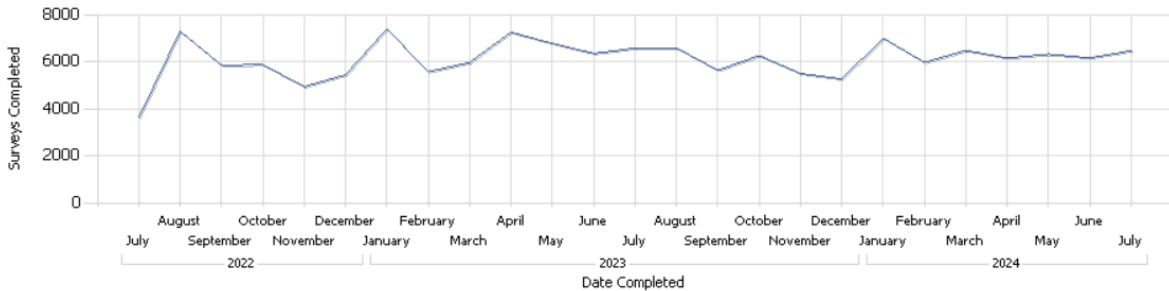
HCAI Survey Response Rate For Current Licensing Population (162,158)
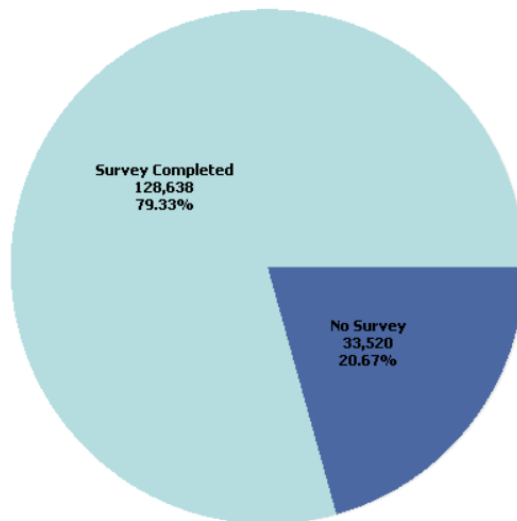
"Print Yourself" Wallet License with QR Codes Update:

Allowing licensees to print their own Wallet License Cards saves the Board resources in the generating, printing, and mailing of the plastic cards, which are not as common or useful as they once were. Licensees are able to forward the PDF version of their Wallet License to their employers and others as needed and are instantly available instead of the 4-6 weeks it previously took for plastic cards to reach licensees. QR Codes allow anyone to scan the license to instantly view the licensee's up to date DCA Search profile.

August 2024 Update: 172,537 (+17,373) Wallet Licenses have been generated.

**Wallet Cards Generated Per Month**
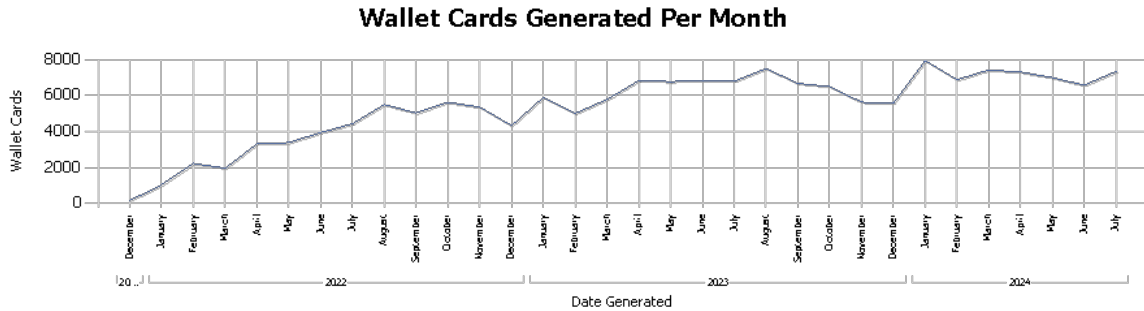
Direct Online Certification Submission (DOCS) Update:

The Direct Online Certification Submission (DOCS) service is a secure, fast, and reliable online document delivery system that allows medical schools and postgraduate training programs to submit certain primary-source licensing documents to the Board.

August 2024 Update: User registration for Medical Schools and Postgraduate Training Programs continues to rise. 972 (+96) Medical School Users representing 598 (+46) Medical Schools world-wide and 4,513 (+358) Postgraduate Training Program Users representing 5,461 (+197) Postgraduate Training Programs at 827 (+35) Facilities are currently registered in DOCS. More than 106,843 (+12,983) documents have been uploaded for 25,914 (+2,582) applicants since launching the platform.

A project to further enhance DOCS to allow medical schools and postgraduate training programs to submit certain primary-source license documents to the Board for individuals already licensed began in July 2024. This will allow the same interface to be used by the medical schools and postgraduate training programs to upload proof of postgraduate training required for a new license's first renewal.

Applicant Documents Uploaded by Month
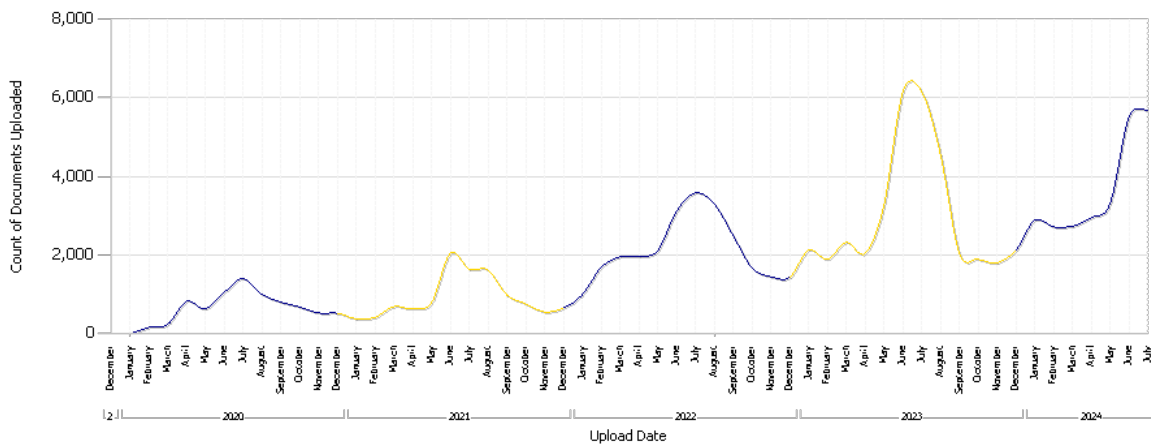
Volunteer Physician Registry Update:

The Volunteer Physician Registry (VPR) is intended to be used by clinics or other entities seeking volunteer physicians. Physicians in the registry have provided information about areas where they would be willing to volunteer and have provided details regarding their area of practice and foreign language proficiency. Originally implemented in 2006 and most recently refreshed in December 2018, the web application was due for cosmetic and technological improvements to ensure compliance with State of California and accessibility standards. For security and support considerations, the existing volunteer accounts will be migrated to the new system, but license authentication will be performed using the IDEAL (Interoperability Development Effort to Authenticate Licensees) interface.

August 2024 Update: Redesign and development have begun. Programming resources are split with regular website maintenance, so dedicated project hours fluctuate week to week. Current estimate for launch of the revamped VPR is early 2025.

BreEZe Online Complaint Form Redesign Update:

The Information Systems Branch (ISB) Breeze Business Integration team is working with the Department of Consumer Affairs (DCA) Office of Information Services (OIS) BreEZe team to implement the recent changes made to the Board's hard copy Complaint Form to the BreEZe Online Complaint Form. The goal of these updates is to streamline the forms to attempt to collect as much relevant data and medical releases as possible in the early stages of the complaint submission process. The paper form updates have led to an increase in initially required information and releases being provided with complaints submitted in hard copy. On May 5, 2021, the BreEZe Online Complaint Form was updated to warn individuals who submit a complaint anonymously, that if the Board is unable to obtain documentation or evidence of the complaint allegations, the complaint may not be able to be pursued and it will not be possible to provide updates regarding the complaint. The goal is to encourage complainants to provide their contact information so additional communication can occur if necessary. Additional enhancements are still in the development stages as the Board works with OIS to continue to improve BreEZe. ISB is currently working with the vendor on changing some of the BreEZe screens core functionality to make the process more user friendly for complainants.

August 2024 Update: The vendor has completed the development of the enhanced functionality and is currently performing Quality Assurance testing of their own. DCA currently anticipates the code being released by the vendor in October 2024. At that time, the Board will be the pilot for configuring this enhanced functionality for our BreEZe online complaint form submission. After October 2024, the BreEZe releases for the remainder of the calendar year are reserved for legislative, annual, and emergency changes only. Current estimate for release of the Board's enhanced online complaint form is the first half of 2025.

BreEZe Applicant Document Uploads After Application Submission:

As part of the June 2024 BreEZe release, new transactions were made available to Physician and Surgeon and Postgraduate Training License applicants allowing them to submit additional attachments through the Breeze system after their initial application had already been submitted. Prior to these new transactions becoming available, applicants could only attach files when submitting their initial application. If additional files were needed after initial application submission, they had to be directed to the specific licensing analyst assigned to the application at the time and in the event of an application being reassigned, documents could potentially be lost. Allowing the applicant to upload their attachments directly to their application in BreEZe reduces the potential for documents being lost and increases efficiency for the analysts.

BreEZe Attachment File Size Increases

As part of the June 2024 BreEZe release, the file size limitations for attachments for applicants and complaints have been increased. Individual file attachments can now be up to 20mb, with a total attachment limit of 200mb per application or complaint.