MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: April 11, 2025
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 (ISB) at the Medical Board of California (Board). No action is needed at this time.

Staffing Updates:

- Fifty-three applications were received for the Information Technology Specialist I, IBM COGNOS/SQL Developer, position. While recruiting for a replacement continues, we are working with the Department of Consumer Affairs on a Retired Annuitant position to bring back the prior employee to help fill the immediate needs and eventually cross train the new incumbent.
- Two vacant Information Technology Associate, Help Desk, positions have been filled.
- An Information Technology Specialist I, Full Stack Developer, position was filled by an internal candidate, vacating an Information Technology Associate, Junior Developer, position. The duties of that Junior Developer position will be consolidated with the duties of the Information Technology Associate, Website Developer, position that was eliminated during the recent vacancy sweep.

This brings the total number of vacancies to four within the Information Systems Branch. Recruitment efforts are ongoing for these positions.

Infrastructure Updates:

- All the network switches in the MBC Evergreen HQ location have been replaced and re-cabled as part of the network redesign to conform to modern best practices.
- Replacement of all network switches in all Board and Health Quality Investigation Unit (HQIU) offices is underway and will be an ongoing project through 2025.

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.

May 2025 Update: Testing is still in progress for the iOS application refresh. Some issues with the user interface were identified during testing that warranted changing how the background sync process happens, so the user interface is not impacted. Extensive modifications have been made to ensure reliable background notification delivery to users while staying within Apple's Push Notification service requirements for scalability. Release is now planned for mid-2025.

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.

May 2025 Update: As of April 11, 2025, 1,361 (+175) Medical School Users representing 733 (+36) Medical Schools world-wide and 6,344 (+1,036) Postgraduate Training Program Users representing 6,933 (+765) Postgraduate Training Programs at 920 (+40) Facilities are currently registered in DOCS.

More than 125,274 (+7,110) documents have been uploaded for 29,061 (+1,368) applicants since launching the platform:

Applicant Documents Uploaded by Month
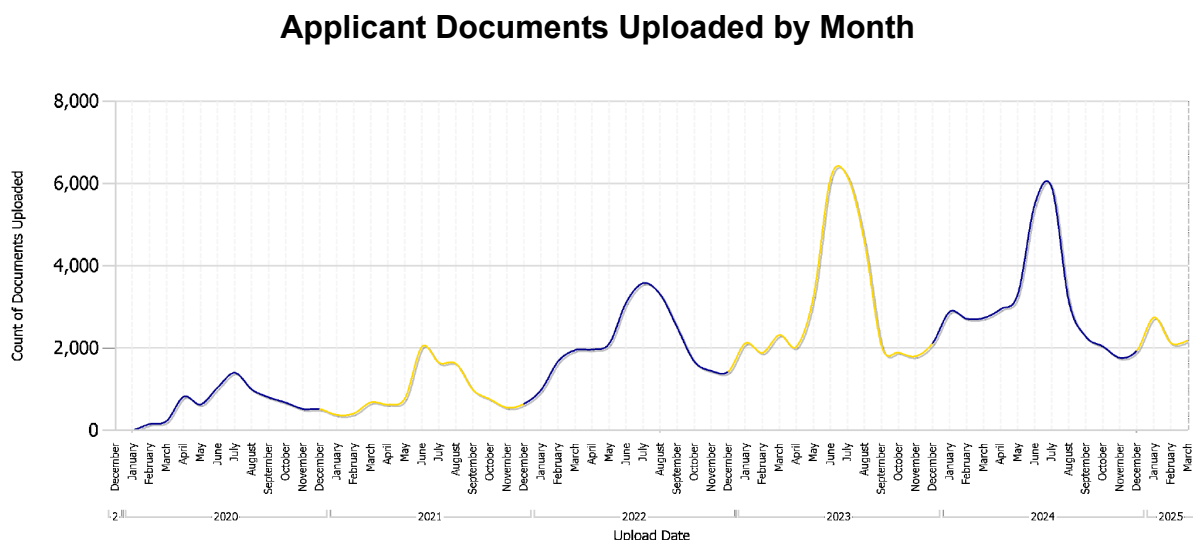
More than 584 (+584) documents have been uploaded for 501 (+501) licensees since January 1, 2025, when the platform enhancements were launched to allow licensee document uploads:

Licensee Documents Uploaded by Month
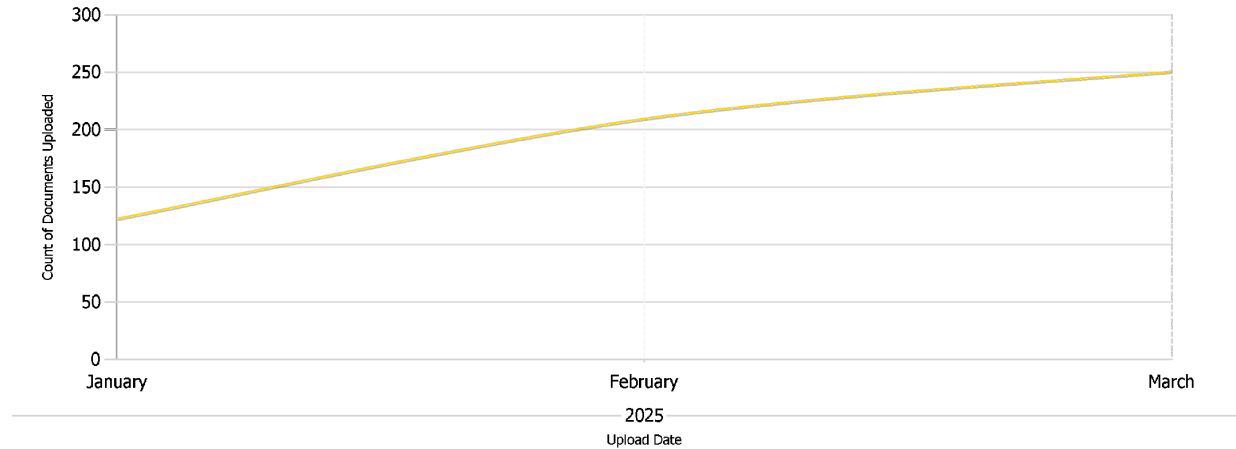
Volunteer Physician Registry Update:

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.

May 2025 Update: Active volunteer count has increased by 925 (+25). The Public Information Office is going to start an informational campaign about the registry in newsletters and social media to increase awareness.

Active Volunteer Profiles
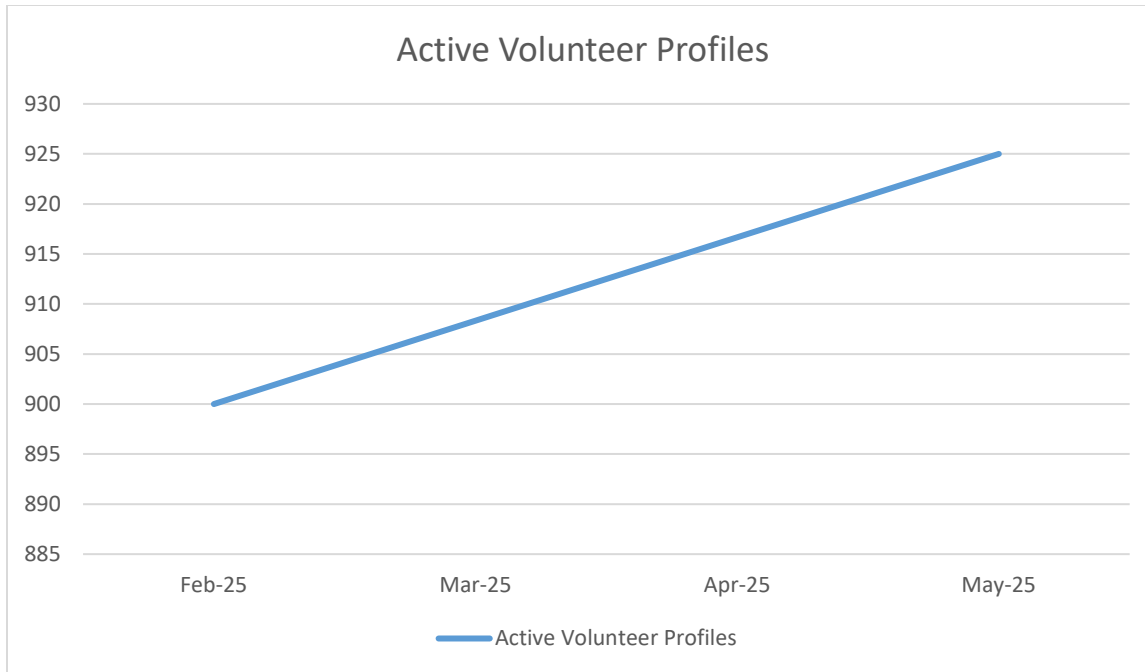
HCAI Survey Update:

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.

May 2025 Update: Over 201,008 (+18,723) surveys have been completed, representing just over 81.87% (+0.5%) of the Renewed and Current Physician and Surgeon population.


HCAI Surveys Completed Per Month
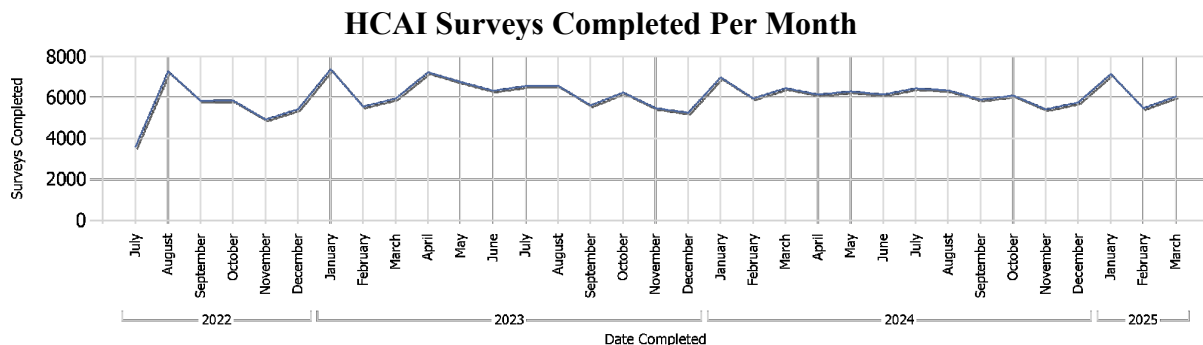
HCAI Survey Response Rate for Current Licensing Population
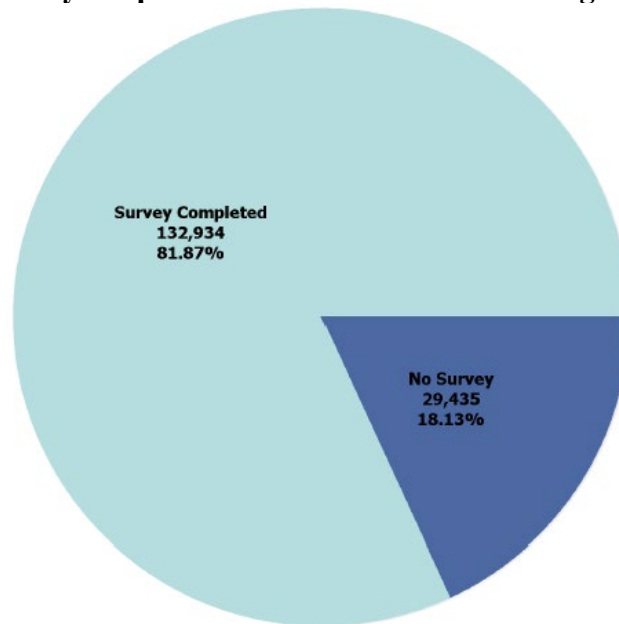
"Print Yourself" Wallet License with QR Codes Update:

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.

May 2025 Update: 224,937 (+19,681) Wallet Licenses have been generated.
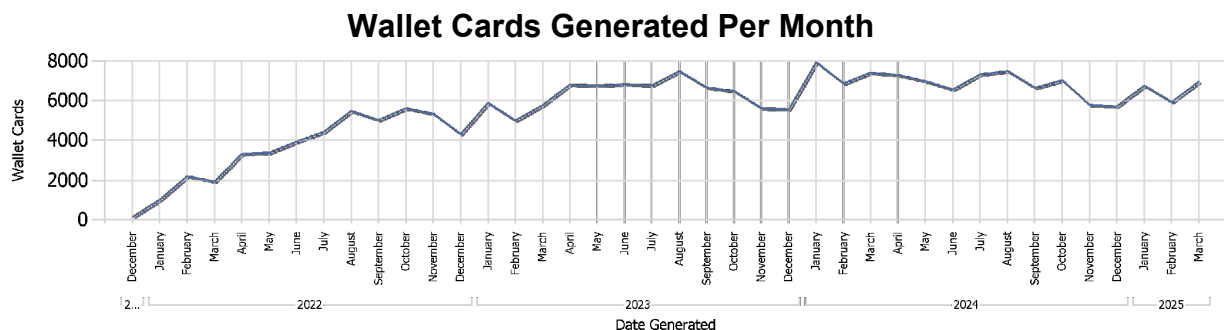
BreEZe Online Complaint Form Redesign Update:

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.

May 2025 Update: The code was released by the vendor on April 23, 2025. The Board will be the pilot for configuring this enhanced functionality for our BreEZe online complaint form submission and configuration meetings with the DCA BreEZe Team are scheduled to begin on May 7, 2025. The estimate for release of the Board's enhanced online complaint form is now the second half of 2025.

BreEZe Electronic Only Renewal Notice Project:

The Information Systems Branch (ISB) Breeze Business Integration team is working with the MBC Executive and Licensing leadership on a project to phase out initial paper license renewals to achieve mandated budget reductions and increase efficiency. The board will replace the multiple page paper renewal packet currently mailed to all licensees if they have not renewed by 120 days prior to the expiration date, with a single page letter notifying licensees that their license is ready for online renewal and future notices will only be sent via email. It will also reenforce the importance of licensees keeping their email address up to date with the Board as required by law. Licenses expiring June 2025 will be the first group to not receive the paper renewal packet. Licensees are currently notified 180 days prior to their license expiration and if they successfully renew before the 120-day milestone, they do not receive any additional paper notices.

May 2025 Update: Updated informational charts and tables below. For the 2024 baseline, 85+% of renewals are performed online and approximately 50% of those online renewals are completed more than 120 days prior to the expiration date.

Renewal Method Percentage - 2024

Renewal Method Percentage
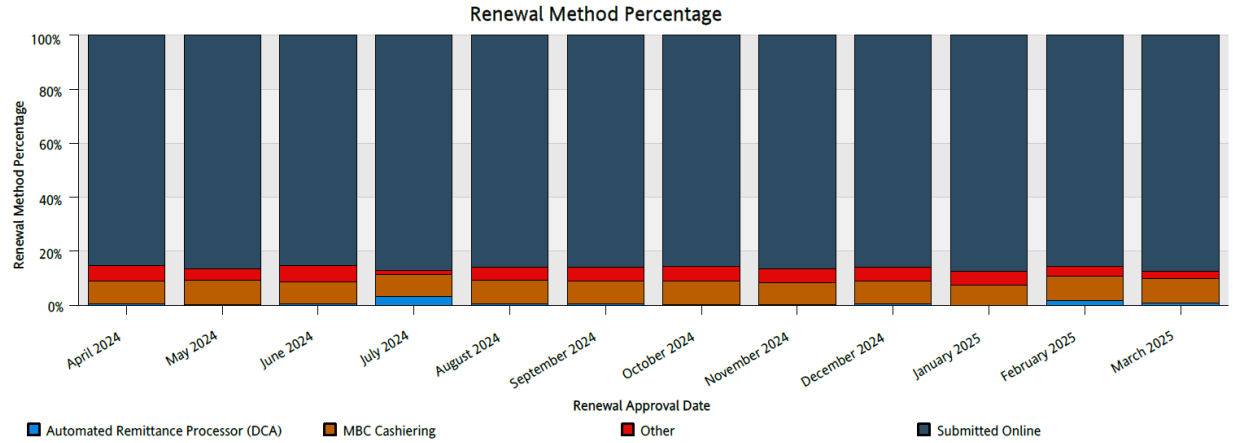
Renewal Method Percentage	April 2024	May 2024	June 2024	July 2024	August 2024	September 2024	October 2024	November 2024	December 2024	January 2025	February 2025	March 2025	Average
Automated Remittance Processor (DCA)	0.37%	0.21%	0.44%	3.19%	0.57%	0.40%	0.08%	0.04%	0.33%		1.68%	0.72%	0.73%
MBC Cashiering	8.63%	9.07%	8.24%	8.16%	8.60%	8.52%	8.89%	8.23%	8.63%	7.48%	9.01%	9.19%	8.55%
Other	5.59%	4.19%	5.93%	1.57%	4.78%	5.05%	5.38%	5.31%	5.00%	5.04%	3.68%	2.70%	4.52%
Submitted Online	85.42%	86.53%	85.39%	87.07%	86.06%	86.03%	85.65%	86.42%	86.05%	87.48%	85.63%	87.38%	86.26%

Online Renewal Timeframes

Online Renew Timeframes
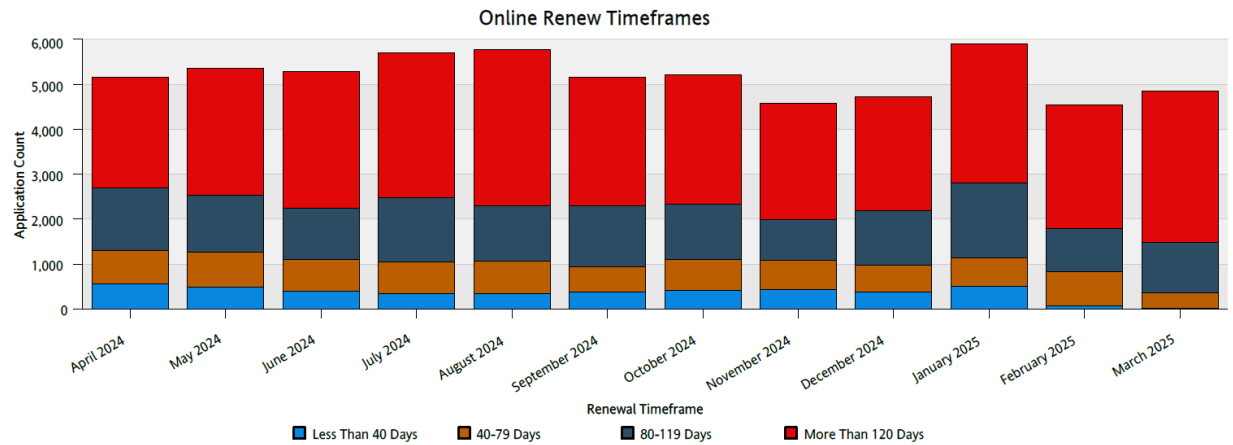
Application Count	April 2024	May 2024	June 2024	July 2024	August 2024	September 2024	October 2024	November 2024	December 2024	January 2025	February 2025	March 2025	Total
Less Than 40 Days	566	490	404	334	349	371	420	442	371	511	72	9	4,339
40-79 Days	743	781	705	721	726	573	689	638	608	635	754	346	7,919
80-119 Days	1,380	1,265	1,140	1,415	1,228	1,346	1,220	917	1,209	1,667	959	1,127	14,873
More Than 120 Days	2,459	2,817	3,034	3,236	3,461	2,871	2,875	2,579	2,530	3,084	2,757	3,366	35,069
Total	5,148	5,353	5,283	5,706	5,764	5,161	5,204	4,576	4,718	5,897	4,542	4,848	62,200

Complaint Tracking System Update:

May 2025 Update: Programming resources for the Complaint Tracking System development are still being shared with the iOS App update project, but development work is proceeding. Between iOS testing iterations, development of the user interface has begun. Screenshots from development will be presented during the board meeting. Once the user interface is baselined, the project will switch focus from development to testing where more legal and enforcement resources will be required. We hope to share an early build preview at the August 2025 meeting.