

MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: November 1, 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:

- Close to finalizing the recruitment for the Information Technology Specialist I, IBM COGNOS/SQL Developer, position.
- Close to finalizing recruitment for an Information Technology Associate, Junior/Website Developer, position.
- Recruitment is underway for the Information Technology Specialist I, Enforcement Business Analyst, position.

Infrastructure Updates:

- Replacement of all network switches in all Board and Health Quality Investigation Unit (HQIU) offices has been completed.
- New wireless access points have been deployed to modernize the Board's wireless IT infrastructure and provide wireless guest access.
- New laptops and monitors have been rolled out to all HQIU staff as part of the standard 5-year computer refresh cycle.
- New laptops and monitors are being ordered for all Board staff as part of the standard 5-year computer refresh cycle. Laptops should start rolling out to Board staff before the end of 2025.

Complaint Tracking System Update:

The Complaint Tracking System (CTS) is a web application in development to provide patient and/or authorized representatives with status information relating to complaints submitted to the Board, more efficiently than traditional paper letters sent by postal mail or phone calls, which are limited to regular business hours and consume staff time that could otherwise be used for processing complaints. After Board Members provided initial requirements and approval to proceed with this project, Interested Parties meetings were held in 2023 to gather additional suggestions from all Interested Parties. All suggestions for additional functionality were reviewed for technical and legal feasibility and incorporated into the Minimum Viable Product (MVP) requirements and

presented to the Board Members and public at the November 30, 2023 Board meeting, where it was approved to begin the formal Statewide Information Management Manual (SIMM) Project Approval Lifecycle (PAL) process. After receiving approval to proceed in late 2024, development of the system started in 2025.

November 2025 Update: Development work has completed and testing is underway. The focus is on activity code descriptions and using plain language to communicate what has happened through the life of the complaint. Launch date is dependent on testing results but estimates still target early 2026.

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.

November 2025 Update: Testing has completed and staff are working on production infrastructure, App Store Deployment and Apple approvals. Still aiming to release before the end of 2025 but may not get published in Apple App Store until early 2026.

Consultant/Expert Management Application Update:

The Consultant/Expert Management Application (CEMA) was developed by Board staff in 2017 to track the Medical Consultants and Experts that the Board contracts with to review complaints. The application replaced a prior system that only tracked details about Medical Experts and required an overhaul to keep up with technological standards of the time. Since that time, Board staff have made many minor enhancements CEMA. Recent changes in hourly rates and training requirements for Medical Consultants and Experts, needs to automate parts of the contracting process, and application security evolution presented the opportunity to rebuild CEMA to meet these new requirements. While the core functionality will remain the same, the system is being rebuilt to modernize the application and add efficiencies for the analysts that use the application and the Medical Consultants and Experts that contract with the Board.

November 2025 Update: The Board's IT staff met with the Expert Reviewer Program manager to gather updated requirements for the hourly rate and training enhancements.

A process for automating the contract renewal notices was flow charted. A Board programmer is currently working on the enhancements and automation, as well as modernizing the security of the application. Testing will begin in December and the enhanced version of CEMA will be deployed by early January 2026.

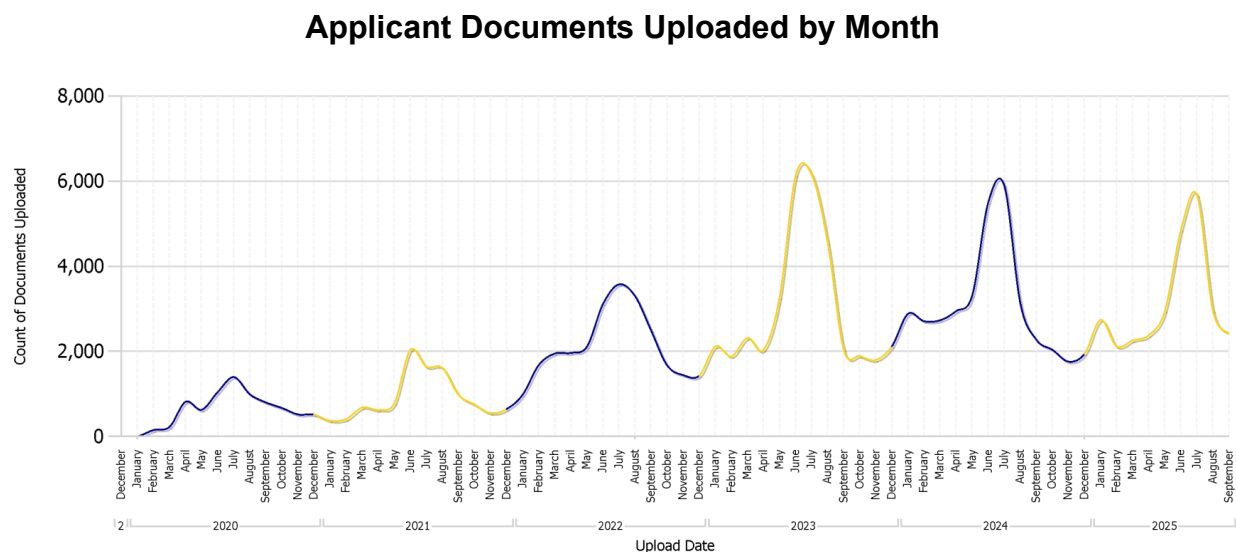
Direct Online Certification Submission (DOCS) Update:

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.

November 2025 Update: On September 25, 2025, a DOCS update was deployed to add the ability for the Program Status Update (PSU) and Enrollment Forms (EF) to be uploaded for licensees, in addition to the Initial License Renewal (ILR) form added in early 2025.

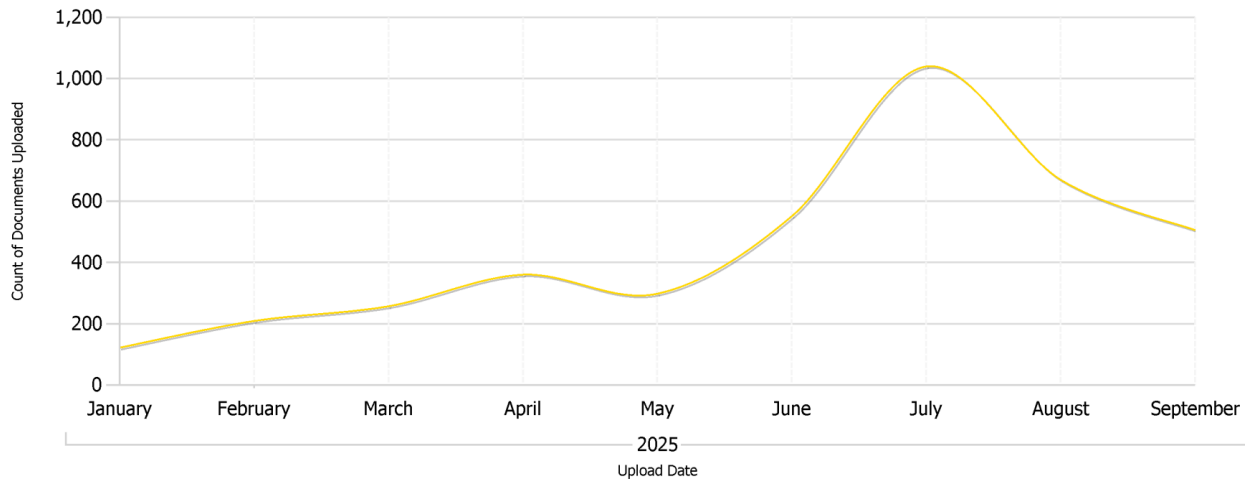
As of October 1, 2025, 1,584 (+126) Medical School Users representing 833 (+55) Medical Schools world-wide and 7,111 (+324) Postgraduate Training Program Users representing 7,482 (+151) Postgraduate Training Programs at 990 (+27) Facilities are currently registered in DOCS.

More than 146,580 (+11,292) documents have been uploaded for 33,552 (+2,085) applicants since launching the platform:



More than 4,019 (+2,248) documents have been uploaded for 3,423 (+1,925) 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.

November 2025 Update: Active volunteer count has increased by 936 (+6). The Public Information Office is going to start an informational campaign about the registry in newsletters and social media to increase awareness.

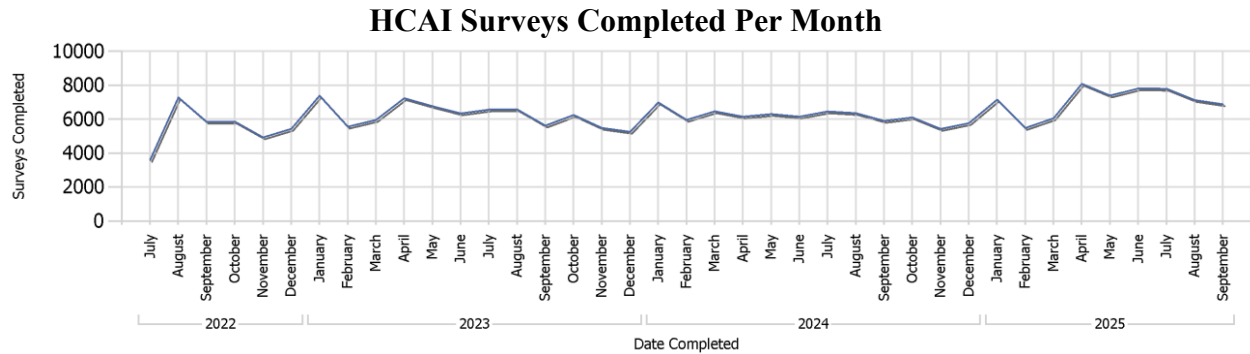
HCAI Survey Update:

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.

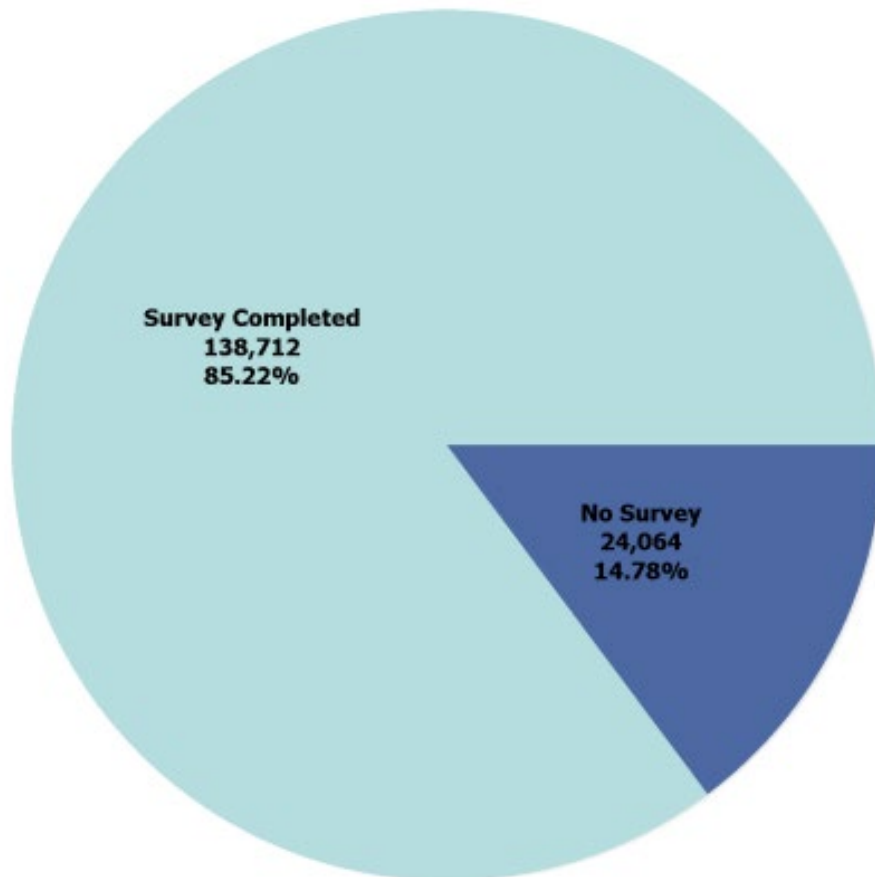
November 2025 Update: AB 91 was signed by the Governor and has a delayed implementation date of January 1, 2028, requiring an update to the HCAI survey to

change the way the Race and Ethnicity questions are structured and add additional responses. HCAI has also asked for changes to the Sexual Orientation and Gender Identity questions that will be made at the same time. The deployment of the updates will be coordinated with the Department of Consumer Affairs Office of Information Services for a date to be determined.

Over 246,162 (+21,833) surveys have been completed, representing 85.22% (+1.51%) of the Renewed and Current Physician and Surgeon population.



HCAI Survey Response Rate for Current Licensing Population



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.

November 2025 Update: The vendor has developed fixes for the issues found in the first delivery of the enhanced functionality for the BreEZe online complaint form. Department of Consumer Affairs (DCA) Office of Information Services (OIS) incorporated these fixes into the BreEZe codebase during a release on October 23, 2025. DCA OIS staff will be scheduling meetings to configure this functionality with Board IT staff members for a future release. The estimate for release of the updates to the Board's Breeze online complaint form is now the first half of 2026.

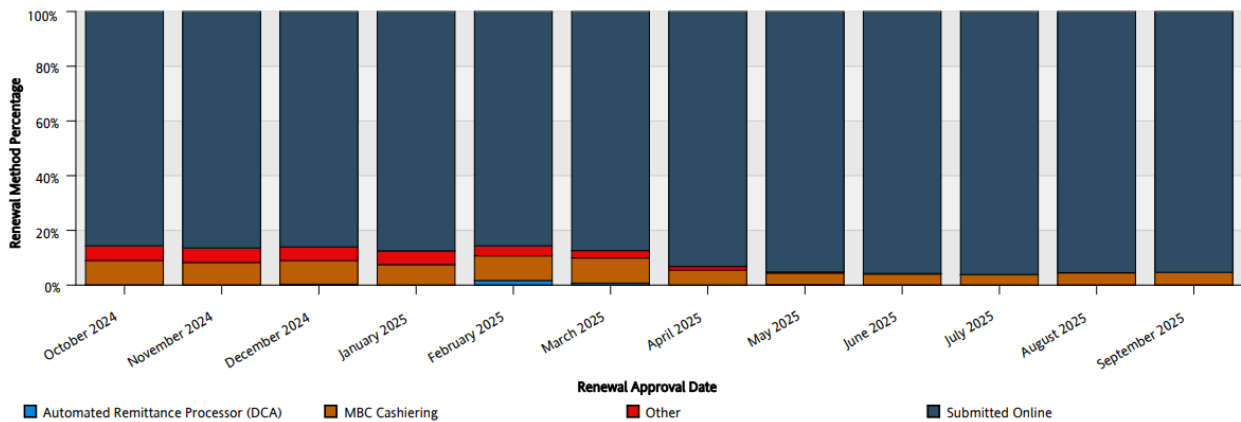
BreEZe Electronic Only Renewal Notice Project:

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 reinforce 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.

For the 2024 baseline, 85+% of renewals were performed online and approximately 50% of those online renewals were completed more than 120 days prior to the expiration date.

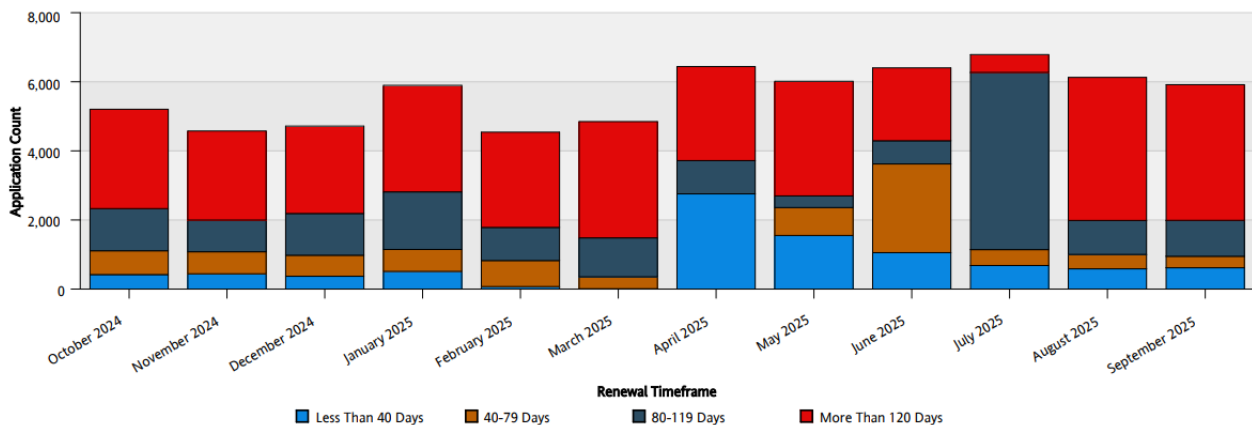
November 2025 Update: Updated informational charts and tables below. The online renewal rate seems to have plateaued around 95 to 96 percent. After some transitional fluctuations August through September 2025, the rate seems to be stabilizing with roughly 2/3s of licensees renewing more than 120 days prior to their expiration date.

Renewal Method Percentage



Renewal Method Percentage	October 2024	November 2024	December 2024	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025	September 2025	Average
Automated Remittance Processor (DCA)	0.08%	0.04%	0.33%		1.68%	0.72%		0.17%	0.04%		0.02%	0.02%	0.34%
MBC Cashiering	8.89%	8.23%	8.63%	7.48%	9.01%	9.19%	5.47%	4.23%	4.01%	3.75%	4.47%	4.66%	6.50%
Other	5.38%	5.31%	5.00%	5.04%	3.68%	2.70%	1.33%	0.40%	0.19%	0.14%	0.05%		2.66%
Submitted Online	85.65%	86.42%	86.05%	87.48%	85.63%	87.38%	93.20%	95.20%	95.75%	96.11%	95.47%	95.33%	90.81%

Online Renewal Timeframes



Application Count	October 2024	November 2024	December 2024	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025	September 2025	Total
Less Than 40 Days	420	442	371	511	72	9	2,756	1,552	1,054	682	587	617	9,073
40-79 Days	689	638	608	635	754	346		807	2,568	460	415	332	8,252
80-119 Days	1,220	917	1,209	1,667	959	1,127	962	337	671	5,128	984	1,040	16,221
More Than 120 Days	2,875	2,579	2,530	3,084	2,757	3,366	2,722	3,319	2,110	518	4,142	3,928	33,930
Total	5,204	4,576	4,718	5,897	4,542	4,848	6,440	6,015	6,403	6,788	6,128	5,917	67,476

“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.

November 2025 Update: 269,317 (+22,037) Wallet Licenses have been generated.

