

MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: November 17, 2025
ATTENTION: Members, Medical Board of California
SUBJECT: Enforcement Program Summary
STAFF CONTACT: Sharlene Smith, Chief of Enforcement

Requested Action:

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

Central Complaint Unit:

For the first quarter of FY 2025-2026, the Board initiated complaints in the Central Complaint Unit (CCU) within an average of 9 days which is within the timeframe mandated by Business and Professions Code section 129(b). The average complaint processing time in CCU is 180 days. During CCU's complaint review process, staff may need to request additional information from complainants, licensees, other licensees involved in patient care, obtain records from physicians and facilities, and, in quality-of-care cases, gather all information for review by a medical consultant. The Board may also need to obtain records by subpoena, which may delay complaint processing. The complaint processing time also includes time complaints are in the Complainant Liaison Unit (CLU).

CCU filled the vacant Staff Services Manager II position, the employee started on October 13, 2025. CCU filled the vacant MST position, the employee started on October 16, 2025. Management is in the final stages of the recruitment process for the vacant Staff Services Analyst (SSA) position.

Program and Board staff share information about the Medical Consultant Program at outreach and professional events. Advertisements in the Board's quarterly Newsletter and on the Board's website continue with a focus on the need for the following specialties, in addition to Licensed Midwives:

- Colon and Rectal Surgery
- Neurological Surgery
- Orthopedic Surgery
- Otolaryngology
- Pain Medicine
- Pediatrics (and all sub-specialties)
- Plastic Surgery
- Urology

Complainant Liaison Unit:

Since its launch on January 2, 2025, the Complainant Liaison Unit (CLU) is approaching the end of its inaugural year. CLU is currently fully staffed with eight (8) Associate Governmental Program Analysts (AGPAs) and one Staff Services Manager I (SSMI).

- From January 2 through November 13, 2025, CLU received a total of 1,532 referred cases.
- Of these, 1,258 complainants were invited to participate in interviews (participation is optional).
- 78 cases are currently pending interview offers.
- With 196 of the current cases, analysts are attempting to contact complainants who did not respond to prior medical record authorization requests.

As of November 13, 2025, the status of the 1,258 interview requests are as follows:

Interview Offered:	63
Interview Scheduled:	8
Interview Declined:	44
Interview Conducted:	856
No Response from Complainant:	287

Additionally, CLU staff serve as Consumer Service Analysts. These responsibilities include answering calls, responding to emails concerning the Board's enforcement process, providing complaint status updates, providing information on the complaint filing process and various other inquiries.

The CLU SSMI meets biweekly with the unit's assigned Deputy Attorney General (DAG) to discuss unique or complex complaints. The CLU SSMI and the Deputy Chief of Enforcement are collaborating with the Board's Information Systems Branch (ISB) to implement changes to Breeze and enhance automated reporting, with the goal of streamlining the monitoring of CLU data, workloads, and performance metrics.

Expert Reviewer Program:

As of November 13, 2025, there are 860 active experts in the Board's expert database. Efforts to fill a vacant analyst position in the Expert Reviewer Program are in progress. This September, the Expert Reviewer Program page was refreshed to streamline content by removing outdated information and update the qualifications required to become an Expert Reviewer. Additionally, information regarding the Licensed Midwives requirements and application were placed in a more visible position on the page. Management staffed a booth at the California Medical Association's (CMA) House of Delegates Meeting in October. The outreach was well received and licensees expressed interest in learning more about the Expert Reviewer and Medical Consultant Programs. Management and staff in the Expert Reviewer and Medical Consultant Programs are hard at work renewing contracts, responding to inquiries, and providing

information for advertisements in the Board's quarterly newsletter and on the Board's website, with a focus on the need for the following specialties and Licensed Midwives:

- Addiction medicine with added certification in Family, Internal, or Psychiatry
- Family Medicine
- General Surgery
- Pain Medicine
- Plastic Surgery

The following specialties were included in the Board's second/third Quarter Newsletter:

- Cardiology
- Clinical Genetics
- Colon/Rectal Surgery
- Dermatology
- Gastroenterology
- Hematology
- Interventional Cardiology
- Midwife Reviewer
- Neurological Surgery
- Neurology
- Obstetrics and Gynecology (with added expertise in Gynecologic Oncology)
- Orthopaedic Surgery
- Pediatric Endocrinology
- Pathology (preferably from the following counties: Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, and Ventura)
- Pediatric Gastroenterology
- Pediatric Surgery
- Pediatric Cardiac Surgery
- Pediatric Critical Care
- Pediatric Pulmonology
- Psychiatry (Forensic and Addiction)
- Radiation Oncology
- Thoracic and Cardiac Surgery
- Urology (General and Gender Reassignment)

Complaint Investigation Office:

As of September 30, 2025, the Complaint Investigation Office's (CIO) non-sworn special investigators have a unit caseload of 261 cases, which break down to approximately 44 cases each.

For physician and surgeon cases for the date range of July 1, 2025, through September 30, 2025, CIO closed 60 cases and transmitted 39 cases to the Attorney General's Office.

- 19 criminal conviction cases

- 12 malpractice cases
- 2 vaccine exemption
- 6 petitions for reinstatement

Discipline Coordination Unit:

Discipline Coordination Unit (DCU) Management are working closely with the analyst assigned to process Out of State Discipline cases to assist with reducing the age and pending caseload of this case type. As detailed in the statistical reports provided to the Board, this focus has been successful. In the previous quarter, the total number of Out of State Discipline cases pending was 406, with 143 cases aged one year or older. Currently, the total number of Out of State Discipline cases pending is 137, with 31 cases aged one year or older.

DCU Management are working with staff to identify and implement process improvements and procedure manual updates, while simultaneously ensuring timely processing of disciplinary actions and posting of public disclosure information.

Probation Unit:

The Probation Unit currently has three vacant probation monitoring positions, two in Sacramento, and one in San Dimas. All positions have been advertised on a continuous basis.

During the First quarter of FY 2025-2026:

- 25 licensees were placed on probation
- 5 probationary licenses were issued
- 2 licensees were placed on probation with suspension
- 14 licensees successfully completed probation
- 8 probationers surrendered their licenses while on probation
- 9 Citations were issued for violations of probation
- 3 Cease Practice Orders were issued for probation violations
- There were no Petitions to Revoke Probation or Accusations/Petitions to Revoke Probation transmitted to the Attorney General's Office
- 4 Petitions to Revoke Probation were filed and 3 Accusations/Petitions to Revoke Probation were filed

As of October 1, 2025, there are 560 licensees currently on probation, both in and out of state.

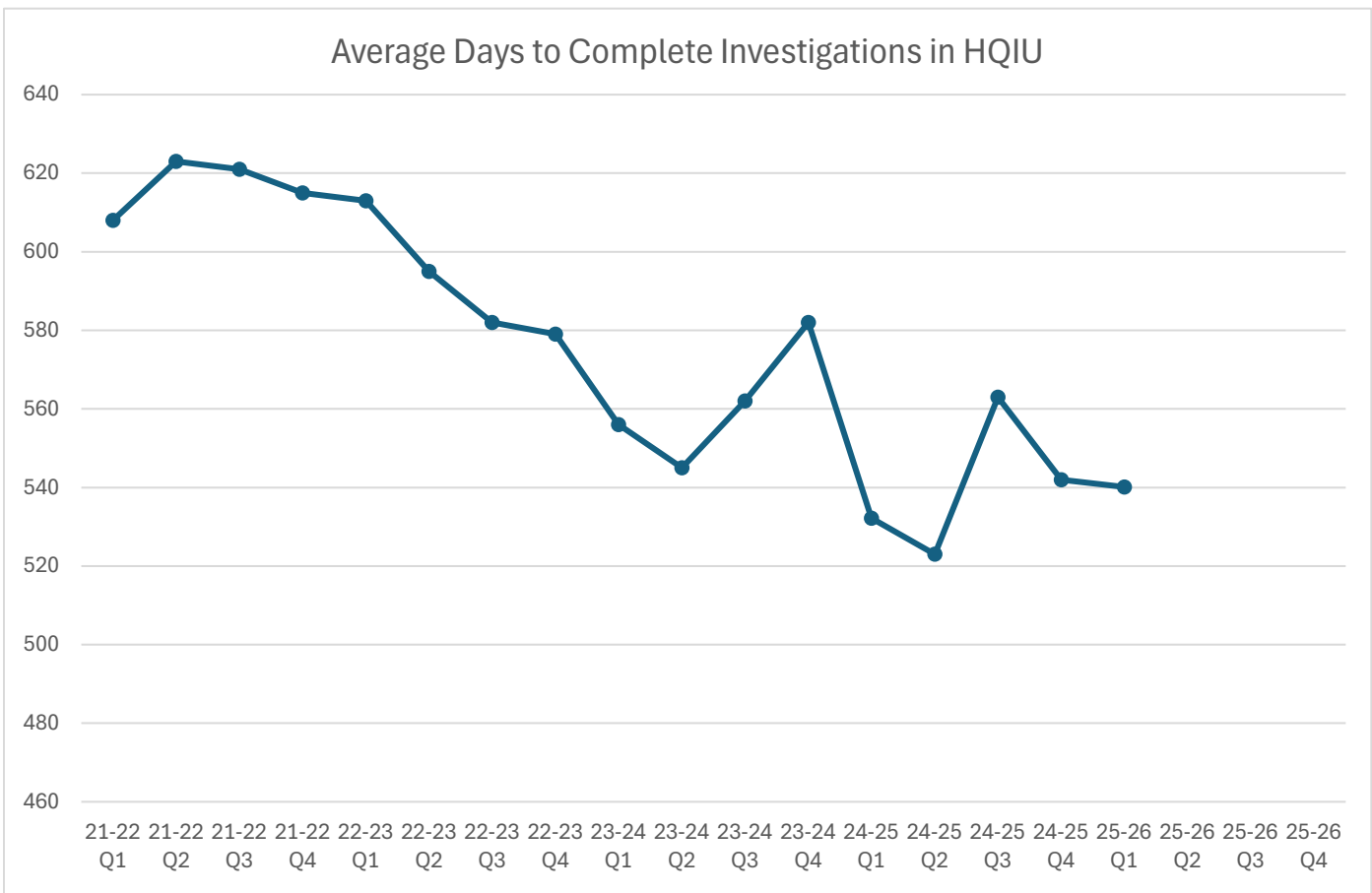
Collaborative Process with HQUI, HQE, and MBC:

The implementation of the collaborative process began on November 1, 2025. Board, HQUI and HQE staff are excited to work together in this collaborative model in an effort to streamline the enforcement process and improve consumer protection.

Medical Board of California Enforcement Program

Average Days to Complete Investigations in HQIU

Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	608	613	556	532	540
Quarter 2	623	595	545	523	
Quarter 3	621	582	562	563	
Quarter 4	615	579	582	542	



Effective 7/1/18 investigation processing days are from the date the case was referred to HQIU until closure or referral (this does not include Complaint Unit processing days for complaints completed at HQIU). This includes post-investigation processing time by HQIU, and review time by the Attorney General and Board after the investigation is completed, which is an average of **69 days through September 30, 2025**. Includes physician and surgeon data only.

Average HQIU Investigation Days by Case Type

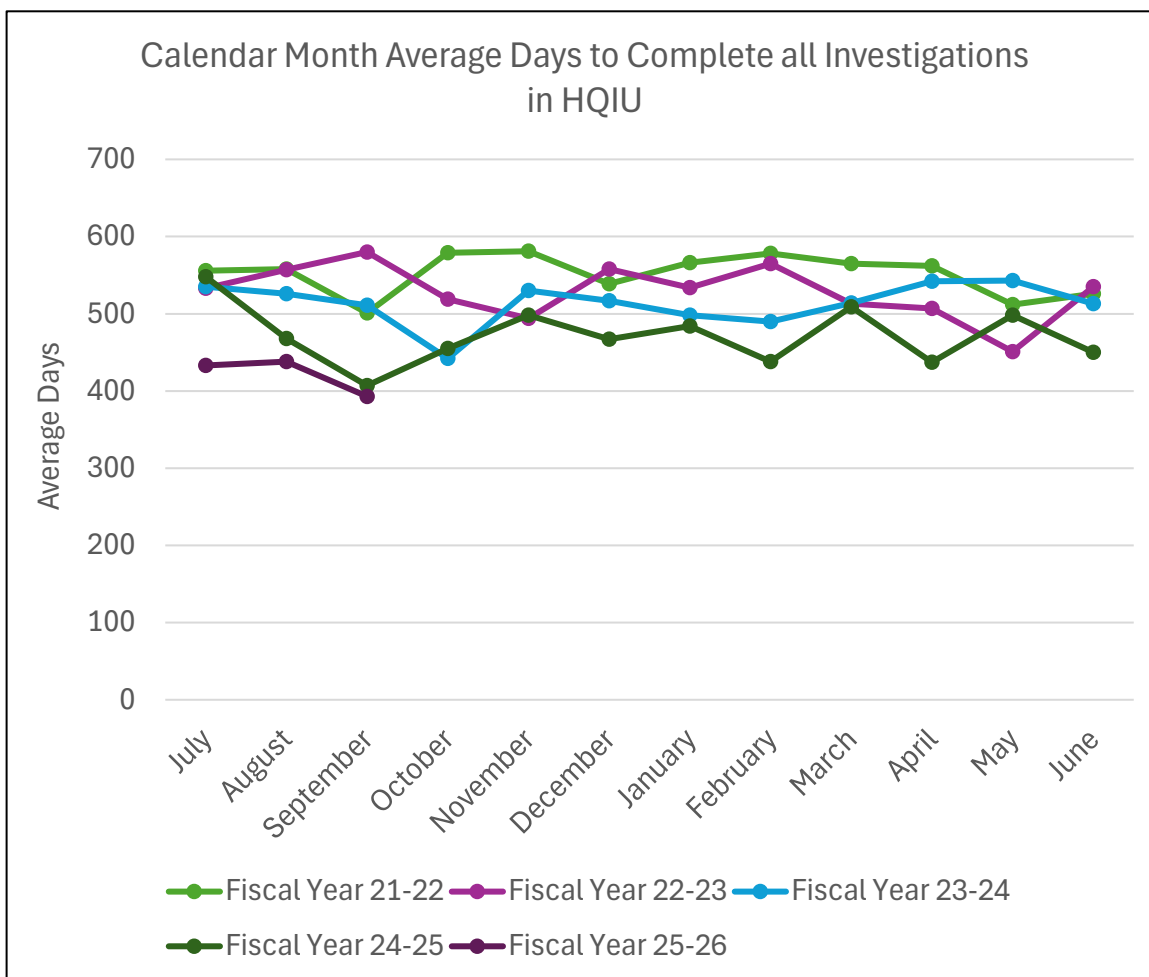
Case Type by Fiscal Year	21-22	22-23	23-24	24-25	25-26
Overall	615	579	582	542	540
Gross Negligence/Incompetence	632	621	588	496	433
Inappropriate Prescribing	714	634	598	594	655
Unlicensed Activity	636	577	538	513	763
Sexual Misconduct	580	490	540	536	499
Mental/Physical Illness	529	486	455	390	104
Self-Abuse of Drugs/Alcohol	445	469	521	383	273
Fraud	419	418	733	430	141
Conviction of a Crime	381	504	379	381	39
Unprofessional Conduct	564	526	620	524	604

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Medical Board of California Enforcement Program

Calendar Month Average Days to Complete All Investigations in HQIU

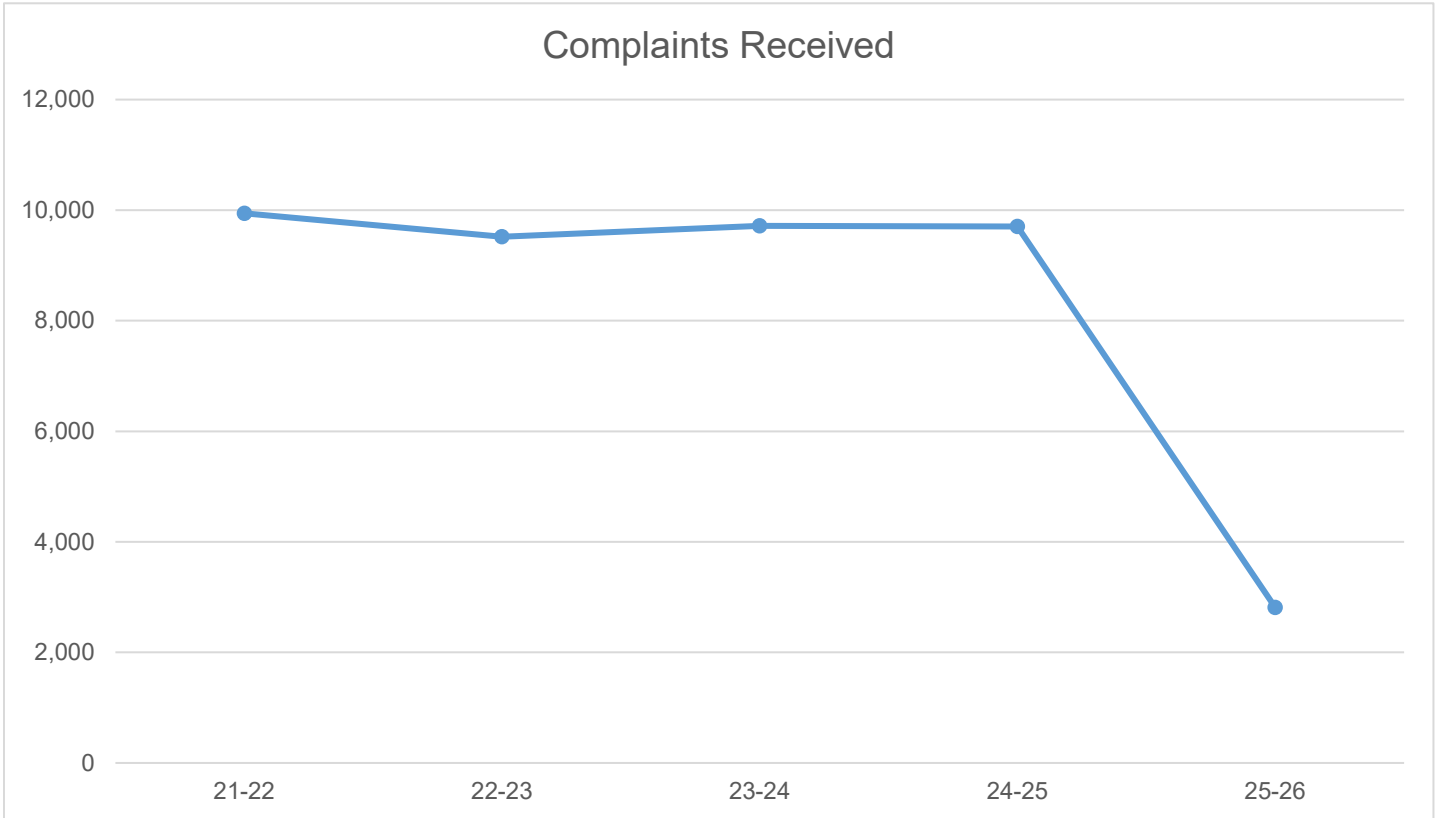
Month	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
July	556	533	535	548	433
August	558	557	526	468	438
September	501	580	511	407	393
October	579	519	442	455	
November	581	494	530	498	
December	539	558	517	467	
January	566	534	498	484	
February	578	565	490	438	
March	565	513	514	509	
April	562	507	542	437	
May	512	451	543	498	
June	526	535	513	450	



Monthly investigation processing days are from the date the case was assigned to an HQIU Investigator until completion of the investigation in the calendar month. Includes physician and surgeon, licensed midwife, polysomnographic program, physician assistant, doctor of podiatric medicine, and osteopathic physician and surgeon data.

**Medical Board of California Enforcement Program
Physician and Surgeon Complaints Received**

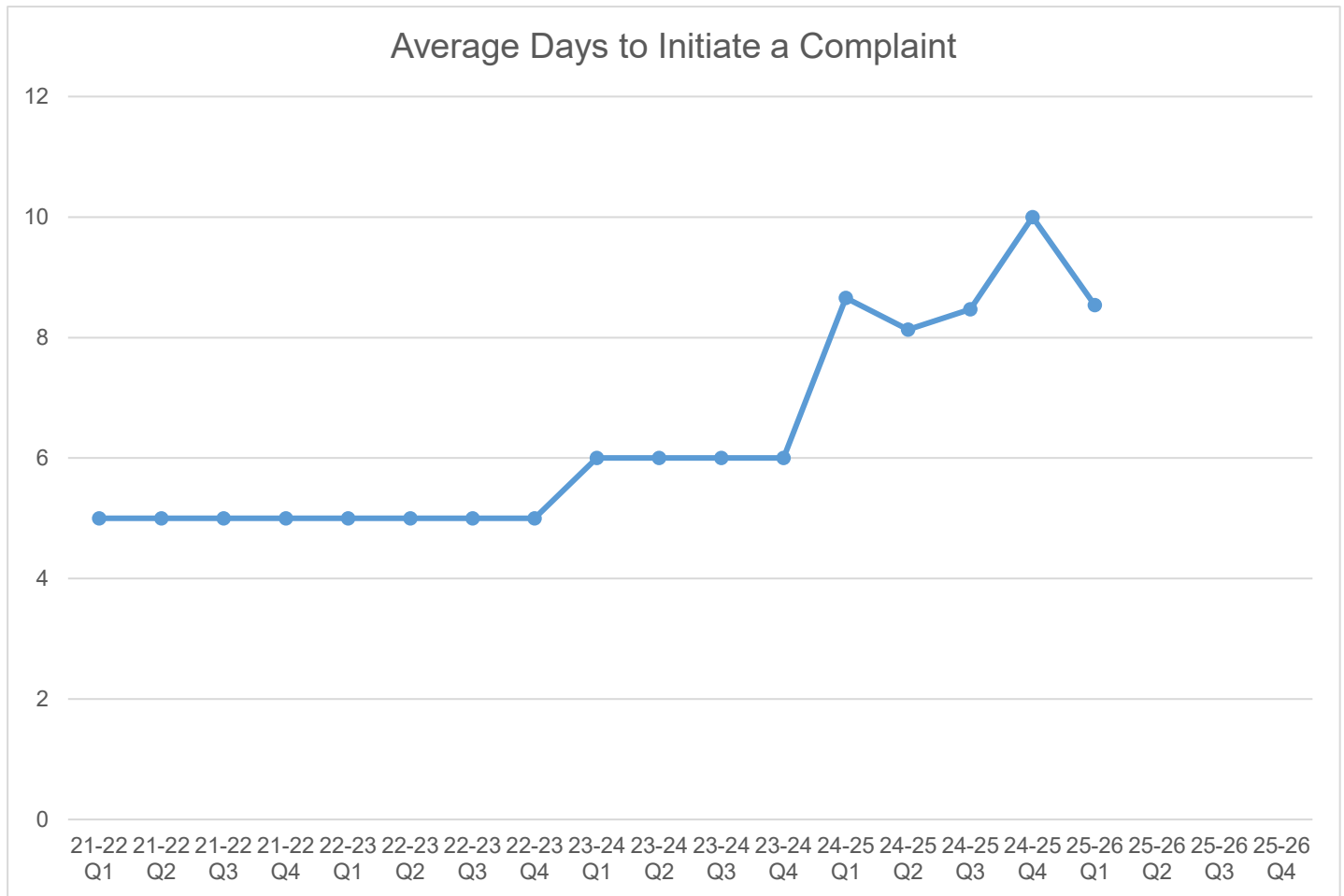
	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Volume	9,943	9,521	9,715	9,707	2813 *



* Complaints received by the Board through September 30, 2025.
Includes physician and surgeon data only.

**Medical Board of California Enforcement Program
Average Days to Initiate a Complaint in the Central Complaint Unit**

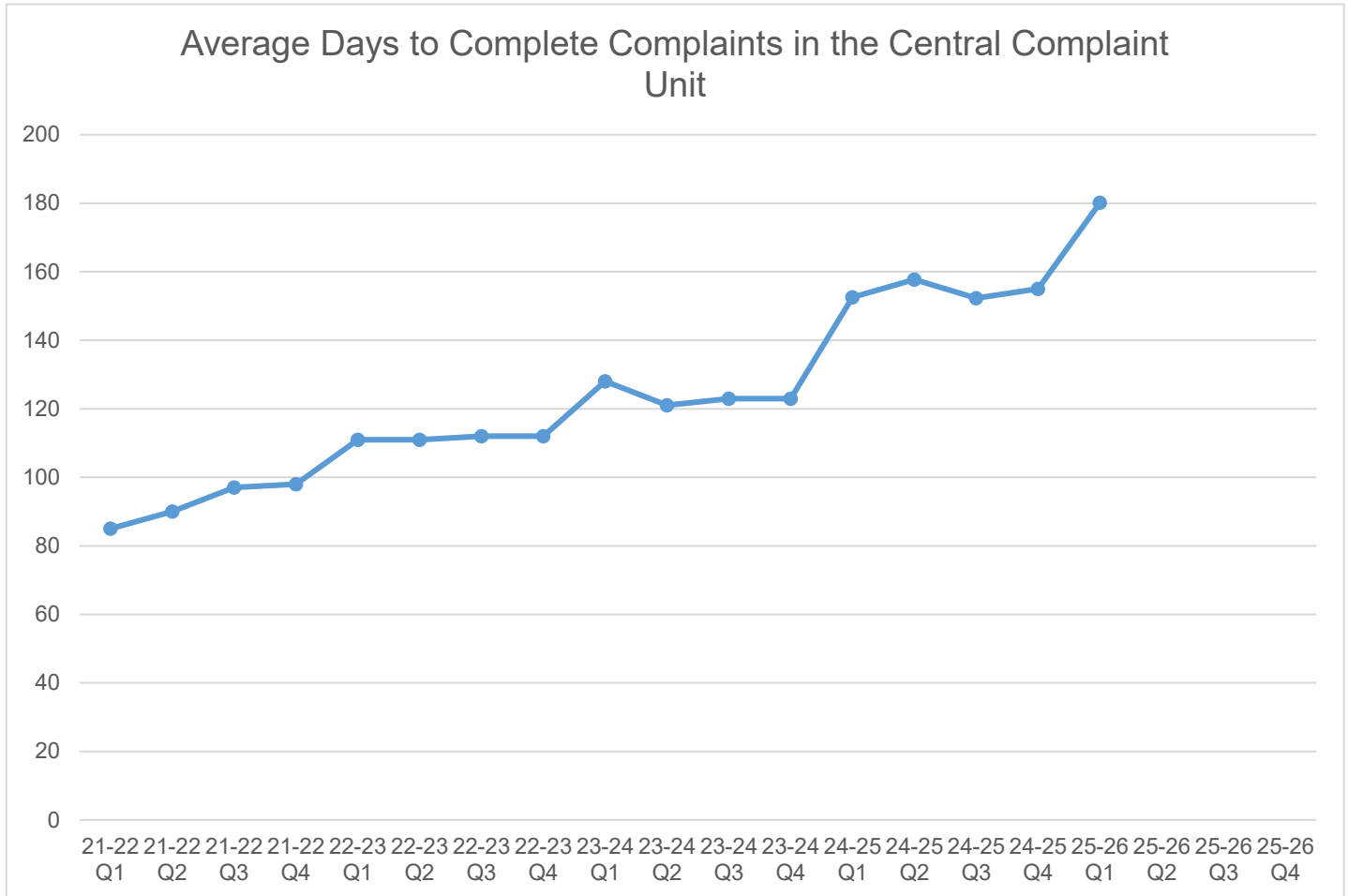
Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	5	5	6	9	9
Quarter 2	5	5	6	8	
Quarter 3	5	5	6	8	
Quarter 4	5	5	6	10	



Average Days to Initiate a Complaint in the Complaint Unit.
Includes physician and surgeon data only.

**Medical Board of California Enforcement Program
Average Days to Complete Complaints in the Central Complaint Unit**

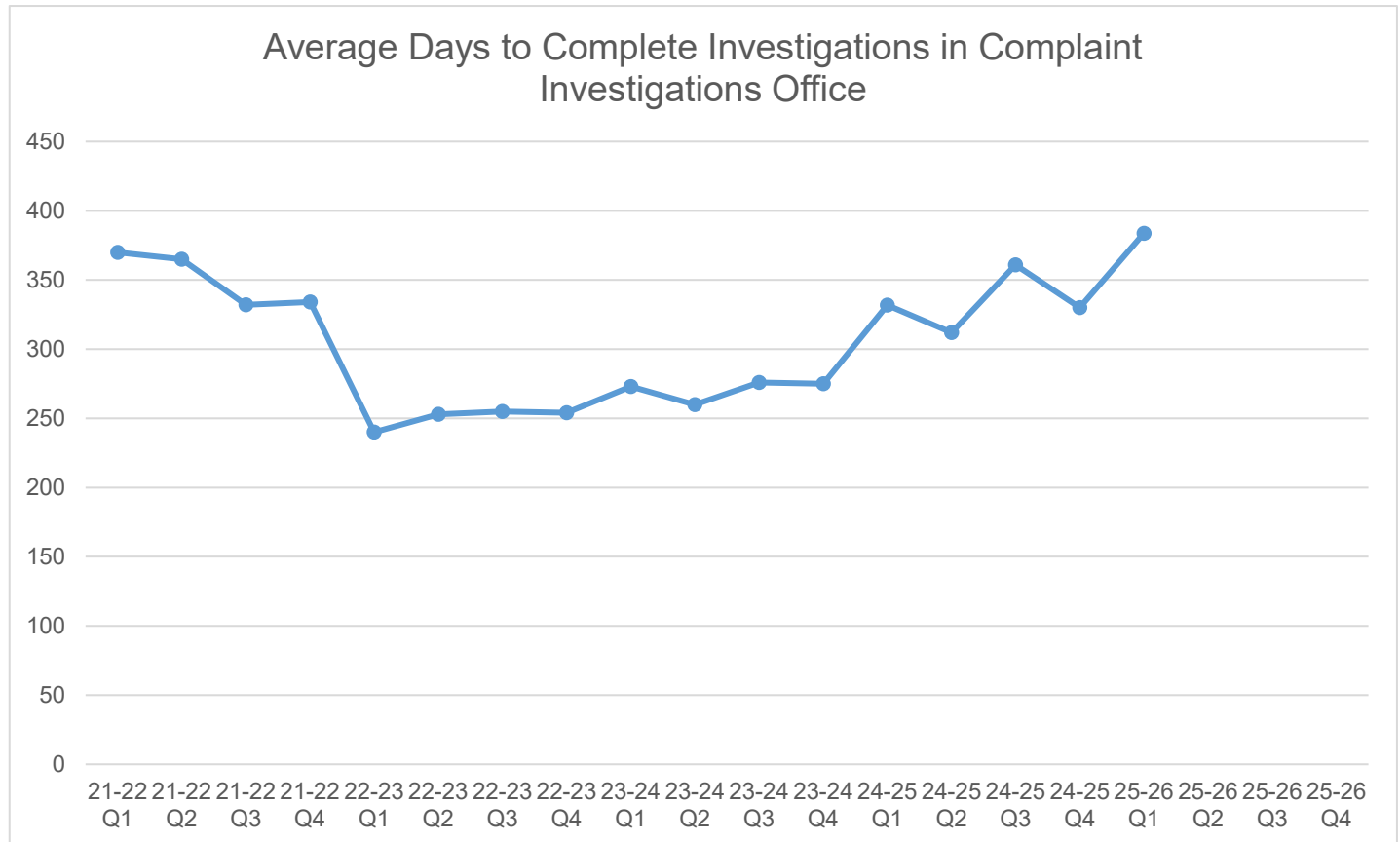
Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	85	111	128	153	180
Quarter 2	90	111	121	158	
Quarter 3	97	112	123	152	
Quarter 4	98	112	123	155	



Average Days to Complete Complaints in Complaint Unit includes complaints resolved by Complaint Unit and Complaint Unit processing days for cases completed at field investigation.

Medical Board of California Enforcement Program
Average Days to Complete Investigations in Complaint Investigations Office

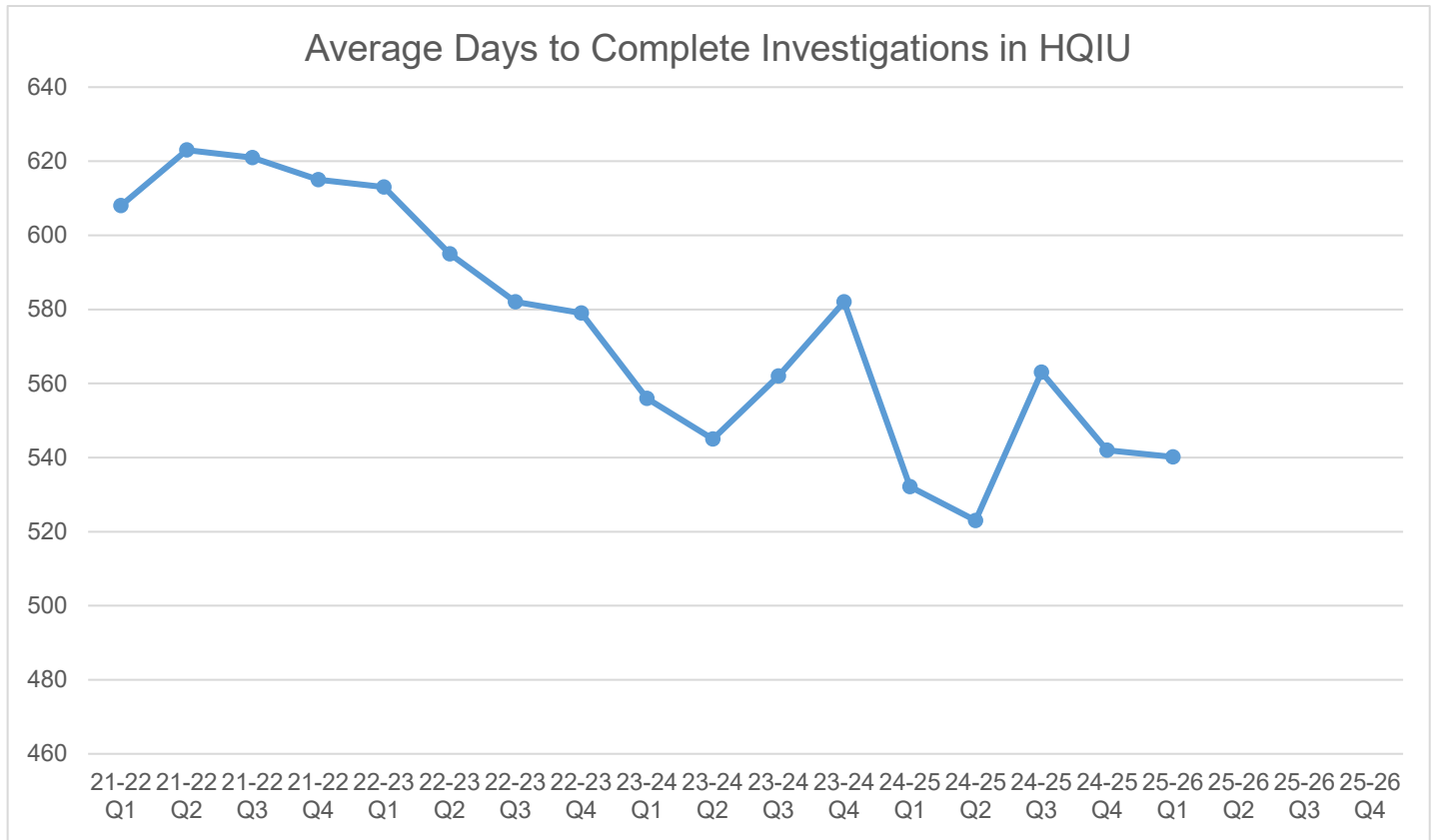
Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	370	240	273	332	384
Quarter 2	365	253	260	312	
Quarter 3	332	255	276	361	
Quarter 4	334	254	275	330	



Investigation processing days are from the date case was assigned to Complaint Investigation Office (CIO) Investigator by Complaint Unit until closure or referral (does not include Complaint Unit processing days for complaints completed at CIO). Includes physician and surgeon data only.

**Medical Board of California Enforcement Program
Average Days to Complete Investigations in HQIU**

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California Enforcement Program
Average HQIU Investigation Days by Case Type

Agenda Item 5C

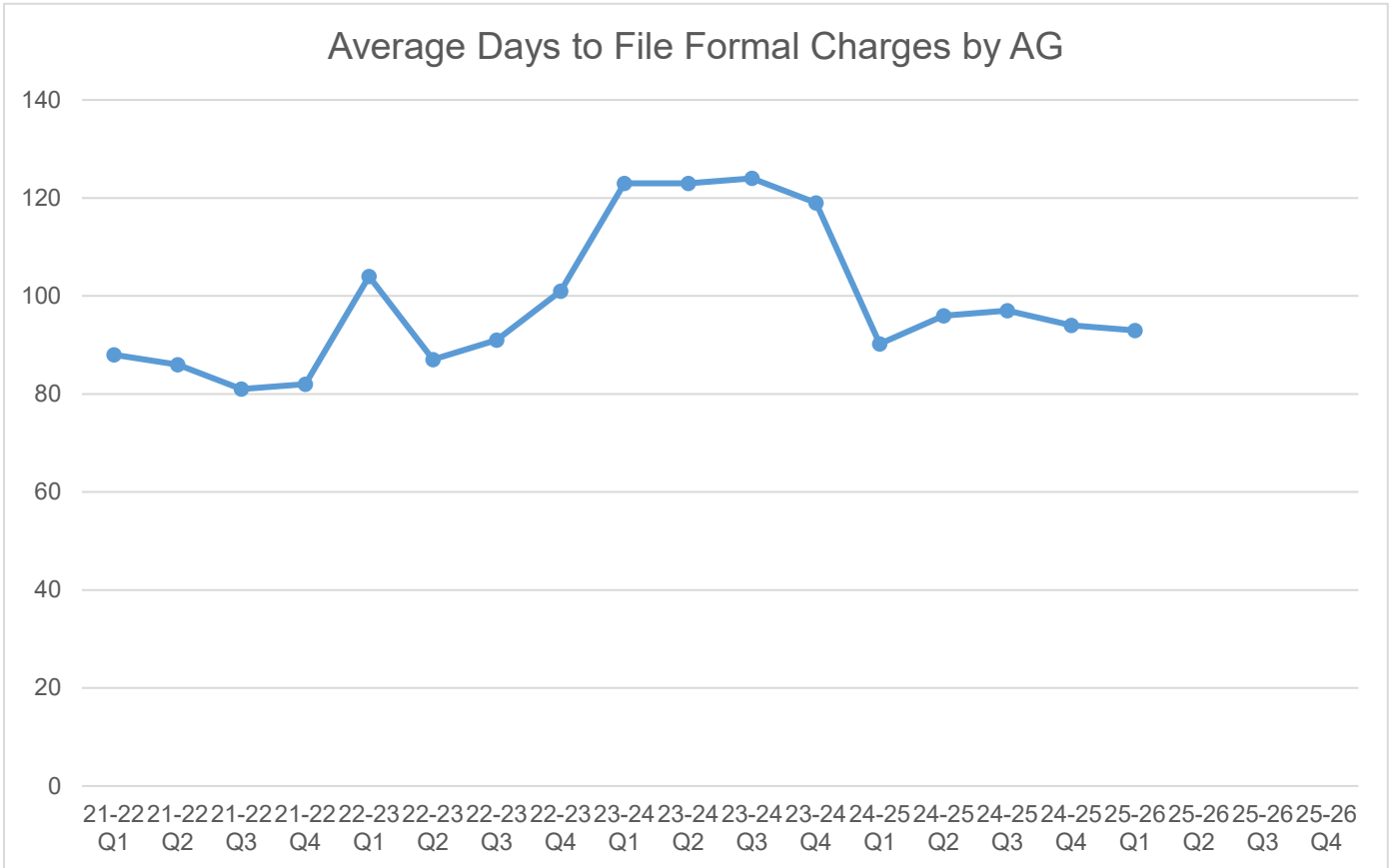
Case Type by Fiscal Year	21-22	22-23	23-24	24-25	25-26
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Agenda Item 5C

Medical Board of California Enforcement Program
Average Days to File Administrative Charges Prepared by the
Office of the Attorney General

Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	88	104	123	90	93
Quarter 2	86	87	123	96	
Quarter 3	81	91	124	97	
Quarter 4	82	101	119	94	



Average Days to File Formal Charges are the days from the date the case is referred to the AG's Office until formal charges are filed. Includes physician and surgeon data only.

Types of Outcomes	FY 25-26				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Administrative Outcomes					
License Revoked	5				5
License Surrendered (in Lieu of Accusation or with Accusation Pending)	25				25
License Placed on Probation with Suspension	2				2
License Placed on Probation	25				25
Probationary License Issued	5				5
Public Reprimand	45				45
Other Action	1				1
Referral and Compliance Actions					
Citation and Administrative Fines Issued	142				142

Types of Outcomes	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Administrative Outcomes					
License Revoked	36	36	23	37	5
License Surrendered (in Lieu of Accusation or with Accusation Pending)	106	89	102	88	25
License Placed on Probation with Suspension	7	4	2	5	2
License Placed on Probation	156	153	137	126	25
Probationary License Issued	14	17	10	11	5
Public Reprimand	118	76	97	98	45
Other Action	1	4	3	1	1
Referral and Compliance Actions					
Citation and Administrative Fines Issued	122	195	135	179	142

ENFORCEMENT TIMEFRAMES

Fiscal Year	21-22 Average	21-22 Median	22-23 Average	22-23 Median	23-24 Average	23-24 Median	24-25 Average	24-25 Median	25-26 ¹ Average	25-26 ¹ Median
COMPLAINT PROCESSING	98	55	112	63	123	52	155	67	180	79
INVESTIGATION PROCESSING - MBC - CIO (Complaint Investigation Office)	334	251	254	210	275	240	330	282	384	315
INVESTIGATION PROCESSING - HQUI (Health Quality Investigation Unit)	615	633	579	563	582	556	542	524	540	524
TOTAL MBC & HQUI DAYS	176	81	175	97	177	77	217	101	205	104
TOTAL MBC & HQUI YEARS	0.48	0.22	0.48	0.27	0.48	0.21	0.59	0.28	0.56	0.28
AG PREP - Attorney General Preparation for Accusation/Petition to Revoke/Accusation & Petition to Revoke/Statement of Issues	82	62	101	81	120	94	94	80	93	77
POST - Accusation/Petition to Revoke/Accusation & Petition to Revoke/Statement of Issues	388	372	487	432	439	392	400	320	387	319
ACCUSATION DECLINED BY AG	57	36	63	38	58	36	66	40	141	103
TOTAL AG DAYS	478	449	577	514	539	475	514	434	492	430
TOTAL AG YEARS	1.31	1.23	1.58	1.41	1.48	1.30	1.41	1.19	1.35	1.18
TOTAL MBC & AG DAYS	1167	1239	1343	1413	1261	1305	1,168	1,156	1,160	1,112
TOTAL MBC & AG YEARS	3.20	3.39	3.68	3.87	3.45	3.58	3.20	3.17	3.18	3.05

Years calculated using 365 days per year
¹ Data through 9/30/2025.
Includes physican and surgeon data only.

Pending Enforcement Caseload Summary¹

Data Current as of October 1, 2025

	0-3 Months	4-6 Months	7-9 Months	10-12 Months	1 Year	2 Years	3 Years	4 Years	Over 4 Years	Total by Group	Previous Quarter Data	Variance	% Variance
Central Complaint Unit	1,583	1,246	744	416	1,011	157	0	0	0	5,157	4,720	437	9%
Complaint Investigation Unit	72	57	45	28	45	14	0	0	0	261	282	-21	-7%
Health Quality Investigation Unit	203	174	147	115	265	73	1	2	0	980	898	82	9%
Completed Investigations Awaiting Disposition²	1	13	24	28	132	43	1	0	0	242	158	84	53%
Citation and Fine Desk	124	71	30	10	4	0	0	0	0	239	145	94	65%
Out-of-State Desk	31	29	27	13	31	6	0	0	0	137	406	-269	-66%
AG Services³	28	24	8	5	8	2	0	0	0	75	61	14	23%
AG-Pre⁴	99	44	34	24	62	17	2	0	1	283	261	22	8%
AG-Post⁵	57	59	59	31	43	7	6	0	0	262	256	6	2%
Total by Age	2,198	1,717	1,118	670	1,601	319	10	2	1	7,636	7,187	449	6%

¹ Includes physician and surgeon data only.

² Represents the number of completed investigations returned by HQIU to the Board for review and determination of outcome.

³ AG Services includes petitions to compel, subpoena enforcement, and referrals for citation appeals.

⁴ AG-Pre includes cases transmitted to the AG but the Accusation/Petition to Revoke/Accusation & Petition to Revoke/Statement of Issues is not yet filed.

⁵ AG-Post includes Accusation/Petition to Revoke/Accusation & Petition to Revoke/Statement of Issues that have been filed.

* Probation Monitoring caseload removed at the request of the Board.



C A L I F O R N I A

DEPARTMENT OF JUSTICE

Agenda Item 5C

Rob Bonta
Attorney General

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P.O. BOX 944255
SACRAMENTO, CA 94244-2550

November 14, 2025

Medical Board of the State of California
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815-5401

RE: Attorney General's Office Quarterly Update, December 2025 Board Meeting

Dear Board Members:

Thank you for the opportunity to provide the Attorney General's Office Quarterly update.

The Health Quality Enforcement Section works collegially and closely with Executive Director Reji Varghese, Deputy Executive Director Marina O'Connor, Chief of Enforcement Sharlene Smith, and their staff. We meet frequently with the Office of Administrative Hearings to assist in managing your administrative litigation work. We continue to work with the Department of Consumer Affairs' Health Quality Investigation Unit and your Complaint Investigation Office to litigate your filed Accusations matters and manage other legal services.

It is an honor and privilege to serve you. Should you ever have any requests for a presentation or would like to pose specific questions, we are always available to assist you.

Sincerely,

GLORIA L. CASTRO
Senior Assistant Attorney General

For ROB BONTA
 Attorney General