

## MEDICAL BOARD STAFF REPORT

DATE REPORT ISSUED: May 4, 2026  
 ATTENTION: Members, Medical Board of California  
 SUBJECT: Enforcement Program Summary  
 STAFF CONTACT: Marina O'Connor, Deputy Director

### Requested Action:

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

### Central Complaint Unit:

For the third quarter of FY 2025-2026, the Board initiated complaints in the Central Complaint Unit (CCU) within an average of eight days, which is within the timeframe mandated by Business and Professions Code section 129(b). The average complaint processing time in CCU is 158 days. During CCU's complaint review process, staff may need to request additional information from complainants, licensees, other providers 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 average processing time for a complaint includes the review and processing time in the Complainant Liaison Unit (CLU).

CCU currently has two vacant positions, a limited term Analyst II, and a limited term Management Services Technician (MST). Management is currently going through the recruitment process to fill the positions. A permanent MST position will be vacated as of May and the process to backfill the position has already begun.

### Complainant Liaison Unit:

The Complainant Liaison Unit (CLU) launched on January 2, 2025, and is fully staffed.

- From January 2, 2025, through March 31, 2026, CLU received a total of 2,263 referred cases.
- Of these, 1,705 complainants were invited to participate in interviews (participation is optional).
- 193 cases are currently pending interview offers.
- Staff continue to work on re-establishing contact with 59 complainants whose complaints are pending closure due to the complainants' failure to respond to previous medical record authorization requests from the Board.

As of March 31, 2026, the status of the 1,705 interview requests is as follows:

Interview Offered, awaiting response:	15
Accepted (Interview Scheduled):	0
Declined (Interview Declined):	67
Completed (Interview Conducted):	1,136
No Response (from Complainant):	487

Expert Reviewer Program:

Board staff continue their outreach efforts for the Expert Reviewer and Medical Consultant Program. Attendance at professional events remains a key channel for informing interested parties about the program’s mission, recruitment needs, and opportunities for participation. On the schedule thus far is the October *California Society of Addiction Medicine Annual Conference*, in Orange County, where the Board will have a booth and will provide information to attendees on how to participate in the Expert Reviewer and Medical Consultant Programs.

Another key channel is the continuous advertisements in the Board’s quarterly *Newsletter* and on the Board’s website. Current messaging emphasizes the program’s priority recruitment areas, with a particular focus on Licensed Midwives and physicians practicing in the following high-need specialties:

- Colon and Rectal Surgery
- Neurological Surgery
- Orthopedic Surgery
- Otolaryngology
- Pain Medicine
- Pediatrics (all subspecialties)
- Plastic Surgery
- Urology
- Medical doctors to conduct physical and mental health evaluations required under the Board’s statutory mandates, as well as evaluations requested by the Board’s Probation Unit.

These outreach activities support the Board’s commitment to ensuring a robust, diverse, and highly qualified Expert and Consultant pool.

Complaint Investigation Office:

As of April 1, 2026, the Complaint Investigation Office’s (CIO) non-sworn special investigators have a unit caseload of 257 cases, which breaks down to approximately 41 cases per Special Investigator. Training continues for the two newest Special Investigators.

For physician and surgeon cases for the date range of January 1, 2026, through March 31, 2026, CIO closed 40 cases. Additionally, 16 cases were referred to the Attorney General’s Office:

- 7 criminal conviction cases
- 6 malpractice cases
- 3 vaccination exemption cases

Discipline Coordination Unit:

The Discipline Coordination Unit (DCU) currently has one vacant Office Technician position. Recruitment efforts for this position are currently underway.

DCU Management continues to work closely with the analyst assigned to Out-of-State Discipline (OOSD) cases to reduce both the overall pending caseload and the number of aged cases. As reflected in the statistical reports provided to the Board, there are currently 154 OOSD cases pending, including 30 cases aged one year or older. Focused coordination and workload monitoring remain ongoing priorities to improve timeliness in this case category.

In addition, DCU Management continues to collaborate with the Attorney General's Office on data reconciliation reports to improve visibility, accuracy, and coordination on cases currently with the AGO. This ongoing effort supports more efficient case tracking and enhances communication between the Board and the AGO.

Probation Unit:

The Probation Unit currently has three vacant probation monitoring positions, one in Sacramento and two in San Dimas. The second vacant position in Sacramento that was mentioned in the previous Enforcement Program Summary was filled as of April 1, 2026. The current vacancy in Sacramento resulted from the promotion of a probation monitor to the Analyst I classification at another DCA Board. Probation Management is currently working with Human Resources staff to fill the remaining vacancies.

During the Third quarter of FY 2025-2026:

- 36 licensees were placed on probation
- 2 probationary licenses were issued
- 25 licensees successfully completed probation
- 3 probationers surrendered their licenses while on probation
- 9 citations were issued for probation violations
- 3 Cease Practice Orders were issued for probation violations
- 3 Petitions to Revoke Probation were filed
- 4 Accusations/Petitions to Revoke Probation were filed
- 4 Petitions to Revoke Probation that were previously filed resulted in 4 revocations

As of April 1, 2026, there are 546 licensees currently on probation, both in and out of state.

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

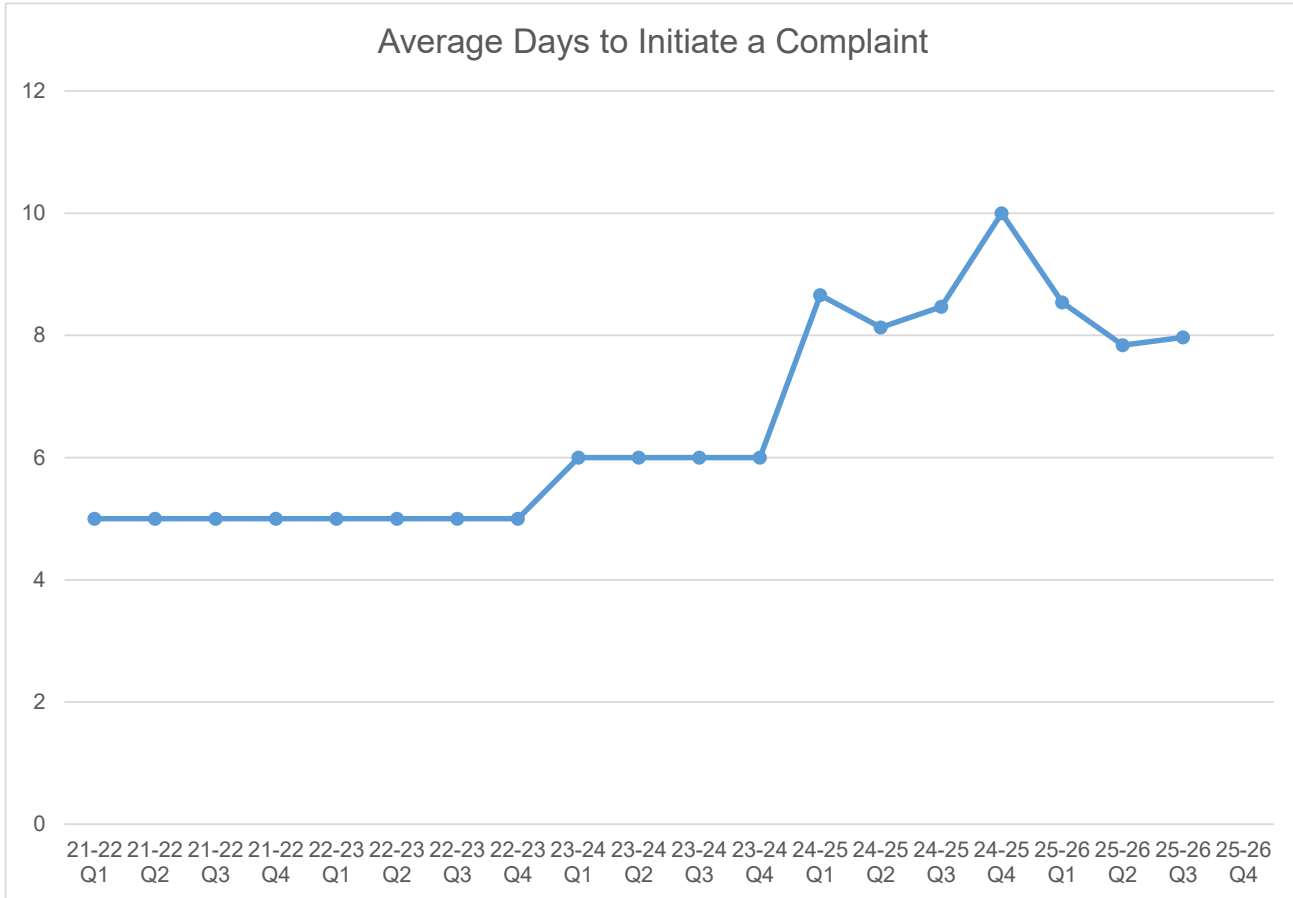
	<b>Fiscal Year 21-22</b>	<b>Fiscal Year 22-23</b>	<b>Fiscal Year 23-24</b>	<b>Fiscal Year 24-25</b>	<b>Fiscal Year 25-26</b>
Volume	9,943	9,521	9,715	9,707	8,823 *



\* Complaints received by the Board through March 31, 2026.  
Includes physician and surgeon data only.

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

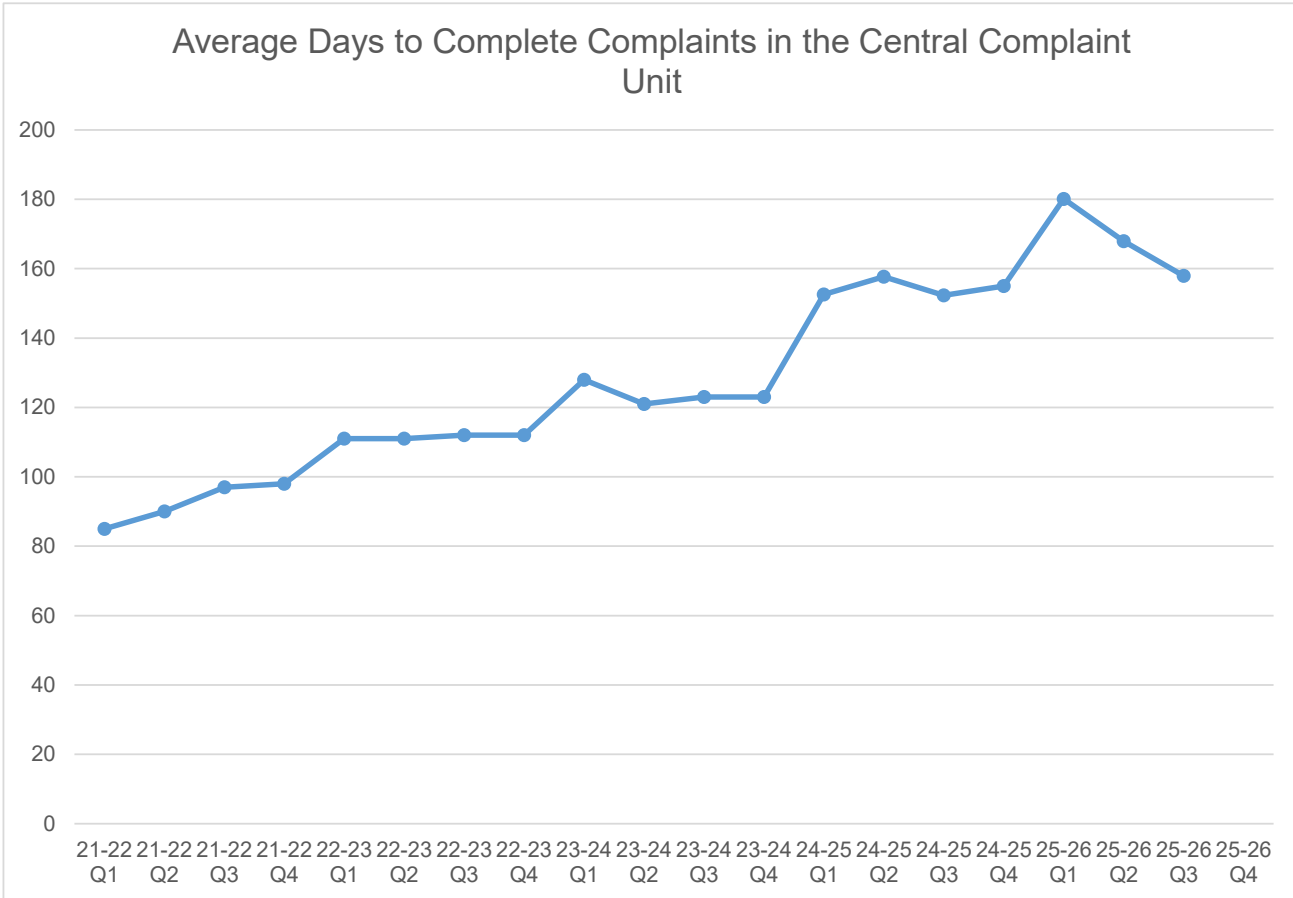
Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	5	5	6	9	9
Quarter 2	5	5	6	8	8
Quarter 3	5	5	6	8	8
Quarter 4	5	5	6	10	



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**

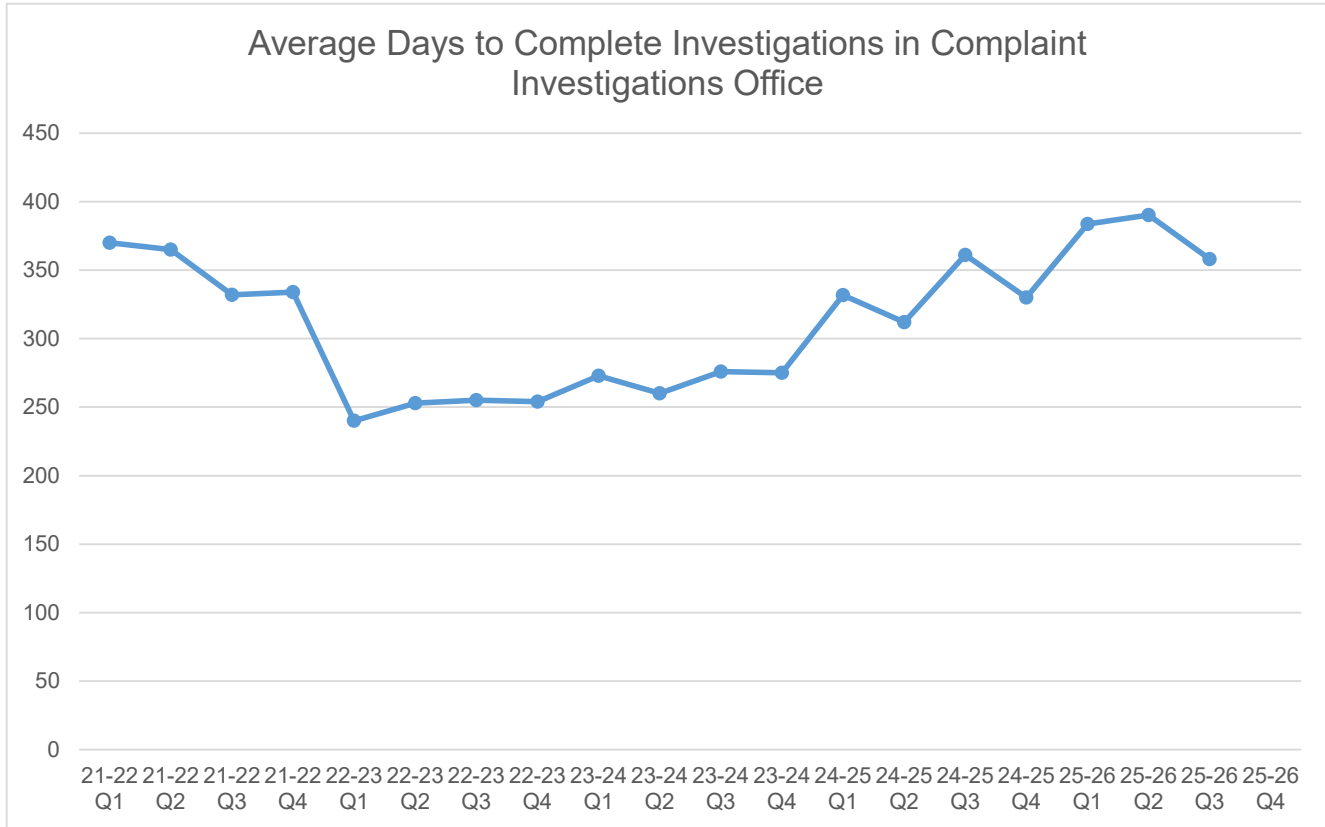
Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	85	111	128	153	180
Quarter 2	90	111	121	158	168
Quarter 3	97	112	123	152	158
Quarter 4	98	112	123	155	



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. Includes physician and surgeon data only.

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

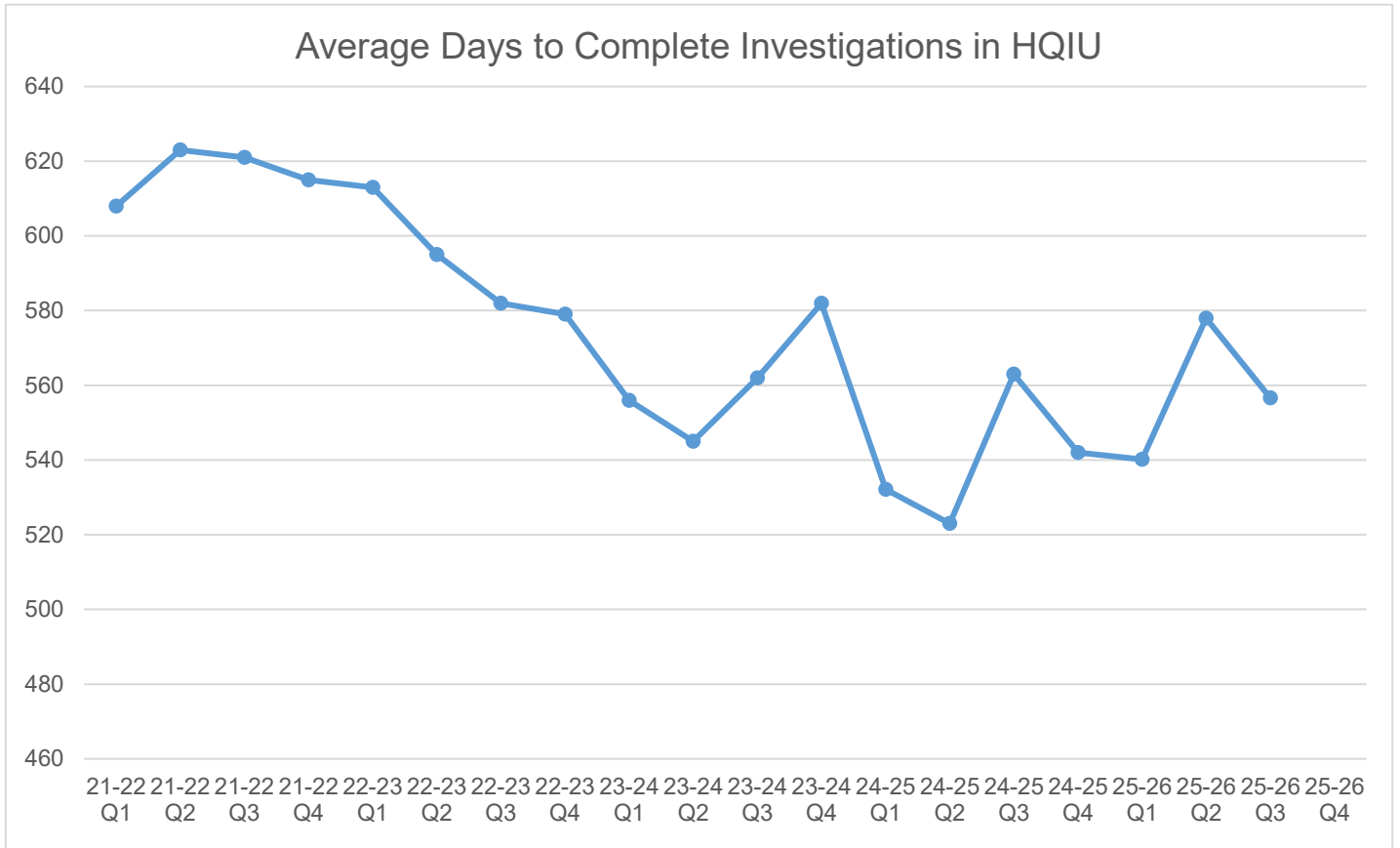
Quarter	Fiscal Year 21-22	Fiscal Year 22-23	Fiscal Year 23-24	Fiscal Year 24-25	Fiscal Year 25-26
Quarter 1	370	240	273	332	384
Quarter 2	365	253	260	312	390
Quarter 3	332	255	276	361	358
Quarter 4	334	254	275	330	



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**

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	578
Quarter 3	621	582	562	563	557
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 **105 days through March 31, 2026**. Includes physician and surgeon data only.

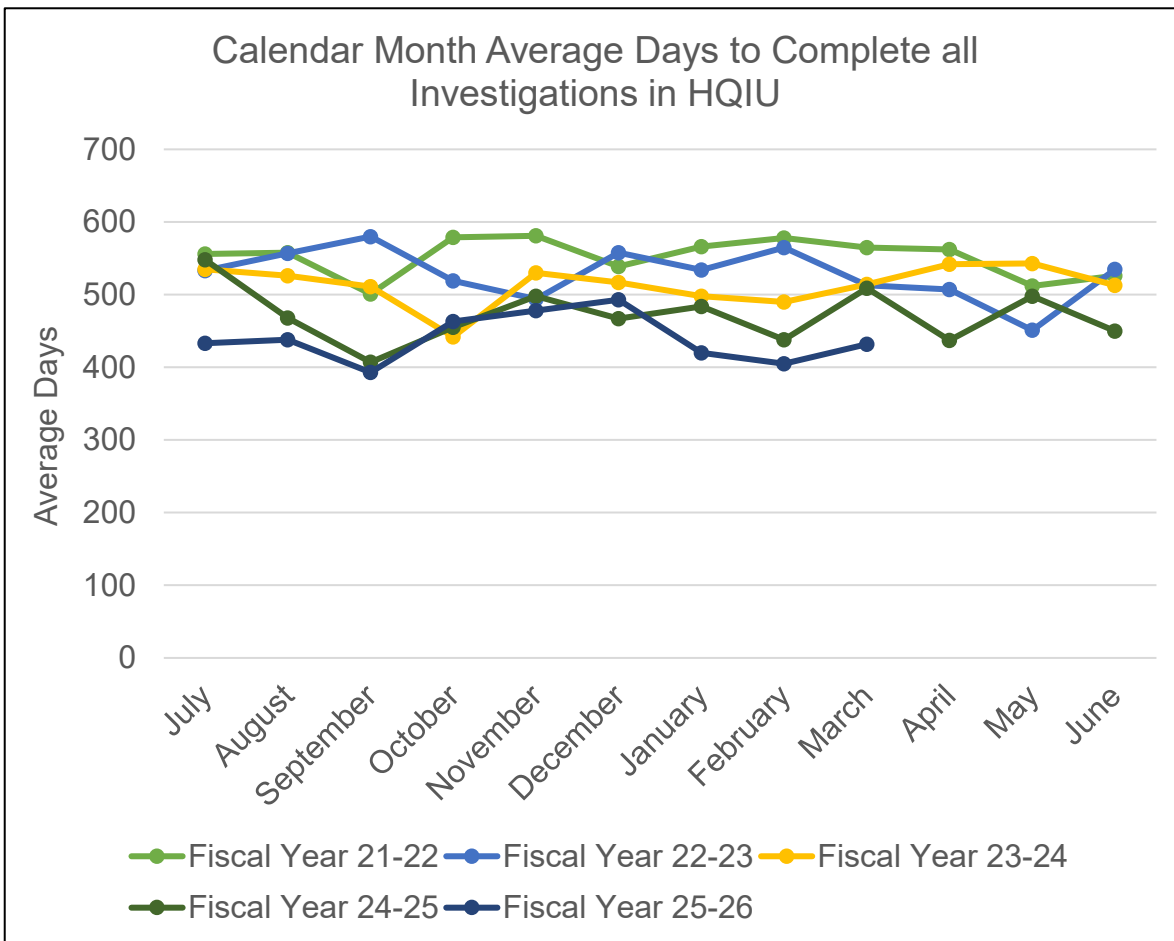
**California Enforcement Program**  
**Average HQIU Investigation Days by Case Type**

<b>Case Type by Fiscal Year</b>	<b>21-22</b>	<b>22-23</b>	<b>23-24</b>	<b>24-25</b>	<b>25-26</b>
Overall	615	579	582	542	557
Gross Negligence/Incompetence	632	621	588	496	449
Inappropriate Prescribing	714	634	598	594	599
Unlicensed Activity	636	577	538	513	508
Sexual Misconduct	580	490	540	536	430
Mental/Physical Illness	529	486	455	390	423
Self-Abuse of Drugs/Alcohol	445	469	521	383	288
Fraud	419	418	733	430	407
Conviction of a Crime	381	504	379	381	229
Unprofessional Conduct	564	526	620	524	503

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 **105 days through March 31, 2026**. Includes physician and surgeon data only.

**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	463
November	581	494	530	498	478
December	539	558	517	467	493
January	566	534	498	484	420
February	578	565	490	438	405
March	565	513	514	509	432
April	562	507	542	437	
May	512	451	543	498	
June	526	535	513	450	

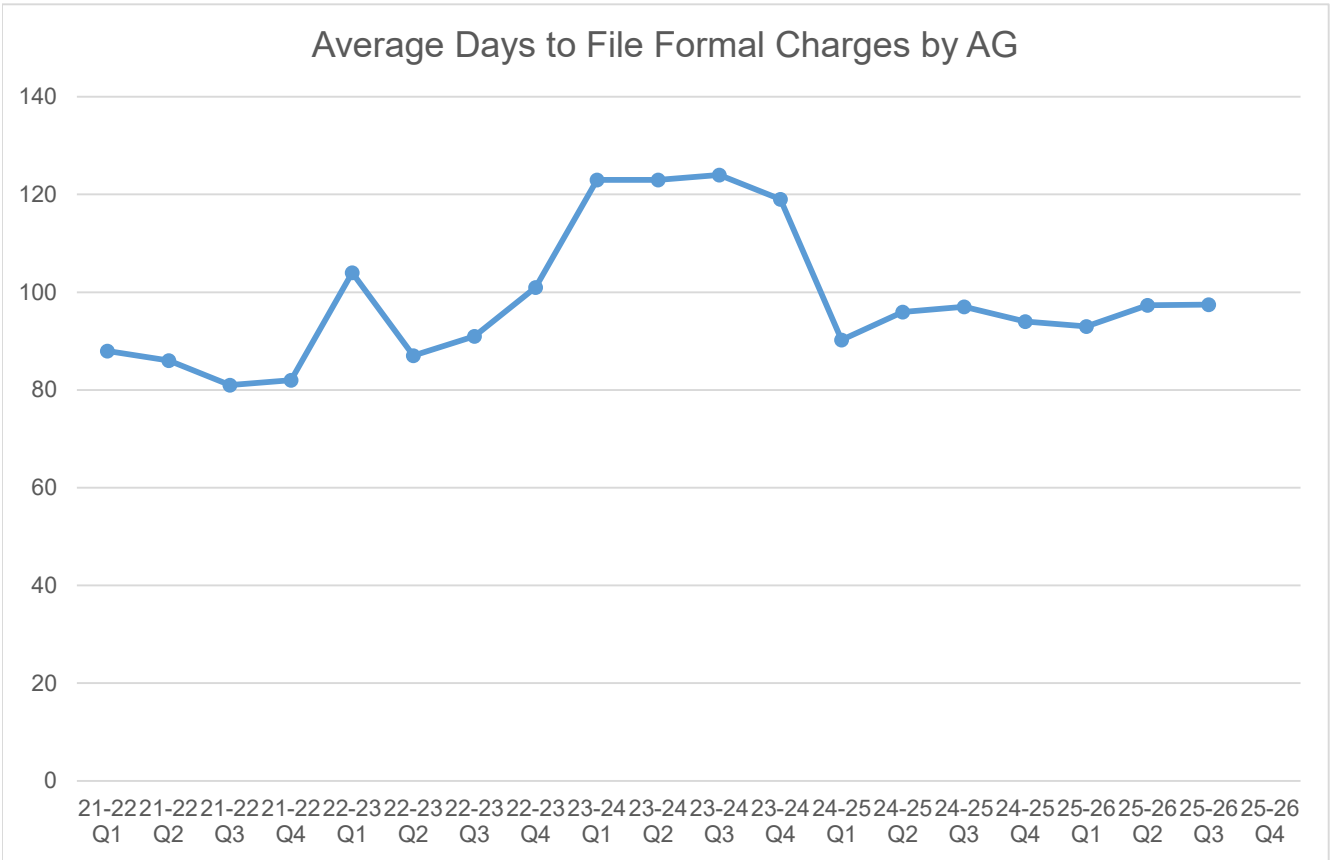


Monthly investigation processing days are from the date the case was assigned to an HQIU Investigator until completion of the investigation in the calendar month. Includes physician and surgeon, licensed midwife, polysomnographic program, physician assistant, doctor of podiatric medicine, and osteopathic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

Agenda Item 6C

**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	97
Quarter 3	81	91	124	97	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.

Administrative Outcomes for Physicians and Surgeons by Quarter

Types of Outcomes	FY 25-26				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
<b>Administrative Outcomes</b>					
License Revoked	6	9	13		28
License Surrendered (in Lieu of Accusation or with Accusation Pending)	25	28	12		65
License Placed on Probation with Suspension	2	0	1		3
License Placed on Probation	25	31	35		91
Probationary License Issued	5	4	2		11
Public Reprimand	45	41	16		102
Other Action	1	0	0		1
<b>Referral and Compliance Actions</b>					
Citation and Administrative Fines Issued	142	91	214		447

Types of Outcomes	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
<b>Administrative Outcomes</b>					
License Revoked	36	36	23	37	28
License Surrendered (in Lieu of Accusation or with Accusation Pending)	106	89	102	88	65
License Placed on Probation with Suspension	7	4	2	5	3
License Placed on Probation	156	153	137	126	91
Probationary License Issued	14	17	10	11	11
Public Reprimand	118	76	97	98	102
Other Action	1	4	3	1	1
<b>Referral and Compliance Actions</b>					
Citation and Administrative Fines Issued	122	195	135	179	447

**ENFORCEMENT TIMEFRAMES**

<b>Fiscal Year</b>	<b>21-22 Average</b>	<b>21-22 Median</b>	<b>22-23 Average</b>	<b>22-23 Median</b>	<b>23-24 Average</b>	<b>23-24 Median</b>	<b>24-25 Average</b>	<b>24-25 Median</b>	<b>25-26 <sup>1</sup> Average</b>	<b>25-26 <sup>1</sup> Median</b>
COMPLAINT PROCESSING	98	55	112	63	123	52	155	67	158	38
INVESTIGATION PROCESSING - MBC - CIO (Complaint Investigation Office)	334	251	254	210	275	240	330	282	358	270
INVESTIGATION PROCESSING - HQIU (Health Quality Investigation Unit)	615	633	579	563	582	556	542	524	557	554
<b>TOTAL MBC &amp; HQIU DAYS</b>	176	81	175	97	177	77	217	101	211	76
<b>TOTAL MBC &amp; HQIU YEARS</b>	0.48	0.22	0.48	0.27	0.48	0.21	0.59	0.28	0.58	0.21
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	97	83
POST - Accusation/Petition to Revoke/Accusation & Petition to Revoke/Statement of Issues	388	372	487	432	439	392	400	320	367	324
ACCUSATION DECLINED BY AG	57	36	63	38	58	36	66	40	105	81
<b>TOTAL AG DAYS</b>	478	449	577	514	539	475	514	434	464	421
<b>TOTAL AG YEARS</b>	1.31	1.23	1.58	1.41	1.48	1.30	1.41	1.19	1.27	1.15
<b>TOTAL MBC &amp; AG DAYS</b>	1167	1239	1343	1413	1261	1305	1,168	1,156	1,151	1,155
<b>TOTAL MBC &amp; AG YEARS</b>	3.20	3.39	3.68	3.87	3.45	3.58	3.20	3.17	3.15	3.16

Years calculated using 365 days per year

<sup>1</sup> Data through 3/31/2026

Includes physician and surgeon data only.

**Pending Enforcement Caseload Summary<sup>1</sup>**

Data Current as of April 1, 2026

	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
<b>Central Complaint Unit</b>	1,909	1,440	1,304	980	1,437	221	3	0	0	<b>7,294</b>	<b>5,157</b>	2137	41%
<b>Complaint Investigation Unit</b>	47	56	47	31	67	9	0	0	0	<b>257</b>	<b>261</b>	-4	-2%
<b>Health Quality Investigation Unit</b>	223	169	170	123	262	57	2	1	0	<b>1,007</b>	<b>980</b>	27	3%
<b>Completed Investigations Awaiting Disposition<sup>2</sup></b>	2	8	20	18	93	17	1	0	0	<b>159</b>	<b>242</b>	-83	-34%
<b>Citation and Fine Desk</b>	150	69	68	53	37	0	0	0	0	<b>377</b>	<b>239</b>	138	58%
<b>Out-of-State Desk</b>	32	31	35	26	27	3	0	0	0	<b>154</b>	<b>137</b>	17	12%
<b>AG Services<sup>3</sup></b>	16	14	13	7	9	1	1	0	0	<b>61</b>	<b>75</b>	-14	-19%
<b>AG-Pre<sup>4</sup></b>	68	79	26	12	63	25	3	0	1	<b>277</b>	<b>283</b>	-6	-2%
<b>AG-Post<sup>5</sup></b>	97	51	43	35	41	8	5	0	0	<b>280</b>	<b>262</b>	18	7%
<b>Total by Age</b>	<b>2,544</b>	<b>1,917</b>	<b>1,726</b>	<b>1,285</b>	<b>2,036</b>	<b>341</b>	<b>15</b>	<b>1</b>	<b>1</b>	<b>9,866</b>	<b>7,636</b>	2230	29%

<sup>1</sup> Includes physician and surgeon data only.

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

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

<sup>4</sup> 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.

<sup>5</sup> 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.

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April 27, 2026

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

**RE: Attorney General's Office Quarterly Update, May 2026 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, Deputy Chief of Enforcement Kenneth Watson, 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