

2008



Medical Board of California

Strategic
Plan **2008**

MEDICAL BOARD OF CALIFORNIA

STRATEGIC PLAN 2008

Developed 2008

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*Protecting the Public
Promoting Wellness*

INTRODUCTION

The Medical Board of California (Board) is mandated to make public protection its first priority. This mandate is articulated in Business and Professions Code Section 2001.1, which states:

Protection of the public shall be the highest priority for the Medical Board of California in exercising its licensing, regulatory, and disciplinary functions.

While the mandated functions of the Board generally fall into two categories, licensing and discipline, there are other, more broadly defined issues relating to healthcare that impact the protection of the public. Acknowledging that California's healthcare landscape is ever changing, that the current environment of healthcare delivery is under great strain, and that the business of medicine may contribute to preventing access to healthcare or promote substandard care, this plan addresses issues beyond the simple issuing of licenses and rendering of disciplinary actions.

MISSION

The Mission of the Medical Board of California is to protect healthcare consumers through proper licensing and regulation of physicians and surgeons and certain allied healthcare professions and through the vigorous, objective enforcement of the Medical Practices Act, and, to promote access to quality medical care through the Board's licensing and regulatory functions.

GOALS AND OBJECTIVES

Professional Qualifications

Promote the professional qualifications of medical practitioners by setting requirements for education, experience, and examinations, taking into account the states needs for more physicians, particularly in underserved populations; and promoting physician wellness.

Regulations and Enforcement

Protect the public by effectively enforcing laws and standards to deter violations.

Consumer Education

Increase public awareness of Board's Mission, activities and services.

Organizational Relationships

Improve effectiveness of relationships with related organizations to further Board's Mission and goals.

Organizational Effectiveness

Enhance organizational effectiveness and systems to improve service.

Goal 1: Professional Qualifications

Promote the professional qualifications of medical practitioners by setting requirements for education, experience, and examinations, taking into account the state's need for more physicians, particularly in underserved populations; and promoting physician wellness.

Objectives

- Assure greater compliance of CME requirements.
Measure: Improve compliance with CME requirements.
- Develop a plan for addressing access to care and the shortage of doctors that is appropriate to the Board's Mission and resources.
Measure: Determine impact of the Board's plan to address access to healthcare.
- Create a plan to assist in addressing medical errors as appropriate to the Board's Mission and resources.
Measure: Development of an educational program to inform medical students and physicians of medical errors and consequences with a recommendation of this as curriculum or CME.
- Develop an on-line educational program on cultural and linguistic competency.
Measure: Determine the number of physicians using this program to enhance their skills and satisfaction with the course.
- Ensure that qualified internationally trained physicians are allowed to obtain license exemption under Business and Professions Code 2168 through the work of the Special Programs Review Committee.
Measure: Site audits indicate these physicians are compliant with regulation and a decrease of complaints on this group.
- Ensure international medical schools meet the Board's requirements for recognition.
Measure: Site inspections indicate compliance.
- Promote physician wellness by providing an on-line educational programs and links to other resources.
Measure: Determine the number of physicians using these resources.

Goal 2: Regulation and Enforcement

Protect the public by effectively enforcing laws and standards to deter violations.

Objectives

- Submit vertical enforcement report to the Legislature by December 2007 and implement the vertical enforcement model long term.
Measure: Report submitted and vertical enforcement model fully integrated including implementation of fully interoperable information technology software used by the Department of Justice.
- Evaluation of peer review study and address the issues identified.
Measure: Study is completed and recommendations are provided to the Board for review and possible action.
- Re-establish the Board's Operation Safe Medicine Unit to target unlicensed activity, corporate practice of medicine, and lack of supervision violations.
Measure: Track the number of complaints and outcomes to this unit.
- Restructure the Board's Probation Unit to transfer the monitoring of probations from investigators to inspectors. The investigators will be reassigned to the District Offices to decrease the length of time for investigations.
Measure: A decrease in the length of time to conduct investigations.

Goal 3: Consumer Education

Increase public awareness of the Board's Mission, activities and services.

Objectives

- Complete a study of the public disclosure laws and take actions necessary to address issues identified.
Measure: Study completed and any actions necessary have been identified.
- Recognition of excellence in medicine by California physicians
Measure: Ensure annual award of recognition given to recipient.
- Improve education about the Board and its services to consumers including obtaining information on physicians.
Measure: High levels of satisfaction reported by consumers who access educational material and other information on the Board's Web site.

Goal 4: Organizational Relationships

Improve effectiveness of relationships with related organizations to further the Board's Mission and goals.

Objectives

- Establish a plan to include board members in meetings with legislators and other key stakeholders on various legislative proposals.
Measure: Increase support of the Board's legislative proposals.
- Develop a plan for Supervising Investigators to meet with legislative staff in district offices.
Measure: Increased awareness of the Board by legislative district offices.

Goal 5: Organizational Effectiveness

Enhance organizational effectiveness and systems to improve service to constituents.

Objectives

- Develop better ways of assessing Board "customer satisfaction" and implement changes that would better serve applicants, licensees and the public.
Measure: High levels of satisfaction reported by customers who receive services or who access information on the Board's Web site.
- Reverse loss of investigators by addressing imbalances that are contributing to investigator retention problem. Perform a study to determine the difference in work performed and pay between Board investigators and investigators from other State boards/agencies.
Measure: Improve retention of Board investigators.
- Implement the restructuring of the Board to ensure greater communication and synergy between enforcement and licensing divisions of the Board.
Measure: Implementation is completed and all board members are educated regarding all Board issues.
- Perform a complete evaluation of the Licensing Program to identify areas for improvement.
Measure: Evaluation completed and any recommendations for efficiency are implemented.

- Coordinate relocation of the Board's headquarters facilities and staff to improve operational efficiencies and to improve customer service.
Measure: Consumers, staff and other interested parties have improved access to the Board's services.
- Develop consumer and licensee focused educational programs made available on-line from the Board's Web site to provide easy access statewide.
Measure: Determine the number of individuals using these services and satisfaction with the courses.
- Improve organizational business processes through replacement of current information technology systems with state of the art user-friendly fully interoperable information technology software.
Measure: When fully implemented staff reports significant improvement in business processes.

Conclusion

This plan seeks improve the efficiency and effectiveness of the Board to assure protection of the public and provide better service to licensees and consumers. This Board is also committed to making wellness of physicians a priority for the Medical Board of California.