

**Osteopathic Medical Board of California**

**DATE REPORT ISSUED:** May 16, 2024  
**ATTENTION:** Members, Osteopathic Medical Board of California  
**SUBJECT:** Executive Report  
**STAFF CONTACT:** Erika Calderon, Executive Director

**REQUESTED ACTION:**

This report is intended to provide the Members of the Osteopathic Medical Board of California (OMBC) with an update on personnel, and other administrative functions/projects occurring at the OMBC. No action is needed.

**Personnel:**

This is the first time in over a year that the Board doesn't have an update on any personnel changes. The Board continues to have 13.9 authorized positions and there are no current Board staff vacancies.

**Office Operations:**

Telework:

The office is still operating under a hybrid telework model. Board staff continue to work in the office three days a week and two days at home. This schedule continues to be effective and productive to office operations and there are no immediate concerns for any change. Office moral is great. All units continue to work extremely hard to continue to uphold the Board's mission, improve our productivity and in turn provide excellence to our stakeholders.

Lease Agreement:

Since the last update the Board has finalized its new lease agreement with our lessor and the office improvements have been completed. The Board would like to take this time to personally thank DCA's Business Services Office (BSO) in particular Lee Artz and Sonia Torres with the Department of General Services for all of the hours spent on this project and of course our lessor Ethan Conrad Properties for working with the OMBC to allow the office to receive its office improvements and at the same time save money. Since our office space is small, staff is mostly excited about our sound proofing/white noise machine installation that will help reduce noise in the office and prevent background noise from being picked up on our Team calls. Board staff is also very excited to have received key card readers on our doors and no longer having to utilize actual keys. Lastly, the Board can also report that it is equipped with a secured office safe where overnight mail with accounts receivables can be safely secured overnight. All around, the Board has received greater security, and that is extremely comforting to know.

**Strategic Plan:**

Since our last update the Board is happy to report that the final stage of the Board's 2024-2028 strategic planning session has completed. DCA's Solid Team met with Board leadership on March 29, 2024, and worked on the Board's action plan. A road map has since been developed by SOLID and provided to Board leadership. The Board has also been equipped with an action plan tracker, and at the request of the Board members, Board staff plans to report on its milestones at every January Board meeting on an annual basis.

One of the first pending items the Board staff plans to work with its members on is to develop Board committees, this will take place soon after the Board receives notification of its new Board member appointees who will be joining the Board soon.

A special thanks to Ms. Sarah Irani and Ann Fisher with DCA's Solid Team for making this extensive process painless, extremely fun and interactive, but most importantly very productive and informative. As a new Executive Director, I certainly appreciated the environmental scan, which was the first stage, it gave me a clear picture of where the Board stands and where it can improve. Thank you to all staff, consumers, and other stakeholders who participated, your voices were certainly heard.

### **Technology:**

BreEze Updates:

At every meeting the Board continues to report how Board staff continues to work hard with our BreEze team to make database improvements. At this meeting I would like to highlight some of our most recent accomplishments and some pending projects. As previously reported the Board took the initiative even though it wasn't required to accept impact statements for our consumer complaints. A new status letter was created to allow for the submission of these statements prior to the case being referred to the field for a formal investigation, and in July after the Board receives funding it hopes to implement the interviews that will be required for all quality-of-care complaints prior to closure.

After receiving several requests from the public that the Board implement the Medical Board of California's complaint tracking system. It is noteworthy to state that this Board has contacted the Medical Board of California to inquire about the system which is still in the early stages of development. It is important to point out that the Medical Board of California is developing this system utilizing their own IT internal staff. It is a system that is being created separate and apart from our BreEze database. Unfortunately, this Board isn't equipped with its own IT staff or department and to create such a system would be extremely costly to the Board. The Board however plans to continue to monitor MBC's complaint tracking system and continue to look for other ways that our Board can improve its communication with its consumers utilizing our current resources.

As you are aware in January the Board voted to eliminate our pocket license, since then the Board has developed a self-generated transaction that will allow our licensees to print their own pocket licenses through their BreEze accounts, free of cost. We have also eliminated the following paper applications and moved those transactions to BreEze.

- Address Change
- Name Change
- Endorsement/License Verifications Letters

The Board has also implemented email reminders to all of our renewable applications in an effort to eliminate paper reminders and be more ecofriendly and of course save the Board money. A current outstanding project is to move our Initial Fictitious Name Permit (FNP) Application to BreEze and also allow for the physician who holds the FNP permit to self-generate a copy of their permit through their BreEze account free of charge. This transaction will also allow the licensee to print permits for all satellite locations as well. I would like to thank our newest office technician Sanjay Naresh and our prior office technician Andrea Harmon for working closely with me to make these significant improvements which will save lots of processing time, and of course a special thanks to the masterminds that make all of these projects happen, our BreEze representatives, Robyn, Dmitry, Michael, Steve, Xuan, and their leader Tim.

## Social Media Accounts:

The Board took into consideration some of our consumer comments at our last Board meeting, especially those comments coming from the consumer watchdog group. Even though our ability to work on our outreach is currently compromised due to our current statewide budget issues, and limited staff resources the Board did reach out to our communications department and requested that they work with the Board and assist us with producing a lot more consumer oriented content to assist our consumers with the complaint review process. Our social media accounts are being used to provide more consumer content and such posts are also being translated into different languages to reach our very diverse population in California. The Board also continues to utilize these social media accounts to advertise our Board meetings, operational and Board process changes, CURES updates, and expediated licensure pathways.

## Board Website:

The Board continues to receive great feedback about its website. I do want to take the time to point out some key areas of the web, right on the Board's front page on the bottom left hand corner there is a "Quick Hits" tab, this tab will navigate you to key areas within the web such as our Board meetings, our Enforcement Actions which are updated quarterly, our license verification, and most importantly our email alert subscriptions that you can sign up to receive information on such as monthly enforcement actions, Board meetings, legislative changes, and opportunities to comment on pending regulations. There is also a tab called "Alerts", this is where you will see all of the latest changes, such as the elimination of the pocket license, changes to our applications, and the extension to our Post Graduate Trainee License expiration date. Another very important area for all of our stakeholders is our "FAQ's" link which is located on the top right hand side, this is where you can see all of the Board's commonly asked questions and answers to our FNP applications, our initial and postgraduate applications, our extensive consumer complaint process, CURES, mandatory reporting, and some commonly asked questions from our licensees.

## **Communication:**

Executive Director had calls and email exchanges with Madam Board president Ms. Denise Pines to discuss pending and ongoing projects and meeting agendas.

Executive Director continues to meet periodically with the Board's Attorney General Liaison Ms. Karolyn Westfall and also communicates frequently with Ms. Gloria Castro, Senior Assistant Attorney General.

Executive Director meets monthly with Ms. Mellissa Doss, Supervising Investigator over the Health Quality Investigation Unit (HQUI) to discuss progress of pending investigations.

Executive Director reached out to Ms. Michele Monserratt-Ramos with the Consumer Watchdog Group and extended an invitation to meet.

Board staff participated in meetings with other Local, State, and National organizations in discussing and deciding regulatory measures common to OMBC and others. These organizations include but are not limited to; Office of Attorney General (AGO), Department of Justice (DOJ), DCA, other healing art Boards, California Department of Public Health (CDPH), Department of Health Care Services (DHCS), the Federation of State Medical Board (FSMB), the National Board of Osteopathic Medical Examiners (NBOME) and the Osteopathic Physicians and Surgeons of California (OPSC) and MAXIMUS.

**Outreach Update:**

The Board is getting ready to publish its second edition of its Board newsletter OsteoScope which will be shared with all of our stakeholders and make it available for download on our website. The Board will soon be working on a new project which will be a virtual tutorial video of our application process as well as our consumer complaint process. We hope to release those at the end of the calendar year.