



Briefing Paper

Agenda Item 10

Date: August 15, 2024
Prepared for: OMBC Members
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Subject: Administrative Services Program Update

Purpose: Update on Administrative Services Program for Q4 - FY 2022-2023

Please refer to attachment 10 (a) for Administrative Services Program Statistics (Physician and Surgeon and Fictitious Name Permit Renewals for Q1, Q2, Q3 and Q4).

Administrative Services:

Physician and Surgeon renewals processing and performance measures remained consistent throughout each of the four quarters in Fiscal Year 2023-2024. Renewal staff is still processing 100% of continuing medical education (CME) every two years prior to the license expiration. This processing workload will continue until the proposed regulatory change that would authorize self-certification of CME completion and follow-up audits is approved and implemented. Later in the agenda, the Board will be reconsidering the proposed CME and Audit and Cite and Fine regulatory language.

The overall processing times for Fictitious Name Permits (FNP) has remained steady each quarter without any significant fluctuations. Fictitious Name Permits are issued for up to one year depending on the date of issuance. All Fictitious Name Permits expire December 31st each year and must be renewed prior to expiration to stay current.

As reported in the May 2024 Board meeting, added the following services online: address change, name change, license verification requests, FNP initial applications. As a result, licensees needing to request a name change or address change or license verification can now make that request and pay the required if any fee online. The paper forms for these transactions have been removed from the website to complete the transition to paperless operations. During this transition period from paper to online requests and payment, the Board is still receiving paper form requests and checks. This indicates that applicants and licensee downloaded these paper forms in the past and did not act on them. It is unclear when the Board will stop receiving paper forms and checks for these transactions.

The online applications are more convenient for applicants and licensees and OMBC staff. Less mailed in forms means less forms lost in the mail; credit card payment is credited instantly thus eliminating the delays related to cashing checks. The online applications also reduce delays and extra workload caused by the incompleteness of forms. The online versions have mandatory fields that must be completed in order to move to the next step. The online forms do not necessarily eliminate the staff workload in processing request though. As with many online transactions there is still a staff driven manual processing to complete the transaction. What the online transaction speeds up is the payment and the request details. The staff must still verify the information requested or input changes in Breeze or send out license verification letters.

One aspect of the transition to the online applications and requests is their impact on processing performance measures. This is particularly true for FNPs initial applications. In the past, the Board returned all incomplete FNP applications and only accepted for processing completed FNP applications. This significantly impacted processing performance measure decreasing processing time to under 10 days. In the past, processing times were long as a result of workload backlog and non-response from FNP applicants to correct deficiencies. When the staff stopped processing incomplete applications, the performance measures improved. Ironically, that may change with the online FNP application because the staff is unable to return online applications because they automatically create a Breeze record that starts the processing clock ticking.

As a result, we may see an increase in FNP application processing time in the future because receipt of incomplete FNP applications submitted online will increase the processing time and thus processing performance measure as applications age waiting for corrections of deficiencies. However, those deficient applications will only be allowed to stay open for 90 days after which they will automatically be cancelled in breeze. FNP applications that do not correct their deficiencies within the 90 days will have to re-apply and pay the FNP application fee again.

Overall, transitioning to paperless operation has streamline the processing of Administrative Services that may in the future not necessarily be reflected in the processing performance measure.

Action Requested: No Action Required