
BOARD OF LICENSURE IN MEDICINE

DATE: FEBRUARY 11, 2021
TO: BOARD MEMBERS
CC:
FROM: TIMOTHY TERRANOVA
RE: 2020 ANNUAL LICENSING REPORT

2020 saw several major accomplishments in the licensing department. These included:

- Holding the inaugural residency outreach program in January 2020
 - This event was held at the Board office and was attended by staff from 4 residency programs in the state. Not only were they impressed with the information provided and the chance to ask questions, but this was also the first opportunity for some of the staff from different programs to meet each other and discuss what was happening in their programs.
- Creating and implementing COVID-19 Emergency License process
 - Staff created a one-page COVID-19 license application. Although the application was simple for the applicants, it created a manual process for staff, where all data had to be manually entered and NPDB and PDC reports manually run. This was the most time and resource intensive project of the year and is still ongoing.
- Extending license renewals during the declared emergency
 - Per the Governor's executive order licenses that are not renewed during the declared emergency do not expire. In order to comply with that order, all licenses set to expire at the end of a month are extended for 60 days. This process must be completed once a month. In addition, the renewal of an extended license is a manual process. Staff must go into the record and correct the expiration date.
- Moving from a paper system to an electronic system
 - The pandemic and the need for staff to work remotely, forced us to implement updated electronic processes that probably should have happened earlier. Licensing staff now need only one physical piece of paper for each application (the affidavit). Otherwise, all documents are accepted electronically. The

BOARD OF LICENSURE IN MEDICINE

retention schedule has also been revised to accommodate electronic filings of applications.

- Using Continuous Query with NPDB
 - The use of the continuous query does not cost the Board any additional money but does mean that the Board will proactively receive any new NPDB report filed within 365 days of our initial query.
- Implementing changes to Physician Assistant processes as required by statute and rule (technical changes completed 1/6/21)
 - This was the second most time and resource intensive project this year. Major changes needed to be made to the database and online systems. Staff spent a great deal of time determining what changes needed to be made, how those changes could be made, and testing the changes.
- Licenses issued
 - As illustrated below, compared to 2019 staff issued almost twice as many licenses in 2020.

Staff managed all of these new processes and were able to maintain efficient processing times for license applications.

Looking Forward

The licensing staff accomplished a great deal in 2020 and is looking forward to continued progress in 2021. The goals include:

- Creating an improved system for issuing emergency licenses during a declared emergency;
- Continuing to improve the electronic system of licensing;
- Creating an improved system recording licensure data for archiving;
- Reviewing the retention schedule to determine if any additional changes need to be made based on the change to electronic submissions; and
- Creating a policy for action on pending initial applications that are more than one year old.

Licensing Staff

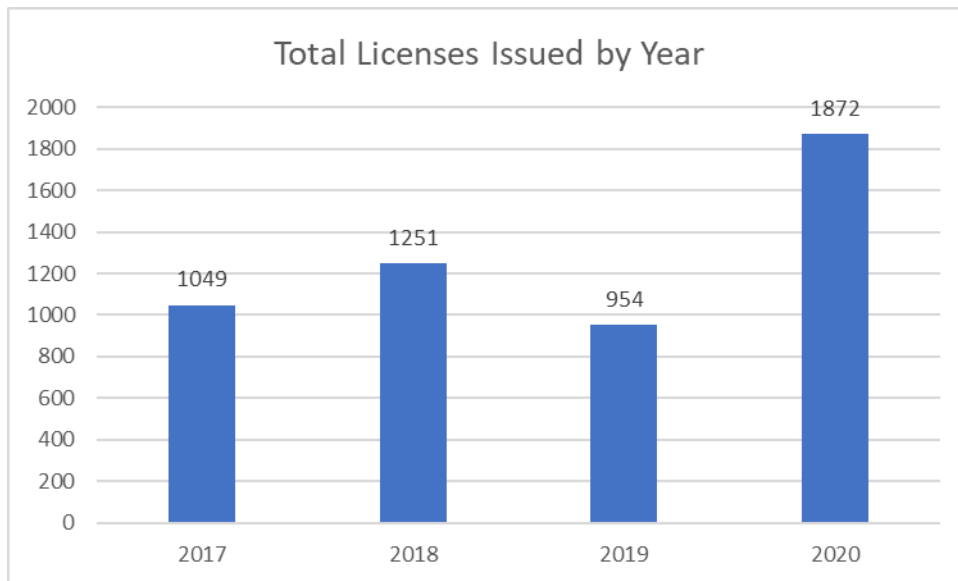
Tracy and Elena have worked incredibly hard and continue to try to improve the process. Despite a statistical doubling of their workload, they maintained licensing times and provided outstanding customer service. They were never too busy to help an applicant or licensee with a question. They are often “the face of the Board” and the number of compliments they receive

BOARD OF LICENSURE IN MEDICINE

throughout the year is an indication of the respect they hold in the licensing community. They are to be commended for their efforts.

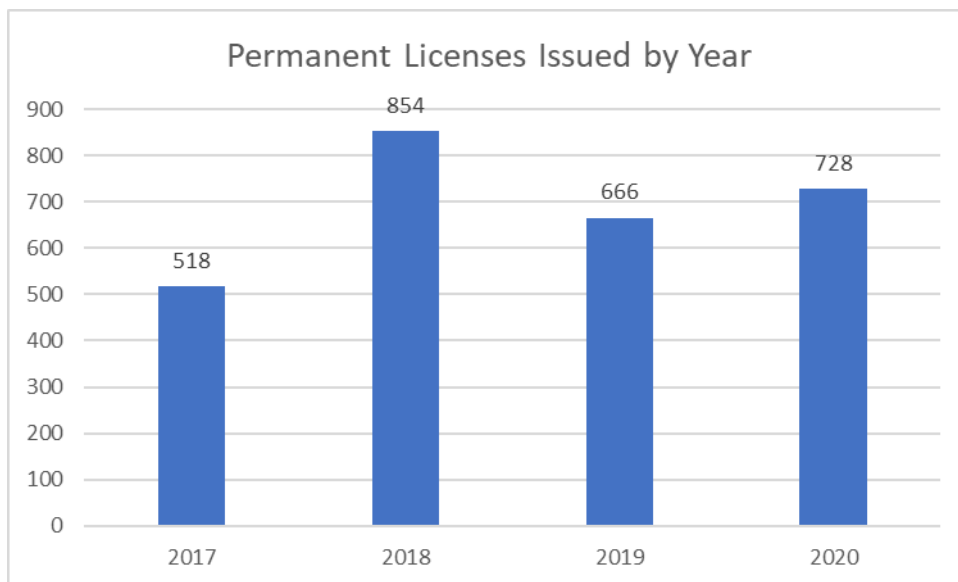
Total Number of Licenses Issued

A summary of licenses issued by year



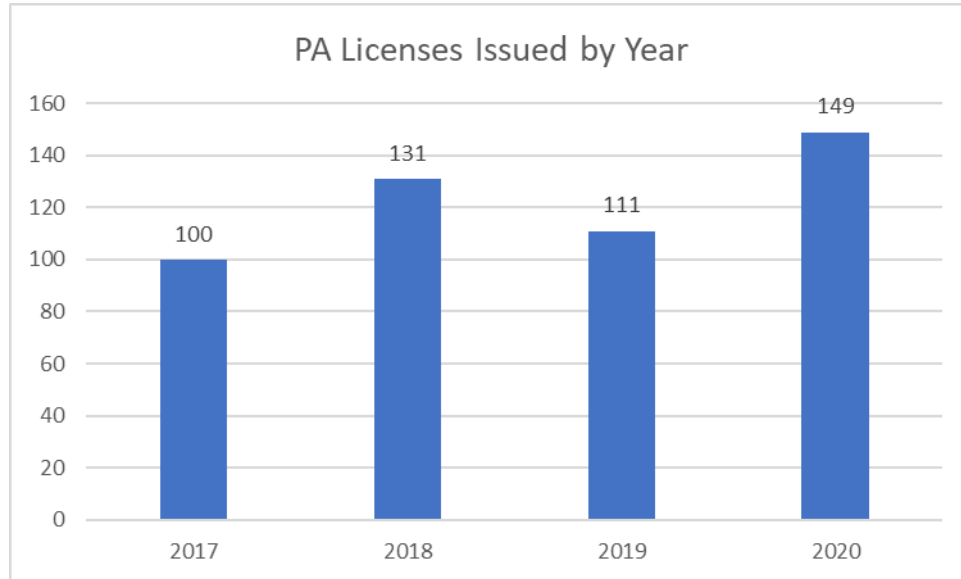
Permanent Licenses Issued

The total numbers of Permanent MD licenses issued each year (MD) are:



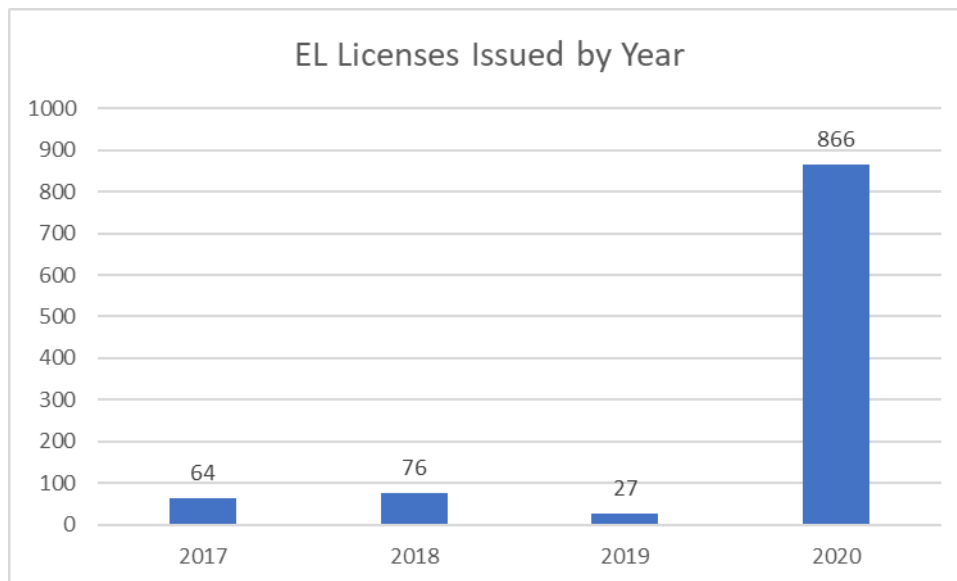
The total numbers of PA licenses issued each year (PA and PAN) are:

BOARD OF LICENSURE IN MEDICINE



Emergency licenses

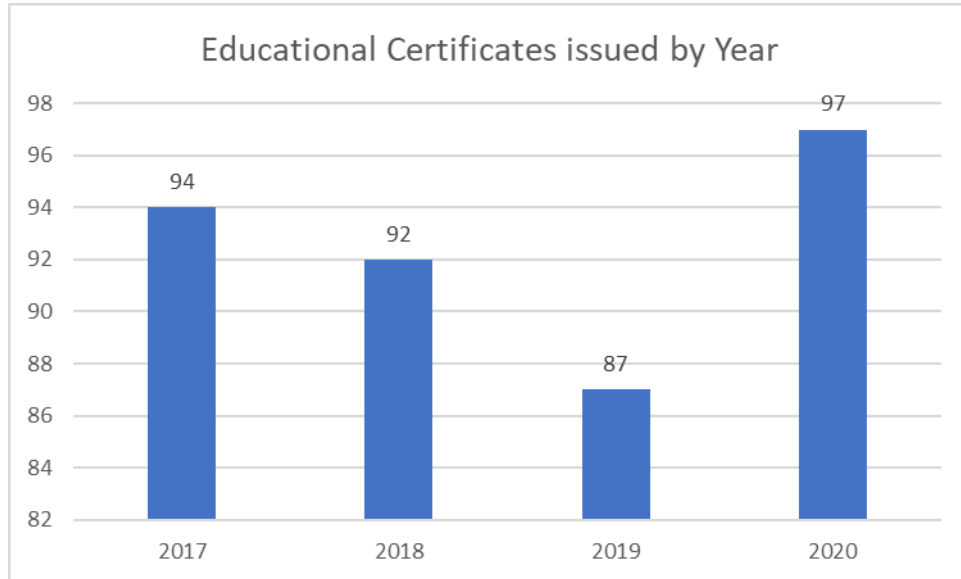
The number of emergency licenses decreased in 2019 as we continued to refine our processes for permanent licensure. This trend was completely reversed in 2020 with the creation of the COVID-19 emergency license. For the first time ever, more emergency licenses were issued than any other type of license. In addition, each of these applications needed to be hand entered into the system, creating a larger workload compared to other license types. The numbers are:



Educational Certificates

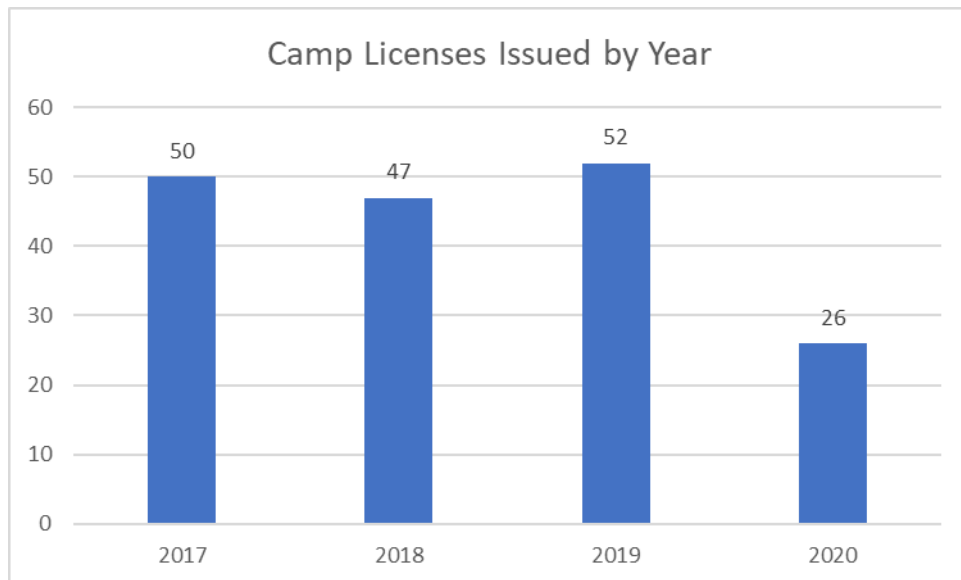
Educational Certificates have remained stable over the past 4 years.

BOARD OF LICENSURE IN MEDICINE



Camp License

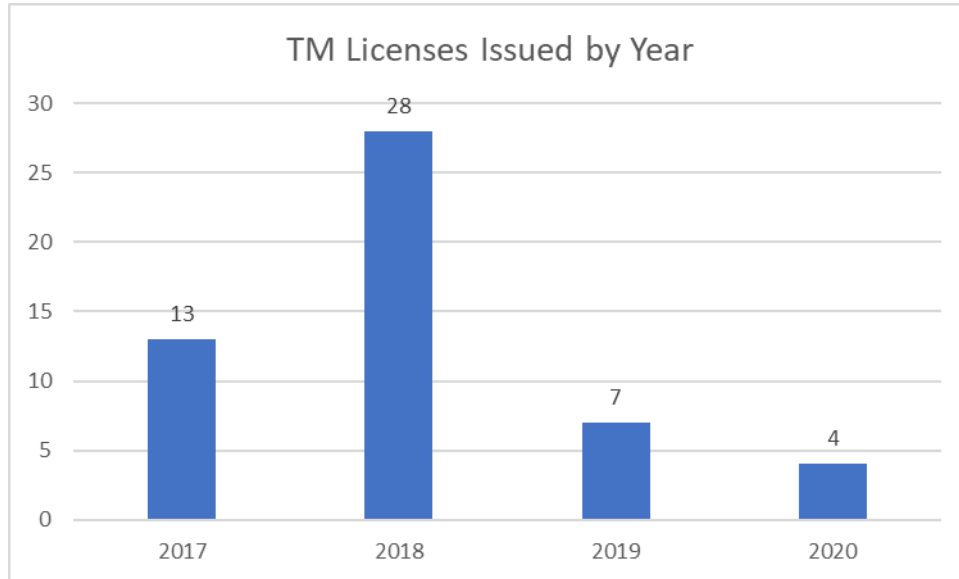
The number of Camp Licenses decreased in 2020 due to the pandemic and the delay or closure of many camps.



Consultative Telemedicine

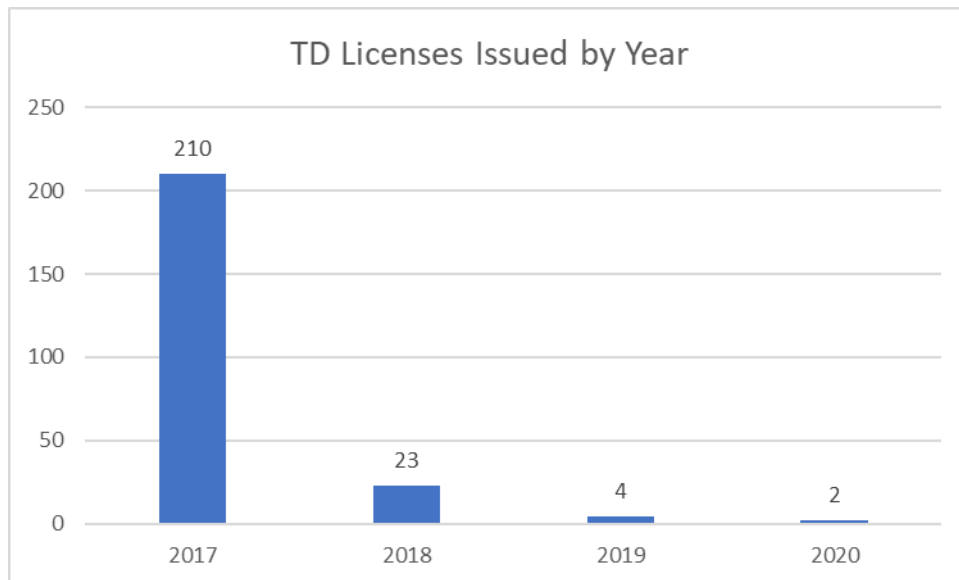
Staff continues to educate physicians who apply for this license about its limitations. Once educated the majority of physicians request a permanent license. This year, that education means 21 of the 25 applicants determined the Consultative Telemedicine license would not be appropriate for their practice. The total numbers of Consultative Telemedicine licenses issued each year are:

BOARD OF LICENSURE IN MEDICINE



Temporary License

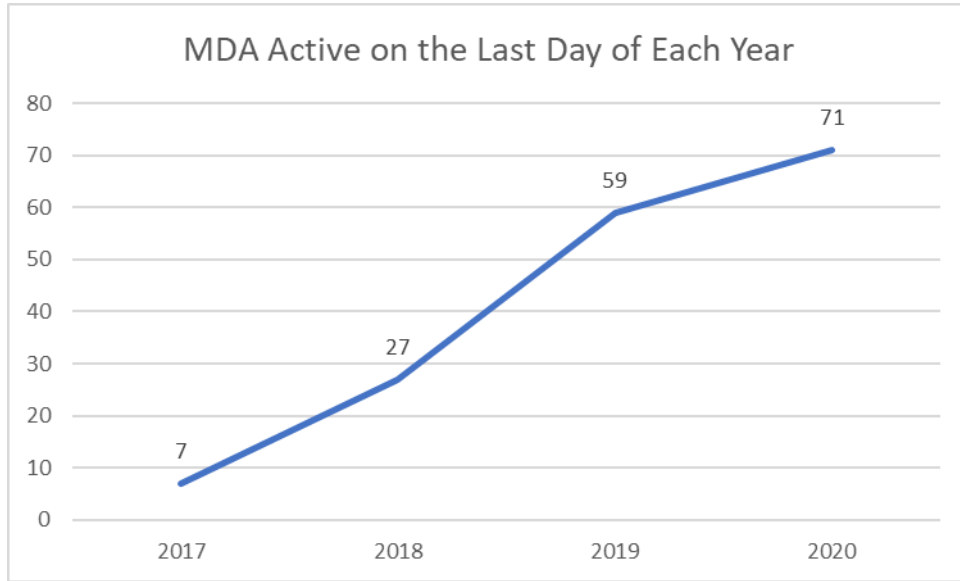
Temporary license applications have seen a steady decline. The total numbers of Temporary licenses issued each year are:



Administrative License

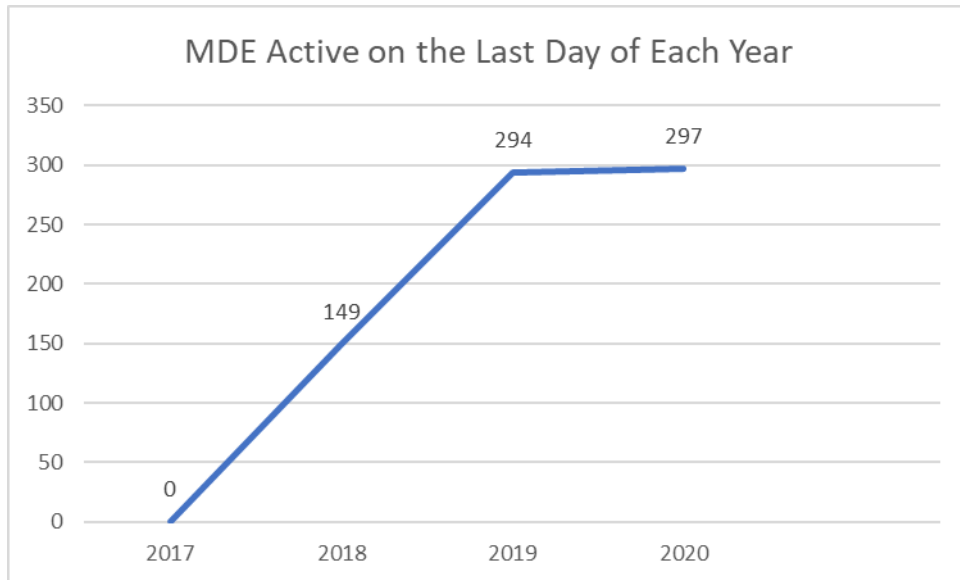
Administrative licenses can either be obtained through an initial license application or through conversion of an already active license. This means that the number issued does not equal the number active. For example, in 2020 8 new administrative licenses were issued, but there is an increase of 12 active administrative licenses from the end of 2019. The total numbers of active Administrative licenses at the end of each year are:

BOARD OF LICENSURE IN MEDICINE



Emeritus License

Starting in January 2018 the Board offered the Emeritus license to its licensees. At the end of each year the following amount of Emeritus licenses were active.

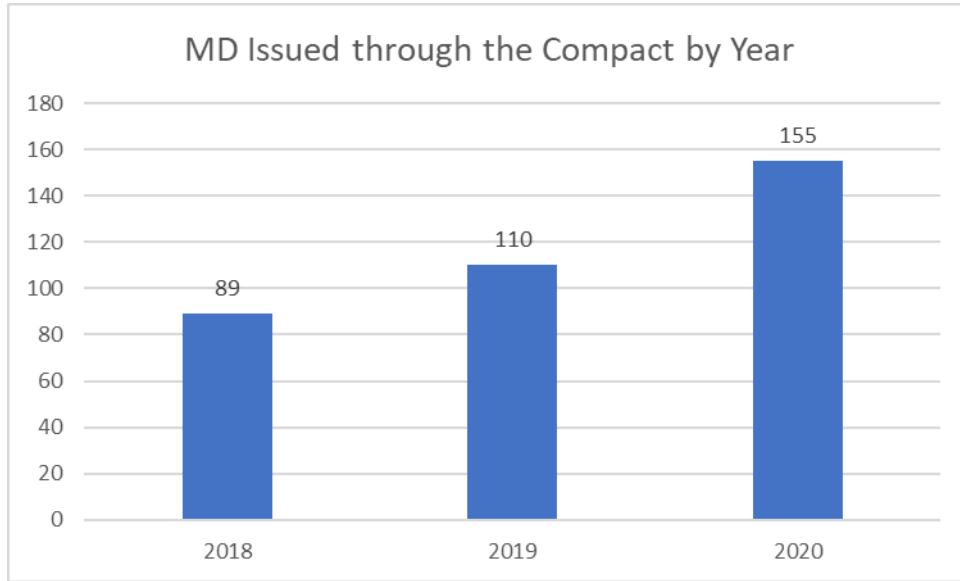


Interstate Medical Licensure Compact

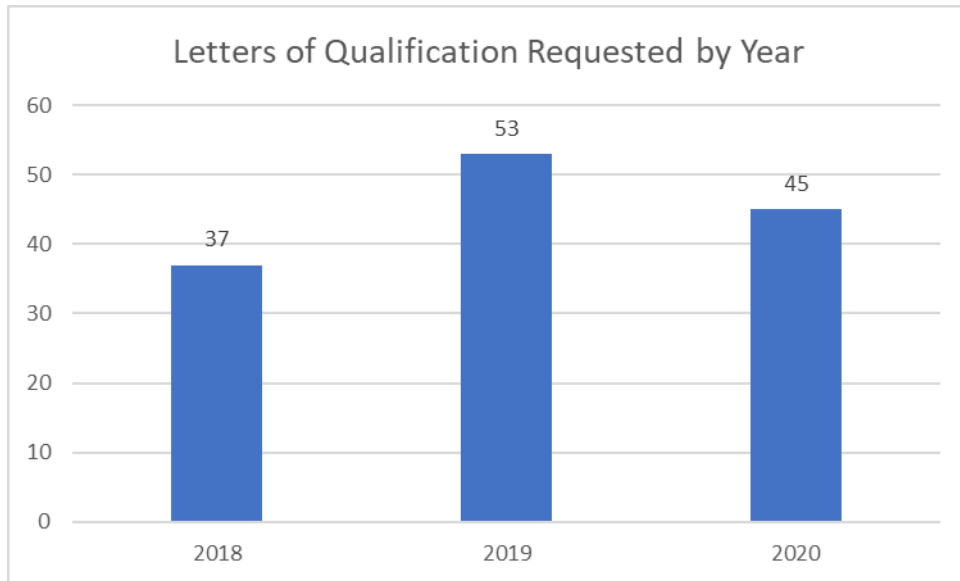
Use of the Compact continues to grow. Approximately 21% of permanent licenses issued in 2020 were issued through the compact process.

Licenses issued through the Compact:

BOARD OF LICENSURE IN MEDICINE



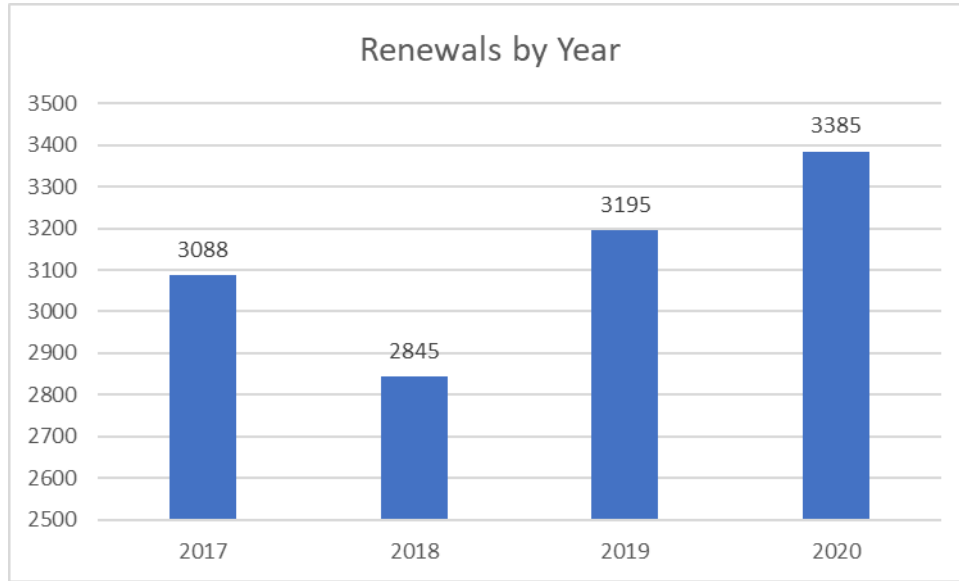
Letters of Qualification



Renewals

The numbers of licenses renewed each year are:

BOARD OF LICENSURE IN MEDICINE



Licensing Times

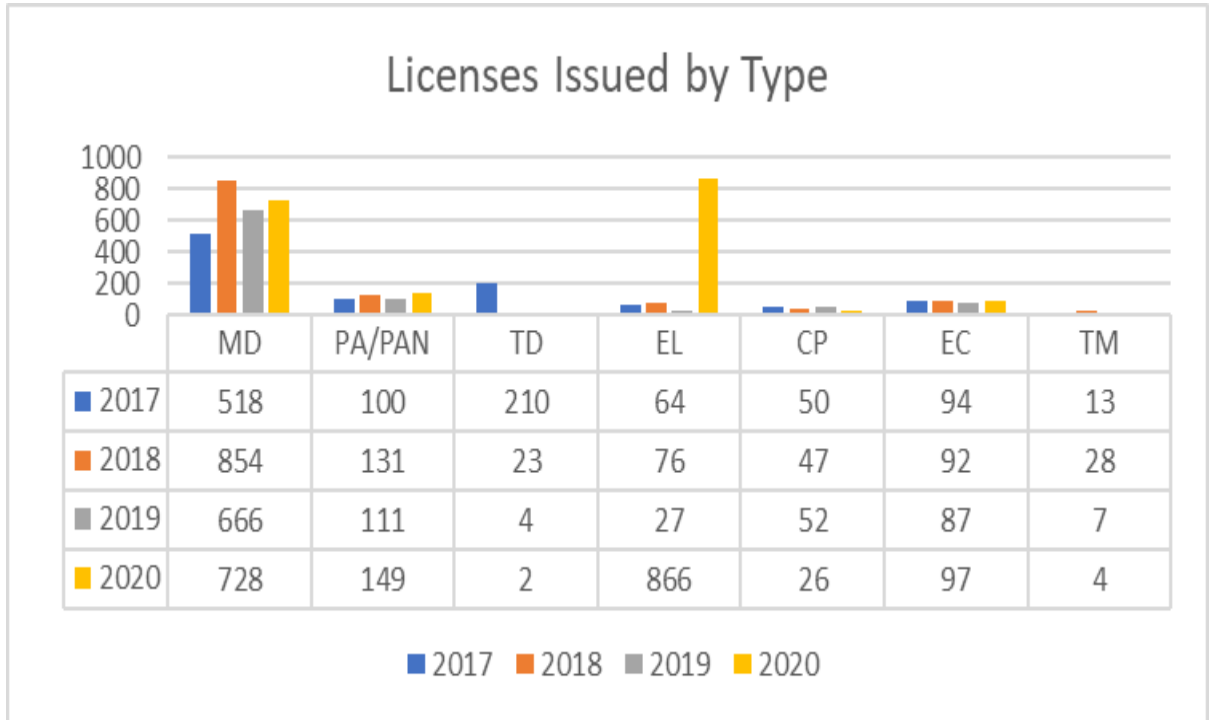
The overall time to process a license application in 2020 increased from 47.16 days in 2019 to 49.56 days in 2020. If you factor out applications that are later abandoned, voided, or withdrawn the increase was larger in 2020 increasing from 42.49 days in 2019 to 47.13 days in 2020. When looking at these increases, three things should be kept in mind: (1) the dramatic increase in licenses issued; (2) the transition from office and paper to remote and electronic; and (3) COVID Emergency licenses and licenses issued through the IMLC are **not** counted in this statistic. Because of the manual nature of the process for COVID and IMLC licenses, they do not have pending times for calculation. However, the vast majority of COVID and IMLCC licenses are issued within 2 business days.

A table by license type can be found below.

Average Time to Licensure in Days

License Type	2019 All	2019 Excluding Void/Abandoned/Withdrawn	2020 All	2020 Excluding Void/Abandoned/Withdrawn
Youth Camp	61.73	61.29	61.61	61.81
Educational Certificate	60.49	60.49	74.91	72.64
Emergency	20.47	13.96	19.02	7.17
Permanent	46.48	40.59	48.24	45.36
Administrative	6	6	86.75	86.75
PA-Clinical	65.91	46.13	50.78	42.97
PA Non-Clinical	37.63	37.63	24.46	24.46
Temporary	95	22	24	24
Telemedicine	41.29	14.2	37.50	41.17
Temporary PA	77	77	39	39
Average	47.16	42.49	49.56	47.13

BOARD OF LICENSURE IN MEDICINE



Board of Licensure in Medicine
MEMO

To: Board Members
From: Julie Best
Date: February 1, 2021
Re: 2020 Annual Complaint Report

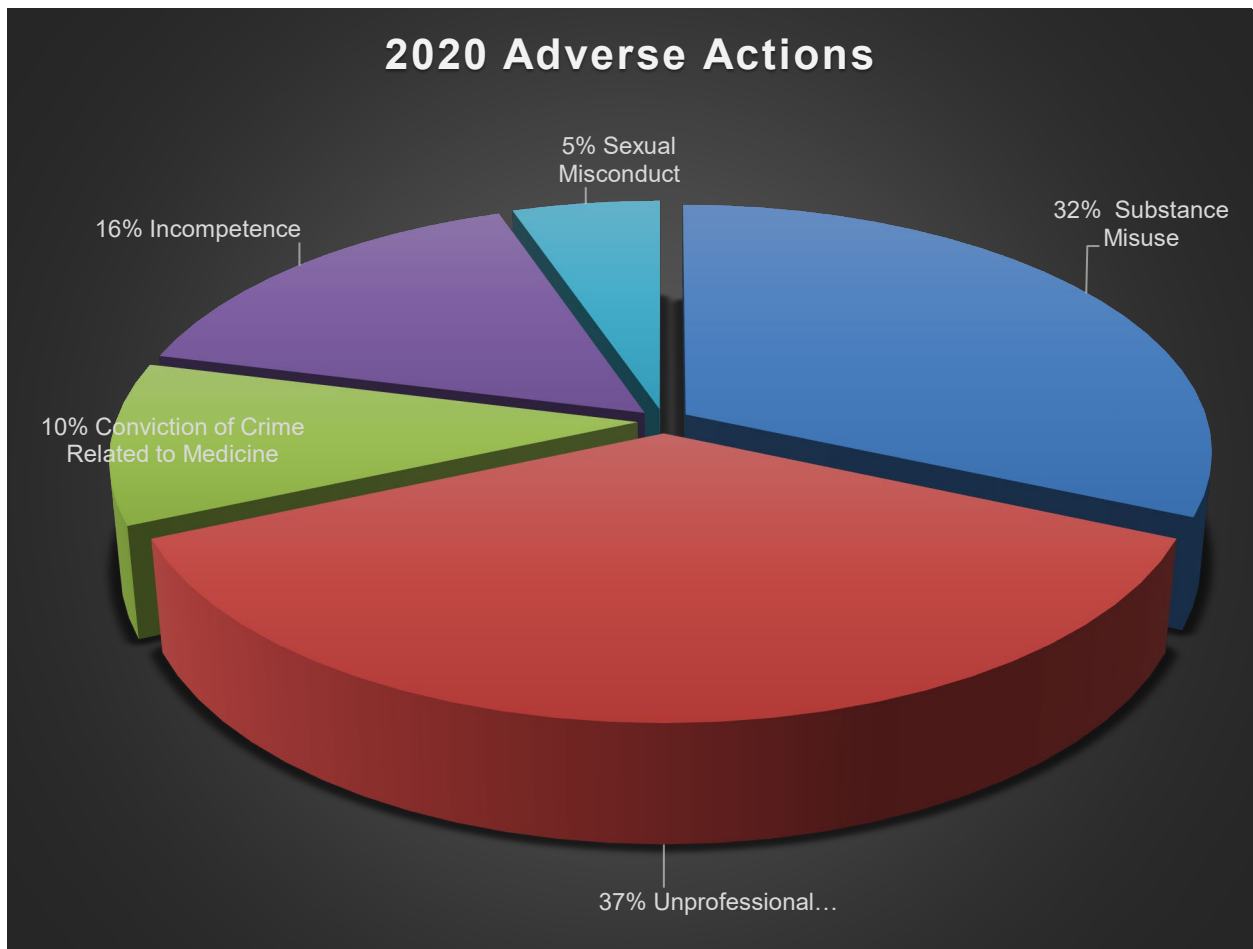
Changes to the complaint process that were implemented in 2020:

The majority of changes to the complaint process were a direct result of the COVID-19 pandemic. These changes made it possible for complaint staff to work from home.

- All correspondence to complainants and licensees is sent via email, rather than by postal service.
- Complaint staff creates only an electronic file of complaints and has eliminated the process of creating a paper file.
- Complaint staff meetings increased in frequency from once per week to once per day. These meetings are now conducted virtually and serve to keep the team connected.

COMPLAINT STATISTICS	2019	2020
Average number of days to process a complaint (open to close)	163	194
Complaints Opened	202	190
Complaints Closed	195	180
Complaints Dismissed	144	140
Letters of Guidance Issued	24	18
Citations Issued	6	9
Cases Sent for Expert Review	20	18
Psychiatric/Substance Misuse Evaluations Ordered	17	22
Actively Monitored Licensees	32	27
Adjudicatory Hearings Scheduled	10	7
Adjudicatory Hearings Held	4	2
# of Days for Hearings	4	4
# of Informal Conferences Held	2	5
Adverse Actions:	20	19
Suspensions	2	2
Consent Agreements	9	8
Decision and Order Documents	2	0
Withdraw/Surrender/Non-Renew While Under Investigation	5	7
Convert to Emeritus/Inactive While Under Investigation	1	1
Preliminary Denial of Application	1	1

Adverse Licensing Actions by Category:	Number of Actions
Unprofessional Conduct	7
Substance Misuse	6
Conviction of a Crime Related to Medicine	2
Incompetence	3
Sexual Misconduct	1



As reflected in the above chart, the majority of adverse licensing actions taken by the Board in 2020 were based on unprofessional conduct. The table below reflects the different classifications of unprofessional conduct that were identified in complaints received by the Board in 2020. Note that while sexual misconduct is included in the unprofessional conduct table below, for purposes of the pie chart, data for sexual misconduct was entered separately.

Unprofessional Conduct Allegations by Classification	# of Allegations in 2020
Altered/Incorrect medical records	1
Communication issues/disruptive behavior	73
Failure to obtain informed consent	2
Failure to Respond to Complaint	1
Inappropriate Opioid Prescribing	4
Inappropriate Prescribing	16
Inappropriate Tapering	2
Prescribing to self/family	1
Sexual misconduct	4
Unprofessional Conduct: Ethics	14
Unprofessional Conduct: Other	9

The table below lists all allegations, other than “Unprofessional Conduct,” identified in complaints received by the Board during 2020. Note that a complaint received by the Board may have more than one allegation assigned to it; therefore, the number of allegations will not equal the number of complaints received.

2020 Allegations by Category (other than Unprofessional Conduct)	# of Allegations
Abandonment	5
Drug/Alcohol Misuse	2
Fraud or Misrepresentation	7
Medical Records (failure to provide; falsification; improper documentation)	11

Mental/Physical Impairment	1
Negligent or Incompetent Care:	
Inappropriate Opioid Prescribing	7
Inappropriate Opioid Tapering	1
Incompetent Practice	102
Rule Violation	2
Unlicensed Practice	1

Conclusion:

This report was created to provide an overview of complaint-related Board activities in 2020. The numbers also demonstrate the complaint team’s productivity in supporting the investigation and resolution of complaints. As demonstrated in the figures above, despite unique challenges brought on by the COVID-19 pandemic, as well as staffing shortages for most of 2020, productivity for the year remained quite consistent with that of 2019 on account of exceptional teamwork, dedication, and adaptability.