Department of Consumer Affairs

Medical Board of California

Performance Measures

Q1 Report *(July - Sept 2010)*

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement.

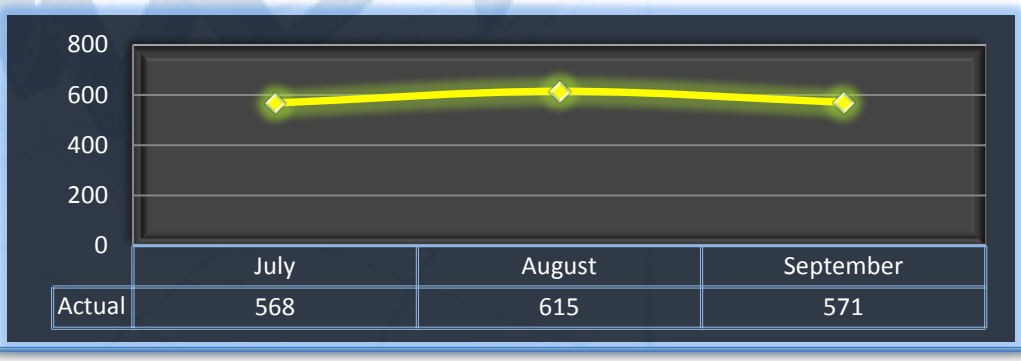
These measures will be posted publicly on a quarterly basis. In future reports, additional measures, such as consumer satisfaction and complaint efficiency, will also be added. These additional measures are being collected internally at this time and will be released once sufficient data is available.

Volume

Number of complaints received.*

Q1 Total: 1,754 ***(Complaints: 1,659 Convictions: 95)***

Q1 Monthly Average: 585



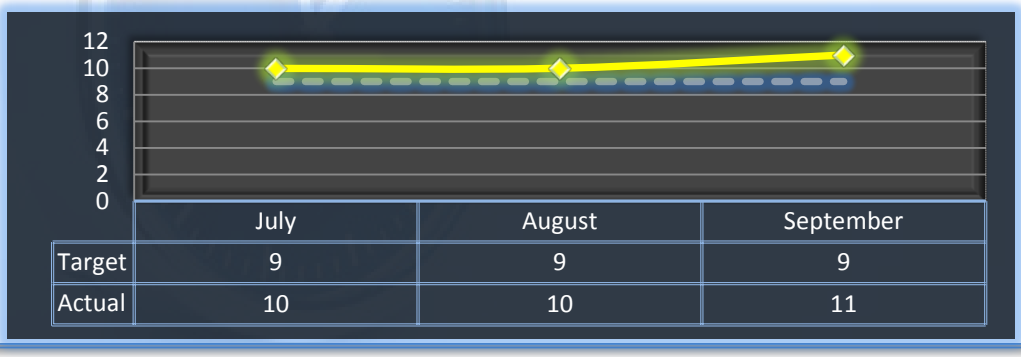
	July	August	September
Actual	568	615	571

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 9 Days

Q1 Average: 10 Days



	July	August	September
Target	9	9	9
Actual	10	10	11

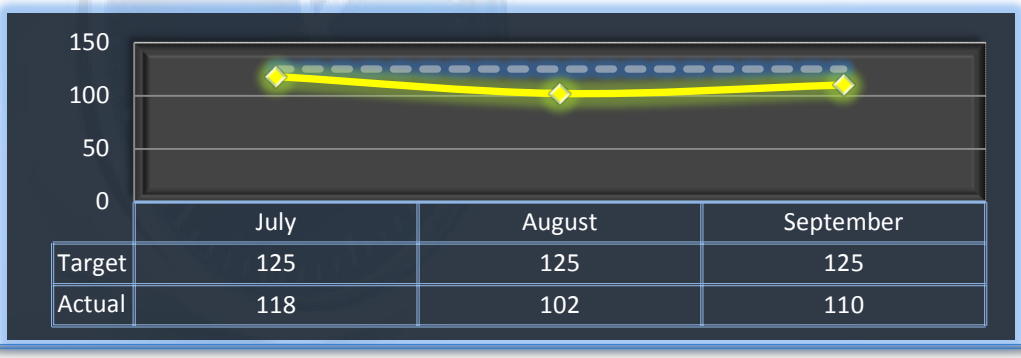
***"Complaints" in these measures include complaints, convictions, and arrest reports.**

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 125 Days

Q1 Average: 110 Days



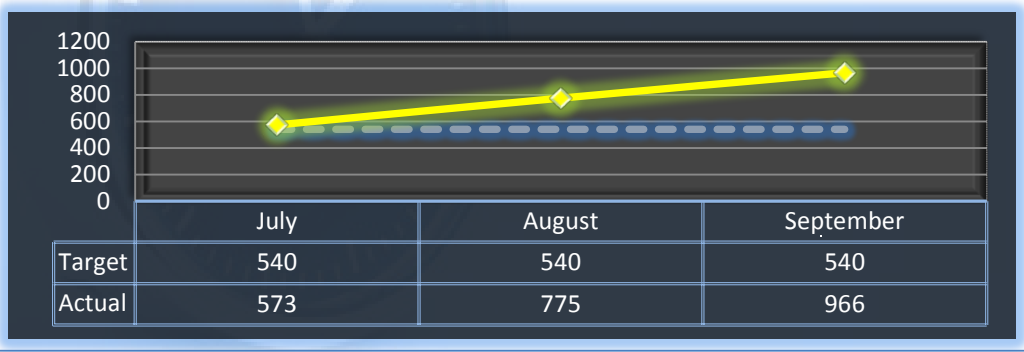
	July	August	September
Target	125	125	125
Actual	118	102	110

Formal Discipline/Administrative Action

Average cycle time to complete the entire enforcement process for those cases closed by the AG's office after referral by the program. Does not include declined, withdrawn or dismissed cases.

Target: 540 Days

Q1 Average: 768 Days



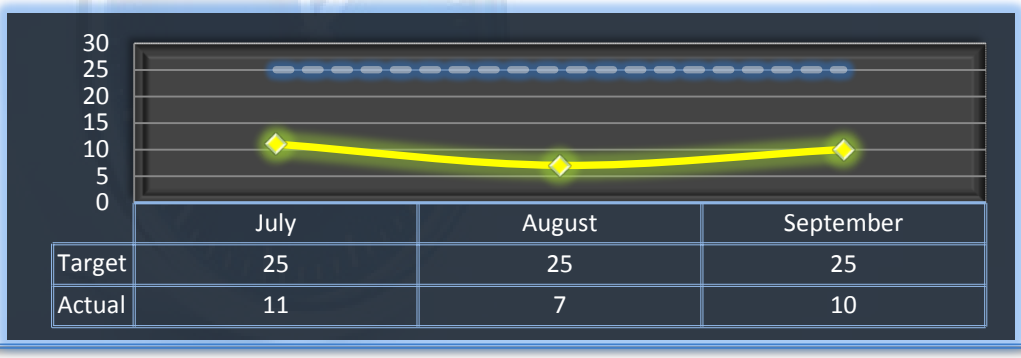
	July	August	September
Target	540	540	540
Actual	573	775	966

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 25 Days

Q1 Average: 9 Days



	July	August	September
Target	25	25	25
Actual	11	7	10

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q1 Average: N/A

The Board did not report any probation violations this quarter.