Department of Consumer Affairs

Medical Board of California

Performance Measures

Q4 Report (*April - June 2012)*

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.

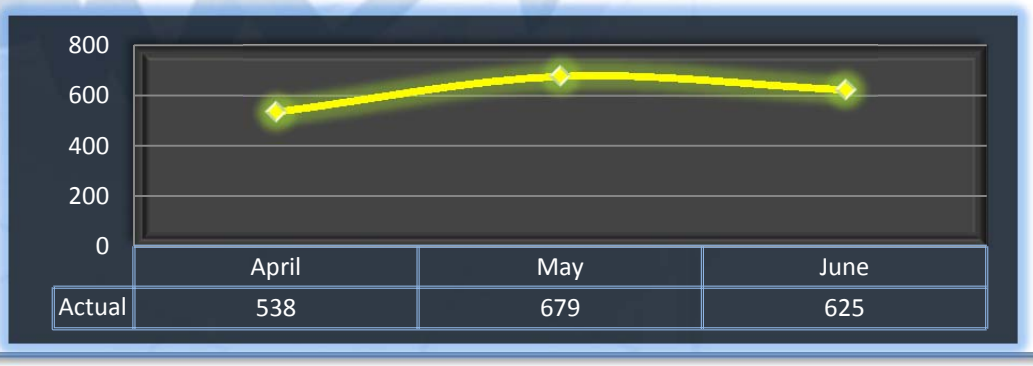
Volume

Number of complaints and convictions received.

Q4 Total: 1,842

Complaints: 1,720 Convictions: 122

Q4 Monthly Average: 614



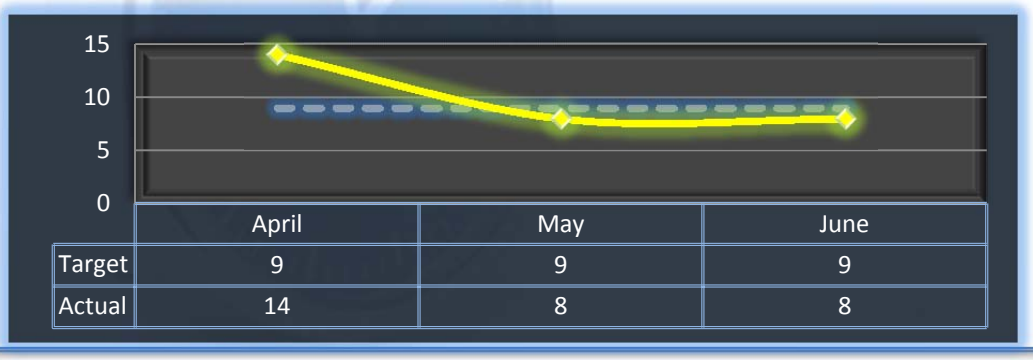
	April	May	June
Actual	538	679	625

Intake

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

Target: 9 Days

Q4 Average: 10 Days



	April	May	June
Target	9	9	9
Actual	14	8	8

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

Q4 Average: 114 Days

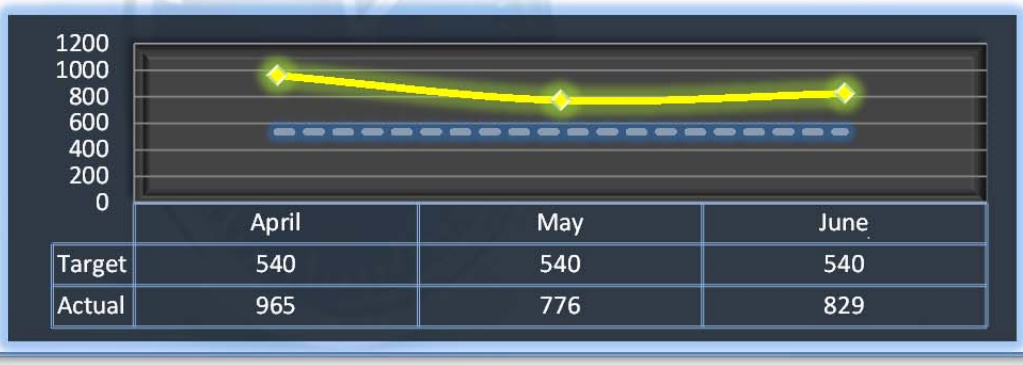
	April	May	June
Actual	116	127	103

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 Does not include declined, withdrawn or dismissed cases.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

Q4 Average: 861 Days



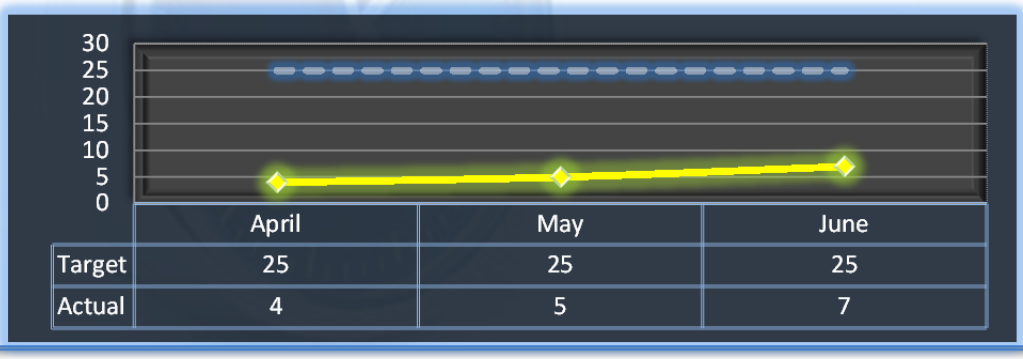
	April	May	June
Target	540	540	540
Actual	965	776	829

Probation Intake

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

Target: 25 Days

Q4 Average: 5 Days



	April	May	June
Target	25	25	25
Actual	4	5	7