

CALIFORNIA BOARD OF PODIATRIC MEDICINE
June 7, 2019

SUBJECT: ENFORCEMENT PROGRAM REPORT

ACTION: RECEIVE AND FILE STATUS REPORT

VB1-3

Committee Members:
Neil Mansdorf, DPM, Chair
Maria Cadenas, MBA

RECOMMENDATION

Receive and file the status update report on Enforcement Unit activity.

ISSUE

This status report highlights key areas and statistics for BPM's Enforcement Unit and other enforcement activity of note since reported at the last full meeting of the Board March 1, 2019, and covers the period from January 1, 2019 through March 31, 2019 for end of quarter purposes.

DISCUSSION

1. Current Enforcement Statistics

Enforcement reports provide a "current capture" of quarterly data along with a comparison over the prior fiscal year's quarterly data (for the same quarter) in order to notate any statistically significant changes and better track improvements and/or deficiencies.

A) Complaint Data

Third quarter complaint data over the prior year's third quarter data is provided for review. A total of 49 complaints were received between January 1, 2019 and March 31, 2019. This is a 53% increase compared to the same quarter one year ago when 32 complaints were received. The average days to close or assign a case are at 10 days for this quarter which meets the DCA target set. (**Attachment A – Enforcement Statistics – Complaint Data**).

B) Investigation Data

During the third quarter, 44 desk investigations were assigned which is a 52% increase over last year, and 42 desk investigations were closed. Desk investigation processing time increased 29% compared to the third quarter of last fiscal year.

Seven investigations were assigned to the field during the third quarter which is a 40% increase over the third quarter of last year. Eight field investigations were completed with a 40% decrease in field investigation processing time over the third quarter of last fiscal year.

Case investigation times (which include both desk and field investigations) for the third quarter show the average days to complete investigations at 179 days, which is above the DCA target of 125 days. **(Attachment B – Enforcement Statistics – Investigation Data).**

C) Disciplinary Data

Three disciplinary cases were initiated during the third quarter which is 40% below the same period last year when five cases were initiated. Two final Orders went into effect this quarter which is a 33% decrease over the same period last year when three Orders went into effect.

Two citations were issued this quarter compared to one citation issued during the same quarter last year.

One probationer successfully completed probation and another surrendered their license during the third quarter. There were eight active probationers at the end of quarter three. **(Attachment C – Enforcement Data – Disciplinary Data).**

D) Enforcement Statistics – Fiscal Year (FY) to Date Totals

This report shows a summary of quarters one through three of FY 2018/2019. This period is compared to last FY 2017/2018 data.

Complaint initiation average days to close or assign has increased 43% from last year but is still within target.

Investigations assigned has increased 25% from the same period last year while the average days to complete investigations show a 25% improvement. Average days to complete investigations is at 142 days for quarters one through three. This is slightly above the DCA target set of 125 days.

Three final Orders have been processed so far this FY compared to seven final Orders processed in the first three quarters of last FY. There have been continued legal delays with the completion of a couple of cases.

Three citations were issued during the first three quarters which is a 50% decrease over last FY when six citations were issued. Citation violation descriptions have been added to the report. This information will be used in the future to show violation trends and to educate licenses in hopes to prevent future violations.

With enforcement cases, reports ran a day apart may show slight differences as the cases are always in movement with multiple parties working on them and adding activity codes. The reports provide an overall snapshot of the enforcement program at any given time. **(Attachment D – Enforcement Statistics – Fiscal Year to Date Totals).**

E) Attorney General (AG) Case Aging Data

Case aging data based on reports received directly from the AG’s Office is provided. The report includes information through April 23, 2019.

Three new cases were forwarded to the AG during the third quarter for the filing of an Accusation and one Accusation was filed. Two final Orders went into effect and there are currently 13 cases pending completion with the AG as of April 23, 2019. Three additional cases were forwarded to the AG in April and are technically not part of quarter three’s activity but are included in this report. The pending cases also include two Non-Administrative Mandate cases. **(Attachment E – Enforcement Statistics – Attorney General Case Aging Data).** Staff is aware that some additional data is not received through the Attorney General reports, and this is notated below the table with references to the applicable cases.

The BreEZe system provides data for cases that have closed and the report from the AG report shows the aging for cases currently in process and recently closed. Case aging numbers with the AG are not going to match what is reported in BreEZe as AG start and end dates for receipt and closure of a case differ from DCA. DCA start dates begin with the date a complaint is initiated and close with the effective date of a decision (in most cases 30 days after it is signed). The AG start date is the date a case is accepted for prosecution and closes the date a decision is signed.

F) DCA Performance Measures

DCA’s new Open Data Initiative reporting tool has launched with enforcement data available for the 16/17 and 17/18 Fiscal Years:

https://www.dca.ca.gov/data/enforcement_performance.shtml

This tool allows individuals to search complaint, investigation, and disciplinary performance measure statistics and provides the data in a variety of charts and graphs. A search can be conducted by the quarter, or a full fiscal year of data can be viewed. Podiatric data can also be compared to the data of other boards and bureaus.

Historical enforcement data (prior to FY 16/17) can be found at:

https://www.dca.ca.gov/enforcement/cpei/quarterly_reports.shtml

(Attachment F – Enforcement Performance Measures – Interactive Data Tool).

2. Probation Program Update

A) Probation/Cost Recovery Recoupment

\$21,017.51 was collected in cost recovery and probation monitoring costs during the third quarter beginning January 1, 2019 and ending March 31, 2019. Quarter three cost receiveables averaged \$8,144.00 over the past five years. Collections for quarter three is above average this fiscal year. This is due to probation invoices going out late due to delays caused by the change of the state accounting system to Fi\$CAL. Therefore payments are being received later than usual.

3. Consultant and Expert Program Update

Preparations are being made to hold the annual Podiatric Consultant Training at the Western Foot and Ankle Conference in Anaheim, CA on June 21, 2019.

Three of our 13 current consultants complete their 8 year terms on June 22, 2019. Two more are scheduled to term out March 19, 2020. The Board continues to have a need for additional consultants.

As of March 1, 2019, BPM expert witness pay was increased to a flat rate of \$150 per hour to be equal to what the Medical Board of California pays their experts.

4. Consultant and Expert Applications

Two podiatric medical consultant applications have been received and meet the qualifications per Board Policy. Their curriculum vitae's are presented for Board review, discussion and vote. (**Attachment G – Consultant Applicants – Jack Bois, DPM and Parminder Jagur, DPM**)

NEXT STEPS

Staff will continue to review enforcement matrix reports and other data in order to effectively and efficiently expedite investigation of consumer complaints and prosecution of open cases. Staff will also research and provide suggestions for enforcement program improvements.

ATTACHMENTS

- A. Enforcement Statistics - Complaint Data
- B. Enforcement Statistics - Investigation Data
- C. Enforcement Statistics - Disciplinary Data
- D. Enforcement Statistics – Fiscal Year to Date Totals
- E. Enforcement Statistics - Attorney General Case Aging Data
- F. Enforcement Performance Measures – Interactive Data Tool
- G. Consultant Applicants – Jack Bois, DPM and Parminder Jagur, DPM
- H. BPM Quarterly Timeline

Prepared by: Bethany DeAngelis, Enforcement Unit Coordinator



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Enforcement Unit Coordinator



Brian Naslund
Executive Officer

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Board of Podiatric Medicine
Enforcement Statistics – Complaint Data
Quarter 3 Report (January – March 2019)

Complaint Intake

	19-Jan	19-Feb	19-Mar	QTR 3 Total	Over QTR 3 last FY	+/- %
Received	11	23	13	47	29	+62%
Closed W/O Investigation	0	0	0	0	0	0%
Assigned for investigation	10	20	12	42	26	+62%
Average days to close or assign (Target = 10 Days)	6	10	12	10	9	+11%
Pending	4	7	8			

Complaint Intake - Convictions/Arrests Reports

	19-Jan	19-Feb	19-Mar	QTR 3 Total	Over QTR 3 last FY	+/- %
Received	0	1	1	2	3	+33%
Assigned for investigation	0	1	1	2	0	+200%
Average days to close or assign (Target = 10 Days)	n/a	9	13	11	16	-31%
Pending	0	0	0			

Total Complaint Intake

	19-Jan	19-Feb	19-Mar	QTR 3 Total	Over QTR 3 last FY	+/- %
Received	11	24	14	49	32	+53%
Assigned for investigation	10	21	13	44	29	+52%
Average days to close or assign (Target = 10 days)	6	10	12	10	9	+11%
Pending	4	7	8			

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Board of Podiatric Medicine
Enforcement Statistics – Investigation Data
Quarter 3 Report (January – March 2019)

Desk Investigations

	19-Jan	19-Feb	19-Mar	QTR 3 Total	Over QTR 3 last FY	+/- %
Investigations Assigned	10	21	13	44	29	+52%
Investigations Completed	14	11	17	42	32	+31%
Avg Days to Complete Investigations	117	72	78	90	70	+29%
Investigations Pending	35	46	42			

Field Investigations

	19-Jan	19-Feb	19-Mar	QTR 3 Total	Over QTR 3 last FY	+/- %
Investigations Assigned	1	3	3	7	5	+40%
Investigations Completed	1	1	6	8	9	-11%
Avg Days to Complete Investigations	71	505	319	311	516	-40%
Investigations Pending	23	26	27			

Case Investigations

	19-Jan	19-Feb	19-Mar	QTR 3 Total	Over QTR 3 last FY	+/- %
Investigations Assigned	10	21	13	44	29	+52%
Investigations Completed	14	11	17	42	45	-7%
Avg Days to Complete Investigations (Target = 125 Days)	182	187	172	179	289	-38%
Investigations Pending	75	86	82			

Board of Podiatric Medicine
Enforcement Statistics – Investigation Data
Quarter 3 Report (January – March 2019)

Case Investigations Aging

	19-Jan	19-Feb	19-Mar	QTR 3 Total	Over QTR 3 last FY	+/- %
Up to 90 Days	4	5	8	17	17	0%
91 to 180 Days	7	4	5	16	5	+220%
181 Days to 1 Year	2	0	2	4	9	-56%
1 to 2 Years	0	1	1	2	3	-33%
2 to 3 Years	0	1	1	2	8	-75%
3 to 4 Years	1	0	0	1	0	+100%

Investigations Completed Without Referral for Disciplinary Action

	19-Jan	19-Feb	19-Mar	QTR 3 Total	Over QTR 3 last FY	+/- %
Investigations Complete W/O Disciplinary Referral	13	9	16	38	31	+23%
Average Days to Close W/O Disciplinary Referral	194	84	148	149	243	-39%

Board of Podiatric Medicine
Enforcement Statistics – Disciplinary Data
Quarter 3 Report (January - March 2019)

Attorney General Cases

	19-Jan	19-Feb	19-Mar	QTR 3 Total	Over QTR 3 last FY	+/- %
Cases Initiated	0	2	1	3	5	-40%
* Cases Pending	11	12	13	0	0	0%
Accusations Withdrawn/Dismissed/Declined	0	0	0	0	0	0%
Closed Without Disciplinary Action	0	0	0	1	3	-67%
Statement of Issues/Accusations Filed	1	0	0	2	3	-33%
Final Orders - Decisions/Stipulations	2	0	0	1,672	1,197	+40%
Avg Days to Complete Final Orders (target = 540 Days)	1,672	n/a	n/a			

Attorney General Case Aging

	19-Jan	19-Feb	19-Mar	QTR 3 Total	Over QTR 3 last FY	+/- %
Up to 90 Days	0	0	0	0	0	0%
91 to 180 Days	0	0	0	0	0	0%
181 Days to 1 Year	0	0	0	0	0	0%
1 to 2 Years	0	0	0	0	0	0%
2 to 3 Years	0	0	0	0	0	0%
3 to 4 Years	0	0	0	0	3	-300%
Over 4 Years	2	0	0	2	0	+200%

*Count now includes Open Non-Administrative Mandate Cases

Board of Podiatric Medicine
Enforcement Statistics – Disciplinary Data
Quarter 3 Report (January - March 2019)

Other Legal Actions						
	19-Jan	19-Feb	19-Mar	QTR 3 Total	Over QTR 3 last FY	+/- %
No other legal actions to report for 3rd Qtr	0	0	0	0	0	0%

Citations						
	19-Jan	19-Feb	19-Mar	QTR 3 Total	Over QTR 3 last FY	+/- %
Citations Issued	1	1	0	2	1	+100%
Average Days to Close or Assign	1	5	n/a	3	1,032	-100%

Probation					
	19-Jan	19-Feb	19-Mar	End of QTR 3	
Number of Active Probationers	10	8	8	8	
Number of Tolle Probationers	7	7	7	7	
Probation Cases Initiated (New Probationers)	0	0	0	0	
Probation Cases Closed (Probation Completions)	1	0	0	1	
Probation Cases Closed (Revocation or Surrender)	1	0	0	1	
Probation Violations Submitted to the AG	0	0	0	0	

Board of Podiatric Medicine
Enforcement Statistics – Fiscal Year to Date Totals
Quarter 3 Report (October 2018 – March 2019)

Total Complaint Intake (includes complaint intake and conviction/arrest notification complaints)

	FY 18/19 QTR 1	FY 18/19 QTR 2	FY 18/19 QTR 3	FY 18/19 QTR 4	FY 18/19 QTR 1-3 Total	Over FY 17/18 QTR 1-3 Total	+/- %
Received	48	37	49		134	115	+17%
Assigned for investigation	51	37	44		132	110	+20%
Average days to close or assign (Target = 10 days)	10	9	10		10	7	+43%

Total Case Investigations

	FY 18/19 QTR 1	FY 18/19 QTR 2	FY 18/19 QTR 3	FY 18/19 QTR 4	FY 18/19 QTR 1-3 Total	Over FY 17/18 QTR 1-3 Total	+/- %
Investigations Assigned	56	37	44		137	110	+25%
Investigations Completed	41	37	42		120	130	-8%
Avg Days to Complete Investigations (Target = 125 Days)	100	136	179		*142	189	-25%

* Average is not calculated by obtaining the mean of the quarter totals, but by averaging the mean of all cases completed during those quarters.

Board of Podiatric Medicine
Enforcement Statistics – Fiscal Year to Date Totals
Quarter 3 Report (October 2018 – March 2019)

Attorney General Cases

	FY 18/19 QTR 1	FY 18/19 QTR 2	FY 18/19 QTR 3	FY 18/19 QTR 4	FY 18/19 QTR 1-3 Total	Over FY 17/18 QTR 1-3 Total	+/- %
Cases Initiated	1	2	3		6	9	-33%
Accusations Withdrawn/Dismissed/Declined	0	0	0		0	0	0%
Closed Without Disciplinary Action	0	1	0		1	1	0%
Statement of Issues/Accusations Filed	1	1	1		3	7	-57%
Final Orders - Decisions/Stipulations	0	1	2		3	7	-57%
Avg Days to Complete Final Orders (target = 540 Days)	n/a	1,418	1,672		*1,587	803	+98%

Other Legal Actions

	FY 18/19 QTR 1	FY 18/19 QTR 2	FY 18/19 QTR 3	FY 18/19 QTR 4	FY 18/19 QTR 1-3 Total	Over FY 17/18 QTR 1-3 Total	+/- %
PC23 Order	0	0	0	0	0	0	0%
Interim Suspension Order	0	0	0	0	0	0	0%

* Average is not calculated by obtaining the mean of the quarter totals, but by averaging the mean of all cases completed during those quarters.

Board of Podiatric Medicine
Enforcement Statistics – Fiscal Year to Date Totals
Quarter 3 Report (October 2018 – March 2019)

Citations

	FY 18/19 QTR 1	FY 18/19 QTR 2	FY 18/19 QTR 3	FY 18/19 QTR 4	FY 18/19 QTR 1-3 Total	Over FY 17/18 QTR 1-3	+/- %
Final Citations	1	0	2		3	6	-50%
Average Days to Complete	42	n/a	3		16	336	-95%

Citations issued were based on the following violations:

Citation Number	Code(s) Violated	Code Description(s)
18/19-1	B&P 2234	Unprofessional Conduct – Performing X-rays Without Valid Permit
18/19-2	B&P 2234 and CCR 1399.676	Unprofessional Conduct – CME Audit and Sanctions for Noncompliance
18/19-3	B&P 2234, 2052	Unprofessional Conduct – Unlicensed Practice of Medicine

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Board of Podiatric Medicine
Enforcement Statistics – Attorney General Case Aging Data

As of April 23, 2019

Attorney General Case Aging

Case No.	Matter Type	Accepted for Prosecution	Pleading Sent	Pleading Signed	Notice of Defense Received	Request to Set	OAH Dates Received	Case Rev Ret/Rej	Stipulation Signed by Respondent	Hearing Date	Adjudicate	Decision Signed	Age of Case
1	ACC	07/17/17	08/16/17	09/12/17	09/25/17	12/05/17	12/15/17			03/05/19	C: 01/17/19		549
2	ACC	12/19/17	12/20/17	12/22/17	01/22/18	03/16/18	03/22/18			07/31/19			490
3	ACC	02/16/18	04/05/18	04/25/18		02/06/19							431
4	ACC	03/05/18	03/27/18	04/11/18	05/01/18	11/27/18	12/03/18						414
5	ACC	06/25/18	07/17/18	08/07/18	08/22/18	09/04/18	09/07/18		04/10/19	05/20/19	C: 04/11/19		290
6	ACC	10/16/18	10/22/18	10/24/18	11/08/18								189
7	ACC	12/11/18	12/17/18	01/23/19	02/05/19	02/13/19	02/13/19						133
8	REDU	01/07/19			01/07/19						F: 04/03/19		106
9	ACC	02/06/19	02/15/19	02/21/19	03/01/19	03/27/19	03/28/19						76
10	ACC	02/22/19											60
11	ACC	04/09/19	04/18/19	04/22/19									14
12	ACC	04/11/19											12
13	ACC												0

ACC = Accusation

AC/RV = Accusation/Petition to Revoke Probation

REDU = Petition to Reduce Penalty Filed

REVO = Petition to Revoke Probation

SOI = Statement of Issues

A: Reviewed: Case Returned to Client or DOI

B: Reviewed – Case Rejected

C: Stipulation Sent to Client

D: Hearing – Date Concluded/Submitted

E: Default Decision Sent: Failure to File NOD/Failure to Appear at Hearing

F: Petition Withdrawn or Pleading Withdrawn

Note:

Case 1: Settlement agreement reached in January – legal required corrections so it had to be re-signed by Respondent and their counsel. Obtaining this took several months delaying this case. Legal review is now being requested prior to any agreement going to a Respondent. Case sent to Board vote in April 2019.

Case 2: Hearing date rescheduled to 7.31.19 due to Respondent's ill attorney

Case 5: Stipulated Agreement signed by Respondent 4.10.19. Sent for Board vote.

Case 8: Petition for Penalty Reduction withdrawn

Board of Podiatric Medicine
Enforcement Statistics – Attorney General Case Aging Data
As of April 23, 2019

Open Non-Administrative Mandate Cases

Case No.	Matter Type	Petition Filed	Stay Request Filed	Stay Granted	Stay Denied	Answer Return Filed	Opposition Brief Filed	Remittitur Issued	Hearing Date	Trial Date Commenced	Trial Date Commenced Submitted	Writ Denied	Writ Issued
1	Mandate	04/13/18	04/13/18	04/18/18		05/29/18	06/06/18		06/15/18	06/15/18	06/15/18		07/19/18
2	Mandate	08/24/18											

Note:

Case 1: This case is currently going through the appeal process with the Court of Appeals

Case 2: Writ filed

https://www.dca.ca.gov/data/enforcement_performance.shtml

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Enforcement Performance Measures

To ensure that DCA and its stakeholders can effectively execute the department's core mission of consumer protection, the department has established a transparent set of measurements to track the department's efficacy at managing the consumer complaints process. The DCA Enforcement Performance Measurement tool is an interactive application that can be used to explore current and historical enforcement performance for DCA entities.

Interactive Data

Hover over the links for more information about the data

 <p>Performance Measure 1 Complaint Volume</p>	 <p>Performance Measure 2 Complaint Intake</p>	 <p>Performance Measure 3 Investigation</p>	 <p>Performance Measure 4 Formal Discipline</p>
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Additional Data Formats

CSV TXT

https://www.dca.ca.gov/data/enforcement_performance.shtml performance measures

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Performance Measure 1: Intake Volume

Performance Measure 1 | PM1 Monthly Data | PM1 All DCA Entities | Methodology

Select a DCA Entity: California Board of Podiatric Medicine | Select a Fiscal Year: SFY17/18 | Select a Quarter: Q4 | Case Type: Complaints, Convictions/Arrests

Performance Measure 1 (Complaint Volume) – Total number of complaints and conviction/arrest notices received within the specified period.

Complaints	Convictions/Arrests	Total Case Volume
40	6	46

California Board of Podiatric Medicine
SFY17/18:Q4 - Case Volume

Month	Complaints	Convictions/Arrests
April	11	1
May	18	0
June	11	5

California Board of Podiatric Medicine
SFY17/18:Q4 - Case Volume % Distribution

Month	Complaints (%)	Convictions/Arrests (%)
April	91.7%	8.3%
May	100.0%	0%
June	68.8%	31.3%

Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from monthly enforcement statistical reporting from DCA Boards and Bureaus. In some instances historical enforcement performance data may differ slightly from the data reported in this tool due to errors and omissions in the previously released reports.

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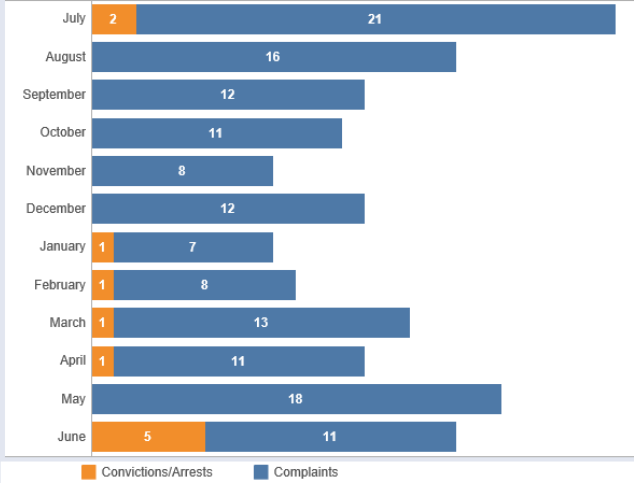
Performance Measure 1: Intake Volume

Performance Measure 1 PM1 Monthly Data PM1 All DCA Entities Methodology

Board Name
 California Board of Podiatric Medicine

State Fiscal Year
 SFY17/18

California Board of Podiatric Medicine SFY17/18: 12-Month | PM1: Case Volume by Type



California Board of Podiatric Medicine SFY17/18: 12-Month | PM1: Summary

	Complaints	Convictions/Arrests	Total Case Volume
Grand Total	148	11	159
July	21	2	23
August	16	0	16
September	12	0	12
October	11	0	11
November	8	0	8
December	12	0	12
January	7	1	8
February	8	1	9
March	13	1	14
April	11	1	12
May	18	0	18
June	11	5	16

Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from monthly enforcement statistical reporting from DCA Boards and Bureaus. In some instances historical enforcement performance data may differ slightly from the data reported in this tool due to errors and omissions in the previously released reports.

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https://www.dca.ca.gov/data/enforcement_performance.shtml performance measures

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Performance Measure 1: Intake Volume

Performance Measure 1 PM1 Monthly Data PM1 All DCA Entities Methodology

State Fiscal Year SFY17/18

All DCA Entities SFY17/18: 12-Month PM1: Summary by Board				All DCA Entities SFY17/18: 12-Month PM1: Complaints Volume			
	Complaints	Convictions/Arre..	Total Case Volume				
Bureau of Automotive Repair	18,850	0	18,850	19,607	18,850	10,872	5,419
Bureau of Household Goods and Services	2,221	0	2,221	4,138	3,070	2,221	2,216
Bureau of Security and Investigative Services	1,547	20,120	21,667	2,082	1,547	1,444	1,192
California Architects Board	379	0	379	1,004	1,002	732	707
California Board of Accountancy	2,082	301	2,383	686	548	535	494
California Board of Occupational Therapy	494	250	744	456	432	421	404
California Board of Podiatric Medicine	148	11	159	379	355	337	314
California Bureau of Real Estate	732	0	732	314	159	148	145
California Bureau of Real Estate Appraisers	142	0	142	84	30	30	16
California State Board of Pharmacy	2,216	1,025	3,241	20,120	5,288	1,538	1,057

All DCA Entities SFY17/18: 12-Month | PM1: Complaints Volume

California Board of Podiatric Medicine Complaints Volume: 148

Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from monthly enforcement statistical reporting from DCA Boards and Bureaus. In some instances historical enforcement performance data may differ slightly from the data reported in this tool due to errors and omissions in the previously released reports.

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Performance Measure 1: Intake Volume

Performance Measure 1 | PM1 Monthly Data | PM1 All DCA Entities | Methodology

Methodology and Data Definitions

Dataset Summary

Organization: California Department of Consumer Affairs (DCA)
Dataset Owner: DCA Reporting Entities (Boards/Bureaus/Committees)
Publisher: DCA Office of Information Services
Update Frequency: Annual
Reporting Period: Monthly

Data Limitations

Disclaimer: The data contained in this tool may differ slightly from information published elsewhere due to report release timing and subsequent data cleanup.

Performance Measure Definitions

Performance Measure 1 (Complaint Volume) – Total number of complaints and conviction/arrest notices received within the specified period.
Performance Measure 2 (Complaint Intake) – Total number of cases assigned for investigation or closed without investigation within the specified period.
Performance Measure 3 (Investigation) – Total number of cases closed within the specified period that were not referred to the Attorney General for disciplinary action.
Performance Measure 4 (Formal Discipline) – Total number of cases closed within the specified period that were referred to the Attorney General for disciplinary action. This includes formal discipline, and closures without formal discipline (e.g. withdrawals, dismissals, etc.).

Data Definitions

DCA Entity – The official name of the reporting Board, Bureau or Committee.
State Fiscal Year – A 12-month state accounting period which varies from calendar year and the federal fiscal year. In California State government, the state fiscal year runs from July 1 through the following June 30.
Reporting Quarter – Q1 (July – September), Q2 (October – December), Q3 (January – March), Q4 (April – June).
Case Volume – Numerical counts of enforcement cases for the reporting entity and the period selected.
Target – Cycle time target established by the program for the respective performance measure.
Variance – Difference between the actual and target cycle times for the respective performance measure.
PM1 Complaints – Number of complaints received.
PM1 Convictions/Arrests – Number of conviction/arrest notices received.
PM1 Total Case Volume – Sum of complaints and conviction/arrest notices.
PM2 Intake Cycle Time (Actual) – Average number of days (cycle time) from receipt to the date assigned for investigation or closed without investigation.
PM3 Intake Cycle Time (Actual) – Average number of days (cycle time) from receipt to closure. This measure does not include cases that resulted in formal discipline.
PM4 Intake Cycle Time (Actual) – Average number of days (cycle time) from receipt to closure.

To access historical Enforcement Performance Measure reports in PDF format visit: https://www.dca.ca.gov/enforcement/cpei/quarterly_reports.shtml

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ATTACHMENT F

https://www.dca.ca.gov/data/enforcement_performance.shtml performance measures

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Performance Measure 2: Intake Cycle Time

Performance Measure 2 | PM2 Monthly Data | PM2 All DCA Entities | Methodology

Board Name: California Board of Podiatric Medicine | State Fiscal Year: SFY17/18

Intake Cycle Time: Actual (blue), Target (grey) | Cycle Time Performance versus Target: Above Target (red), At Target (grey), Below Target (green)

California Board of Podiatric Medicine SFY17/18: 12-Month | PM2: Intake Cycle Time

Month	Actual Intake Cycle Time (Days)
July	5
August	5
September	4
October	6
November	6
December	6
January	16
February	10
March	7
April	9
May	9
June	6

California Board of Podiatric Medicine SFY17/18: 12-Month | PM2: Summary

	Case Volume	Target	Actual	Variance
Grand Tot..	152	9 Days	7 Days	▼ -2 Days
July	20	9 Days	5 Days	▼ -4 Days
August	17	9 Days	5 Days	▼ -4 Days
September	12	9 Days	4 Days	▼ -5 Days
October	14	9 Days	6 Days	▼ -3 Days
November	8	9 Days	6 Days	▼ -3 Days
December	11	9 Days	6 Days	▼ -3 Days
January	5	9 Days	16 Days	▲ 7 Days
February	9	9 Days	10 Days	▲ 1 Days
March	15	9 Days	7 Days	▼ -2 Days
April	15	9 Days	9 Days	0 Days
May	12	9 Days	9 Days	0 Days
June	14	9 Days	6 Days	▼ -3 Days

Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from monthly enforcement statistical reporting from DCA Boards and Bureaus. In some instances historical enforcement performance data may differ slightly from the data reported in this tool due to errors and omissions in the previously released reports.

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Performance Measure 3: Investigation Cycle Time

Performance Measure 3 PM3 Monthly Data PM3 All DCA Entities Methodology

DCA Entity: California Board of Podiatric Medicine State Fiscal Year: SFY17/18 Intake Cycle Time: Actual Target Cycle Time Performance versus Target: Above Target Below Target

California Board of Podiatric Medicine
SFY17/18: 12-Month | PM3: Intake Cycle Time

Month	Case Volume
July	127
August	48
September	50
October	231
November	94
December	119
January	361
February	94
March	247
April	66
May	147
June	91

California Board of Podiatric Medicine
SFY17/18: 12-Month | PM3: Summary

	Case Volume	Target	Actual	Variance
Grand Total	137	125 Days	134 Days	▲ 9 Days
July	21	125 Days	127 Days	▲ 2 Days
August	19	125 Days	48 Days	▼ -77 Days
September	16	125 Days	50 Days	▼ -75 Days
October	9	125 Days	231 Days	▲ 106 Days
November	8	125 Days	94 Days	▼ -31 Days
December	11	125 Days	119 Days	▼ -6 Days
January	9	125 Days	361 Days	▲ 236 Days
February	6	125 Days	94 Days	▼ -31 Days
March	15	125 Days	247 Days	▲ 122 Days
April	7	125 Days	66 Days	▼ -59 Days
May	8	125 Days	147 Days	▲ 22 Days
June	8	125 Days	91 Days	▼ -34 Days

Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from monthly enforcement statistical reporting from DCA Boards and Bureaus. In some instances historical enforcement performance data may differ slightly from the data reported in this tool due to errors and omissions in the previously released reports.

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Performance Measure 4: Formal Discipline Cycle Time

Performance Measure 4 PM4 Monthly Data PM4 All DCA Entities Methodology

DCA Entity: California Board of Podiatric Medicine State Fiscal Year: SFY17/18

Intake Cycle Time: Actual Target Cycle Time Performance versus Target: Above Target Below Target

California Board of Podiatric Medicine SFY17/18: 12-Month | PM4: Intake Cycle Time

Month	Actual (Days)	Target (Days)
December	996	540
January	1,154	540
April	319	540
June	984	540

California Board of Podiatric Medicine SFY17/18: 12-Month | PM4: Summary

	Case Volume	Target	Actual	Variance
Grand Total	14	540 Days	701 Days	▲ 161 Days
December	1	540 Days	996 Days	▲ 456 Days
January	4	540 Days	1,154 Days	▲ 614 Days
April	7	540 Days	319 Days	▼ -221 Days
June	2	540 Days	984 Days	▲ 444 Days

Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from monthly enforcement statistical reporting from DCA Boards and Bureaus. In some instances historical enforcement performance data may differ slightly from the data reported in this tool due to errors and omissions in the previously released reports.

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Performance Measure 4: Formal Discipline Cycle Time

Performance Measure 4 PM4 Monthly Data PM4 All DCA Entities Methodology

State Fiscal Year: SFY17/18

Cycle Time Performance versus Target
 Above Target (Red)
 Below Target (Green)

All DCA Entities SFY17/18: 12-Month PM4: Summary by Board				
	Case Volume	Target	Actual	Variance
Bureau of Automotive Repair	472	540 Days	713 Days	173 Days
Bureau of Household Goods and Services	4	540 Days	540 Days	-1 Days
Bureau of Security and Investigative Services	71	540 Days	756 Days	216 Days
California Architects Board	2	540 Days	916 Days	376 Days
California Board of Accountancy	86	540 Days	887 Days	347 Days
California Board of Occupational Therapy	25	540 Days	365 Days	-175 Days
California Board of Podiatric Medicine	14	540 Days	701 Days	161 Days
California Bureau of Real Estate	268	540 Days	301 Days	-239 Days

All DCA Entities SFY17/18: 12-Month PM4: Case Volume	
Bureau of Automotive Repair	472
Bureau of Household Goods and Services	4
Bureau of Security and Investigative Services	71
California Architects Board	2
California Board of Accountancy	86
California Board of Occupational Therapy	25
California Board of Podiatric Medicine	14
California Bureau of Real Estate	268

California Board of Podiatric Medicine Actual Cycle Time 701 Days

Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from monthly enforcement statistical reporting from DCA Boards and Bureaus. In some instances historical enforcement performance data may differ slightly from the data reported in this tool due to errors and omissions in the previously released reports.

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Jack L. Bois, D.P.M.

Attending Staff, Podiatry Section
 DVAMC Palo Alto Health Care System

[REDACTED]
 Palo Alto, CA 94304

Email: [REDACTED]

Phone: [REDACTED]

EDUCATION

1971-1975	B.S. Psychology, University of California, Davis
1976-1977	Ohio College of Podiatric Medicine, transfer to CCPM
1977-1980	D.P.M., California College of Podiatric Medicine
1977-1979	B.S. Basic Medical Sciences, California College of Podiatric Medicine

RESIDENCY

1980-1981	Surgical Residency, Jerry L. Pettis VAH, Loma Linda CA
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L/CENSURE

California, E2636 Expiration 12/31/19

BOARD CERTIFICATION

1987-Present	Diplomate; American Board of Podiatric Surgery Certified in Foot and Ankle Surgery
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FELLOWSHIP

1987	American College of Foot and Ankle Surgeons
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PROFESSIONAL ASSOCIATIONS

1981-Present	American Podiatric Medical Association
1981-2000	California Podiatric Medical Association
1981-2000	Santa Clara Valley Podiatric Medical Society
2000-Present	Federal Services Podiatric Medical Society
2000-2019	Association of Military Surgeons of the United States

Jack L. Bois, D.P.M.

ELECTIVE OFFICES AND COMMITTEE APPOINTMENTS

1982-1983 & Secretary-Treasurer, Santa Clara Valley Podiatric Medical Society
1990-1993
1983-1984 President-Elect, Santa Clara Valley Podiatric Medical Society
1984-1986 President, Santa Clara Valley Podiatric Medical Society
1987-1988 Member, Insurance Relations Committee of the California Podiatric Medical Association
1993-1994 Member, Board of Directors of the California Podiatric Medical Association
1994-1995 Vice President, California Podiatric Medical Association
1995-1996 President-Elect, California Podiatric Medical Association
1996-1997 President, California Podiatric Medical Association
1996-1998 Vice-President, Western Division The First National Medical Guild
2000-2009 Member, Council of Teaching Hospitals Board of Trustees
2007-2009 Chairman, Council of Teaching Hospitals Board of Trustees
2000-2011 Member, Department of Veterans Affairs Podiatry Division Field Advisory Committee
2009-2011 Chairman, Department of Veterans Affairs Podiatry Division Field Advisory Committee
2003-Present Executive Director, Federal Services Podiatric Medical Association

CALIFORNIA COLLEGE OF PODIATRIC MEDICINE

1996-1997 Member, Board of Trustees
1997-1998 Adjunct Clinical Professor

ATTENDING SURGICAL INSTRUCTOR

1983-1989 Attending Physician, Mission Oaks Podiatric Residency Program
1989-1998 Attending Physician, Palo Alto V.A. Residency Program at Good Samaritan Hospital

CALIFORNIA BOARD OF PODIATRIC MEDICINE

1994-2001 Oral Examination Commissioner
1993-2003 Expert Witness
2007-2019 Consultant/Expert Witness

CALIFORNIA DEPARTMENT OF HEALTH SERVICES RADIOLOGIC TECHNOLOGY CERT/FICATION COMMITTEE

1999-2006 Member of the Committee

HOSPITAL AND SURGICAL CENTER COMMITTEE APPOINTMENTS

1987-1989 & Chairman, Division of Podiatry Good Samaritan Hospital
1990-1991
1988-1989 Chairman, Department of Podiatry Mission Oaks Hospital
1988-1991 Member, Medical Advisory Committee Los Gatos Surgical Center

Jack L. Bois, D.P.M.

1990-1994 Peer Review Consultant, West Valley Surgery Center

AMERICAN BOARD OF PODIATRIC SURGERY

1998-2001 Member, Credentials Committee
(Duties-Review all credentials of candidates for Board Certification)

EMPLOYMENT

1981-1998 Private Practice, San Jose California
6/98-1/19 Chief, Podiatry Section Department of Veterans Affairs, Palo Alto California

1/19-Present Attending Staff Podiatrist, Podiatry Section Department of Veterans Affairs, Palo Alto California

GOVERNMENT SERVICE RATING

Grade 15 Step 10 (GS15-10)

MILITARY

2000-2013 Major Medical Service Corps USAR Military Occupational Specialty (MOS) 67G
2002-2013 Director, 2D Medical Brigade Medical Response to Weapons of Mass Destruction Course
2002 Instructor Multidisciplinary Limb Salvage Conference, Madigan Army Medical Center November 6, 2002 "Prophylactic Surgery of the Diabetic Foot"
2003 Instructor Multidisciplinary Limb Salvage Conference, Madigan Army Medical Center January 16, 2003 "Prophylactic Surgery of the Diabetic Foot"
2003 Project Officer and Instructor, Combat Trauma Management Conference David Grant Medical Center, May 3, 2003
2004-5 Director of Education, 2D Medical Brigade Emergency Medical Response to Weapons of Mass Destruction Course
2005 SEP 7 Awarded the Army Commendation Medal for participating as a member and leader of the Emergency Medical Response to Weapons of Mass Destruction Program of the 2nd Medical Brigade
2007-2013 Officer in Charge, 2D Medical Brigade Emergency Medical Response to Weapons of Mass Destruction Course
2007 Graduate, Total Army Instructor Training (131-TAITC) Class 608

UNIVERSITY FACULTY APPOINTMENTS

1998-Present Adjunct Professor, California School of Podiatric Medicine
1999-Present Adjunct Professor, Scholl College of Podiatric Medicine
1999-Present Adjunct Professor, Temple University College of Podiatric Medicine

Jack L. Bois, D.P.M.

2007-Present Adjunct Professor College of Podiatric Medicine and Surgery at Des Moines University
2005-Present Adjunct Professor, Barry University School of Podiatric Medicine
2010-Present Adjunct Clinical Faculty, Ohio College of Podiatric Medicine
2010-Present Clinical Professor of Podiatric Medicine, Western University of Health Sciences College of Podiatric Medicine
2005-Present Adjunct Clinical Instructor in the Department of Surgery, New York College of Podiatric Medicine
2010-Present Adjunct Associate Professor of Podiatric Medicine, Podiatric Medicine Program, Midwestern University/College of Health Sciences
2016-Present Clinical Instructor (Affiliated) in the Clinician Educator line in the Office of Medical Education (MD Program) at the Stanford University School of Medicine

RESIDENCY PROGRAM DIRECTORSHIP

1998-2005 Primary Podiatric Medical Residency (PPMR), DVAMC Palo Alto
1998-2005 Podiatric Surgical Residency, 12 Month (PSR-12), DVAMC Palo Alto
2005-1/2019 Podiatric Medicine and Surgery Residency (PMSR)

AMERICAN ASSOCIATION OF COLLEGES OF PODIATRIC MEDICINE COUNCIL OF TEACHING HOSPITALS

2000-2009 Member, Board of Directors
2005-2007 Chairman-Elect
2007-2009 Chairman
2014-Current Liaison to the Council on Podiatric Medical Education Residency Review Committee

AMERICAN ASSOCIATION OF COLLEGES OF PODIATRIC MEDICINE BOARD OF DIRECTORS

2006-2009 Member, Board of Directors
2007-2008 Vice Chairman

DEPARTMENT OF VETERANS AFFAIRS PODIATRY FIELD ADVISORY COMMITTEE

2000-2007 Member of the Committee
2007-2009 Chairman

DEPARTMENT OF VETERANS AFFAIRS SURGICAL ADVISORY BOARD

2013-2015 Podiatric Surgery Committee Member
2016-1/2019 Chairman Podiatric Surgery Committee

Parminder P. Jagur (PJ), DPM

EMPLOYMENT

VA Northern California Health Care System – Mather - Podiatrist 10535 Hospital Way Mather, CA. 95655	04/2019-Present
Sacramento Native American Health Center - Podiatrist 2020 J Street Sacramento, CA. 95811	06/2017-Present
Elica Health - Podiatrist 3701 J Street Sacramento, CA. 95816	02/2018-04/2019
VA Northern California Health Care System – Martinez - Podiatrist 150 Muir Rd. Martinez, CA. 94553	07/2018-03/2019
Nivano Health – Podiatric Surgeon 729 Sunrise Avenue, Suite #601 Roseville, CA. 95661	04/2016-01/2018
Valley Podiatry Group, Inc. - Podiatrist 3031 West March Lane, Suite 310E Stockton, CA. 95219	07/2015-03/2016
Pacific Wound Center Medical Group, Inc. 1617 N California Street Stockton, CA. 95204	07/2015-03/2016
San Joaquin General Hospital – Podiatric Surgeon 500 W Hospital Road French Camp, CA. 95231	07/2015-03/2016

EDUCATION

DVA Palo Alto Healthcare System PMSR/RRA Residency	2012-2015
<ul style="list-style-type: none"> Comprehensive patient care from initial consultation, medical evaluation, pre-op, surgical and postoperative management. Teaching with active journal clubs, book reviews and cadaver workshops. Podiatric Surgical experiences: elective forefoot, reconstructive rear foot, trauma, arthroscopy and pediatrics at DVA Palo Alto, SOAR Surgical and Kaiser Santa Teresa. Medical and Surgical subspecialty rotations in dermatology, rheumatology, infectious disease, internal medicine, emergency, vascular, plastics and orthopedics at DVA Palo Alto/Stanford Hospital/Kaiser Santa Teresa. 	
California School of Podiatric Medicine Doctor of Podiatric Medicine Student of the Year - Nomination (2011)	2008-2012
California State University, Sacramento B.A. Biochemistry, Minor in Computer Science	2000-2006

LICENSURE

California Doctor of Podiatric Medicine Permanent License: E5214
California Supervisor and Operator Radiology & Fluoroscopy Permit License: RHD00200174
American Board of Podiatric Medicine (ABPM) Certified Status – 11/2017
American Board of Foot & Ankle Surgery (ABFAS) Qualified Status – 08/2015

PROFESSIONAL DEVELOPMENT

Podiatry Institute Rearfoot Cadaver Surgery Course	03/2019
Arthrex – West Coast Advanced Ankle Instability, Arthroscopy and Sports Injury Symposium	08/2016
AAFAO (AO) – Advanced Internal Fixation Course	09/2014
ACFAS – Foot & Ankle Arthroscopy Surgical Skills Course	08/2014
ACFAS – Simple to Complex Forefoot Revisional Surgery Course	05/2014
AAFAO (AO) – Comprehensive Internal Fixation Course	04/2014
Podiatry Institute Rearfoot Cadaver Surgery Course	12/2013
Wright Medical West Region Cadaveric Foot & Ankle Lab	12/2013
Podiatry Institute Forefoot Cadaver Surgery Course	10/2013

LEADERSHIP EXPERIENCE

California Podiatric Medicine Association – Board of Directors	2018 - Present
American Podiatric Medicine Association – Young Physician's Institute	2017
Central Valley Podiatric Medical Society – Secretary/Treasurer	2015
Santa Clara Valley Podiatric Society - Secretary	2014-2015
VA Palo Alto Chief Resident Chief Resident	2014-2015
<ul style="list-style-type: none"> Evaluated all pre-op and post-op patients under the guidance of surgical attendings. Organized biweekly Journal Clubs. Organized Cadaver Labs sponsored by Integra, Wright Medical, and Stryker. 	

ATTACHMENT G

PUBLICATIONS AND RESEARCH

Maintaining foot health prevents amputations	2019
• Covering Indian Country – Centers for Medicare & Medicaid Services (CMS), April 2019	
Natural Cartilage Replacement for Revisional Hallux Rigidus – A Case Study	2015
• APMA Annual Scientific Meeting (The National) Poster Presentation, July 2015	
• Authors: S. Mitta, BS; JD Shih, DPM, P. Jagur , DPM; J. Warne, DPM.	
Melatonin, a Potential Treatment to Ischemia Diabetic Foot Ulcer (DFU)	2012
• National Foot and Ankle Review, 2012	
• Authors: A. Oberoi, BS; C. Nouv, BS; D. Barnes, BS; J. Tran, BS; JD Shih, MA, P. Jagur , BA; B. Richardson, PhD.	

COMMUNITY SERVICE

CPMA 2019 Legislative Leadership Conference (Sacramento, CA)	April 3, 2019
APMA College Visit to Samuel Merritt University 1 st -3 rd year students (Oakland, CA)	January 17, 2019
CPMA 2018 Legislative Leadership Conference (Sacramento, CA)	April 11, 2018
APMA College Visit to Samuel Merritt University 1 st -3 rd year students (Oakland, CA)	January 17, 2018
CPMA 2016 Legislative Leadership Conference (Sacramento, CA)	March 30, 2016
CPMA 2015 Legislative Leadership Conference (Sacramento, CA)	March 4, 2015
Avon Walk For Breast Cancer, Wellness Village (Corte Madera, CA)	Jul 12, 2014
Taking Control of Your Diabetes National Conference (Sacramento, CA)	Mar 8, 2014
First Annual Orange County Stand Down (Santa Ana, CA)	Sep 17, 2011
Avon Walk For Breast Cancer, Wellness Village (Corte Madera, CA)	Jul 9, 2011
CSPM Medical Mission (San Ysidro, CA)	Apr 7-8, 2011
Clinica Tepatí, University of California, Davis (Sacramento, CA)	2011

References available upon request.