ANNUAL REPORT *FY16*

Regulation Education Standards Ethics PROTECT

State Medical Board of Ohio

State Medical Board of Ohio
FY16 Annual Report

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Agency Mission & Goals

The State Medical Board of Ohio issues licenses and oversees the practice of allopathic physicians (MD), osteopathic physicians (DO), podiatric physicians (DPM), massage therapists (LMT), and cosmetic therapists (CT) under the authority of the Medical Practices Act, Chapter 4731, Ohio Revised Code (ORC). The Medical Board continues to regulate naprapaths and mechanotherapists licensed by the Board before March 1992.

The Medical Board also regulates Physician Assistants, ORC 4730, Anesthesiologist Assistants, ORC 4760, Acupuncture & Oriental Medicine, ORC 4762, Radiologist Assistants, ORC 4774, and Genetic Counselors, ORC 4778.

The Medical Board's regulatory responsibilities include investigating complaints against applicants and licensees and taking disciplinary action against those who violate the public health and safety standards set by the General Assembly and the Medical Board.

Agency Mission

To protect and enhance the health and safety of the public through effective medical regulation.

Agency Goals

- Ensure persons practicing medicine meet sufficient standards of education, training, competence and ethics.

- Define and advocate for standards of safe medical practice.

- Rehabilitate, when possible, persons who are impaired or who practice medicine unethically or below minimal standards of care and prohibit persons who have not been rehabilitated from practicing medicine.

- Prohibit persons from practicing medicine whose violations are so egregious as to forfeit the privilege or who otherwise lack the legal authority.

- Provide information about the licensees of the Medical Board, the Board's functions and operations, and the laws governing the practice of medicine.

- Achieve and maintain the highest possible levels of organizational efficacy.

About the Medical Board

Composition: The State Medical Board of Ohio is comprised of twelve members: nine physicians (seven MD, one DO, one DPM) and three non-physician public members. All of the Board members are appointed by the Governor and serve five-year terms. Appointment terms are staggered to provide continuity and Board members may be reappointed. Two members are selected by their peers on the Board to serve as the Board's Secretary and Supervising Member who oversee the Board's investigatory and enforcement processes.

During Fiscal Year 2016 (FY16), the Medical Board met each month in the Administrative Hearing Room on the 3rd floor of the Rhodes Office Tower, 30 East Broad Street, Columbus, Ohio. Meeting agendas and minutes are available on the Board's website: med.ohio.gov.

In addition to the regularly scheduled monthly meetings in FY16, the Board met four times by telephone conference to issue summary suspensions or accept a voluntary surrender of a license.

Board Committees: The Medical Board addresses a variety of policy issues through its standing committees. Committees formulate recommendations that are forwarded to the full Board for action.

Committee meetings are held the day of the monthly Board meeting and committee agendas are posted on the Medical Board's website. Board actions on committee recommendations are included in the Board meeting minutes.

Physician Assistant Policy Committee: The Physician Assistant Policy Committee (PAPC) is the only statutorily required committee of the Medical Board. In compliance with ORC 4730.05, the PAPC meets at least four times per calendar year to review and make recommendations concerning the education and licensure requirements for physician assistants; existing and proposed rules pertaining to the practice of physician assistants and the supervisory relationship between physician assistants and supervising physicians; application forms and procedures; and physician-delegated prescriptive authority for physician assistants in accordance with ORC 4370.38. Recommendations made by the PAPC are forwarded to the Board's Physician Assistant/Scope of Practice Committee for further review and recommendation to the full Board.

Massage Therapy Advisory Committee (MTAC): The Massage Therapy Advisory Committee meets as needed. The Committee discusses education, testing, and registration requirements for massage therapists, as well as issues related to the scope of practice of massage therapy. MTAC recommendations are forwarded to the Board's Physician Assistant/Scope of Practice Committee for further review and recommendation to the full Board.

Agency Staffing and Funding: The Executive Director oversees day-to-day operations of the agency. During FY16, staffing levels included 82.5 full-time positions. Medical Board operations are funded exclusively through licensing and other authorized fees that are non-general revenue fund sources.

The Board reclassified various positions to meet the changing demands of the Board's customers. Reclassification of existing vacancies included new positions dedicated to parliamentary and meeting management, project management, as well as a dedicated manager of the Quality Intervention Program/Standards Review/outside expert functions. It has taken recent efforts to secure additional resources related to education and outreach of the Board's licensees and the general public about changes in medical regulation.

Fiscal Report

FY16 Revenue

Medical Board operations are funded exclusively through licensing and other authorized fees. The Board receives no funding from the state's general revenue sources. FY16 revenue totaled $ 9,768,451.

BY REVENUE CATEGORY:	FY16
(422005) Renewal	$ 7,100,845
(426095) Reinstatement	$ 209,905
(426096) Restoration	$ 53,575
(426097) Certificate of License	$ 1,358,140
(426098) Training Certificate	$ 179,497
(426099) Training Cert Renewal	$ 151,710
(426100) Pre-Ed Certificate	$ 98,965
(426101) Exam	$ 3,500
(426102) Re-Exam	$ 250
(426104) Supervisory Agreements	$ 19,410
(426106) Dup Certificates/Wallets	$ 8,925
(426108) Special Activity	$ 3,625
(426109) Telemedicine	$ 4,270
(426110) Telemedicine Renewal	$ 16,445
(426114) Provisional Certificate to Prescribe	$ 27,400
(426115) Certificate to Prescribe	$ 75,800
(426116) Certificate to Prescribe Renewal	$ 8,300
(426119) Reinstatement Penalty	$ 40,345
(426120) Restoration Penalty	$ 25,800
(426121) Cert of Good Standing Verification	$ 380,300
(450022) Fines	$ 500
(452518) Public Records	$ 15
(452525) Reimbursement-Various	$ 929
Total	**$ 9,768,451**

Fining Authority: The Medical Board was granted the authority to levy fines in tandem with formal action against licensees (for conduct after September 27, 2015). The money from fines will go to education and outreach.

Fiscal Report

FY 16 Revenue

BY LICENSEE TYPE:	FY16
AA – Anesthesiologist Assistant	$ 24,075
AC -- Acupuncturist	$ 23,650
CCE -- Conceded Eminence	$ 4,000
CRF -- Clinical Research Faculty	$ 3,750
CT – Cosmetic Therapist	$ 14,275
DO -- Osteopathic Medicine	$ 1,063,045
DPM – Podiatric Medicine	$ 145,950
GC – Genetic Counselor	$ 36,275
MD -- Medicine	$ 6,712,357
DOEXP – DO Expedited	$ 1,000
MDEXP – MD Expedited	$ 130,990
MEDVCPD – MD Visiting Clinical Prof Dev.	$ 375
MD -- Telemedicine	$ 1,005
MT – Massage Therapist	$ 584,635
OM – Oriental Medicine	$ 3,400
PA – Physician Assistant	$ 626,185
RA -- Radiology Assistant	$ 2,400
LICS – Misc./Mechano./Limited Br.	$ 390,140
PUBL – Public Records (copies)	$ 15
STAFF/OTHER Reimbursements	$ 929
Total	**$9,768,451**

Operating Fund CASH BALANCE:	$ 4,615,202
Transfer to Physician Loan Repayment Program:	$ 458,125

Physician Loan Repayment Program (PLRP): Physician licensure biennial renewal fees are $305 and $285 of the fee supports Medical Board operations. The remaining $20 is deposited in the state treasury to the credit of the Physician Loan Repayment Fund as required in ORC 4731.281(B)(1)(h), to support the PLRP managed by the Ohio Department of Health.

The Physician Loan Repayment Program is designed to recruit or retain primary care physicians for underserved communities and populations. In exchange for loan repayment assistance, the physicians commit to a minimum of two years of practice at an eligible site in a Health Professional Shortage Area (HPSA) or Health Resource Shortage Area, accept Medicare and Medicaid, and see patients regardless of ability to pay.

Fiscal Report

FY16 Expenditures

The Medical Board's spending authority is authorized by the legislature through the biennial budget process.

BY EXPENSE CATEGORY	FY16
Payroll	$ 6,796,436
Purchased personal services	$ 410,563
Operating	$ 1,899,024
Travel Reimbursements	$ 78,542
Equipment	$ 51,502
Refund/Transfers/Reimbursements	$ 2,005
Total	**$ 9,238,072**

BY DIVISION	FY16
(355) Board Members (& PAPC)	$ 123,710
(203) Strategic Services	$ 572,906
(253) Compliance	$ 224,994
(254) Enforcement	$ 890,220
(100) Executive	$ 344,119
(300) Hearing Unit	$ 382,871
(252) Investigations	$ 2,233,643
(120) Legal & Policy	$ 726,029
(202) Licensure/Renewal	$ 1,303,891
(255) Quality Intervention	$ 295,930
(152) Operations (HR/Fiscal/Overhead)	$ 2,139,759
Total	**$ 9,238,072**

The State Medical Board of Ohio continues to be financially solvent, with a cash balance of $4.6 million as of June 30, 2016. During FY16, the Board transferred $517,166 from its cash balance to the Department of Administrative Services for development of the eLicense 3.0 project.

In addition, the Board has made significant IT hardware upgrades, increased the number of contract hearing examiners, offered higher payment to encourage a larger bench of physician experts, and developed educational content related to opioid abuse and human trafficking. All money is spent with the intention of making it easier and faster to issue a qualified license, offer more rapid resolution to complaints against licensees, and to educate the public and licensees about the Board's efforts.

Licensure Activities

The licensure responsibilities of the Medical Board ensure that those practicing medicine and the other professions regulated by the agency meet sufficient standards of education, training, competency and ethics. The training, education and other requirements for licensure for each profession established through Ohio law are available on the Medical Board's website.

Licensees Regulated by the Medical Board

License Type	Total Active Licensees as of 6/30/16	Total Active Licensees as of 6/30/15	Total Active Licensees as of 6/30/14
Acupuncturist – L.Ac.	242	234	205
Allopathic Physician – MD	40,665	40,222	39,108
Anesthesiologist Assistant – AA	241	205	198
Cosmetic Therapist – CT	183	177	179
DO Training Certificate	1,071	1,147	1,145
DPM Training Certificate	96	125	124
Genetic Counselor	221	171	130
Massage Therapist – LMT	11,560	12,350	12,199
MD Training Certificate	3,594	4,341	4,441
Mechanotherapist – DM	15	18	24
Naprapath – NAP	1	1	1
Oriental Medicine Practitioner	32	24	17
Osteopathic Physician – DO	6,164	5,931	5,685
Physician Assistant – PA	2,720	2,962	2,639
Podiatric Physician – DPM	969	984	989
Radiologist Assistant – RA	14	12	9
Telemedicine Licenses	134	168	167
Grand Total	**67,922**	**69,072**	**67,260**

Includes in-state and out-of-state licensees.

Licensure Activities

Physician Assistant Prescriptive Authority

The Medical Board has issued two types of certificates to qualified physician assistants permitting physician-delegated prescriptive authority since October 2007. Due to the implementation of SB 110, all PAs who held a certificate to practice and either a provisional certificate to prescribe or a certificate to prescribe as of December 15, 2015, were issued a license number that included a valid prescriber number. The new license credential format is 50.00000RX. New PA licenses issued after that date include the valid prescriber number if the applicant meets the training and educational criteria for prescriptive authority.

Types of PA Certificates to Prescribe until 12-15-15	New certificates Issued in FY16 until 12-15-15	New certificates Issued in FY15	New certificates Issued in FY14
Provisional certificate to prescribe	54	244	260
Certificate to prescribe	146	304	321

Initial Licenses Issued

The following table illustrates the number and types of initial licenses to practice issued by the Medical Board from FY14 and FY16.

Type of License	**Issued in FY16**	**Issued in FY15**	**Issued in FY14**
Acupuncturist	19	27	15
Allopathic Physician (MD)	2,299	2,427	2,386
Anesthesiologist Assistant	24	23	9
Cosmetic Therapist	7	13	6
Genetic Counselor	55	43	130
Massage Therapist	617	629	624
Oriental Medicine Practitioner	10	7	16
Osteopathic Physician (DO)	466	461	461
Physician Assistant	344	309	275
Podiatric Physician (DPM)	33	29	42
Radiologist Assistant	2	3	0
Total	**3,876**	**3,971**	**3,964**

Licensure Activities

FY16 License Processing Timelines

Processing time of application without a complaint*

License Type	Total Issued	Median Processing Days	Percentage of applications one Standard Deviation above median	Percentage of applications one Standard Deviation below median
MD and DO	2,537	39	11%	4%
DPM	29	40	3%	0%
MT & CT	624	50	1%	0%

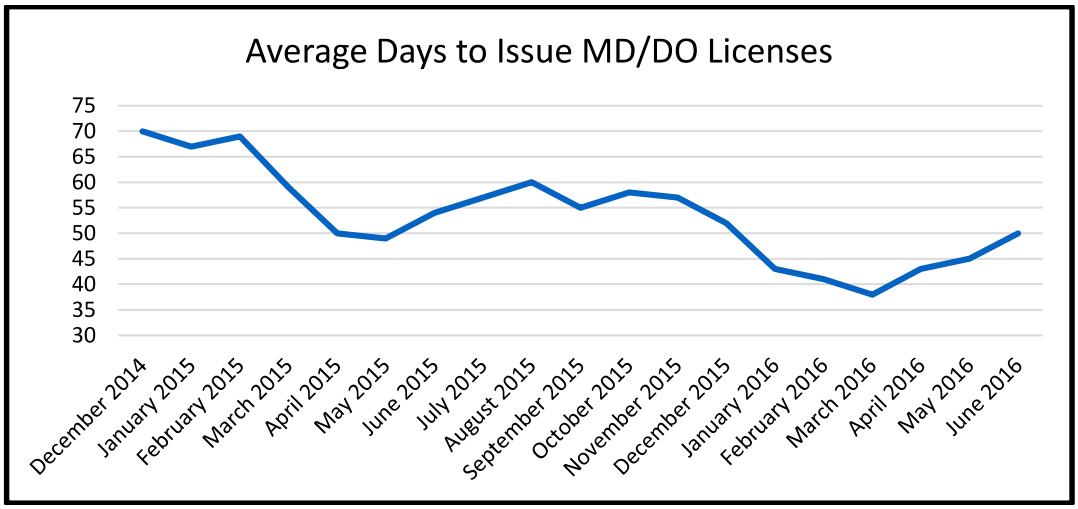
Processing time of application with a complaint*

License Type	Total Issued	Median Processing Days
MD and DO	210	55
DPM	3	79

* An application with complaint means that a potential violation of the statutes and/or rules enforced by the Medical Board has been identified in the application materials and further review by the Board's Secretary and Supervising Member was required.

Additional Licensure Statistics

- MD/DO license processing backlogs have been cleared and are now issued 29% faster since December 2014.
- Expedited licenses are routinely issued in 25-30 days, a 38% reduction from January 1, 2015.



Licensure Activities

The Medical Board also issues the following types of certificates to practice:

Other Types of Licenses	Issued in FY16	Issued in FY15	Issued in FY14
Clinical Research Faculty Certificates	12	12	10
Conceded Eminence Certificate	1	3	2
Special Activity Certificates	36	26	24
Telemedicine Certificates	13	16	32
Training Certificates – MD, DO, DPM	2,973	2,850	2,782

Emeritus Registration: Physicians, massage therapists and cosmetic therapists who have been licensed in Ohio for at least 10 years and who have retired from active practice qualify for Emeritus Registration. Emeritus practitioners are no longer entitled to engage in the practice of medicine, massage therapy or cosmetic therapy. There were 222 Emeritus registrations issued in FY16.

Volunteer's Certificates: ORC 4731.295 allows the Board to issue a volunteer's certificate to an MD or DO who has retired from active practice so that the doctor may provide medical services to indigent or uninsured persons. A volunteer's certificate holder may not accept any form of remuneration for providing medical services. The certificate is valid for three years and may be renewed. No requests for a volunteer certificate were received in FY16.

Licensure Examinations

Licensure examinations for allopathic physicians (MD), osteopathic physicians (DO), and podiatric physicians (DPM) are administered by national examining boards and are offered throughout the year in a computerized format. Successful completion of national certification examinations is required for those applying for licensure as an anesthesiologist assistant, radiologist assistant, physician assistant, massage therapist, acupuncturist or oriental medicine practitioner.

The Medical Board administers a licensure examination for cosmetic therapy applicants. The cosmetic therapy licensure exam was offered to six candidates on September 25, 2015 and to two candidates on October 2, 2015. Successful completion of the Ohio exam is required for cosmetic therapy licensure.

Limited Branch Schools

The Medical Board issues Certificates of Good Standing to schools offering courses in massage therapy or cosmetic therapy that satisfying the statutory requirements for curriculum content and instruction hours. Graduation from an approved school satisfies one of the licensure eligibility requirements for massage therapy or cosmetic therapy. The complete list of approved limited branch schools is available on the Medical Board's website.

Licensure Activities

Strategic Licensure Projects

Resident Licensure Pilot: The Board is currently piloting a program with The Ohio State University College of Medicine to send licensure staff and materials to graduating residents, and help large groups fill out applications to the Board on-site. The goal is to incent every resident to leave training with an Ohio medical license in hand.

License Fee Reduction: The Medical Board has approved, and is awaiting formal legislative action to implement, a licensure application fee reduction for new physicians from $335 to $300.

Release of MT, PA, and Allied eLicense 3.0 systems: The user-driven filing system provides nearly instant access and feedback to filers, and removes multiple days and significant materials handling out of the filing process. The new system allows staff to focus on mental tasks, not physical document management.

Licensure Renewal

The Medical Board uses a "staggered" system for the biennial licensure renewal of allopathic physicians, osteopathic physicians, podiatric physicians, massage therapists and cosmetic therapists. Rather than a single expiration date, license expiration dates are variable. The first letter of the licensee's last name determines if the license expires on January 1, April 1, July 1, or October 1, in either even numbered or odd numbered years. The licenses of anesthesiologist assistants, physician assistants, radiologist assistants, genetic counselors, acupuncturists and oriental medicine practitioners expire on January 31 of even-numbered years.

Number of renewals processed and the percentage of online renewals by license type:

License Type	FY16
Acupuncturists and Oriental Medicine	236
Anesthesiologist and Radiologist Assistants	214
Genetic Counselors	153
Massage Therapist/Cosmetic Therapist	5,043
Physician Assistants	916
Physicians (MD,DO,DPM)	22,446
Training Certificate (annual renewal July)	4,375

Licensure Activities

Number of Late Renewals Processed

FY16 Late Renewals	
Acupuncturists & Oriental Medicine	6
Anesthesiologist & Radiologist Assistants	2
Genetic Counselors	1
Massage Therapist/Cosmetic Therapist	1,392
Physician Assistants	7
Physicians (MD, DO, DPM)	453
Total	**1,861**

Investigations, Compliance, Enforcement & Hearings

The Medical Board protects the public through effective medical regulation. The Board investigates complaints, takes disciplinary actions against those who violate the Medical Practices Act and other applicable statutes and rules, and monitors licensees on probation.

Complaints: Complaints inform the Board of potential problems with a licensee's practice. Complaints are received from a variety of sources, including the public, agency staff, state and national regulatory agencies, physicians, self-reports from licensees, hospitals, and others such as law enforcement and the media.

Types of complaints received include patient care concerns, inappropriate prescribing issues, discrepancies in licensure application information, criminal activity, impairment due to chemical dependency, ethical violations, office practice management concerns, and other issues.

Two Medical Board members, the Secretary and the Supervising Member, oversee the agency's investigative and enforcement activities. Complaints are reviewed to determine if the Board has jurisdiction over the subject of the complaint, and if so, if the allegations violate a section of Ohio law or a rule enforced by the Medical Board.

The complaints received and investigations conducted by the Board are confidential per ORC 4731.22(F).

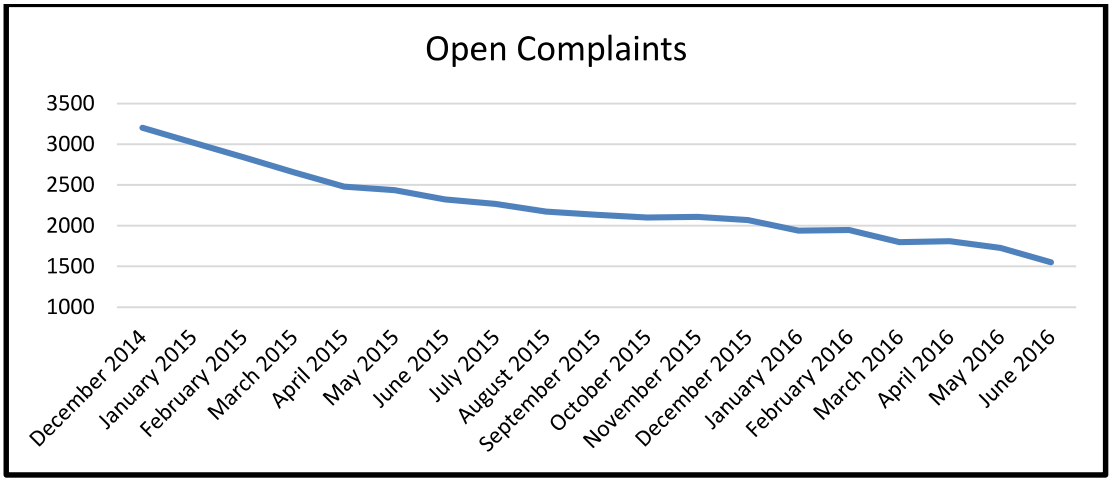
FY16 Complaint Metrics	
New complaints received	4,867
Closed complaints includes disposition of complaints received prior to FY16	5,583
Median number of processing days from receipt of complaint to closure	40

Investigations, Compliance, Enforcement & Hearings

Licensee Complaint Statistics

During FY16, the Board made a concentrated effort to reduce the inventory of complaints by streamlining the process and addressing complaints that had been in a backlog. As a result, inventory of open complaints has decreased from 3,203 to 1,550 in the past 19 months—a 52% reduction.

Reductions in active complaints have allowed staff to concentrate its focus on critical cases for investigation, enforcement, adjudication, and formal action.



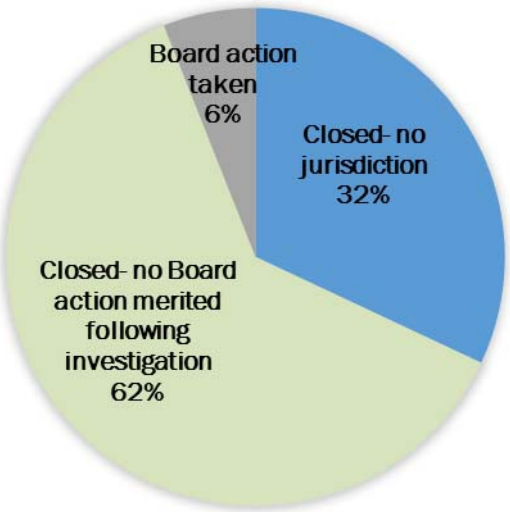
As staff increased efficiencies and processes, the volume of cases moving forward to cite, adjudication (including settlement), and formal action has increased. From July 2015 to June 2016, the Board saw a 26% increase in the volume of formal actions against licensees.

FY16 Medical Board Complaint Disposition

Of the 5,583 complaints closed in FY16, 32% were closed because the Board had no jurisdiction. These complaints involved facilities or other persons the Board does not regulate.

There were 62% of complaints closed after investigation as the information obtained regarding the allegation did not support disciplinary action.

The remaining 6% of complaints resulted in disciplinary action by the Board.



Investigations, Compliance, Enforcement & Hearings

Field Investigations: The Medical Board employs 20 field investigators who are based throughout the state.

FY16 Investigation Metrics	
Investigations completed	1,394
Subpoenas issued by investigation section	1,692

Streamlined Investigator Processes and Materials: During FY16, the Board updated investigator processes to address highest priority cases more quickly, and resolve routine complaints as efficiently as possible. The Board developed a cloud-based system (with supporting hardware) to create immediate reports and instantaneous report filing in the field.

Compliance Monitoring: The Medical Board's compliance staff monitored 350 licensees on probation due to a Board Order or a Consent Agreement in FY16. Probationers are usually required to attend periodic office conferences with the Board Secretary or designee to verify that the licensee is fulfilling the specific requirements of the Board Order or Consent Agreement. Compliance staff members participate in nearly 45 such conferences each month.

The compliance staff is also responsible for verifying that treatment providers, approved by the Board to provide services to licensees with chemical dependency issues, maintain compliance with the requirements in ORC 4731.25 and in Ohio Administrative Code 4731-16. The list of approved treatment providers is available on the Medical Board's website.

Enforcement: Enforcement attorney staff review the cases referred to the section by the Board's Secretary and Supervising Member and prepare the cases for possible disciplinary action. Enforcement attorneys prepare citations, as well as Summary Suspensions, Immediate Suspensions and Automatic Suspensions. They also negotiate Consent Agreements and Voluntary Surrenders.

Enforcement Attorney Docket Reduction: Enforcement attorneys reduced their inventory of open complaints by over 50% in FY16, with reductions in each complaint category.

FY16 Enforcement Metrics

New cases assigned to enforcement	619	Subpoenas issued by enforcement	413
Depositions conducted by enforcement	30	Interrogatories generated by enforcement	51

Enforcement Case Priority Codes*	Complaints Resolved	Median Days from Referral to Completion
Impairment	47	119
Licensure	58	150
Criminal Acts/ Other State Action	132	6
Inappropriate Prescribing	165	351
Other	235	168

**These figures reflect July 2015 through February 2016. Data for the remainder of FY16 is unavailable until the eLicense project is complete.*

Investigations, Compliance, Enforcement & Hearings

The Medical Board imposed 199 disciplinary sanctions and issued 92 citations in FY16.

Types of Actions Imposed	FY16	FY15	FY14
Revocations	47	41	64
Indefinite Suspensions	43	37	33
Definite Suspensions	12	2	4
Probations	38	44	45
Reprimands	4	6	1
Practice Limitations	3	1	4
Surrenders/Retirements	5	3	5
Disciplinary Licensure Denials or Withdrawals	18	11	22
Summary Suspensions	13	8	11
Automatic Suspensions	3	2	2
Immediate Suspensions	1	1	2
No Penalty Imposed/No further action	2	0	3
Other penalty imposed	10	0	0
Total	**199**	**156**	**196**

Top Reasons for Disciplinary Action:

FY16 Board Action	FY15 Board Action	FY14 Board Action
Impairment – 25%	Impairment – 35%	Impairment – 31%
Prescribing Issues – 20%	Prescribing Issues – 19%	Prescribing Issues – 21%
Criminal Acts/Convictions – 13%	Criminal Acts/Convictions – 12%	Criminal Acts/Convictions – 18%
Actions by other Boards or agencies – 8%	Actions by other Boards or agencies – 11%	Actions by other Boards or agencies – 6%

Hearing Unit: The Medical Board's Attorney Hearing Examiners conduct the administrative hearings of practitioners who requested a hearing regarding the charges issued by the Medical Board. Following the conclusion of the administrative hearing, the Hearing Examiner prepares a Report & Recommendation that includes the basis for the hearing, the findings of fact, conclusions of law and a proposed disciplinary sanction for consideration by the Board members. During FY16, 55 administrative hearings were held.

In some situations, after having been notified of the charges issued by the Board, the practitioner does not request an administrative hearing. If that occurs, the Board can either take action based upon the information in the citation, which often occurs in less complex cases, or it can request a Hearing Examiner review the Board's evidence to support the charges and prepare a Proposed Findings and Proposed Order, which includes a proposed disciplinary sanction for consideration by the Board members. It is similar in format to a Report and Recommendation, but there is no hearing and there is no evidence presented by the respondent, who waived his or her right to a hearing by failing to submit a hearing request. During FY16, the Hearing Examiners prepared 19 Proposed Findings and Proposed Orders.

Investigations, Compliance, Enforcement & Hearings

The Attorney Hearing Examiners also preside at public rules hearings regarding administrative rules promulgated by the agency. They prepare a report of the hearing for consideration by the Board members. Two public rules hearings were held in FY16.

FY16 Hearing Unit Metrics	FY16	FY15	FY14
Median calendar days from hearing request to first day of hearing	131	119	90
Median calendar days from close of hearing record to filing Report & Recommendation	33	27	24
Median calendar days from filing Report & Recommendation to effective date of final order	44	49	44

Quality Intervention Program (QIP)

The Quality Intervention Program (QIP) is part of the Medical Board's confidential investigatory processes and is designed to address quality of care complaints that do not appear to warrant intervention via formal disciplinary action. QIP focuses on cases in which poor practice patterns are beginning to emerge or the licensee has failed to keep up with changes in practice standards. With a successful intervention, the licensee benefits by improving practice methods; patients benefit from having a better practitioner available to address their healthcare needs; and the Medical Board protects the public without an adverse impact on the availability of care in the community. ORC 4731.22(O) requires licensees participating in an individual education program recommended by QIP to pay any costs related to that educational program.

QIP Overhaul: During FY16, the Board eliminated the bimonthly, in-person format of QIP which lent itself to an overly-burdensome use of staff resources and lengthy delays in case turnaround. QIP cases are now contracted to a single physician reviewer, and are generally resolved in less than 60 days.

Public Records Responses

The Medical Board receives numerous requests for copies of public records each year. While many documents are available through the Medical Board's website, requests for more complex records are provided by the agency.

Public Records Metrics	
Requests received FY16	549
Median Days to completion	1 day

Requests for disciplinary action files, licensure files and Board meeting materials are the most frequently requested documents. A response to a public records request may require providing hundreds, and in a few cases, thousands of pages of material.

Educational Outreach Activities

The Medical Board continues its efforts to continually improve the information provided to licensees, the public, stakeholders, the media, and other interested parties. During FY16, 72 educational presentations were provided. Board members gave eight presentations and senior staff provided 64 presentations to state and national audiences.

Topic	Presentations by staff
Medical Board Overview and Updates	33
Prescribing Practices	20
Licensure Process	5
Telemedicine	1
Scope of Practice	3
Professional Ethics	2

Medical Board E-News: In FY16, the Medical Board prepared and distributed 12 issues of the Medical Board E-News to licensees. This electronic newsletter keeps licensees abreast of policy and rules updates that impact their practice. Issues of E-News are available on the Medical Board's website.

Monthly Formal Action Report: The monthly report includes information regarding the formal charges issued and disciplinary actions taken by the Medical Board. The name of the practitioner, the basis for action, and the sanction imposed by the Board is described in the report. Copies of the report are also available on the Medical Board's website.

HealthScene Ohio: The Medical Board now produces a quarterly publication that highlights the good work of the Board and Ohio's medical professionals. Distribution includes all 70,000 of the Board's licensees, as well as 40,000 print copies sent around the state to healthcare locations accessible to the public.

Phone Tree: In FY16, the Board eliminated the automated phone tree on the Board's main telephone line, replacing it with a live response. This change eliminates almost two minutes of hold time for each caller.

Website Refresh: The Board deployed a new website that is much more user friendly, provides relevant informational updates in real-time and can be updated by in-house staff.