



# MEMORANDUM

<b>DATE</b>	October 15, 2020
<b>TO</b>	Multidisciplinary Advisory Committee (MDC)
<b>FROM</b>	Kevin Lazarcheff, DVM, MDC Vice Chair Margaret Warner, DVM
<b>SUBJECT</b>	<b>Agenda Item 9. Update from the Complaint Process Audit Subcommittee</b>

## **Revised Audit Process**

In order to provide consistent reviews, identify measurable process improvements, enable timely feedback to our subject matter experts, and accommodate virtual reviews, the Subcommittee and Veterinary Medical Board (Board) staff implemented revisions to the review process, as described below.

Each quarter, Board staff will identify disciplinary cases for review and provide overall process information on each case. This information will include the specific enforcement performance measures, such as overall cycle time of the case, how long each step in the process took, and the costs associated with each step.

All cases will be uploaded to the Department of Consumer Affairs' (DCA) secure BOX server, and the Subcommittee will be able to review the electronic files on their own time. This not only saves the Board in travel costs, but it also is more convenient for the Subcommittee, since they can perform the review without taking time away from patients.

Using a newly created electronic audit template, the Subcommittee will determine the following:

- whether the standard of care was adequately applied in each case;
- whether subjective or bias language/opinions were used;
- whether resolutions were recommended;
- whether reputable sources were cited when appropriate; and
- whether there appeared to be any bottlenecks in the process.

The Subcommittee will also be able to provide any additional feedback specific to the subject matter experts and recommendations to improve the overall process.

Throughout the reviews, the Subcommittee will be able to meet with each other to compare notes and ask questions. Once the reviews are completed, a final report will be created with all the feedback and recommendations. Subject matter expert feedback will be provided to the experts directly and used for future training information. Staff will be able to review any process improvement recommendations quickly and work with the Subcommittee on ways to implement and track the improvements.

On September 28, 2020, the Subcommittee was provided eight disciplinary cases for review. The findings and recommendations will be provided to the MDC during the October 21, 2020 MDC meeting.