



# MEMORANDUM

<b>DATE</b>	June 25, 2024
<b>TO</b>	Multidisciplinary Advisory Committee (MDC)
<b>FROM</b>	<u>Complaint Process Audit Subcommittee</u> (Subcommittee) Cheryl Waterhouse, DVM Jeni Goedken, DVM
<b>SUBJECT</b>	<b>Agenda Item 6. Update from the Complaint Process Audit Subcommittee</b>

## Subcommittee Update

In June 2024, MDC Chair, Dr. Sullivan, appointed Jeni Goedken, DVM to the Subcommittee. Dr. Goedken will be stepping in to fill the shoes of Dr. Dianne Sequoia, whom the Board would like to thank for her dedication and service. Dr. Goedken owns a mobile home hospice practice in the San Jose area and has extensive experience with the VMB Enforcement division. Dr. Goedken served as a premises inspector for 6 years, a subject matter expert for 4 years, and currently serves as a Consultant.

## Consultant Round Table

The Quarterly Consultant Round Table took place on May 22, 2024. This meeting is held to give Board Consultants an opportunity to address any questions/issues discovered during the consultant review process. As previously indicated, the Board utilizes Consultants to perform an initial evaluation of a case file to determine whether there exists a potential departure from the standard of care; if this is the case, it is then forwarded to a Subject Matter Expert (Expert) to perform a full written review.

During this meeting, staff went over the accomplishments of the Consultants over the prior quarter and welcomed a new member to the team (bringing the total number of Consultants up to five). In addition, it was reported that since the March 2024 Consultant Round Table, Consultants reviewed 270 cases – 168 of which were closed as no violation, 11 were closed educational, and 91 were referred to an Expert. There were 770 cases awaiting consultant review (consisting of 530 respondents).

Staff also covered some of the finer points of the Consultant review process, such as utilizing the Box to efficiently review cases, uploading documents to the Box timely, and reviewing multiple cases against the same subject.

### **Quarterly Expert Round Table**

The Quarterly Expert Round Table took place on May 23, 2024. As mentioned previously, Experts are invited to these gatherings to give them a venue to ask questions about the review process as well as field any case-specific scenarios with other Experts.

As per usual, the Experts were given an update regarding the status of complaints waiting for Expert review, the count of the Board's Expert pool and their specialties, and the accomplishments of our Experts over the prior quarter.

During this meeting, it was announced that since the March 2024 Subject Matter Expert Round Table, Experts reviewed 96 cases – 9 of which were closed as no violation, 30 were closed educational, 4 resulted in a citation (3 respondents), and 53 were referred to the Attorney General's Office (9 respondents). There were 895 cases awaiting consultant review (consisting of 513 respondents).

In addition, there were a few topics for our Experts that were covered by staff to ensure everyone was on the same page. These included:

- Timeliness of Expert reviews
- Proper usage of the Expert worksheet to track hours
- Addressing all allegations levied in a complaint
- Report formatting to avoid back and forth questions
- What to do with illegible records

The Board's DAG liaison, Neva Tessian was also present to answer questions from a prosecutorial perspective and to help clarify different approaches to case review/write-up.

One of the Board's more senior Experts, Dr. Pollard brought forth a series of hypothetical questions for the Experts to discuss and determine whether the scenario in question demonstrated a departure from the standard of care. These were a wonderful tool to get the Experts talking, as well as facilitate a conversation about other related topics. It was impressive to witness the discussions taking place as a result of these hypotheticals, and to see similar findings based on the wealth of knowledge possessed by the Experts on the call.