BOARD of CHIROPRACTIC EXAMINERS
STATE OF CALIFORNIA

State of California
Edmund G. Brown Jr., Governor

NOTICE OF TELECONFERENCE
LICENSING, CONTINUING EDUCATION & PUBLIC RELATIONS COMMITTEE MEETING

October 19, 2015
12:30 p.m.

One or more Committee Members will participate in this meeting at the teleconference sites listed below. Each teleconference location is accessible to the public and the public will be given an opportunity to address the Licensing, Continuing Education and Public Relations Committee at each teleconference location. The public teleconference sites for this meeting are as follows:

Teleconference Meeting Locations:

Corey Lichtman, DC 538 Stevens Ave. Solana Beach, CA 92075 (858) 481-1889	Heather Dehn, DC 4616 El Camino Ave, Ste B Sacramento, CA 95821 (916) 263-5355	John Roza, Jr., DC 800 Douglas Blvd Roseville, CA 95678 (916) 786-2267

AGENDA

1. **Call to Order & Establishment of a Quorum**

2. **Approval of Minutes**
   August 26, 2015

3. **Review and Discussion of Continuing Education Audit Statistics**

4. **Review and Discussion on Strategic Plan Action Items**
   - Goal 1 - Licensing
   - Goal 3 - Professional Qualifications and Continuing Education
   - Goal 5 - Public Relations and Outreach

5. **Review and Discussion of Possible Revisions to the Continuing Education Regulations for Approving Continuing Education Providers- Update Regarding CE Provider Qualification Focus Group**

6. **Review and Discussion Regarding Proposed Outreach Publications**
   - Licensee Guide

7. **Public Comment**
   Note: The Committee may not discuss or take action on any matter raised during this public comment section that is not included on this agenda, except to decide whether to place the matter on the agenda of a future meeting. [Government Code Sections 11125, 11125.7(a).] Public comment is encouraged; however, if time constraints mandate, comments may be limited at the discretion of the Chair.

8. **Future Agenda Items**

9. **Adjournment**

LICENSING, CONTINUING EDUCATION
& PUBLIC RELATIONS COMMITTEE

Heather Dehn, D.C., Chair
John Roza Jr., D.C.
Corey Lichtman, D.C.

Meetings of the Board of Chiropractic Examiners' Committee are open to the public except when specifically noticed otherwise in accordance with the Open Meeting Act. Public comments will be taken on agenda items at the time the specific item is raised. The Board's Committee may take action on any item listed on the agenda, unless listed as informational only. All times are approximate and subject to change. Agenda items may be taken out of order to accommodate speakers and to maintain a quorum. The meeting may be cancelled without notice. For verification of the meeting, call (916) 263-5355 or access the Board's Web Site at www.chiro.ca.gov.

The meeting facilities are accessible to individuals with physical disabilities. A person who needs a disability-related accommodation or modification in order to participate in the meeting may make a request by contacting Marlene Valencia at (916) 263-5355 ext. 5363 or e-mail marlene.valencia@chiro.ca.gov or send a written request to the Board of Chiropractic Examiners, 901 P Street, Suite 142A, Sacramento, CA 95814. Providing your request at least five (5) business days before the meeting will help to ensure availability of the requested accommodation.

Board of Chiropractic Examiners
TELECONFERENCE MEETING MINUTES
Licensing, Continuing Education & Public Relations Committee
August 26, 2015
901 P Street, Suite 142A
Sacramento, CA 95814

Teleconference Meeting Locations:

Corey Lichtman, DC	Heather Dehn, DC	John Roza, Jr., DC
538 Stevens Ave.	901 P Street, Ste 142A	800 Douglas Blvd
Solana Beach, CA 92075	Sacramento, CA 95814	Roseville, CA 95678
(858) 481-1889	(916) 263-5355	(916) 786-2267

Committee Members Present
Heather Dehn, D.C., Chair
John Roza Jr., D.C.
Corey Lichtman, D.C.

Staff Present
Robert Puleo, Executive Officer
Linda Shaw, Assistant Executive Officer
Dixie Van Allen, Policy Analyst
Brianna Lauziere, Staff Services Analyst

Call to Order
Dr. Dehn called the meeting to order at 12:38 P.M.

Roll Call
Dr. Roza called roll. All Board members were present at the locations specified on the Agenda.

Approval of Minutes

MOTION: DR. ROZA MOVED TO APPROVE THE MINUTES OF THE JULY 15, 2015 LICENSING, CONTINUING EDUCATION & PUBLIC RELATIONS COMMITTEE MEETING
SECOND: DR. LICHTMAN SECONDED THE MOTION
VOTE: 3-0 (DR. DEHN – AYE, DR. LICHTMAN – AYE, DR. ROZA – AYE)
MOTION CARRIED

Review and Discussion on Possible Revisions to the Continuing Education Regulations for Approving Continuing Education Providers

Dr. Dehn read a short letter that was mailed to the Board from Dr. Giancarlo Licata that was not included in the meeting materials. The letter stated, "I am concerned about the proposed bill to dramatically limit the scope and number of CE educators for California Chiropractic providers."

In response to the letter, Dr. Dehn stated that our goal is to improve the quality of continuing education; not to limit the quantity of continuing education providers.

Dr. Dehn also addressed the misconception that PACE does not approve many providers. Dr. Dehn spoke with Kelly Webb, the coordinator at PACE, who confirmed that well over 90% of CE providers that apply with PACE are approved.

Robert Puleo stated this is not a bill, but rather a discussion on possible revisions to our current CE regulations. We want to ensure that CE providers are providing quality continuing education.

Mr. Puleo also stated that not everyone would have to be approved with PACE. Smaller providers would have the option of partnering with the chiropractic schools and associations.

Dr. Dehn discussed emails that were submitted to the Board by Dr. Marcus Strutz, D.C., and Dr. Mark Cymerint, D.C., regarding the possible revisions to the continuing education regulations for approving continuing education providers. Their letters suggested returning to the prior CE provider apprentice approach.

Dr. Dehn explained the reasons that the committee moved away from the apprenticeship approach stemmed from complications of who can be grandfathered. Dr. Dehn asked for feedback on whether the apprenticeship and grandfathering of current CE providers should be revisited.

Dr. Lichtman expressed concern about the fact that PACE does not conduct audits. He would like to discuss how the Board can audit CE courses and take information from the PACE structure to create our own oversight program.

Dr. Roza thought it was worthwhile to revisit prior options considered by the committee and would still like to see the Board collect assessment surveys from the CE providers for audit purposes.

Dr. Dehn agreed that the committee should revisit previous discussions and suggestions for approving CE providers and quality control.

Dr. Dehn asked whether the Board would have enough staff resources to review and approve the CE application if it were radically revised.

Mr. Puleo stated the Board has a fixed budget and it is a difficult process to request a budget increase to add additional staff. He explained the steps in the budget change proposal

process.

Dr. Cymerint shared with the Board that he was under an apprenticeship for 5 years before he became a provider. He talked about the benefits of having an apprentice program. There are goals and objectives each apprentice must meet. Dr. Cymerint continues to use surveys in his seminars asking chiropractors for feedback to improve his teaching.

Dr. Dehn and the committee agreed to revisit the apprenticeship model. Her main concern is how to deal with the current CE providers and asked for ideas.

Dr. Cymerint suggested the Board come up with guidelines that CE providers must meet in order to be grandfathered into the system. CE providers should be teaching a certain number of courses for a specified length of time to bypass the apprenticeship program.

The committee discussed an option that providers must teach for 48 hours per year for the past 3 years and meet CE provider requirements. Then they can be grandfathered in as CE providers. The CE providers would be required to teach 48 hours per year, provide surveys with outcome assessments, and maintain provider status in good standing with no Board complaints. The provider must retain all assessments in their records with an attendance sheet for random Board audits.

Dr. Dehn had a discussion about setting a threshold for the outcome assessments. Poor results could result in an in-person audit by the Board. The committee will have to decide on a percentage rate for successful outcome assessments.

Mr. Puleo suggested sending these questions and concerns out to all CE providers for feedback or forming a task force to discuss these specific issues.

Dr. Dehn suggested holding a task force meeting in Sacramento and Southern California.

Dr. Dehn raised the issue of CE providers that only provide online CE seminars. The committee discussed looking at PACE's evaluation process and discussing their process with the task force.

Dr. Dehn discussed possible guidelines for approving apprectice CE providers as Board approved CE providers. The provider must have no complaints, teach a certain number of hours within a specific amount of time and meet all new CE provider criteria such as constructing outcome assessments and surveys.

Dr. Dehn summarized the apprenticeship program proposals. The committee discussed the following apprenticeship proposal: 1) the CE provider can apprentice with a chiropractic school or association for 3 years with a minimum of 48 hours of instruction each year. 2) CE providers can be grandfathered if they have no board complaints and meet the same requirements of teaching for 3 years with the minimum of 48 hours each year.

Update Regarding Outreach Publications

Dr. Dehn reviewed the revised Consumer Guide pamphlet. The photos on the cover and page 2 were replaced. The final revision has been published and online versions are available on

DRAFT

the website. A Spanish version of the pamphlet will be available soon.

Dr. Dehn suggested creating a "How to File a Complaint" pamphlet.

Mr. Puleo asked Ms. Lauziere to look at other Health Boards to see if they have a "How to File a Complaint" pamphlet for the committee to review.

Dr. Dehn asked for an update on the Fall/Winter 2015 Newsletter.

Mr. Puleo announced that the newsletter is coming along and will be published in December.

Dr. Dehn asked about the BCE's Social Media activities.

Ms. Lauziere announced that updates about meetings, new legislation, and materials are posted to Facebook and Twitter to alert the public.

Ms. Van Allen advised that a representative from DCA's Public Affairs Office came to the Government Affairs Committee meeting and gave suggestions to engage and reach our target audience through social media.

Dr. Dehn suggested topics that could be used on social media, such as, Chiropractic questions, requesting our followers to hash tag Chiropractic Care and the Board of Chiropractic Examiners, share chiropractic stories, chiropractic pictures, exam information, and the history of chiropractic.

Dr. Dehn suggested reaching out to the Board members and requesting that they provide 10 chiropractic facts to be posted and shared on social media.

Ms. Lauziere shared social media postcards that were created to promote Facebook and Twitter at meetings and chiropractic events.

Public Comment
No public comment.

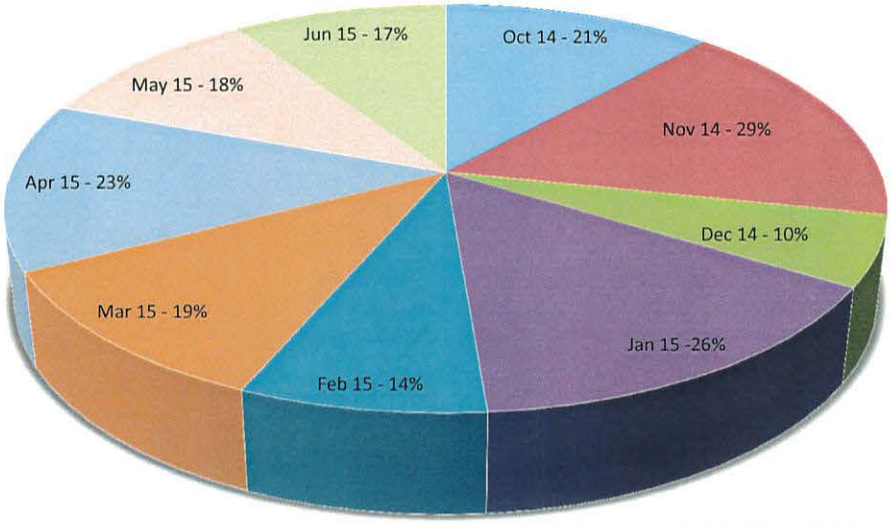
Future Agenda Items
Dr. Dehn would like to discuss establishing a Continuing Education Providers Task Force.

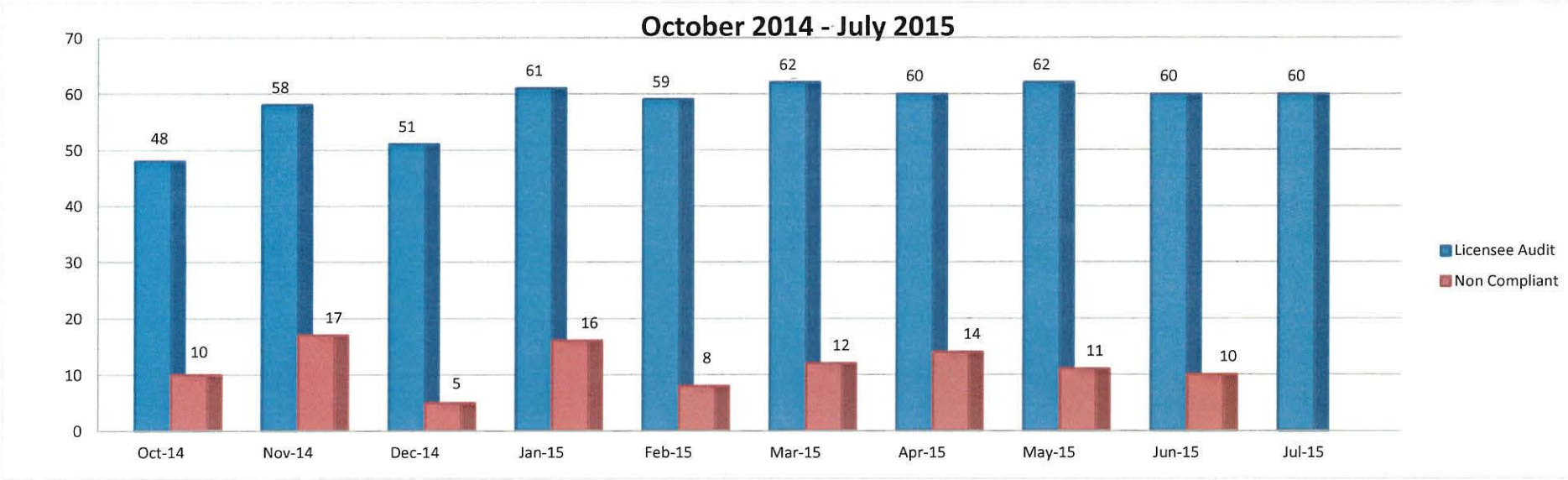
Adjournment
Dr. Dehn adjourned the meeting at 2:32 P.M.

DRAFT

Continuing Education Audit

Non Compliant Percentage

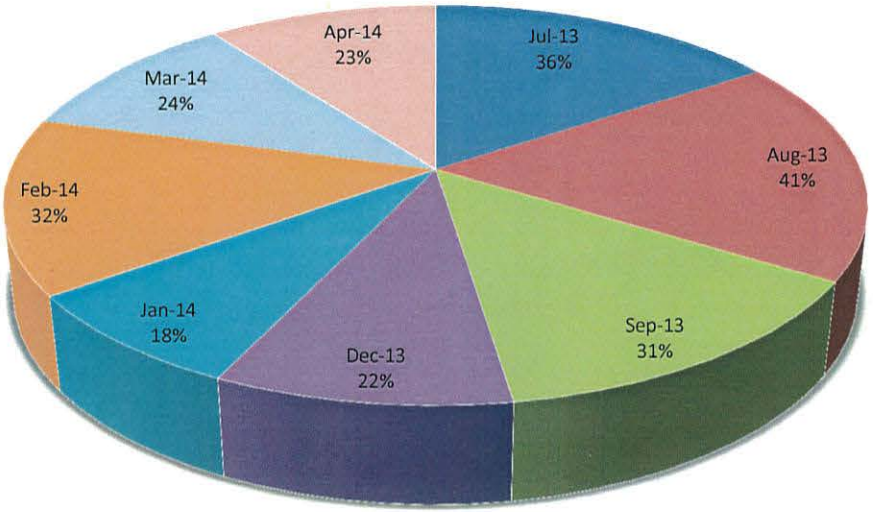




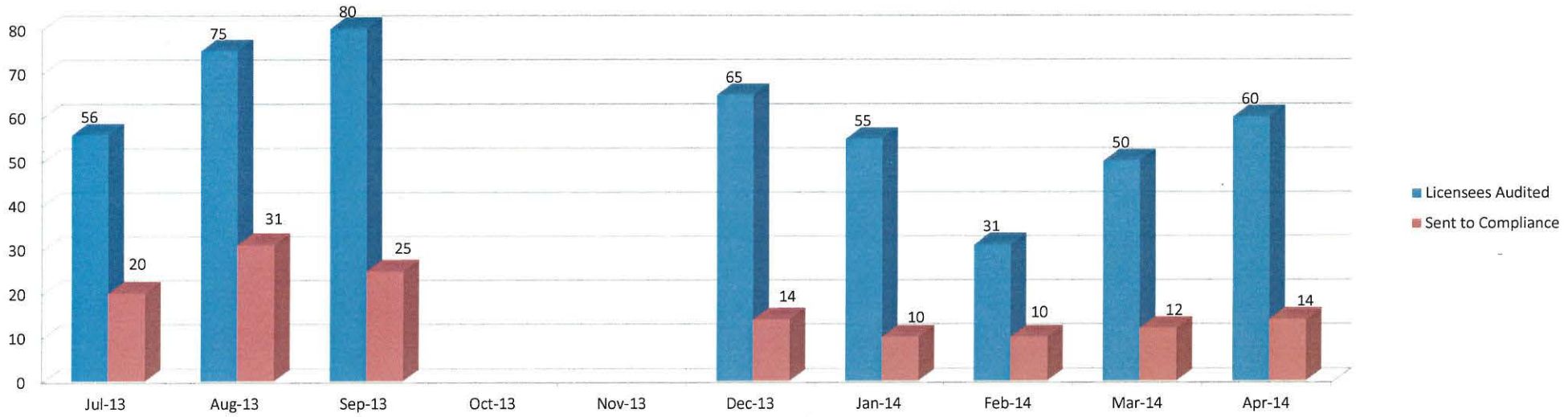
Nikkia Capizzano

Continuing Education Audit

Non Compliant Percentage



October 2013- April 2014



Nikkia Capizzano

FB2100L0
DATE: 10/07/2015

PAGE: 1

REPORT BY VIOLATIONS
BOARD OF CHIROPRACTIC EXAMINERS
FOR: CH COMPLAINT INVESTIGATION CASES
07/01/2015 THRU 09/30/2015

VIOLATION NO		VIOLATION DESCRIPTION	AMOUNT	PERCENT
1		NO JURISDICTION/FEE DISPUTE	6	2
125	B&P	AIDING/ABET UNLICENSE ACTIVITY	1	0
302 A	CCR	EXCEED SCOPE OF PRACTICE	13	5
303	CCR	FAILURE TO FILE CUR ADDRESS	1	0
304	CCR	DISCIPLINE BY ANOTHER STATE	2	1
311	CCR	ADVERTISEMENTS	6	2
312	CCR	UNLICEN INDIV-ILLEGAL PRACTICE	20	7
316 A	CCR	CONDUCT ON PREMISES	3	1
316 C	CCR	SEXUAL MISCONDUCT/RELATIONS	6	2
317 A	CCR	UNPROF CONDUCT-GROSS NEGLIGENC	20	7
317 B	CCR	REPEATED NEGLIGENT ACTS	1	0
317 E	CCR	CONDUCT ENDANGERING PUBLIC	4	1
317 G	CCR	CONV SUBSTANTIAL-RELATED CRIME	6	2
317 H	CCR	CONVICTION OF A CRIME	8	3
317 I	CCR	CONVICTED USE OF DRUGS/ALCOHOL	7	2
317 K	CCR	MORAL TURPITUDE	1	0
317 L	CCR	FALSE REPRESENTATIONS	2	1
317 M	CCR	CONSPIRE/VIOLATE ACT	3	1
317 N	CCR	FALSE STATMNT-LICENSE APPLICAT	25	9
317 Q	CCR	PARTCPATN IN FRAUD/MISREPRESNT	2	1
317 R	CCR	UNAUTHRZD DISCLOSUR RE PATIENT	4	1
317 T	CCR	OFFR/RECVD INDUCEMNT FOR REFER	2	1
317 U	CCR	PARTCIPAT ILLGAL REFERRAL SVCS	2	1
318 A	CCR	FAIL TO MAINTN PATIENT RECORDS	12	4
318 B	CCR	FAIL TO INSUR ACCURAT BILLINGS	22	8
319	CCR	INAPPROP CHGS WITH DISCNT SVCS	2	1
361 B	CCR	24 HOUR REQUIREMENT	28	10
366	CCR	CONTINUING EDUCATION AUDITS	8	3
371 C	CCR	RENEWAL/CE REQUIREMENTS	35	12
650	B&P	COMPENSATION FOR REFERRALS	1	0
651	B&P	FALSE/MISLEADING ADVERTISING	4	1
801	B&P	REPORTING REQUIRMNTS(INSURERS)	9	3
802	B&P	REPORTNG REQUIRMNTS(LICENSEES)	1	0
810	B&P	INSURANCE FRAUD	6	2
123110	H&S	FAILURE TO PROVIDE PATIENT REC	9	3
	TOTAL		282	

END OF REPORT

GOAL 1: LICENSING

Promote licensing standards to protect consumers and allow reasonable access to the profession.

The objectives and action items to meet this goal are listed below in order of priority:

1.1 Evaluate internal procedures to identify areas for improvement to maintain prompt and efficient processing of applications and renewals.

Objective Measurement		
Adherence to timeframes and completed review of existing policies/procedures.		
Action Item	**Responsible Party**	**Completion Date**
1.1.1 Conduct evaluation of workload and processing timeframes (e.g., monthly reports, quarterly statistics, process goals), and determine discrepancies.	Administration Manager	Q1 2014 (Quarterly)
1.1.2 Compare internal processes to similar health profession boards to identify best practice processing timeframes.	Administration Manager	Q4 2014 (Annually)
1.1.3 Review statistics and existing policies/procedures to identify areas for improvement.	Administration Manager	Q4 2014 (Annually)
1.1.4 Adjust workload policies and procedures and/or goals for greater efficiency.	Administration Manager	Q4 2014 (Annually)

1.2 Collaborate with the Department of Consumer Affairs (DCA) to implement a new licensing and enforcement system (BreEZe) for online processing of initial and license renewals, including acceptance of credit card payments.

Objective Measurement		
Successful implementation of BreEZe.		
Action Item	**Responsible Party**	**Completion Date**
1.2.1 Correspond regularly with DCA's BreEZe team until phase 3 rollout is completed.	Administration Manager/DCA (BreEZe)	Dependent on BreEZe (Q4 2017)
1.2.2 Actively work with Breeze development team to define business needs, test system, and clean up data in preparation for Breeze implementation.	Administration Manager/DCA (BreEZe)	Dependent on BreEZe (Q4 2017)
1.2.3 Train all BCE staff on Breeze.	DCA (BreEZe)	Dependent on BreEZe (Q4 2017)

1.3 Determine the feasibility of recognizing equivalent educational standards with other countries.

Objective Measurement		
Presentation of findings to the Licensing, Continuing Education, & Public Relations Committee.		
Action Item	**Responsible Party**	**Completion Date**
1.3.1 Evaluate the curriculum of foreign schools to ensure it meets BCE requirements.	Administration Manager/ Executive Officer	Q3 2014
1.3.2 Determine standards of the Chiropractic Council of Education (CCE) and the Councils on Chiropractic Education International (CCEI) to meet minimum standards of equivalence.	Administration Manager/ Executive Officer	Q1 2015
1.3.3 Identify needed changes to existing regulations.	Administration Manager/ Executive Officer	Q3 2014
1.3.4 Present findings to the Licensing, Continuing Education, & Public Relations Committee.	Administration Manager/ Executive Officer	Q4 2015

GOAL 3: PROFESSIONAL QUALIFICATIONS AND CONTINUING EDUCATION

Ensure the initial and continuous competency of all Doctors of Chiropractic.

The objectives and action items to meet this goal are listed below in order of priority:

3.1 Establish provider review standards for continuing education providers.

Objective Measurement		
Completion of regulatory process.		
Action Item	**Responsible Party**	**Completion Date**
3.1.1 Define proficiency standards for Continuing Education (CE) providers with the Licensing, Continuing Education, & Public Relations (LIC/CE/PR) Committee.	Administration Manager/ Sponsor: LIC/CE/PR Committee	Q4 2014
3.1.2 Prepare proposed regulatory language in document and display changes.	Administration Manager	Q1 2015
3.1.3 Submit document to the Board for review and approval.	Policy Analyst	Q1 2015
3.1.4 Complete the regulatory process.	Policy Analyst	Q3 2016

3.2 Develop a continuing education course auditing system to ensure providers are delivering quality instruction to licensees and take action against those providers who fail to meet these standards.

Objective Measurement		
Developed auditing mechanism to maintain quality of CE courses and integrity of the CE process.		
Action Item	**Responsible Party**	**Completion Date**
3.2.1 Review regulations to determine criteria for course content.	CE Manager	Completed
3.2.2 Develop an auditing form/checklist for CE courses.	CE Manager	Completed
3.2.3 Provide a quarterly list of new CE providers and dates for upcoming courses to the Licensing, Continuing Education, & Public Relations Committee.	CE Manager	Completed (Quarterly)
3.2.4 The Licensing, Continuing Education, & Public Relations (LIC/CE/PR) Committee assigns auditors to attend CE courses and audit providers.	CE Manager/ Sponsor: LIC/CE/PR Committee	Q4 2014 (Quarterly)
3.2.5 Submit audit forms to the CE Manager and take action as appropriate.	CE Manager	Completed (Ongoing)

3.3 Evaluate effectiveness of compliance with continuing education regulations to ensure competency.

Objective Measurement		
Presentation of findings to the Licensing, Continuing Education, & Public Relations (LIC/CE/PR) Committee.		
Action Item	**Responsible Party**	**Completion Date**
3.3.1 Collect and evaluate complaints and compile statistics regarding enforcement trends and new laws related to CE course work.	CE Manager	Q1 2016
3.3.2 Develop a process to conduct random audits of licensees' compliance with CE regulations and course completion.	CE Manager	Completed
3.3.3 Identify the top 10 licensee violations and disseminate to CE providers as topics for CE courses.	Compliance Manager	Q2 2014
3.3.4 Present findings to the LIC/CE/PR Committee to determine the next action items.	CE Manager/ Sponsor: LIC/CE/PR Committee	Q3 2014 (Quarterly)

3.4 Establish and document protocols for ongoing communication with chiropractic oversight organizations to ensure consistent standards.

Objective Measurement		
Chair appoints a Board member liaison who provides bi-annual reports to the Board.		
Action Item	**Responsible Party**	**Completion Date**
3.4.1 Assign a professional Board member to serve as a liaison to professional organizations and BCE.	Executive Officer/ Appointed Board Liaison	Q2 2014
3.4.2 Update Board member manual to reflect new duties and responsibilities of the Board liaison role.	Executive Officer/ Appointed Board Liaison	Q4 2014
3.4.3 Board member liaison regularly communicates with other chiropractic oversight organizations.	Appointed Board Liaison	Q1 2015 (Quarterly)
3.4.4 Report findings to the Board.	Appointed Board Liaison	Q2 2015 (Bi-annually)

GOAL 5: PUBLIC RELATIONS AND OUTREACH

Communicate with consumers, licensees and stakeholders about the current and evolving practice of chiropractic and regulation of the profession.

The objectives and action items to meet this goal are listed below in order of priority:

5.1 Partner with DCA to establish internal and external communication protocols.

Objective Measurement		
Developed communication plan is approved by the Licensing, Continuing Education & Public Relations (LIC/CE/PR) Committee.		
Action Item	**Responsible Party**	**Completion Date**
5.1.1 Forward the DCA Board/Bureau/Program meeting schedule email to Board members.	Executive Officer	Q1 2014 (Ongoing)
5.1.2 Contact the DCA Office of Public Affairs for information on development of a BCE Communication Plan.	Executive Officer	Q1 2015
5.1.3 Identify DCA resources and examples for the communication plan.	Executive Officer/	Q1 2015
5.1.4 Executive Officer shares the gathered information with the LIC/CE/PR Committee.	Executive Officer/ Sponsor: LIC/CE/PR Committee	Q2 2015
5.1.5 Establish Board communication protocols and best practices for the communication plan.	Executive Officer/ Sponsor: LIC/CE/PR Committee	Q3 2015
5.1.6 Develop the BCE Communication Plan.	Executive Officer/ Sponsor: LIC/CE/PR Committee	Q4 2015

5.2 Through the DCA Office of Publications, Design, and Editing, develop consumer education materials in different languages to assist consumers in making informed decisions.

Objective Measurement		
Consumer education material is created, approved by the Board, and distributed to stakeholders and target audiences.		
Action Item	**Responsible Party**	**Completion Date**
5.2.1A Contact the DCA Office of Publications, Design, and Editing about creating publications to educate consumers, licensees, and students.	Executive Officer/ Administration Manager	Completed
5.2.2A Present samples from the DCA Office of Publications, Design, and Editing to the LIC/CE/PR Committee.	Executive Officer/ Administration Manager Sponsor: LIC/CE/PR Committee	Completed
5.2.3A LIC/CE/PR Committee Chair will form a task force to develop publication content.	Executive Officer/ Administration Manager Sponsor: LIC/CE/PR Committee	Q2 2014
5.2.4A Convene the task force to develop a prototype for the LIC/CE/PR Committee's review.	Executive Officer/ Administration Manager Sponsor: LIC/CE/PR Committee	Q2 2014 to Q2 2015
5.2.5A Present the prototype to the Board for approval.	Executive Officer/ Administration Manager Sponsor: LIC/CE/PR Committee	Q3 2015
5.2.6A Prepare approved materials for electronic distribution to stakeholders and target audiences.	Executive Officer/ Administration Manager	Q1 2016

Objective Measurement		
Quarterly newsletter is created and distributed to stakeholders and target audiences.		
Action Item	**Responsible Party**	**Completion Date**
5.2.1B Research areas of interest for quarterly newsletter articles and identify targeted consumers and licensees.	Executive Officer/ Administration Manager	Q2 2014
5.2.2B Draft newsletter articles for the LIC/CE/PR Committee's review.	Executive Officer/ Administration Manager/ Sponsor: LIC/CE/PR Committee	Q3 2014
5.2.3B DCA Office of Publications, Design, and Editing formats the newsletter.	Executive Officer/ Administration Manager	Q4 2014
5.2.4B DCA Legal Affairs reviews the newsletter and BCE staff submit the newsletter for Board approval.	Executive Officer/ Administration Manager	Q4 2014
5.2.5B Approved newsletter is prepared for electronic distribution to consumers and licensees.	Executive Officer/ Administration Manager	Q1 2015 (Quarterly)

5.3 Collaborate with DCA to optimize the Board's website.

Objective Measurement		
Identified website enhancements are approved by the Board and updated on the BCE website.		
Action Item	**Responsible Party**	**Completion Date**
5.3.1 Conduct a needs assessment of the BCE website with Board members to identify gaps and areas of improvement.	Executive Officer/ Administration Manager	Q1 2017
5.3.2 Review the needs assessment findings and identify ideas for website enhancements.	Executive Officer/ Administration Manager/Sponsor: LIC/CE/PR Committee	Q2 2017
5.3.3 Present recommendations to the Board for approval.	Executive Officer/ Administration Manager/Sponsor: LIC/CE/PR Committee	Q3 2017
5.3.4 Consult with the Office of Publications, Design, and Editing web team to enhance the BCE website with the Board's approved enhancements.	Executive Officer/ Administration Manager	Q4 2017

Board of Chiropractic Examiners

[LOGO]

Licensees' Guide

The chiropractic profession

A chiropractor treats conditions such as a headache, neck pain, lower back pain, sports-related injuries, hand/feet pain, shoulder pain, knee/elbow pain, work-related injuries, and carpal tunnel syndrome.

Chiropractic is a health care profession that emphasizes the power of one's own body to heal itself without the use of drugs or surgery. The practice of chiropractic focuses on the relationship between structure (primarily the spine) and function (as coordinated by the nervous system), and how that relationship affects one's health.

The chiropractic approach is prevention-based, focusing on diet, exercise, and lifestyle, and emphasizes natural methods to wellness. A typical chiropractic visit may include an evaluation, adjustments (manipulations of the spine), and other methods to optimize health and function to the spine and/or arms and legs.

The future of chiropractic

Employment of chiropractors is projected to grow 15 percent from 2012 to 2022, faster than the average for all occupations, according to the U.S. Bureau of Labor Statistics. Also, more people are becoming interested in chiropractic care, since chiropractors use nonsurgical methods and do not prescribe drugs.

Getting your license

If you're interested in a career as a chiropractor in California, you must meet the Board of Chiropractic Examiners' (Board's) strict requirements:

- **Degree.** You must receive a Doctor of Chiropractic (D.C.) degree from a Board-approved college. For a list of these colleges, go to the Board's website, **www.chiro.ca.gov**. The curriculum includes class time as well as clinical experience hours.
- **NBCE.** Chiropractic students must pass parts I, II, III, IV, and physiotherapy of the National Board of Chiropractic Examiners (NBCE) exam to be eligible to apply for a State license.
- **Application.** Complete the *Application for a Chiropractic License*, which must include your 2-inch-by-2-inch photograph. Be sure to use the *Check Sheet for the Application for a Chiropractic License* to ensure your application packet is complete. Both forms can be found on the Board's website, **www.chiro.ca.gov**.

DRAFT

- **Fingerprinting.** Live Scan is a process that scans your fingerprints electronically and is mandatory for applicants who are California residents. Take the *Request for Live Scan Service* form to a Live Scan site for fingerprint scanning. Out-of-state residents must submit fingerprint cards.
- **Background check.** California chiropractic license applicants must disclose all citations/arrests on your record—whether set aside, dismissed, or expunged—in response to any direct question in any questionnaire or application for licensure.
- **Fees.** The standard license application fee is $100. The reciprocal application fee is $25. The Live Scan fingerprint services fees are paid directly to the Live Scan agency submitting the print. The fee to submit out-of-state fingerprint cards is $49.
- **CLPPE.** The California Law and Professional Practice Exam (CLPPE) is administered through computerized testing on a continuous basis. Once the Board determines the licensee applicant is qualified to take the CLPPE, the applicant will be notified by letter.

More details regarding requirements can be found in the Board's Chiropractic Initiative Act and in the Board's *Chiropractic Rules & Regulations*. Both can be found on the Board's website, **www.chiro.ca.gov**.

The average time for an initial review of your license application is three-four weeks. At that time, either a letter requesting more information or letter authorizing you to sit for the CLPPE will be sent. The average processing time for an application once received by the Board is three to five months.

Maintaining your license

Continuing education

To maintain an active chiropractic license, D.C.s must complete 24 hours of continuing education (CE) per year. Six of the 24 hours are mandatory from the following categories:

- Two hours of Ethics and Law
- Four hours in any one of or combination of the following topics:
    - Chiropractic Adjustive or Manipulation Technique
    - History Taking and Physical Examination Procedures
    - Proper and Ethical Billing and Coding

Of the 24 hours, 18 hours may be completed in general subject categories, four hours of CE credit can be gained by attending a full Board meeting, and a maximum of 12 CE hours may be completed through distance learning.

DRAFT

License renewal

It is your responsibility to keep your license current. When renewing, do it *early*. Remember to read and review your completed form carefully, check all boxes, and sign the form. Also, be sure you complete all required CE hours prior to submitting the renewal form, and that your check or money order is for the correct amount. Incomplete renewal forms can cause a license to become delinquent, putting your ability to work at risk.

At this time, license renewals cannot be submitted online. Renewal forms are mailed to the address the Board has on file approximately 60 days prior to your license expiration date. If you did not receive your renewal form, you may print and complete a *Replacement Renewal Form* and mail it to our office.

Please note that the Board is required to deny an application for licensure and to suspend the license/certificate/registration of any applicant or licensee who has outstanding tax obligations due to the Franchise Tax Board (FTB) or the State Board of Equalization (BOE) and appears on either the FTB's or BOE's certified lists of top-500 tax delinquencies more than $100,000 (AB 1424, Perea, Chapter 455, Statutes of 2011).

Show it off

Displaying your license is not only a well-deserved privilege, but also a requirement under section 308 of the Board's *Chiropractic Rules & Regulations*. Your license must be clearly visible to consumers at your place of practice, including any certificates issued for satellite offices.

For More Information

If you have any questions about obtaining, maintaining, or renewing a license, visit **www.chiro.ca.gov**, call the Board at (916) 263-5355 or the Department of Consumer Affairs' Consumer Information Center at (800) 952-5210.

[BCE logo & DCA logo]
California Board of Chiropractic Examiners
901 P Street, Suite 142A
Sacramento, CA 95814

Phone: (916) 263-5355
Fax: (916) 327-0039
chiro.info@dca.ca.gov

www.chiro.ca.gov

DRAFT

File a Complaint

To obtain a complaint form, please visit our Forms and Applications web page.

About Complaints

The Board of Chiropractic Examiners protects consumers through licensing and enforcement functions. The Board has the authority to require licensees to abide by provisions of the Chiropractic Initiative Act, Business and Professions Code, and those sections of the California Code of Regulations relating to the practice of chiropractic. Most Board actions alleging violations of these laws result from written complaints from a variety of sources.

All written complaints received by the Board are reviewed by the Enforcement Unit to determine whether the Board has jurisdiction, and if so, to prioritize the complaints.

Complaints alleging sexual misconduct, gross negligence/incompetence and insurance fraud are given priority attention and may be referred immediately to investigation. The Board also has jurisdiction over other categories of complaints, including but are not limited to, conviction of a criminal offense, deceptive or misleading advertising, and unlicensed practice.

The Board does not have jurisdiction in fee or billing disputes, general business practices, and personality conflicts. However, other civil channels are available to handle these issues.

How Do I File a Complaint?

All complaints must be in writing. Please provide a statement, which describes the nature of your complaint and include specific details and documentary evidence related to your complaint. This may include patient records, photographs, contracts, invoices, and correspondence. It is not necessary to refer to specific sections of the law which you feel have been violated. While anonymous complaints will be reviewed, they may be impossible to pursue without support from the complainant. The information contained in your complaint will determine what action the Board will take.

How the Board Handles Your Complaint

Following receipt of a complaint, the Board mails a notice of receipt to the complainant. Each complaint is reviewed to determine the course of action for the alleged violation or whether the Board has jurisdiction. In most instances, the Board cannot effectively investigate cases where the complainant wants to remain anonymous. California law requires the Board to have clear and convincing evidence of a violation in order to sustain disciplinary action. Consequently, the Board's investigative process can be lengthy.

Substantiated Complaints

If a complaint is substantiated after review or investigation, there are different actions that can be taken against the license. Formal disciplinary action may range from a public reprimand, probation or even license revocation. As an alternative to formal discipline, the Board can issue a citation. Citations are considered sanctions and are issued in cases involving minor violations of a law or regulation governing the practice of chiropractic. The Board has authority to issue citations to chiropractors for specified violations of law. Citations are not formal discipline, although they constitute a public record of the action taken.

Copyright © 2015 State of California

This web site contains PDF documents that require the most current version of Adobe Reader to view. To download click on the icon below.

Get Adobe Reader

Complaints About Licensees

- Consumer Complaint Form
- Instructions for Completing the Consumer Complaint Form
- Complaint Follow-Up
- Guide to Enforcement Language
- Consumer Complaint Frequently Asked Questions
- Common Complaints Filed

This web site contains PDF documents that require the most current version of Adobe Reader to view. To download click on the icon below.

Conditions of Use | Privacy Policy

Copyright © 2015 State of California

DEPARTMENT OF CONSUMER AFFAIRS
BOARD of REGISTERED NURSING

Enforcement Frequently Asked Questions

Click on a question Below to view the answer:

- 1. What types of complaints are jurisdictional to the BRN?
- 2. What types of complaints are outside of the BRN's jurisdiction?
- 3. Can I file an anonymous complaint?
- 4. How will my complaint be processed?
- 5. Who conducts the investigation?
- 6. What happens during an investigation?
- 7. Can I Check on the status of a complaint filed?
- 8. What does "Accusation Filed" mean?
- 9. How long will it take to resolve my complaint?
- 10. What does "Closed without Merit" mean?
- 11. What does "Closed with Merit" mean?
- 12. What does "Citation and Fine" mean?

1. What types of complaints are jurisdictional to the BRN?

- Drug/alcohol abuse
- Gross negligence/incompetence, resulting in patient endangerment
- Patient abuse and neglect
- Sexual, violent, or abusive offenses
- Fraud or theft offenses
- Mentally impaired and unsafe to practice
- Other acts or convictions substantially related to the practice of nursing
- Practicing nursing without a license
- RNs on probation who have violated their probation conditions

What types of complaints are outside the BRN's jurisdiction?

- Interpersonal conflicts
- Employee-employer relations
- Labor issues
- Rudeness or impolite behavior
- Billing disputes
- Complaints against health care practitioners that are not RNs

- Complaints against health care facilities, clinics, or agency operations

3. Can I file an anonymous complaint?
Yes, however, complaints that do not include the name of the person involved are difficult to investigate. It is important to provide specific details, including dates and times, list of witnesses or contacts, as well as any documentary evidence. If a complainant "confidentially" provides his or her name, address or phone number, the BRN cannot guarantee anonymity if the case goes to hearing.

4. How will my complaint be processed?
Within 10 days after receipt of the complaint, the BRN will send you a written notification of receipt. Enforcement Program staff will evaluate the complaint and obtain any additional preliminary information needed. This is done for appropriate prioritization. Depending on this step, the complaint is handled in one or more of the following ways:

- Close non-jurisdictional Complaints that do not fall within the BRN's jurisdictional authority are closed and referred to the appropriate agency.
- Refer to the Diversion Program Complaints involving chemical dependency, alcohol abuse, or mental illness are referred and evaluated for eligibility for the Diversion Program.
- Refer to the Nursing Education Consultant (NEC) For nursing practice complaints, Board NECs may conduct the initial investigation to further assess the complaint. The NECs and/or outside experts may also become involved in the analysis of DOI reports.
- Refer to the Division of Investigation (DOI) Complaints which appear to involve a violation of the Nursing Practice Act are referred to the DOI for an investigation.

5. Who conducts the investigation?
DOI employs sworn peace officers to conduct investigations on behalf of the BRN.

6. What happens during an investigation?
The investigator will interview the licensee and, as needed, interview the complainant, patient, co-workers and employers. The investigator will also gather documentation, such as patient records, personnel records, etc., from relevant sources. After all pertinent information is collected, the investigator prepares a report for the BRN.

7. Can I check on the status of a complaint I filed?
In order for the BRN to ensure that the success of the investigation is not jeopardized, Enforcement Program staff cannot discuss details or give status updates on complaints pending investigation. Complaints are confidential and are not public record unless an accusation is filed.

8. What does "Accusation Filed" mean?
If there is sufficient evidence to substantiate a violation of the Nursing Practice Act, a pleading is filed by the BRN with the Attorney General's Office. The RN is sent an accusation, which is a legal document that lists formal charges, and is given an opportunity to dispute the charges at an administrative hearing or negotiate a stipulated agreement. The accusation is a public record. The complainant will be notified in writing if an accusation is served upon the RN.

9. How long will it take to resolve my complaint?
This depends on the complexity of a complaint and the type of review necessary to address the allegation. It also depends on whether a complaint is substantiated. Therefore, the complaint can take anywhere from several months to a couple of years to resolve. During this process, your patience is appreciated.

10. What does "Closed without Merit" mean?
After review and/or investigation, evidence was not found to substantiate a violation of the Nursing Practice Act.

11. What does "Closed with Merit" mean?
The violation did not reach a level where the Attorney General's Office could substantiate the imposition of limitations or restrictions on the registered nurse's license. However the complaint will be maintained on file for future reference.

12. What does "Citation and Fine" mean?
In lieu of filing an accusation, a citation, which may contain an administrative fine and/or order of abatement, can be issued for lesser violations of the Nursing Practice Act.

This web site contains PDF documents that require the most current version of Adobe Reader to view. To download click on the icon below.

Get Adobe Reader

Conditions of Use | Privacy Policy

Copyright © 2015 State of California