



MEMORANDUM

DATE	July 8, 2022
TO	Multidisciplinary Advisory Committee (MDC)
FROM	Complaint Process Audit Subcommittee (Subcommittee) Dianne Sequoia, DVM Christina Bradbury, DVM
SUBJECT	Agenda Item 7. Update from the Complaint Process Audit Subcommittee

Complaint Review

During the January and April Multidisciplinary Committee (MDC) and Veterinary Medical Board (Board) meetings, we discussed that the Complaint Process Audit Subcommittee (Subcommittee) had paused case reviews until finalized cases reflected all process changes that have been made, and were utilizing current Subject Matter Experts (Experts).

In late May, the Subcommittee began reviewing cases again. These cases were specifically those in which a current Expert was involved. The aim of each review is to provide our Experts guidance in areas where there may be an opportunity to improve, as well as give timely feedback regarding their reports. This should help the Board better retain its Experts by honing their skills, helping them avoid problematic language, and preparing them to better testify to the accuracy of their report.

Retaining and recruiting Experts has been an important focus of Board staff. Due to the increased number of analysts investigating cases combined with the unavailability of some current Experts, we foresee a bottleneck in the form of not enough Experts for the workload. Training sessions like the one provided in March, as well as constructive feedback, are key to providing Experts with the confidence and support they need to stay with the Board

Real Life Examples for Expert Training

The Medical Board of California utilizes scenarios during their expert witness trainings to sharpen the skills and get a feel for the consistency of thought of their experts. Since these scenarios are not relatable to the practice of veterinary medicine, the Subcommittee was asked to provide veterinary-specific scenarios.

The Subcommittee recently completed several veterinary-specific scenarios. These scenarios will be provided to the Experts in the coming months, and will be discussed with them at the next training session.

Expert References

The Subcommittee has created a draft resource/reference list to add to the Expert training manual. We will be meeting before the October MDC meeting to finalize this.

Additionally, staff will be looking at making appropriate resources available to our Experts, possibly through a shared electronic library.

Subject Matter Experts Criteria

As previously discussed, the Subcommittee has been tasked with reviewing the Board's requirements to become an Expert (consistent with Business and Professions Code §4875.3(b)). Board staff researched and provided the Subcommittee with the requirements of other DCA boards for determination on possible changes. The Subcommittee will be working on this next, with the intent of having a report by our October meeting.