



MEMORANDUM

DATE	March 20, 2023
TO	Multidisciplinary Advisory Committee (MDC)
FROM	Complaint Process Audit Subcommittee (Subcommittee) Cheryl Waterhouse, DVM Dianne Sequoia, DVM
SUBJECT	Agenda Item 7. Update from the Complaint Process Audit Subcommittee

Quarterly Expert Round Table

As of the date of this memo, the Quarterly Expert Round Table is set to occur at the end of March. During this meeting, Subject Matter Experts (Experts) will be given an update as to 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.

As is the case for all prior Round Tables, Experts will be given the opportunity to ask situational and case-specific hypotheticals, as well as enforcement process questions. Our more veteran Experts will also typically pose scenarios to generate discussion and provide tips and insights they have acquired along the way.

Some of the planned discussions will involve:

- Updated Expert Guidelines
- Qualifiers for Stand of Care Departures
- Invoice Procedures
- Documentation vs. Failure to Perform
- Restitution Determinations

A representative from the Attorney General’s Office will also be present to answer questions about evidence, administrative procedures, and report writing.

Case Review

Case reviews have been resumed and the Subcommittee was provided four cases to review for this quarter’s MDC/Board meeting. Feedback provided by the Subcommittee was very positive, noting the reports were concise, very detailed, and overall that there

were comprehensively detailed expert reports on multiple complaints over multiple years.

As requested, this feedback will be provided to the appropriate Experts to further improve the review process. Case reviews will continue provided the Board has finalized cases involving current Experts to provide to the Subcommittee for review.

Expert Guidelines

Upon entering into a contract with the Board, the Board's Expert Guidelines (Guidelines) are provided to all new Experts. These Guidelines cover the enforcement process from an Expert perspective, things to expect, and directions on writing reports. In addition, these Guidelines contain a sample report for new Experts to mirror when drafting their own Expert reviews.

The Subcommittee met in February to review these Guidelines and determine whether some of the information could be updated to better reflect current processes. Some of the changes made involved clarifying how to determine deviations from the standard of care, assisting in determining potential restitution, and general clean-up. An additional report example was also attached.

Complaint Form

Based on Consultant feedback, it was noted that the Board's online complaint form needed some updates. A copy of the complaint form was provided to the Subcommittee for discussion and as a result, VMB staff will be removing the "Gender" field from the licensee and complainant areas and ensuring the "animal type" and "patient name" fields are contained in the internal complaint summary provided to Consultants/Experts. During this discussion regarding the complaint form, the Subcommittee reviewed the language in BPC 4887, and it was determined that amending this statute should be revisited by the MDC/Board.