



MEMORANDUM

DATE	July 10, 2022
TO	Veterinary Medical Board (Board)
FROM	Jessica Sieferman Executive Officer
SUBJECT	Agenda Item 7. Update on the Board’s Enforcement Continuing Education Webinar

Part of the Board’s Strategic Plan includes creating educational webinars and increasing licensee outreach on most common problems/complaints and topics of interest.

On June 9, 2022, the Board’s enforcement managers launched the Board’s first continuing education webinar. 481 individuals registered for the webinar. Most of the registrants were from general, small animal practice. Registrants were also from the following practice areas: shelter veterinarians/RVTs, academia, hospital management, large animal/equine, law, and guide dogs for the blind. 221 individuals attended the webinar, and 168 attendees were provided continuing education certificates.

This two-hour course, titled “Understanding Enforcement,” provided a high-level overview of the Board and focused on the enforcement process, common violations, and inspections. The overview provided information regarding the Board’s mission, the breakdown of Board members, how the Board is funded, the breakdown of the enforcement team, and some enforcement statistics.

The enforcement process portion covered the three stages of enforcement: Investigation, Prosecution, and Adjudication as well as who is involved in each phase. During the investigation stage, the enforcement managers covered what happens to a complaint from the time the Board receives the complaint to the time the analysts recommend closing the case or pursuing enforcement or disciplinary action. This included an overview of the subject matter experts’ qualifications, selection, and review process. This stage highlighted the fact that roughly 97% of cases are closed without any enforcement or disciplinary action. The investigation stage also covered the citation process and most common violations you would see in a citation.

The Prosecution stage covered the Administrative Law Judge’s role to receive testimony and evidence and the various options the ALJ has in writing proposed decisions. The Adjudication stage covered the role of the Board members as the adjudicators and the various options it has when receiving proposed decisions and stipulated settlements.

The last half of the webinar provided an in-depth review of the inspection process from start to finish, a walkthrough of the inspection report, and a review of the top ten most common violations.

The enforcement managers concluded with encouraging the participants to get involved by attending Board meetings, becoming a subject matter expert, an inspector, or a Board/MDC member.

Throughout the webinar, attendees were told to email any questions to our main email address, which was provided on the bottom of each slide. Board staff monitored the main email for questions and forwarded them to the Board's Executive Officer and legal counsel. After the enforcement managers concluded their presentation, the Board's Executive Officer answered the few questions that were received and encouraged the participants to email any additional questions they may have in the future.

After the webinar, SOLID created a survey for the Board to distribute to receive feedback. The Board received feedback from 68 participants. A summary of that feedback is attached. Board staff will use this feedback to improve future webinars.

Attachments

1. Continuing Education Webinar Survey Summary

Q1 Date of the webinar

Answered: 68 Skipped: 0

ANSWER CHOICES		RESPONSES
Date (you can use calendar drop down or type in mm/dd/yyyy)		100.00% 68

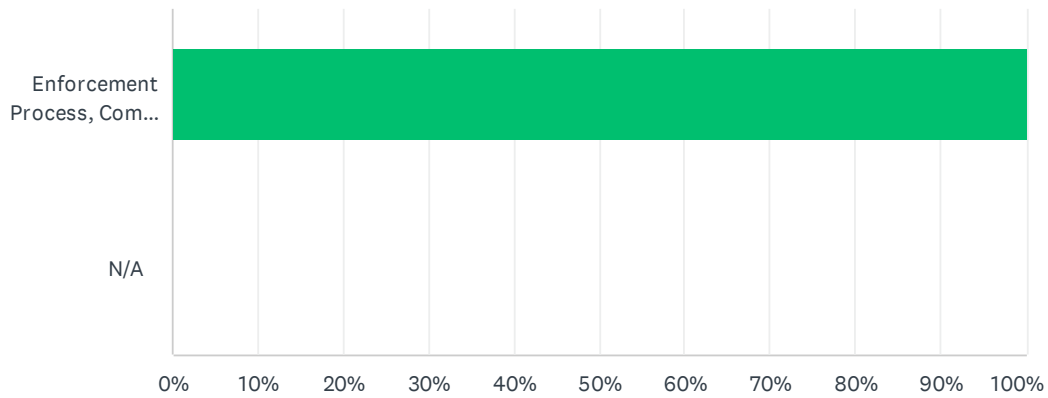
#	DATE (YOU CAN USE CALENDAR DROP DOWN OR TYPE IN MM/DD/YYYY)	DATE
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2	06/09/2022	6/22/2022 4:58 PM
3	06/09/2022	6/22/2022 10:31 AM
4	06/09/2022	6/21/2022 5:22 PM
5	06/09/2022	6/20/2022 12:36 PM
6	06/09/2022	6/19/2022 3:07 PM
7	06/09/2022	6/17/2022 5:08 PM
8	06/09/2022	6/17/2022 4:01 PM
9	06/09/2022	6/17/2022 12:35 PM
10	06/09/2022	6/17/2022 11:00 AM
11	06/09/2022	6/16/2022 7:58 PM
12	06/09/2022	6/16/2022 7:33 PM
13	06/16/2022	6/16/2022 3:32 PM
14	06/09/2022	6/16/2022 9:21 AM
15	06/09/2022	6/16/2022 9:08 AM
16	06/09/2022	6/16/2022 8:31 AM
17	06/09/2022	6/16/2022 12:09 AM
18	06/09/2022	6/15/2022 11:01 PM
19	06/09/2022	6/15/2022 9:15 PM
20	06/09/2022	6/15/2022 8:36 PM
21	06/09/2022	6/15/2022 8:08 PM
22	06/09/2022	6/15/2022 7:13 PM
23	06/09/2022	6/15/2022 6:35 PM
24	06/09/2022	6/15/2022 6:13 PM
25	06/09/2022	6/15/2022 6:10 PM
26	06/09/2022	6/15/2022 6:07 PM
27	06/09/2022	6/15/2022 5:49 PM
28	06/09/2022	6/15/2022 5:26 PM
29	06/09/2022	6/15/2022 5:24 PM
30	06/15/2022	6/15/2022 5:00 PM

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31	06/09/2022	6/15/2022 3:49 PM
32	06/09/2022	6/15/2022 3:24 PM
33	06/09/2022	6/15/2022 3:17 PM
34	06/09/2022	6/15/2022 2:45 PM
35	06/09/2022	6/15/2022 2:18 PM
36	06/09/2022	6/15/2022 2:11 PM
37	06/09/2022	6/15/2022 1:57 PM
38	06/09/2022	6/15/2022 1:47 PM
39	06/09/2022	6/15/2022 1:45 PM
40	06/09/2022	6/15/2022 1:35 PM
41	06/09/2022	6/15/2022 1:10 PM
42	06/09/2022	6/15/2022 1:10 PM
43	06/09/2022	6/15/2022 1:09 PM
44	06/09/2022	6/15/2022 1:08 PM
45	06/09/2022	6/15/2022 12:57 PM
46	06/09/2022	6/15/2022 12:56 PM
47	06/09/2022	6/15/2022 12:40 PM
48	06/09/2022	6/15/2022 12:33 PM
49	06/15/2022	6/15/2022 12:30 PM
50	06/09/2022	6/15/2022 12:28 PM
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62	06/09/2022	6/15/2022 12:10 PM
63	06/09/2022	6/15/2022 12:10 PM
64	06/09/2022	6/15/2022 12:10 PM
65	06/09/2022	6/15/2022 12:09 PM
66	06/09/2022	6/15/2022 12:08 PM
67	06/09/2022	6/15/2022 12:07 PM
68	06/09/2022	6/15/2022 12:06 PM

Q2 Webinar Topic

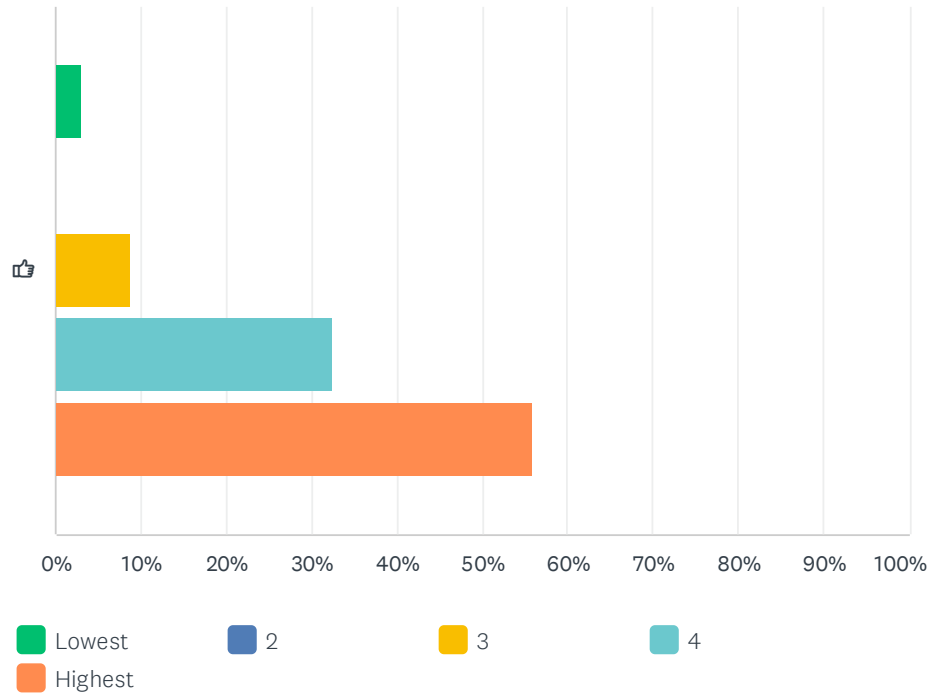
Answered: 68 Skipped: 0



ANSWER CHOICES	RESPONSES	
Enforcement Process, Common Violations, and Inspections	100.00%	68
N/A	0.00%	0
TOTAL		68

Q3 The objectives of the training were clearly defined.

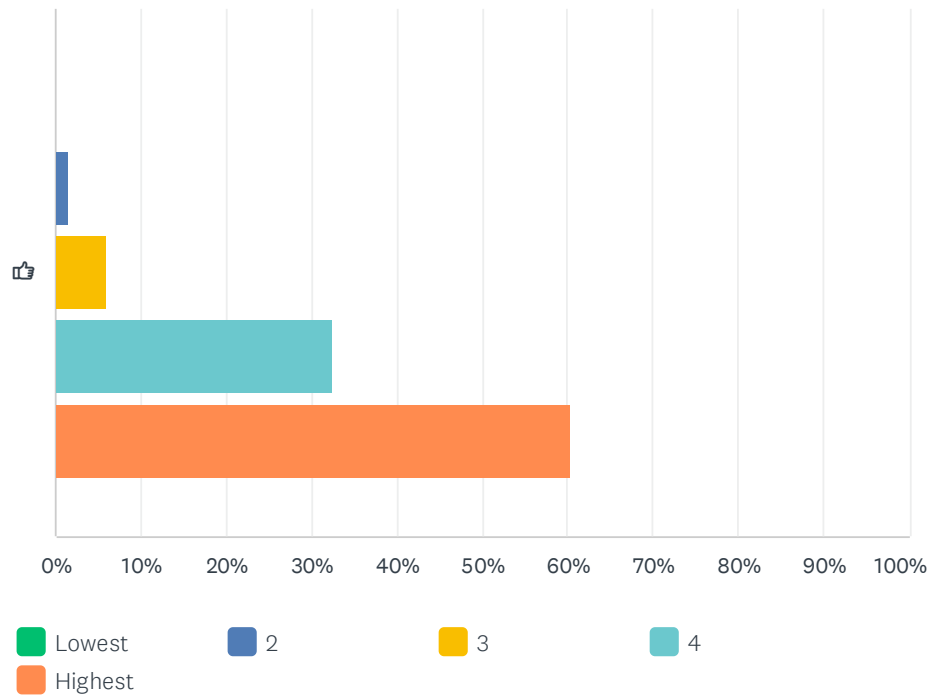
Answered: 68 Skipped: 0



	LOWEST	2	3	4	HIGHEST	TOTAL	WEIGHTED AVERAGE
👍	2.94%	0.00%	8.82%	32.35%	55.88%	68	4.38
	2	0	6	22	38		

Q4 The topics covered were relevant to me and my profession.

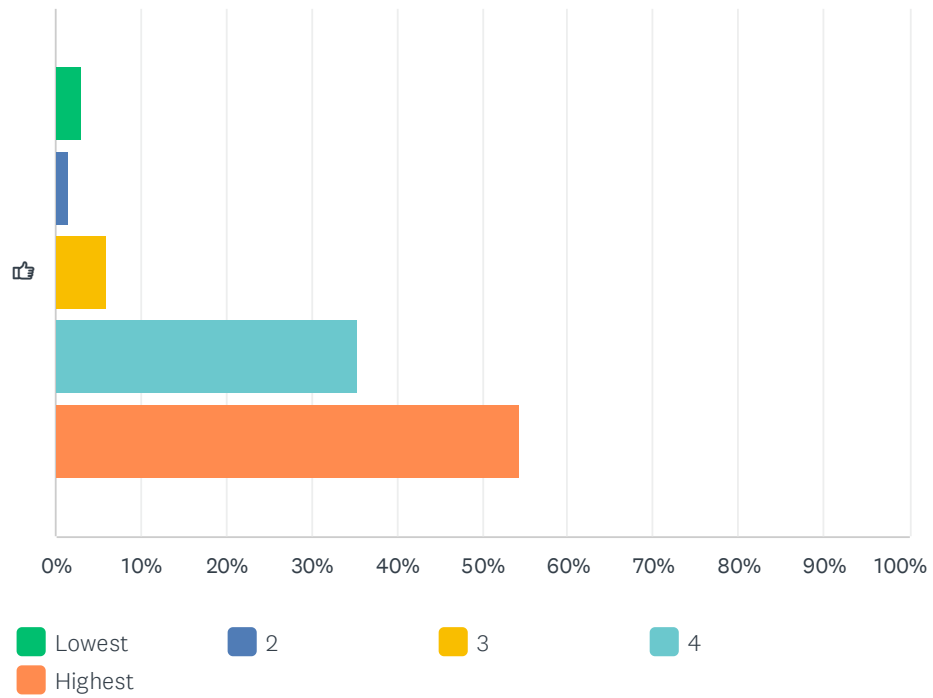
Answered: 68 Skipped: 0



	LOWEST	2	3	4	HIGHEST	TOTAL	WEIGHTED AVERAGE
👍	0.00%	1.47%	5.88%	32.35%	60.29%	68	4.51
	0	1	4	22	41		

Q5 The content was organized and easy to follow.

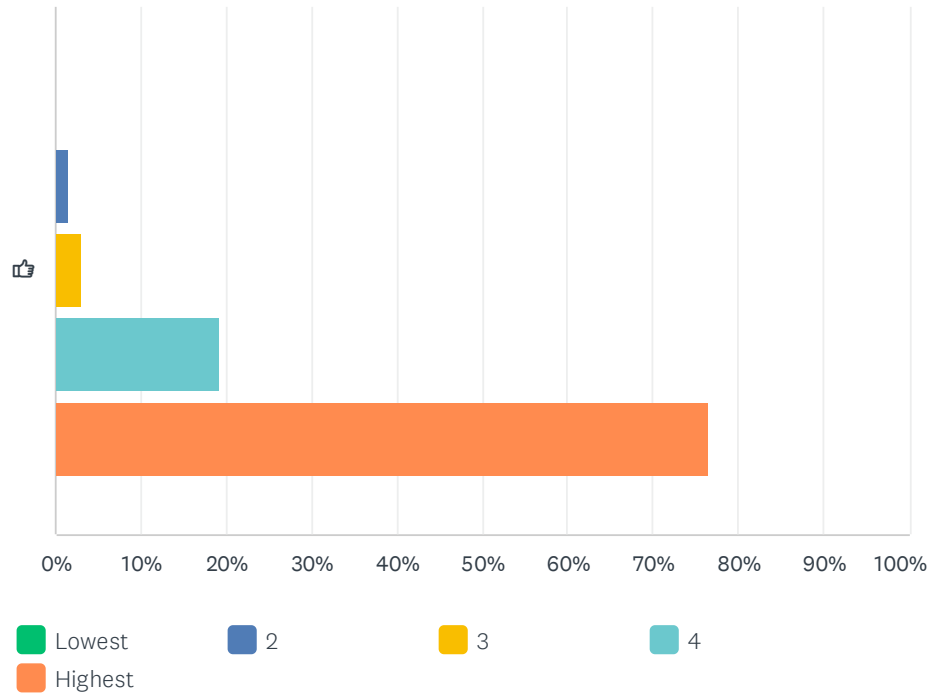
Answered: 68 Skipped: 0



	LOWEST	2	3	4	HIGHEST	TOTAL	WEIGHTED AVERAGE
👍	2.94%	1.47%	5.88%	35.29%	54.41%	68	4.37
	2	1	4	24	37		

Q6 The trainers were knowledgeable about the training topics.

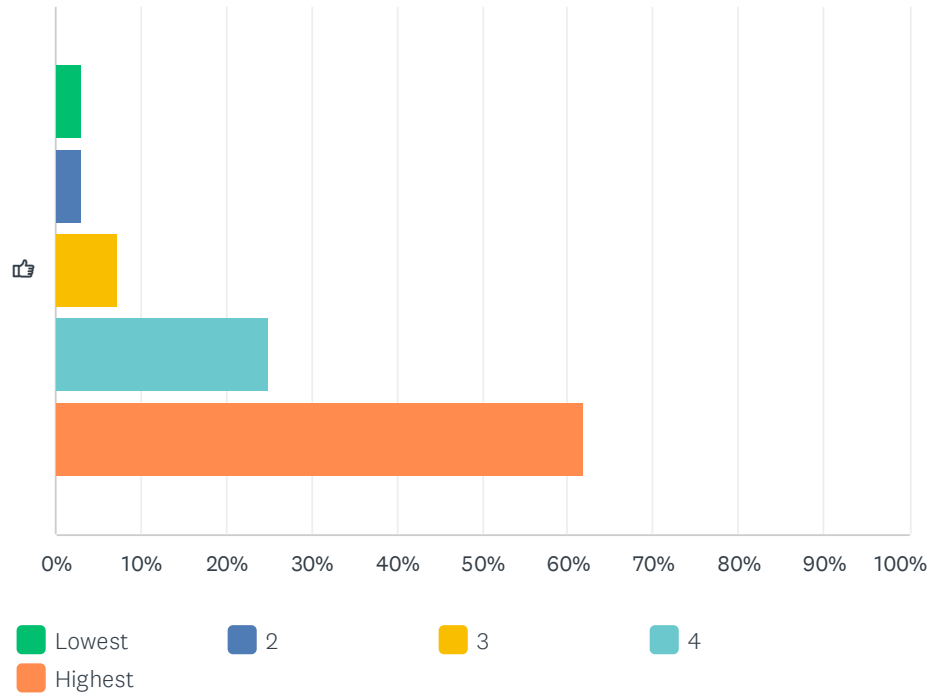
Answered: 68 Skipped: 0



	LOWEST	2	3	4	HIGHEST	TOTAL	WEIGHTED AVERAGE
👍	0.00%	1.47%	2.94%	19.12%	76.47%	68	4.71
	0	1	2	13	52		

Q7 The time allotted was adequate for the content covered.

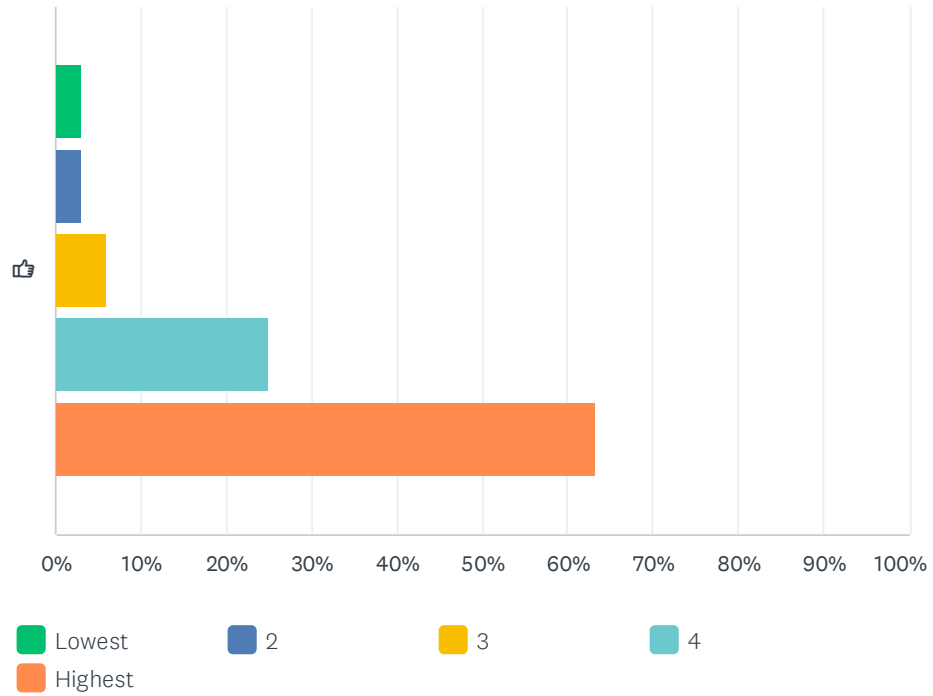
Answered: 68 Skipped: 0



	LOWEST	2	3	4	HIGHEST	TOTAL	WEIGHTED AVERAGE
👍	2.94%	2.94%	7.35%	25.00%	61.76%	68	4.40
	2	2	5	17	42		

Q8 I would recommend this course to my colleagues.

Answered: 68 Skipped: 0



	LOWEST	2	3	4	HIGHEST	TOTAL	WEIGHTED AVERAGE
👍	2.94%	2.94%	5.88%	25.00%	63.24%	68	4.43
	2	2	4	17	43		

Q9 Please provide any additional feedback, including ideas for future courses, below.

Answered: 37 Skipped: 31

#	RESPONSES	DATE
1	Would have been better to have slides ahead of time. Then be able to ask questions. A little too much of just reading the slides	6/23/2022 3:30 PM
2	Presenters went beyond the allotted time, making it difficult to attend the full length due to previously scheduled events afterwards.	6/21/2022 5:22 PM
3	I would like more detailed information on the entire process of complaint all the way through prosecution. Perhaps give actual examples of different complaints (confidential, of course) and how they were handled by the Board and the Attorney Generals Office. It would be nice if participants were given more notice of upcoming courses and topics so they had time to prepare questions, and allow time for answers. Finally, I recommend Zoom be considered for ease of use. Thank you for offering these courses, and I look forward to more in the near future.	6/17/2022 5:08 PM
4	reading the laws by the moderators seem to make the webinar longer than needed. maybe in the future you can make this more succinct and less verbose	6/17/2022 4:01 PM
5	Please provide a certificate of attendance upon completion. :-)	6/17/2022 11:00 AM
6	It would be nice to give specific examples of what was lacking in an inspection and how it was corrected. As veterinarians we want to comply with all that is asked of us but often feel we don't know how to achieve this. Specific case examples would be very useful.	6/16/2022 7:33 PM
7	I practice in a laboratory animal setting but still found this presentation to be very informative and interesting. The speakers did an excellent job!	6/16/2022 9:21 AM
8	Would like one of these talks that is geared more toward large animal mobile practices.	6/16/2022 9:08 AM
9	I sent an email with my critique. I was/looking forward to future board webinars. Hopefully this helps.	6/16/2022 12:09 AM
10	need more time and to be in parts	6/15/2022 11:01 PM
11	The program used was very cumbersome. I was unable to participate in the polling. And part of the presentation I Salas unable to see the slides.	6/15/2022 8:08 PM
12	I learned a couple of things not covered in the online inspection guideline manual on the website. For example, required to give address emergency referral service address in addition to phone number in recorded message. Please update the manual. Thank you.	6/15/2022 6:35 PM
13	1. Please provide a link to add to calendar with a JOIN link upon registration 2. Please provide reminders as the meeting approaches with another JOIN link 3. I have questions...about CURES compliance...yet no one answers calls or emails...	6/15/2022 6:10 PM
14	Please include if the CE was RACE accredited or not.	6/15/2022 6:07 PM
15	Any topics relating current practicing regulations	6/15/2022 5:26 PM
16	I really enjoyed this webinar. It was very informative.	6/15/2022 5:24 PM
17	I am not sure how to get my CE certificate for the course	6/15/2022 3:49 PM
18	I had trouble with the app. I wasn't able to use the chat function even after it was fixed during the session. Could have still been error on my part as the app is new to me. I was able to easily answer the survey questions. I'd love to continue courses of this nature. As a newer manager, any additional information is a huge help!	6/15/2022 3:17 PM
19	Unfortunately the scope of this subject is too large to be covered in an hour. You might	6/15/2022 2:45 PM

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	consider doing a serie.	
20	I did not receive my CE Certificate. I sent an email to request it but haven't heard back yet.	6/15/2022 2:18 PM
21	enjoyed the interaction with the questions/polls along with real examples. Would like to see a similar presentation on solely on the topic of Controlled Substance - storage, dispensing logs,	6/15/2022 1:57 PM
22	If you can continue CE events like this (also make it yearly) would be great.	6/15/2022 1:45 PM
23	Do we get CEU's for VMB webinars? I would like to see something on geriatric dogs. Ophthalmologic conditions. Txing allergies.	6/15/2022 1:35 PM
24	Please schedule later in the day... It is hard to take notes during surgery	6/15/2022 1:10 PM
25	just some technical hiccups but a great topic covered	6/15/2022 1:08 PM
26	A brief tutorial at the start of the course to tell people how and when to use the chat as well as the polls (for mobile as well as desktop) would be helpful. I missed the first opportunity for chat interaction because I couldn't find where it was. I eventually was able to find it on my own, but it would be a helpful addition for anyone not used to this particular format. Great course though!	6/15/2022 12:57 PM
27	None	6/15/2022 12:56 PM
28	For some areas, there was a little too much detail, with provisions being quoted chapter and verse, which made it a little tedious to listen to. Overall though, very informative and well worth the time. Thank you.	6/15/2022 12:40 PM
29	I worked nearly 20 years in a GLP environment. I know well why we have regulations and the importance of working to the highest standard to meet or achieve guidelines. The temptation to short cut, or "just this once", or believe you will cause no harm by ignoring those items is real and constant. I was very impressed with the seminar taking on a subject that many consider boring or an unneeded refresher. Well done!	6/15/2022 12:30 PM
30	How employees can file complaints	6/15/2022 12:28 PM
31	We have questions, how can we get answers? Is their an email address we can contact the presenters.	6/15/2022 12:25 PM
32	Great topic and very helpful information	6/15/2022 12:22 PM
33	Unfortunately, I do not remember which day I attended the webinar. I believe it was Thursday June 9, 2022?	6/15/2022 12:18 PM
34	Not necessary to cite section code #s during the presentation.	6/15/2022 12:10 PM
35	Excellent information. Thank you for your time and knowledge.	6/15/2022 12:09 PM
36	the webex interface was difficult to set up and didn't run smoothly	6/15/2022 12:07 PM
37	It was clear someone was just reading off a script, in that case just send us the written information. I still don't understand what happens if a client files a complaint against me.	6/15/2022 12:06 PM