



State of California Veterinary Medical Board

2009 Strategic Plan

(rev. 7/21/09)

Mission

The mission of the Veterinary Medical Board (VMB) is to protect consumers and animals through development and maintenance of professional standards, licensing of veterinarians, registered veterinary technicians, and veterinary premises and diligent enforcement of the California Veterinary Medicine Practice Act.

Vision

The vision of the California Veterinary Medical Board is that professional, quality veterinary medical care exists for all animals.

Values and Guiding Principles

Quality Service

The service provided by the VMB to its consumers, employees and other stakeholders is characterized by:

- Compassion
- Courtesy
- Promptness
- Respect
- Integrity
- Professionalism
- A “willing” attitude
- Easy accessibility
- Exceeding expectations

Communication

The communications between the VMB and its consumers, employees and other stakeholders is characterized by:

- Openness
- Honesty
- Promptness
- Decisiveness
- Public access

Education

The VMB values continuous learning for consumers, licensees and staff members that is characterized by:

- Innovation
- Creativity
- Collaboration
- Promptness

Accountability

The VMB values being accountable to consumers, employees and stakeholders in a way that promotes:

- Ownership
- Responsibility
- Protection of the public trust
- Justice, equity and impartiality in decision-making

Strategic Goals

The VMB has established five strategic goals which provide the framework for furthering its mission.

Goal 1 – Enforcement

The rights of consumers and the health and safety of their animals are protected from the illegal, negligent, incompetent and unprofessional practice of veterinary medicine.

Goal 2 – Customer Service & Administration

Consumers, licensees, schools and all other stakeholders receive service in a prompt, courteous, accurate and cost-effective manner.

Goal 3 – Education

Consumers and licensees are able to make informed decisions regarding the purchase and provision of veterinary medical services.

Goal 4 – Examinations

Only qualified individuals are licensed as veterinarians or registered veterinary technicians.

Goal 5 – Licensing

Applicants for initial licensure or renewal receive their licenses promptly without error or unnecessary cost.

Enforcement Program

Goal 1 – Enforcement

The rights of consumers and the health and safety of their animals are protected from illegal, negligent, incompetent and unprofessional practice of veterinary medicine.

Board Committee Lead Responsibility

Enforcement Committee

Strategic Objectives:

- 1.1. By 1/31/2010, determine need for implementing a Code of Conduct for licensees and permit holders, consider combining with 1.7 objective to further define parameters of unprofessional conduct.
- 1.2. By 7/31/2010, initiate regulations to define the parameters of providing animal rehabilitation therapy in California.
- 1.3. By 1/31/2011, require all licensee members of the veterinary health care team to wear identification that includes name and title.
- 1.4. By 12/31/2010, revise minimum standards to require proof of successful completion of Radiation Safety training by individuals operating radiographic equipment who are not veterinarians or RVTs.
- 1.5. By 7/31/2010, partner with the DCA in its unlicensed activity program, Take Charge California, and report back to the Board on action taken.
- 1.6. By 1/31/2011, implement legislation for Registered Veterinary Technician title protection.
- 1.7. By 1/31/2011, initiate regulations to further define unprofessional conduct, drug and alcohol abuse and address sexual misconduct.
- 1.8. By 1/31/2011, change the composition of the VMB to include RVTs.
- 1.9. By 7/31/2011, reduce the number and frequency of non-compliant hospitals.

Administrative Program

Goal 2 – Customer Service and Administration

Consumers, licensees, schools and all other stakeholders receive service in a prompt, courteous, accurate and cost-effective manner.

Board Committee Lead Responsibility

Administrative/Budget Committee
Sunset Review Committee

Strategic Objectives:

- 2.1 By 6/30/2010, complete the sunset review report.
- 2.2 By 6/30/2010, evaluate existing temporary license program for interns/residents for ways to expedite licensing process.

Education Program

Goal 3 – Education

Consumers and licensees are able to make informed decisions regarding the purchase and provision of veterinary medical services.

Board Committee Lead Responsibility

Consumer Education/Newsletter Committee

Strategic Objectives:

- 3.1 By 7/31/2010, enhance and improve current outreach methods.
- 3.2 By 12/31/2010, publish of the VMB newsletter no less than two times per year.

Examination Program

Goal 4 – Examinations

Only qualified individuals are licensed as veterinarians or registered veterinary technicians.

Board Committee Lead Responsibility

Examinations and Licensure Committee

Strategic Objectives:

- 4.1 By 6/30/2010, explore replacing RVT exam with one that meets the needs of the VMB, e.g. national examination.
- 4.2 By 7/31/2010, increase the pool of RVTs and veterinarians involved in the examination development process.
- 4.3 By 12/31/2010, complete the practice analysis for the CSB.
- 4.4 By 1/31/2011, allow RVT students enrolled in a qualified program to practice restricted RVT tasks under the supervision of a veterinarian or RVT.
- 4.5 By 7/31/2012, identify whether there are secure methods to allow for remote item writing.
- 4.6 By 12/31/2012, complete the practice analysis for the RVT exam.

Licensing Program

Goal 5 – Licensing

Applicants for initial licensure or renewal receive their licenses promptly without error or unnecessary cost.

Board Committee Lead Responsibility

Examinations and Licensure Committee
Continuing Education Committee

Strategic Objectives:

- 5.1 By 12/31/2010, support provisions for issuing temporary licenses under emergency disaster conditions and continue to work with the CVMA and the CDFA on standard language for Executive Orders.
- 5.2 By 6/30/2010, implement the i-Licensing program within VMB in conjunction with the DCA department-wide conversion project.
- 5.3 By 12/31/2010, develop and publish materials explaining how to get licensed in California.
- 5.4 By 12/31/2010, complete a one time, 100% CE audit of all licensees.
- 5.5 By 12/31/2010, increase by 10% the number of CE audits per year.

Commonly Used Acronyms

AAVSB	American Association of Veterinary State Boards
ADA	Americans with Disabilities Act
AG	Attorney General
ALJ	Administrative Law Judge
ATS	Applicant Tracking System
AVMA	American Veterinary Medical Association
BCP	Budget Change Proposal
B & P	Business and Professions Code
CAC	California Administrative Code
CAS	Consumer Affairs System
CBT	Computer Based Testing
CCR	California Code of Regulations
CE	Continuing Education
CGC	California Government Code
COE	Council On Education (AVMA)
CPE	Clinical Proficiency Examination
CPIL	Center for Public Interest Law
CSB	California State Board
CVMA	California Veterinary Medical Association
CARVTA	California Veterinary Technician Association
DAG	Deputy Attorney General
DCA	Department of Consumer Affairs
DEA	Drug Enforcement Administration
ECFVG	Educational Commission for Foreign Veterinary Graduates
ED	Executive Director
EO	Executive Officer
FARB	Federation of Associations of Regulatory Boards
FDA	Food & Drug Administration
MDC	Multidisciplinary Disciplinary Committee - Advisory
NAFTA	North American Free Trade Agreement
NAVLE	North America Veterinary Licensing Examination
NAVTA	National Association of Veterinary Technicians in America
NBME	National Board of Medical Examiners
NBVME	National Board of Veterinary Medical Examiners
OAH	Office of Administrative Hearings
OAL	Office of Administrative Law
OER	Office of Examination Resources
OIS	Office of Information Services (within the Department of Consumer Affairs)
PAVE	Program for the Assessment of Veterinary Education Equivalence
PES	Professional Examination Service
QE	Qualifying Examination
RACE	Registry of Approved Continuing Education
RFP	Request for Proposal
RVT	Registered Veterinary Technician
RVTC	Registered Veterinary Technician Committee
SAM	State Administrative Manual
VCSA	Veterinary Clinical Skills Assessment
VIVA	Veterinary Information Verifying Agency
VMA's	Veterinary Medical Associations
VMB	Veterinary Medical Board
VTNE	Veterinary Technician National Exam
VTTC	Veterinary Technician Testing Committee

COMPLETED AND/OR *PENDING OBJECTIVES FROM 2007

ENFORCEMENT PROGRAM

- 1.1. By 12/31/2007, improve by 5% processing times for all types of complaints.
 - Deleted. Too vague to determine parameters
- 1.2. By 12/31/2007, the RVT to work with the Veterinary Medical Board to ensure that RVTs are included in the standards developed for practitioners of animal rehabilitation.
 - Completed. The Board supports having RVTs included in standards.
- 1.3. By 12/31/2008, review RVT eligibility categories to ensure qualified candidates are eligible to take the Registered Veterinary Technician examination.
 - Completed. Revised regulations adopted effective 7/12/2009
- 1.4. By 12/31/2008, determine (complete a study) the need for the VMB's regulation of animals shelters.
 - Completed. Adopted shelter policy in November 2008 and recommended to the CVMA that legislation be introduced to codify policy.
- 1.5. By 1/31/2009, explore adding a grandfather period for unregistered assistants to become certified.
 - Completed. One year Limited Term Eligibility Window implemented in 2009.
- 1.6. By 7/31/2010, reduce by 5% the incidence of unlicensed activity in California
 - Pending. Defer to Dept. of Consumer Affairs – Department-wide project pending.
- 1.7. By 7/31/2010 implement a probation-monitoring program
 - Completed. Hired a staff person and implemented program in July 2008 – ahead of schedule.

ADMINISTRATIVE PROGRAM

- 2.1. By 7/1/2008, provide for the ongoing stability of the VMB fund.
 - Completed the following steps:
 - Adopted a regulatory fee increase – 10/07
 - Supported legislative change to increase statutory maximums – 1/09
 - Proposed additional regulatory fee increase – 7/09.
 - Exploring an increase in fees for citations and fines
- 2.2. By 12/31/2008, begin implementation of an initiative to improve the delivery of products and services to the VMB's consumers.
 - Deleted. Too vague to determine parameters.

EDUCATION PROGRAM

- 3.1. By 12/31/2007, determine (complete a study) the effectiveness of the voluntary identification badge program.

- Completed. Not effective – move forward with mandatory requirement for licensees to wear identification.

3.2 By 12/31/2007, create a distribution plan for the *Veterinary Healthcare Team* pamphlet.

- Completed. Will utilize links to an electronic newsletters and put a notice in the newsletter that is mailed out once a year regarding the availability of brochures and other information on the web.

3.3 By 12/31/2009, fully comply with the law regarding provision of information via the VMB's web site.

- Completed.

3.4 By 12/31/2009, update veterinary pamphlet on health care and the website.

- Completed. Brochure will be ready for review at July 2009 Board meetings

EXAMINATION PROGRAM

4.1 By 10/31/2007, identify a secure method to allow for computerized CSB testing.

- Completed. Transitioned in November 2007.

4.2 By 6/30/2008, review and update the task list required for candidates applying to take the RVT examination.

- Completed

4.3 By 7/31/2008, begin electronically transmitting exam files, statistics and illustrations between VMB and OER.

- Deleted. No longer necessary because OPES (formerly OES) is now maintaining the item banks.

4.4 By 12/31/2008, establish an approval process for alternate route programs.

- Deleted. Not possible at this time without statutory change.

LICENSING PROGRAM

5.1 By 12/31/2008, begin using 3rd party sources for RVT school inspections.

- Deleted. Currently there is only one California approved school

5.2 By 12/31/2009, complete a review of the CE regulations and make recommendations as needed.

- Completed. Regulations moving forward.

5.3 By 12/31/2010, complete a study to determine whether there is a need for limited licensure in California.

- Deleted. Not a priority for licensing board

*Pending issues dependent on action from outside agencies