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

February 26, 2015
11:00 a.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
John Roza, Jr., DC
901 P St, #142A
Sacramento, CA 95814
(916) 263-5355

AGENDA

1. **Call to Order**

2. **Approval of Minutes**
   January 22, 2015

3. **Review and Discussion on Possible Revisions to the Continuing Education Regulations for Approving Continuing Education Providers and/or Recognizing Accrediting Agencies.**

4. **Review and Discussion on Strategic Plan Action Items:**

   3.3 - "Evaluate effectiveness of compliance with continuing education regulations to ensure competency"
   3.4 - "Establish and document protocols for ongoing communication with chiropractic oversight organizations to ensure consistent standards"

5. **Review and Discussion Regarding Proposed Outreach Publications**
   - About the Board
   - A Consumer's Guide to Chiropractic

6. **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.

7. **Future Agenda Items**

8. **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
January 22, 2015
901 P Street, Suite 142A
Sacramento, CA 95814

DRAFT

Teleconference Locations with Public Access

Corey Lichtman, DC
538 Stevens Ave
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Committee Members Present
Heather Dehn, D.C., Chair
John Roza Jr., D.C.
Corey Lichtman, D.C.

Staff Present
Robert Puleo, Executive Officer
Brianna Lauziere, Staff Services Analyst

Call to Order
Dr. Dehn called the meeting to order at 3:04 P.M.

Roll Call
Dr. Roza called roll. All Board members were present.

Approval of Minutes

MOTION: DR. ROZA MOVED TO APPROVE THE MINUTES OF THE OCTOBER 2, 2014 LICENSING, CONTINUING EDUCATION & PUBLIC RELATIONS COMMITTEE
SECOND: DR. LICHTMAN SECONDED THE MOTION
VOTE: 3-0
MOTION CARRIED

Review and Discussion on Strategic Plan Action Items

Robert Puleo read through the Board of Chiropractic Strategic Plan Action items that pertained to the Licensing/Continuing Education/Public Relations committee.

Mr. Puleo talked about Goal 1: Licensing, action item 1.3.1, "Evaluate the curriculum of foreign schools to ensure it meets BCE requirements". The status of this licensing goal is in progress. The committee is waiting for recommendations from FCLB once the Meta-Analysis is completed.

Mr. Puleo moved forward to review Goal 3: Professional Qualifications and Continuing Education. Action item 3.1.1 "Define proficiency standards for Continuing Education (CE) providers with the Licensing, Continuing Education, & Public Relations (LIC/CE/PR) Committee" is currently in progress. Mr. Puleo asked the committee for questions or comments. Dr. Dehn mentioned this action item was not on the agenda because we are gathering more information to discuss at the next committee meeting.

Dr. Dehn would like to review the CE regulations and focus on our authority to monitor CE courses as it relates to action item 3.2.4 "The Licensing, Continuing Education & Public Relations (LIC/CE/PR) Committee assigns auditors to attended CE courses and audit providers" which is on-going.

Mr. Puleo moved to Goal 5: Public Relations and Outreach, action item 5.1.4 and talked about gathering information about the Communication Plan and sharing it with the committee. Mr. Puleo has been working on parts of the overall communication plan. A completion date is set for Quarter 2 in 2015. Mr. Puleo explained the Board has continued to work on other outreach items.

Mr. Puleo commented on the status of the Board's proposed outreach publications that will be discussed in the next agenda item. At the last committee meeting we had the chance to meet Laura Kujubu from the Department of Consumer Affairs Publications and Design team. Ms. Kujubu talked with the committee and shared examples of publications from other Boards. Since then the staff has provided Ms. Kujubu's team with text and they mocked up two rough drafts for our review.

Mr. Puleo announced our next newsletter is being drafted and should be published this spring. Mr. Puleo asked that ideas/suggestions for articles be emailed to Ms. Lauziere or him. Dr. Dehn asked if items for the newsletter will be reviewed at the committee meetings for approval. Items will not be released to the public but reviewed independently by members of the committee. Dr. Lichtman asked what the timeframe for submitting articles would be. Mr. Puleo stated he would like to have all gathered newsletter material by the end of April.

Dr. Dehn brought attention to action item 5.3.2 "Review the needs assessment findings and identify ideas for website enhancements". Mr. Puleo explained that our website has become more user friendly under the management of DCA. Ms. Lauziere has received the software to make updates/changes to the website. The Board can now post important dates and make changes to the text.

Dr. Dehn mentioned the committee is on track with strategic plan items however, wanted to refer back to 3.3 "Evaluate effectiveness of compliance with continuing education regulation to

ensure competency". Dr. Dehn would like to inform CE providers about the top violations chiropractors continue to break. Last quarter the Board created a Top 10 Violation handout. Dr. Dehn stated, "If the Board can continue to distribute these handouts we might see a decrease in these violations". Dr. Dehn is concerned that licensees are not aware that these specific violations can have a negative impact on their chiropractic license.

Suggestions were made that we continue to distribute the Top 10 Violations handouts to new providers and provide them with a digital copy to include in their slides. Dr. Roza suggested CE providers have copies of the Top 10 Violations as they sign-in/out of seminars. Dr. Lichtman suggested sending an email blast to all CE providers reminding them to use the Top 10 Violation handout. The committee talked about using E-mail Chimp. A database that can send email blasts up to 500 contacts. Dr. Dehn mentioned having a Top 10 Violation slide up before the seminar begins.

Review and Discussion Regarding Proposed Outreach Publications
The Licensing/Continuing Education/Public Relations committee reviewed two proposed outreach publications.

The first rough draft reviewed was called "About the Board". The committee discussed what conditions would prompt a consumer to go see a chiropractor. Symptoms such as neck pain, low back pain, carpal tunnel syndrome, sports injuries, work related injuries, etc. were listed. Dr. Lichtman suggested emailing Ms. Lauziere a list of other conditions to add to the rough draft.

The second rough draft reviewed was called "Consumers guide to Chiropractic". The committee discussed educational requirements for licensure and what consumers should expect when seeing a chiropractor. The committee listed red flags and safety guidelines consumers should be aware of when seeking chiropractic care. Dr. Dehn and Mr. Puleo suggested reorganizing the placement of information and conclude the pamphlet with the Board's mission statement and background.

Dr. Dehn, Dr. Roza and Dr. Lichtman will email Ms. Lauziere more suggestions to add to the proposed outreach publications.

Public Comment
There was no public comment.

Future Agenda Items
Dr. Dehn would like to have a discussion about possible revisions to the continuing education regulations for establishing guidelines for auditing continuing education courses, approving continuing education providers and/or recognizing accrediting agencies at the next committee meeting.

Adjournment
Dr. Dehn adjourned the meeting at 4:51 P.M.

DRAFT

(5) National Board status means attainment of passing scores on the National Board Parts I, II, III, IV, and Physiotherapy examinations.

(6) The California Chiropractic Board examination means the examination developed by the Board of Chiropractic Examiners or an agency designated by the board. This California Chiropractic Board examination shall cover California laws and regulations governing the practice of chiropractic, and/or other subjects as taught in chiropractic schools or colleges, and must be taken after the candidate has graduated from chiropractic college.

§354. Successful Examination.

Notwithstanding Section 312, applicants who are notified in writing by the Board of the successful completion of the Board examination, may immediately commence the practice of chiropractic in California pending the receipt of their certificate.

Article 6. Continuing Education

§360. Continuing Education Fees.

The following represents fees for continuing education:

(a) Continuing Education Provider Application Fee: $75

(b) Biennial Continuing Education Provider Renewal Fee: $50

(c) Continuing Education Course Application Fee: $50 per course. A course is defined in Section 363.

§361. Continuing Education Requirements.

(a) For purposes of this section, "implementation date" means two years following June 8, 2011.

(b) For license renewals that expire on or after the implementation date, the number of required hours of continuing education courses shall be twenty-four (24). For license renewals that expire prior to the implementation date, the number of required hours of continuing education courses shall be twelve (12).

(c) For license renewals that expire on or after the implementation date, a maximum of twelve (12) continuing education hours may be completed through distance learning as defined in Section 363.1. For license renewals that expire prior to the implementation date, a maximum of six (6) continuing education hours may be completed through distance learning as defined in Section 363.1.

(d) Any continuing education hours accumulated before June 8, 2011 that meet the requirements in effect on the date the hours were accumulated, will be accepted by the board for license renewals.

(e) On or after the implementation date, licensees shall complete a minimum of two (2) hours in subdivision (g)(11) - Ethics and Law, a minimum of four (4) hours in any one of, or a

combination of, the subject areas specified in subdivision (g)(3) - History Taking and Physical Examination Procedures, subdivision (g)(5) - Chiropractic Adjustive Techniques or Chiropractic Manipulation Techniques, or subdivision (g)(10) - Proper and Ethical Billing and Coding.

(f) With the exception of the mandatory hours referenced in subdivision (e), the remaining eighteen (18) hours of additional continuing education requirements may be met by taking courses in any of the subject areas listed in subdivision (g) or courses taken pursuant to subdivision (h). The eighteen (18) hours may include any combination of continuing education courses in subject areas specified in either subdivision (g) or approved by agencies specified in subdivision (h). By way of example, a licensee may take eight (8) hours of continuing education courses in subject areas listed in subdivision (g), that are approved by the board, and ten (10) hours of continuing education courses that are approved by the California Department of Industrial Relations, Division of Workers Compensation pursuant to subparagraph (1) of subdivision (h).

(g) Courses approved by the board shall be limited to the following subject areas:

1. Philosophy of chiropractic, including the historical development of chiropractic as an art and science and health care approach; the vertebral subluxation complex and somato-visceral reflexes including their relationships between disease and health; and other chiropractic theory and philosophy.

2. Instruction in basic sciences of anatomy, histology, neurology, physiology, nutrition, pathology, biochemistry or toxicology.

3. Instruction in various basic to comprehensive history taking and physical examination procedures, including but not limited to orthopedic, neurological and general diagnosis related to evaluation of the neuro-musculoskeletal systems, and includes general diagnosis and differential diagnosis of all conditions that affect the human body.

4. Diagnostic testing procedures, interpretation and technologies that aid in differential diagnosis of all conditions that affect the human body.

5. Chiropractic adjustive techniques or chiropractic manipulation techniques.

6. Pain management theory, including, but not limited to, current trends in treatment and instruction in the physiology and anatomy of acute, sub-acute and chronic pain.

7. Physiotherapy.

8. Instruction in Manipulation Under Anesthesia including the safe handling of patients under anesthesia.

9. Instruction in the aspects of special population care, including, but not limited to, geriatric, pediatric, and athletic care as related to the practice of chiropractic.

10. Instruction in proper and ethical billing and coding, including accurate and effective record keeping and documentation of evaluation, treatment and progress of a patient. This is not to include practice building or patient recruitment/retention or business techniques or principles that teach concepts to increase patient visits or patient fees per case.

11. Ethics and law: including but not limited to: truth in advertising; professional boundaries; mandatory reporting requirements for child abuse/neglect, elder abuse/neglect; spousal or cohabitant abuse/neglect; sexual boundaries between patient and doctors; review of the specific laws, rules and regulations related to the practice of chiropractic in the State of California.

12. Adverse event avoidance, including reduction of potential malpractice issues.

13. Pharmacology, including side effects, drug interactions and the pharmodynamics of various commonly prescribed and over-the-counter drugs; drug reactions and interactions with herbs, vitamins and nutritional supplements; blood and urinalysis testing used in the diagnosis and detection of disease, including use of and interpretation of drug testing strips or kits utilizing urinalysis, saliva, hair and nail clippings.

14. A licensee may earn up to a maximum of two (2) hours of continuing education credit in cardiopulmonary resuscitation, basic life support or use of an automated external defibrillator.

15. Board Meeting: A licensee may earn a maximum of four (4) hours of continuing education credit per renewal period for attending a full board meeting that includes the hearing of cases related to petitioners seeking the reinstatement of revoked licenses or early termination of probationary licenses. A petitioner may not earn any continuing education hours for attending a board meeting on the same day in which said petitioner's hearing is conducted. The attendance of a licensee at a board meeting under this subparagraph shall be monitored and confirmed by board staff designated by the Executive Officer.

16. Any of the following as related to the practice of chiropractic:

(A) Principles of practice.

(B) Wellness. (prevention, health maintenance)

(C) Rehabilitation.

(D) Public health.

(h) With the exception of the mandatory courses specified in subdivision (e), the remaining continuing education requirements may be met by taking continuing education courses, including distance learning, that are approved by either of the following:

(1) The California Department of Industrial Relations, Division of Workers Compensation.

(2) Any Healing Arts Board or Bureau within Division 2 of the Business and Professions Code or approved by any organization authorized to approve continuing education by any Healing Arts Board or Bureau in Division 2 of the Business and Professions Code.

(i) The continuing education providers and courses referenced in subdivision (h) do not need to be approved by the Board for credit to be granted nor do they need to meet the requirements contained in Sections 362, 363, and 363.1.

§362. Continuing Education Provider Approval, Duties, and Responsibilities.

(a) CONTINUING EDUCATION PROVIDER DENIAL AND APPEAL PROCESS: If an application is denied under this section, the applicant shall be notified in writing of the reason(s) for the denial. The applicant may request an informal hearing with the Executive Officer regarding the reasons stated in the denial notification. The appeal must be filed within 30 days of the date of the denial notification.

The Executive Officer shall schedule the informal hearing within 30 days of receipt of the appeal request. Within 10 days following the informal hearing, the Executive Officer shall provide written notification of his or her decision to the denied applicant. If the Executive Officer upholds a denial under this section, the applicant may, within 30 days of the date of the Executive Officer's denial notification, request a hearing before the board to appeal the denial. The Executive Officer shall schedule the requested hearing at a future board meeting but not later than 180 days following receipt of the request. Within 10 days of the hearing before the board, the Executive Officer shall provide written notification of the board's decision to the applicant. The board's decision shall be the final order in the matter.

(b) As used in this section, a provider is an individual, partnership, corporation, professional association, college or any other entity approved by the board to offer board approved continuing education courses to licensees to meet the annual continuing education requirements set forth in Section 361 of these regulations.

(c)(1) To apply to become an approved provider, an applicant shall complete and submit a "Continuing Education Provider Application" form (Revision date 02/10) which is hereby incorporated by reference, and pay the fee specified in Section 360(a). Applications for approval shall be submitted to the board office at least 30 days prior to a scheduled board meeting. Providers with applications that are incomplete will be notified of the deficiencies in writing within three (3) weeks from the date of receipt. Complete applications will be reviewed at the scheduled board meeting and notification of the board's decision will be provided in writing within two (2) weeks following the board meeting.

(2) The approval of the provider shall expire two (2) years after it is issued by the board and may be renewed upon the filing of the "Continuing Education Provider Application" form (Revision date 02/10) and fee specified in Section 360(b).

(3) Providers who were approved by the board prior to the effective date of this regulation shall renew their provider status two years from June 8, 2011 by filing of the "Continuing Education Provider Application" form (Revision date 02/10) and fee specified in Section 360(b).

(4) The board will not process incomplete applications nor applications that do not include the correct application fee.

(d) Providers shall:

(1) Identify an individual responsible for overseeing all continuing education activities of the provider.

(2) Provide a course roster to the board, within 30 days, upon written request. Course rosters shall include the names of all licensees, license numbers, and e-mail addresses if available. Failure to submit the roster upon written request within thirty (30) days may result in the withdrawal or denial of previous course approval and withdrawal of provider status. Providers shall maintain the course roster for four (4) years from the date of completion of the course.

(3) Maintain course instructor curriculum vitae or resumes for four (4) years.

(4) Disclose to prospective participants the names of the individuals or organizations, if any, who have underwritten or subsidized the course. Providers may not advertise, market, or display materials or items for sale inside the room while the actual instruction is taking place. Nothing in this section shall be interpreted to prohibit a provider from mentioning a specific product or service solely for educational purposes.

(5) Inform the board in writing immediately of any change to the date, time or location of the course.

(6) Provide a certificate of completion to licensees within 30 days following completion of the continuing education course. Providers shall retain records of course completion for four (4) years from the date of completion and provide records of completion to the Board within thirty (30) days, upon written request. The certificate shall include the following information:

(A) Name and address of provider.

(B) Course title.

(C) Course approval number.

(D) Date(s) and location of course.

(E) Licensee name.

(F) License number.

(G) Printed name and signature of the provider's designated representative.

(H) Number of hours the licensee earned in continuing education, including the type of mandatory hours, and whether the hours were obtained in classroom instruction or distance learning.

(e) The Executive Officer, after notification, may withdraw approval of any continuing education provider for good cause, including, but not limited to, violations of any provision of the regulation or falsification of information, and shall provide written notification of such action to the provider. The provider may request an informal hearing with the Executive Officer regarding the reasons for withdrawal of approval stated in the Executive Officer's notification. The appeal must be filed within 30 days of the date of the notification. The Executive Officer shall schedule the informal hearing within 30 days of receipt of the appeal request. Within 10 days following the informal hearing, the Executive Officer shall provide written notification of his or her decision to the provider. If the Executive Officer upholds his or her decision under this subsection, the provider may, within 30 days of the date of the Executive Officer's notification, request a hearing before the board to appeal the Executive Officer's decision. The Executive

Officer shall schedule the requested hearing at a future board meeting but not later than 180 days following receipt of the request. Within 10 days of the hearing before the board, the Executive Officer shall provide written notification of the board's decision to the provider. The board's decision shall be the final order in the matter.

§363. Approval of Continuing Education Courses.

(a) Providers must complete and submit a "Continuing Education Course Application" form (Revision date 02/10) which is hereby incorporated by reference, and pay the non-refundable application fee as provided by Section 360(c) at least 45 days prior to the date of the course. Providers shall submit and complete one application for each continuing education course being offered.

(b) A "course" is defined as an approved program of coordinated instruction in any one of the subject areas as defined in Section 361(g) and given by an approved Provider. Once approved, a course may be given any number of times for one year following approval, with the single continuing education course fee paid one time annually by the provider. A course may not consist of more than one subject area as defined in Section 361(g).

(c) The following documentation shall be submitted with each Continuing Education Course Application:

(1) An hourly breakdown of the continuing education course;

(2) A final copy of the syllabus/course schedule including seminar name, date and location of seminar, instructor(s) name, course description, educational objectives, teaching methods, course schedule/outline, recommended reading, disclosure of expenses underwritten or subsidized by vendors of any goods, and supplies or services;

(3) A copy of the course brochure and all other promotional material to be used;

(4) A curriculum vitae for each instructor including the instructor's name and address; the type of educational degree including the name of the college and year the degree was received; license information including status and name of licensing agency; certification including status and name of certifying agency; the type, location and years of practical experience; the type, location and years of teaching experience; the type, location and years of research experience; the type, location and years of other relevant experience; and the title, journal, and date of publications.

(d) DENIAL AND APPEAL PROCESS: If a course application is denied under this section, the applicant shall be notified in writing of the reason(s) for the denial. The applicant may request an informal hearing regarding the reasons stated in their denial notification, with the Executive Officer. The appeal must be filed within 30 days of the date of the denial notification.

The Executive Officer shall schedule the informal hearing within 30 days of receipt of the appeal request. Within 10 days following the informal hearing, the Executive Officer shall provide written notification of his or her decision to the denied applicant. If the Executive Officer upholds a denial under this section, the applicant may, within 30 days of the date of the Executive Officer's denial notification, request a hearing before the board to appeal the denial. The Executive Officer shall schedule the requested hearing at a future board meeting but not later than 180 days following receipt of the request.

Within 10 days of the hearing before the board, the Executive Officer shall provide written notification of the board's decision to the applicant. The board's decision shall be the final order in the matter.

(e) Only those courses that meet the following shall be approved:

(1) No more than twelve (12) hours of continuing education credit shall be awarded to an individual licensee for coursework completed on a specific date.

(2) Each hour of continuing education credit shall be based on at least fifty (50) minutes of participation in an organized learning experience. Class breaks shall be at the discretion of the instructor and shall not count towards a course hour. Providers shall furnish a sign-in sheet that contains the course date(s), each licensee's name, license number, and designated space for each licensee to sign in at the beginning and conclusion of the course each day. Furthermore, the form shall state that a licensee by signing their name on that sheet, is declaring under penalty of perjury, that they personally attended the stated course, on the listed date(s) and they personally attended the listed hours of course work. Each licensee shall be responsible for signing the "sign-in sheet" at the start and conclusion of each day's coursework, and failure to do so may invalidate credit for that day's coursework. Providers shall retain sign-in sheets for four (4) years from the date of course completion and shall provide copies to the Board within thirty (30) days upon written request.

(f) The board shall not approve the following subjects for continuing education courses: financial management, income generation, practice building, collections, self-motivation, and patient recruitment.

(g) If a provider makes a substantive change in content of an approved course, he or she shall notify the board as soon as possible of the changes prior to giving the course. A new application may be required as determined by the Executive Officer.

(h) The Executive Officer, after notification, may withdraw approval of any continuing education course for good cause, including, but not limited to, violations of any provision of this regulation or falsification of information and shall provide written notification of such action to the provider. The provider may request an informal hearing with the Executive Officer regarding the reasons for withdrawal of approval stated in the Executive Officer's notification. The appeal must be filed within 30 days of the date of the notification. The Executive Officer shall schedule the informal hearing within 30 days of receipt of the appeal request. Within 10 days following the informal hearing, the Executive Officer shall provide written notification of his or her decision to the provider. If the Executive Officer upholds his or her decision under this subsection, the provider may, within 30 days of the date of the Executive Officer's notification, request a hearing before the board to appeal the Executive Officer's decision. The Executive Officer shall schedule the requested hearing at a future board meeting but not later than 180 days following receipt of the request. Within 10 days of the hearing before the board, the Executive Officer shall provide written notification of the board's decision to the provider. The board's decision shall be the final order in the matter.

§363.1. Distance Learning Courses.

In addition to the applicable requirements of Sections 362 and 363, providers of continuing education courses offered through distance learning formats, including, but not limited to, computer, Internet, manuals, compact disks, digital video, versatile discs, and audio and video

tapes, shall meet all of the following:
(a) Disclose course instructors' curriculum vitae or resumes.

(b) Explain the appropriate level of technology required for a student licensee to successfully participate in the course.

(c) Make available technical assistance as appropriate to the format.

(d) Contain security measures to protect the learner's identity, course and related content from unauthorized access.

(e) Establish a deadline for completion.

(f) Review instructional materials annually to ensure the content is current and relevant.

(g) The continuing education provider shall notify the licensee when he or she is leaving a continuing education site and directed to a promotional or sponsored site. Course material may not endorse manufacturers, distributors, or other sellers of chiropractic products or services. Nothing in this section shall be interpreted to prohibit a provider from mentioning a specific product or service solely for educational purposes.

§364. Exemptions and Reduction of Requirement.

A licensee may qualify for a full or partial exemption, from the continuing education requirements of Section 361 if a licensee meets any of the criterion listed below:

(a) A licensee who holds a license on inactive status is not required to complete continuing education on an annual basis; however, they must provide proof of completion of the required continuing education hours prior to activating their license as specified in Section 371(f);

(b) A new licensee is exempt from continuing education requirements in the year of initial licensure;

(c) An instructor who has taught for one (1) year and currently teaches core curriculum courses for more than eight (8) credit hours per week at any Council on Chiropractic Education accredited college for at least six (6) months during any license renewal period year shall be exempt from continuing education.

(d) A licensee who teaches a board-approved continuing education course may earn one (1) hour of continuing education credit for each hour of lecture up to 24 hours per year.

(e) Notwithstanding Section 361(c), a licensee who is unable to attend continuing education courses due to a physical disability and provides written certification from a primary health care provider may earn all 24 hours of continuing education credits for the period of the license renewal through Board-approved distance learning courses as defined in Section 363.1.

(f) A licensee who participates as an examiner for the entire part four portion of the National Board of Chiropractic Examiners (NBCE) examinations shall receive a maximum of six (6) hours of continuing education credit for each examination period conducted by the NBCE during the license renewal period. The licensee must provide written certification from the NBCE confirming the licensee has met the requirements of this subsection.

(g) An active Board Member. A professional board member who has served one full year on the Board of Chiropractic Examiners shall be exempt from the continuing education requirement in each year of board member service.

(h) Notwithstanding Section 361(c), a licensee on active duty with a branch of the armed forces of the United States shall be permitted to take all twenty-four (24) hours of required continuing education through board-approved distance learning courses as defined in Section 363.1.

§365. Revoked Licenses.

Any person making application for reinstatement or restoration of a license which has been revoked shall be required to fulfill the continuing education requirements for each year the license was revoked and may be required to complete an approved course of continuing education, or to complete such study or training as the board deems appropriate.

§366. Continuing Education Audits.

The Board shall conduct random audits to verify compliance with Continuing Education requirements of active licensees. Licensees shall secure and retain certificates of completion issued to them at the time of attendance of approved Continuing Education courses for a period of four (4) years from their last renewal and shall forward these documents to the Board upon request.

Licensees who fail to retain certificates of completion shall obtain duplicate certificates, from approved Continuing Education providers, who shall issue duplicates only to licensees whose names appear on the providers' rosters of course attendees. The certificates of completion shall be clearly marked "duplicate" and shall contain the information specified in Section 362(d)(6).

Licensees who furnish false or misleading information to the Board regarding their Continuing Education hours shall be subject to disciplinary action. Providers who provide false or inaccurate verification of a licensee's participation may lose their provider status for up to ten (10) years, at the discretion of the Executive Officer. The full board's ruling, as described in Section 362(e), shall be the final order on the matter.

The board or its designee shall not be restricted from inspecting, observing, or auditing any approved chiropractic course in progress, at no charge.

The board, at its discretion, may contact attendees after a continuing education course as part of the board's auditing process to obtain information regarding the quality and content of the course.

Article 7. Chiropractic Corporations

§367.1. Citation of Rules.

These rules may be cited and referred to as "Chiropractic Corporation Rules." They are subject to amendment, modification, revision, supplement, repeal, or other change by appropriate action in the future.

Approving CE Providers

(Samples)

Psychology Regulations

California Code of Regulation
Title 16 Division 13.1

Article 10
Continuing Education

§ 1397.61. Continuing Education Requirements
(c) The Board recognizes and accepts for continuing education credit courses pursuant to this section. A licensee will earn one hour continuing education credit for each hour of approved instruction.
(1) Continuing education courses shall be:
(A) Provided by American Psychological Association (APA), or its approved sponsors;
(B) Continuing Medical Education (CME) courses specifically applicable and pertinent to the practice of psychology and that are accredited by the California Medical Association (CMA) or the Accreditation Council for Continuing Medical Education (ACCME); or
(C) Provided by the California Psychological Association, or its approved sponsors.
(D) Approved by an accrediting agency for continuing education courses taken prior to January 1, 2013, pursuant to this section as it existed prior to January 1, 2013.

(d) Examination Functions. A licensee who serves the Board as a selected participant in any examination development related function will receive one hour of continuing education credit for each hour served. Selected Board experts will receive one hour of continuing education credit for each hour attending Board sponsored Expert Training Seminars. A licensee who receives approved continuing education credit as set forth in this paragraph shall maintain a record of hours served for submission to the Board pursuant to section 1397.61(e).

§ 1397.64. Accreditation Agencies
(a) Upon written application to the board, continuing education accreditation agencies will be recognized if the board determines that the organization meets the criteria set forth in section 2915(f) of the code and:
(1) The organization submits a plan demonstrating that it has the capacity to evaluate each continuing education provider's course in accordance with the following criteria:
(A) Topics and subject matter shall be pertinent to the practice of psychology. Courses predominantly focused on business issues, or marketing, or that are predominantly designed to explore opportunities for personal growth are not eligible for credit. Course material must have a relevance or direct application to a consumer of psychological services.
(B) Each continuing education course shall have written educational goals and specific learning objectives which are measurable and which serve as a basis for an evaluation of the effectiveness of the course.
(C) Instructors shall be competent in the subject matter of the course and shall be qualified by education, training, experience, scope of practice and licensure.
(D) Each continuing education course shall have a syllabus which provides a general outline of the course.
(E) When an approved provider works with others on the development, distribution and/or presentation of a continuing education course (joint sponsorship), there shall be procedures to identify and document the functions of each participating party.
(F) An evaluation mechanism shall be completed by each participant to evaluate the continuing education course.

(2) The accreditation agency agrees to perform the following:
(A) Maintain a list of the names and addresses of the persons designated as responsible for the provider's continuing education courses and records. The accreditation agency shall require that any change in the designated responsible person's identity shall be reported to the agency within 30 days of the effective date of such change.
(B) Notify the board of names, addresses and responsible party of each provider and each course on a quarterly basis. Provide without charge to any licensee who makes a request, a current list of providers and approved courses.
(C) Verify attendance of licentiates at specific courses by maintaining a record of approved continuing education courses completed by licensees. The record must include the licensees' name and license number, and all agency approved continuing education courses successfully completed by each licensee. In addition, and for an activity reporting fee paid by the licensee and on forms acceptable to the agency (see form No. 07M-BOP-15(New 10/94)), incorporate into licensee's record all non-agency approved continuing education courses as defined in sections 1397.61 and 1397.63 of these regulations. The accreditation agency shall provide a copy of this combined record to the board upon request. The records must be retrievable by license number.
(D) Respond to complaints from the board concerning activities of any of its approved providers or their course(s). Respond to complaints and inquiries regarding providers, courses, and general continuing education questions presented by any licensee. The accreditation agency shall provide services to all licensees without discrimination.
(E) Audit at least 10% of the continuing education courses approved by the agency, for compliance with the agency's requirements and requirements of the board, and on request, report the findings of such audits to the board.
(F) Take such action as is necessary to assure that the continuing education course material offered by its providers meets the continuing education requirements of the board as defined in sections 1397.64(a)(1) and 1397.65 of these regulations.
(G) Establish a procedure for reconsideration of its decision that a provider or a provider's course does not meet statutory or regulatory criteria.
(b) Failure of a recognized accreditation agency to substantially comply with the provisions as set forth in this article shall constitute cause for revocation of recognition by the board. Recognition can be revoked only by a formal board action, after notice and hearing, and for good cause.
Note: Authority cited: Sections 2915(g) and 2930, Business and Professions Code. Reference: Section 2915, Business and Professions Code.

Physical Therapy Regulations

California Code of Regulations
Title 16 Division 13.2

Article 13.
Continuing Competency and Inactive License Status
1399.90 - 1399.99

§ 1399.95. Standards for Approval Agencies.
(a) An approval agency may be recognized by the board only if the approval agency has met the standards in this section. Once recognized, an approval agency may approve a provider operating consistent with section 1399.96.
(b) Each approval agency must have the capacity to evaluate each course offered by a provider in accordance with section 1399.96 and shall conduct audits of at least 10% of its approved providers' courses to ensure compliance with this article.
(c) Each approval agency has a procedure for periodic review of courses to ensure content quality and currency.
(d) Each approval agency shall have a procedure to respond to complaints.
(e) Each approval agency shall provide services to all persons or entities without unlawful discrimination.
(f) Each approval agency that also offers continuing education courses directly to a licensee shall have a means to avoid a conflict of interest between its function as a provider and its function as an approval agency.
(g) Each approval agency offering retroactive approval for a course must evaluate the course for compliance with the standards relating to courses found in 1399.96. The approval agency shall comply with the record retention requirements of 1399.96(j).
(h) Upon written confirmation from the board that an approval agency has been recognized, the approval agency may advertise that it has been recognized by the board.
(i) The board may require the approval agency to submit records demonstrating its compliance with this article.
(j) Failure of an approval agency to substantially comply with the provisions as set forth in this section, or a material misrepresentation to the board, shall constitute cause for withdrawal of recognition by the board. Recognition can be revoked only by the members of the board, after written notice setting forth the reasons for withdrawal and after affording a reasonable opportunity for the approval agency to be heard.
NOTE: Authority: Sections 2615 and 2676, Business and Professions Code.

§ 1399.96. Standards for Approved Providers.
Before it may approve a provider, the approval agency shall require that the provider adhere to the following requirements:
(a) Topics and subject matter for each course shall be pertinent to the practice of physical therapy as required by section 1399.92.
(b) Instructors for each course shall be competent in the subject matter and shall be qualified by appropriate education, training, experience, scope of practice or licensure.
(c) Each course shall have a syllabus that includes learning objectives, bibliography and either a schedule, for courses offered in-person, or an outline, for courses offered online.
(d) Each course shall have written educational goals and specific learning objectives which are

measurable and which serve as a basis for an evaluation of the effectiveness of the course.
(e) When an approved provider works with others on the development, distribution and/or presentation of a continuing education course (joint sponsorship), there shall be procedures to identify and document the functions of each participating party.
(f) Each approved provider shall periodically review its courses to ensure content quality and currency.
(g) Each participant shall be given the opportunity to evaluate each course and offer feedback to the approved provider. The approved provider shall consider any such evaluations for the purpose of updating or revising courses.
(h) Each approved provider has a procedure to respond to complaints.
(i) Each approved provider provides services to all licensees without unlawful discrimination.
(j) Each approved provider shall maintain records regarding course content and licensee attendance for a minimum of seven years.
(k) Each approved provider and instructor shall disclose any financial interest in products recommended during a course.
(l) Each approved provider shall provide a certificate of completion to attendees.
(m) Each approved provider shall ensure that any information it disseminates publicizing its continuing education courses is true and not misleading. Such information shall include a statement with the name of the approval agency, that such agency may be contacted about any concerns, any approved provider identification number, and the number of hours for which the course has been approved.
NOTE: Authority: Sections 2615 and 2676, Business and Professions Code.
Reference: Section 2676 and 2684, Business and Professions Code.

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:

3.3 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:
3.3.1 Collect and evaluate complaints and compile statistics regarding enforcement trends and new laws related to CE course work.
3.3.2 Develop a process to conduct random audits of licensees' compliance with CE regulations and course completion.
3.3.3 Identify the top 10 licensee violations and disseminate to CE providers as topics for CE courses.
3.3.4 Present findings to the LIC/CE/PR Committee to determine the next action items.

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:
3.4.1 Assign a professional Board member to serve as a liaison to professional organizations and BCE.
3.4.2 Update Board member manual to reflect new duties and responsibilities of the Board liaison role.
3.4.3 Board member liaison regularly communicates with other chiropractic oversight organizations.
3.4.4 Report findings to the Board.

[Front cover]
BCE LOGO

About the Board

[panel 1]

Who We Are

Created in December 1922, the Board of Chiropractic Examiners (Board) regulates the chiropractic profession in California. The Board protects Californians from licensed and unlicensed individuals who engage in the fraudulent, negligent, or incompetent practice of chiropractic.

The Board ensures that only applicants who have completed the necessary education, examination, and experience requirements receive a California license to practice chiropractic. It oversees approximately 14,000 licensed Doctors of Chiropractic (D.C.s), often called chiropractors, and 19 chiropractic schools and colleges in the United States and Canada.

The Board consists of seven members appointed by the Governor, comprised of five licensed doctors of chiropractic and two members who represent the public. There are three standing Board committees and each committee is comprised of at least two Board members and a staff resource that provides technical and administrative support. Each committee has a chairperson who coordinates the committee's work, ensures progress toward the Board's priorities, and provides a report at each Board meeting.

In addition to licensing chiropractors and regulating continuing education providers, the Board provides license status information, educates consumers, investigates consumer complaints, and pursues disciplinary actions.

Visit the Board website at www.chiro.ca.gov for more information.

[panel 2]

What Is Chiropractic?

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.

[What sort of conditions would prompt a consumer to come to a chiropractor?]

Headache, neck pain, low back pain, sports related injuries, hand/feet pain, shoulder pain, knee/elbow pain, work related injuries, carpal tunnel syndrome, etc.

Typical chiropractic treatments use adjustments to the spine and/or arms and legs. The chiropractic approach is prevention-based, focusing on diet, exercise, and lifestyle, and emphasizes natural methods to wellness that includes nutrition, vitamins, minerals, herbs, and other options. [What are some

examples of treatments? Found these online: heat or ice, corsets or braces, ultrasound, strength and conditioning exercises, biofeedback, and relaxation therapy.]

Adjustments, Ultra sounds, rehabilitation exercise, decompression, laser treatment, etc.

[panel 3]

Who We Are/Licensees

[General info about whom/what BCE licenses and what are BCE's responsibilities are regarding their licensees and unlicensed]

The Boards primary mandate is to enforce the Chiropractic Initiative Act (the ACT). The Act became effective on December 21, 1922, through an initiative measure approved by the voters of California on November 7, 1922. The act created the Board to establish standards for chiropractic education and services. The Board protects and serves the consumers of California through enforcement of the chiropractic profession and oversight of approximately 14,000 California licensed chiropractic and 19 chiropractic schools and colleges.

The Board continually strives to fulfill its state mandate and mission in the most efficient manner, by exploring new policies and revising existing policies, programs, and processes. The Board is committed to increasing the quality and availability of services it offers to licensees and consumers.

[panel 4]

Who We Are/Consumers

[General info on how BCE protects consumers – e.g., license verification, info about filing a complaint]

The Board regulates California-licensed chiropractors who provide chiropractic care in a variety of settings. In overseeing the chiropractic industry and fulfilling its mission to protect consumers, the Board performs a number of activities, including:

Setting Educational ~~Requirements~~ Standards
The Board's requirements, including its regulation of ~~continuing~~ education, prepare individuals to become licensed chiropractors.

Evaluating Licensure Applications
Applications are carefully evaluated to determine whether applicants meet all licensure requirements. To be licensed, the applicant must complete the educational requirements, pass a national licensing examination, as well as the California Law & Professional Practice exam and be cleared through a background check for any convictions. ~~of any crime that may make the applicant ineligible for licensure.~~

Enforcing Chiropractic Standards
Contact the Board if you wish to file a complaint against your chiropractor or an unlicensed individual who is offering/providing chiropractic services. The Board is responsible for investigating complaints and taking any disciplinary actions.

*Insert web address for Compliant Form & Check the License;
http://www.chiro.ca.gov/consumers/complaint.shtml
http://www.chiro.ca.gov/consumers/lic_lookup.shtml

[panel 5] Our Mission

The Board's paramount responsibility is to protect the health, welfare, and safety of the public through licensure, education, and enforcement in chiropractic care.

[panel 6]

[BCE logo and DCA logo]

Board of Chiropractic Examiners
901 P Street, Suite 142A
Sacramento, CA 95814

Phone: (916) 263-5355
CA Relay Service TT/TDD: (800) 735-2929
Consumer Complaint Toll-Free Hotline: (866) 543-1311

E-mail: chiro.info@dca.ca.gov

"Like" us on Facebook and follow us on Twitter. [Insert Icons]

[BCE LOGO]

A Consumer's Guide to Chiropractic Care

What Is Chiropractic Care?

[What is chiro?]

Chiropractic is a natural form of health care that uses spinal adjustments to correct misalignments and restore proper function to the nervous system, helping your body to heal naturally. Chiropractic doesn't use drugs or surgery. (Palmer College Definition)

Chiropractic is a form of health care that focuses on the relationship between the body's structure, primarily of the spine, and function.

Chiropractic is most often used to treat musculoskeletal conditions, problems with the:

- muscles
- joints
- bones
- connective tissues (such as cartilage, ligaments, and tendons)

The word "chiropractic" combines the Greek words cheir (hand) and praxis (action) and means "done by hand." Chiropractic is an alternative medical system and takes a different approach from conventional medicine in diagnosing, classifying, and treating medical problems. (Online Source, By Carol Eustice)

[What do DCs do?]

A chiropractic adjustment is meant to help your joints and nervous system function optimally. Your nervous system controls just about everything in your body and your joints control how your body moves. Chiropractic care can help many systemic and musculoskeletal problems including (but not limited to) the ones listed below.

Although the main form of treatment in a chiropractic office is an adjustment, other modalities may be used to enhance the effectiveness of the chiropractic adjustment. Adjustments may be performed with just the hands or a hand held instrument/device. Some of these modalities may include (but are not limited to)

Therapeutic ultrasound
Electrical muscle stimulation
H wave
Massage
Low level laser/cold laser
Ergonomic counseling
Therapeutic exercises
Acupressure
Trigger point therapy

[What conditions do DCs treat?]
Headaches
Neck pain
Torticollis
Pain, numbness, tingling in the arms and/or hands
Vertigo Difficulty breathing
Pain in the spine or shoulder blades
Low back pain
Sciatica
Pain, numbness, tingling in the legs or feet
Sports injuries including problems with shoulders, knees, ankles feet and wrists
Pregnancy pain
Pain from an auto accident or fall

[What does "DC" stand for and in general are the education, examination qualifications, and licensing requirements required to get this degree?]

1. DC stands for Doctor of Chiropractic
2. Educational requirements include; 4-year Chiropractic College, 4400 hours of instruction, 60 hours of college pre-requisite classes, in addition to 24 hours of Continuing education annually.

How Do I Select a Chiropractor?

The Board advises consumers to check the license of any individual claiming to be a Doctor of Chiropractic. Chiropractic doctors must renew their license annually and post their license in plain view for consumers to see. You can verify a license by checking our website at **www.chiro.ca.gov** and clicking on "License Search." The search can also reveal additional information, such as whether the licensee has a pending disciplinary action or prior disciplinary action, or whether his or her license is on probation. You can also find out this information by contacting the Board by phone at (916) 263-5355 or toll-free at (866) 543-1311.

~~In addition to verifying a chiropractor's license, ask your health care provider, family, and friends for recommendations.~~

[Sample interview questions for consumers to ask DCs?]

How much is a visit?
Payment options/how to tell if my insurance will pay?
Can't I just crack/adjust myself?
What is an adjustment?
Does it hurt?
Do I have to have X-rays?
How long does an appointment take?
How often will I have to come?
Does my doctor need to refer me?

[What are fees and payment plans?]

[What other basic ways to find a qualified, reputable chiropractor? check bbb?]

Ask Friends & Family, get referrals from people you trust.

What Can I Expect at a Chiropractic Appointment?

~~[What are the types of services?]~~

~~[What is a chiro's scope of practice?]~~

[What are some consumer warnings and red flags/health & safety guidelines?]

NO exam records/poor record keeping
Missing Disclosures
No Diagnoses, treatment options
DC did not review patient's medical records/health history

[What are your consumer rights as far as chiro care?]

Request health records
Billing options
Ask questions
Treatment options/plans

How to File a Complaint
Contact the Board if you wish to file a complaint against your chiropractor. The Board is responsible for investigating complaints and any disciplinary actions. [?]

All complaints *must* be in writing. To obtain a complaint form, visit the Board's **Forms and Applications** web page. The written statement should include the nature of your complaint with specific details and any documents related to your complaint, such as patient records, photographs, contracts, invoices, and correspondence. You do not need to refer to specific sections of the law that you feel have been violated. [How does the complainant submit the complaint—u.s. mail, fax, email?]

*add web page link to filing a complaint; http://www.chiro.ca.gov/consumers/complaint.shtml

~~Although anonymous complaints will be reviewed, they may be impossible to pursue without support from the complainant.~~

~~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.~~

~~**What Is the Board's Complaint Process?**~~

~~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. 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.~~

~~If a complaint is substantiated after Board 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.~~

~~[NOTE: The Forms and Applications section is located in the "Applicants" section. How about including a link also in the "Consumers" section?]~~

[DESIGN: put this mission statement on one of pages of brochure]

Mission

The Board's paramount responsibility is to protect the health, welfare, and safety of the public through licensure, education, and enforcement in chiropractic care.

~~**Introduction**~~

The Board of Chiropractic Examiners (Board) regulates the chiropractic profession in California, protecting consumers from licensed and unlicensed individuals who engage in the fraudulent, negligent, or incompetent practice of chiropractic. The Board has the authority to require licensees to abide by provisions of the Chiropractic Initiative Act, Business and Professions Code, and sections of the California Code of Regulations relating to the practice of chiropractic.

The Board achieves its mission to protect consumers through its specific requirements and programs:

- **Education:** Gauges the demonstrated entry-level competence of a chiropractor prior to licensure.
- **Board licensing:** Assures consumers that the chiropractic doctor has completed their academic and clinical training, passed national and State examinations, and completed a **criminal** background check.
- **Continuing education:** Ensures licensees maintain up-to-date knowledge of the chiropractic profession.
- **Enforcement:** Disciplines licensees who violate the laws and regulations.

Join Mailing List

Receive important information about the Board by subscribing to its e-mail subscription list. Go to the Board's website and click on "Join Our Mailing List" under "Quick Hits," and submit your email address.

Also, stay connected by "liking" us on Facebook [logo] and following us on Twitter. [logo]

For More Information

[Give additional resources info?]

If you need help with a chiropractor issue, visit the Board's website at www.chiro.ca.gov or call the Department of Consumer Affairs' Consumer Information Center at (800) 952-5210 or the Board at (916) 263-5355.

[BCE logo and contact info.]