



Arizona Medical Board

9545 E. Doubletree Ranch Road, Scottsdale AZ 85258 • website: www.azmd.gov
Phone (480) 551-2700 • Toll Free (877) 255-2212 • Fax (480) 551-2707

Governor

Douglas A. Ducey

Members

Richard Perry, M.D.
Chair
Physician Member

James Gillard, M.D.
Vice-Chair
Physician Member

Jodi Bain, Esq.
Secretary
Public Member

Marc Berg, M.D.
Physician Member

Donna Brister
Public Member

R. Screven Farmer, M.D.
Physician Member

Gary R. Figge, M.D.
Physician Member

Robert E. Fromm, M.D.
Physician Member

Paul S. Gerding, Esq.
Public Member

Lois E. Krahn, M.D.
Physician Member

Edward G. Paul, M.D.
Physician Member

Wanda Salter, R.N.
Public Member/R.N.

Executive Director

Patricia E. McSorley

August 21, 2015

The Honorable Douglas Ducey
Governor of Arizona
State Capitol
1700 West Washington Street
Phoenix, Arizona 85007

Re: **FY 2014-15 ANNUAL REPORT**

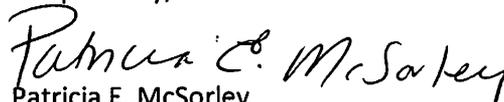
Dear Governor Ducey,

Please accept this Annual Report on behalf of the Arizona Medical Board, submitted pursuant to A.R.S. § 32-1402(G).

We appreciate the opportunity to present key information about the Arizona Medical Board (Board), its mission and its accomplishments. The Board and its staff remain committed to our core function of protecting the public, while continually seeking opportunities to improve service and ensure due process. We are committed to accomplishing these goals while operating within the strict compliance of our current statutes and rules. We are pleased to have been selected to work with the Government Transformation Office and have benefited greatly from their guidance in the applying the Lean principles to the Board's licensing process.

We continue to strive for efficiency, effectiveness and excellence in the regulatory oversight of health professionals under the jurisdiction of this Board.

Respectfully,


Patricia E. McSorley
Executive Director

Cc:

Christina Corieri, Health and Human Services Policy Advisor
Members of the Arizona Regulatory Board of Physician Assistants
Members of the Health and Human Services Committee of the Senate
Members of the Health and Human Services Committee of the House of Representatives

2014-2015 Annual Report

ARIZONA MEDICAL BOARD

LEADERSHIP

Richard T. Perry, M.D.
Chair, Physician Member

James M. Gillard, M.D.
Vice-Chair, Physician Member

Jodi A. Bain, Esq.
Secretary, Public Member

Marc D. Berg, M.D.
Physician Member

Donna Brister
Public Member

R. Screven Farmer, M.D.
Physician Member

Gary R. Figge, M.D.
Physician Member

Robert E. Fromm, M.D.
Physician Member

Paul S. Gerding, Esq.
Public Member

Lois E. Krahn, M.D.
Physician Member

Edward G. Paul, M.D.
Physician Member

Wanda J. Salter, R.N.
Nurse/Public Member

Patricia E. McSorley
Executive Director

Mission: To protect the public safety through the judicious licensing, regulation and education of all allopathic physicians.

Arizona Medical Board Membership

The Arizona Medical Board ("Board") is committed to serving the public through the honest, fair, and judicious licensing and regulation of allopathic physicians ("MDs"). The Board is comprised of 12 members - eight physicians and four public members including a licensed registered nurse. They are as follows:

Richard T. Perry, M.D.

Chair, Physician Member

James M. Gillard, M.S., M.D., F.A.C.E.P., F.A.A.E.M.

Vice-Chair, Physician Member

Jodi A. Bain, Esq.

Secretary, Public Member

Marc D. Berg, M.D., F.A.A.P.

Physician Member

Donna Brister

Public Member

R. Screven Farmer, M.D.

Physician Member

Gary R. Figge, M.D.

Physician Member

Robert E. Fromm, Jr., M.D., M.P.H.

Physician Member

Paul S. Gerding, Esq.

Public Member

Lois Krahn, M.D.

Physician Member

Edward G. Paul, M.D.

Physician Member

Wanda Salter, R.N., BScN

Public Member/Registered Nurse

More information on individual Board Members can be found on the Arizona Medical Board's website at:

<http://www.azmd.gov/BoardMembers/index.aspx>.

Licensing

The Board issued 1,137 initial full MD licenses in Fiscal Year ("FY") 2015, with an average of 27 days to approve a license. The Board also issued 1,383 Post-Graduate Training Permits, and an additional 46 miscellaneous licenses, consisting of Pro Bono, Locum Tenens and Teaching Licenses. Along with 716 dispensing certificates.

	FY2014	FY2015
Initial Full MD Licenses	1184	1137
Average # of Days to Approve a License	33	27
Post Graduate Training Permits	1477	1383
Miscellaneous Licenses	76	46
Dispensing Certificates	595	716
Customer Satisfaction	91%	82%

The Board regulates MDs under the Arizona Medical Practice Act and is responsible for investigating patient complaints against their licenses. When an investigation substantiates a violation of the Medical Practice Act, the Board uses its authority to take appropriate action.

The Board's complaint process is structured to ensure a fair and impartial investigation to resolve cases in a timely manner while maintaining the objective of the Board, to protect the public health and safety. Ultimately, the Board is bound by its charge to protect Arizona citizens from the unlawful and incompetent practice of medicine. The actions the Board takes are reflective of that mission. The Investigations Department opened a total of 1,638 complaints in FY 2015, showing a 26.78% increase compared to 1,292 in FY 2014. The department ended the fiscal year with 759 open investigations with an average of 151 days to complete an investigation.

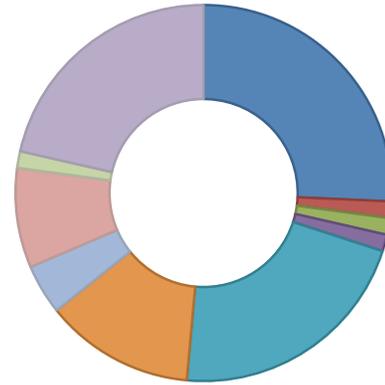
During FY 2015 the Board held a total of 33 meetings* in which 55 disciplinary actions (see chart on next page) were taken. Disciplinary actions taken against a licensee are public and since the effect of these actions can have on a physician are long-lasting, the Board takes all complaints against physicians seriously. Of the actions taken there were 15 Letter of Reprimands, 1 Decree of Censure, 1 Practice Restriction, 18 Probationary Orders, 1 Order of Suspension, 9 Licenses Surrendered, 1 Inactivation with Cause, 6 Summary Suspensions, and 3 Revocations of License.

*Meetings consist of Regular Session, Special Teleconference, Committee/Subcommittee, Offsite Planning and Summary Actions.

Regulation

The Executive Director ("ED") issued 15 Interim Practice Restrictions in accordance with the ED's delegated authorities. In partnership with the Attorney General's Office, the Board resolved 84% of all final disciplinary actions through consent agreements.

Disciplinary Actions



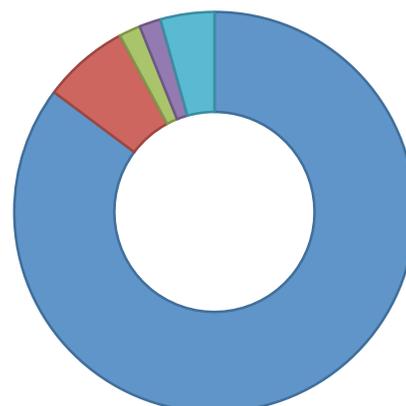
- Probation
- Decree of Censure
- Inactive with Cause
- Suspension
- Letter of Reprimand
- Surrender of License
- Revocation
- Summary Restriction/Suspension
- Practice Restriction
- Interim Practice Restriction

Some Board Orders are issued with multiple sanctions. For the purpose of this Annual Report, these actions are counted as the highest level of discipline. For example, a Letter of Reprimand with Probation would be counted as a Probationary action. Of the actions that can be combined, they are ranked as follows:

- Practice Restriction
- Probation
- Decree of Censure
- Letter of Reprimand

Out of the 185 total number of actions issued by the Board, a vast majority were non-disciplinary actions (see graph below). These include 98 Advisory Letters, 8 Advisory Letters with Continuing Medical Education ("CME") Orders, 2 CME Orders and 2 Non-Disciplinary Surrenders of License. The ED also issued 5 Interim Practice Limitations.

Non-Disciplinary Actions



- Advisory Letters
- Advisory Letters w/ CME Orders
- CME Orders
- Non-Disciplinary Surrender of License
- Interim Practice Limitations

Human Resources

The Board had a turnover of 4 full-time employees from the Executive Office, Support Services, and Licensing Department in FY 2015. This is a 8.7% turnover ratio of the Board's 46 employees.

The Board also had a total of 33 contracted employees for FY 2015, with a turnover of 19 contracted employees, resulting in a 57.6% turnover ratio. This was 7 from the Executive Office, 7 from the Licensing Department, 1 from the Investigations Department, 2 from the Information Technology Department, and 2 from the Board Operations Department.

The Board hired 3 full-time Investigators in FY 2015 (2 in September 2014, 1 in June 2015). All 3 have attended Investigator Training in August of 2015 as required by A.R.S. § 32-1405.

**Note: In the contracted numbers, any contracted employee hired by the agency is not considered as turnover in the numbers reflected.*

The Information Technology ("IT") Office remains committed to serving the business operations of the Board by being a proactive leader, identifying issues and offering innovative solutions to enable the agency to accomplish their goals and provide quality services to our customers more effectively and efficiently. The IT Office continues to exceed internal and external service expectations by the implementation of leading-edge solutions in line with established best practices. There have been many technological advances made in FY 2015, as highlighted below.

Much time and effort was spent on protecting the confidentiality and integrity, and improving the availability of our Agency's information resources. The IT Office made many improvements that were implemented including: an Agency Service Desk System that helped improve agency efficiency and problem solving, many improved network infrastructure solutions, and are currently finalizing the implementation of an Online Initial License MD Application process for our licensees.

The Board's physician database is more than a compilation of information, it is the primary application from which the Agency operates and through which public information is disseminated. The Board received a total of 18,704 views to its Meeting Streaming Media Archive, including live and prior Board Meetings. There were many advancement's made over the course of the past year that focused on improving the overall functionality of the business driven application. The IT Office plans to continue developing technological methods to automate and streamline current processes and intends to find more ways to leverage the Web for additional online service delivery which will promote increased efficiency.

Information Technology