

Arizona Medical Board

2011 - 2012 Annual Report

AMB

By the Numbers

- 22,108 licensed allopathic physicians
- 1,056 complaints opened
- 339 complaints remain open
- 116 average days to complete an investigation
- 111 physicians monitored under PHP program
- 62 disciplinary actions taken
- 152 non-disciplinary actions taken
- 1 day on average to renew a license
- 97% licensing customer satisfaction

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Highlights

- In partnership with the Attorney General's Office, resolved 69.8% of all final disciplinary actions through consent agreements.
- Received a 10-year continuance, the longest allowed by statute, at the Agency's Legislative Sunset Review Hearing.
- Implemented an online address change feature so that doctors can instantly change their own website physician profile.
- Restructured the licensing process resulting in issuing 20% more licenses than last year with fewer staff, and reducing the number of days to issue a license from 34 days to 15 days.
- Implemented a searchable, self-service online solution that provides video recording of our public Board Meetings and gives citizens convenient on-demand access to archived streaming through our website.

- highlights continued on next page

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Leadership

Amy J. Schneider, M.D., FACOG
Chair

Douglas D. Lee, M.D.
Vice Chair

Gordi S. Khera, M.D., FACC
Secretary

Andrea Ibanez
Member-at-Large

James Gillard, M.D.

Jody Jenkins, M.D.

Ram R. Krishna, M.D.

Harold Magalnick, M.D.

Germaine Proulx

William J. Thrift, M.D.

Lisa Wynn

Executive Director



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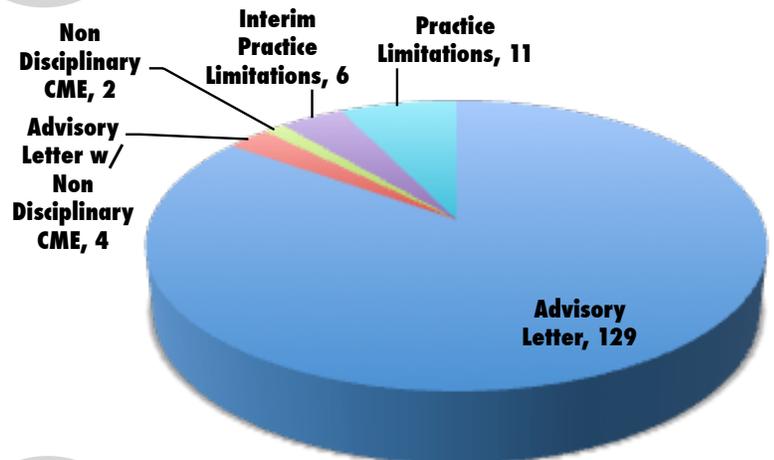
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Highlights (continued)

- Implemented various solutions that increased our overall information security posture; including data loss prevention, disaster recovery, and secure file transfer.
- Began collaborating with the Arizona Substance Abuse Partnership of the Governor's Office and other stakeholders to address the increasing rate of accidental prescription drug overdoses in Arizona.
- Received licensing customer service satisfaction rating consistently above 95%.
- Received an Employee Satisfaction rating of 100%, up from 88.2% last year.
- Eliminated credit card fees for physicians who renew online.

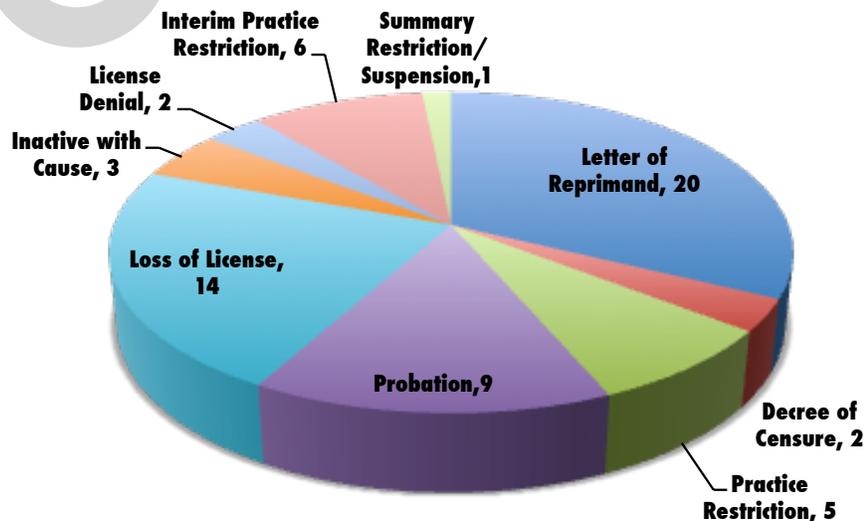
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Non-Disciplinary Actions - 152



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Disciplinary Actions - 62



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Licensing

- 1,685 licenses issued, plus:
- 1,421 Post Graduate Training Permits
- 44 Misc. Licenses
- 668 Dispensing Certificates