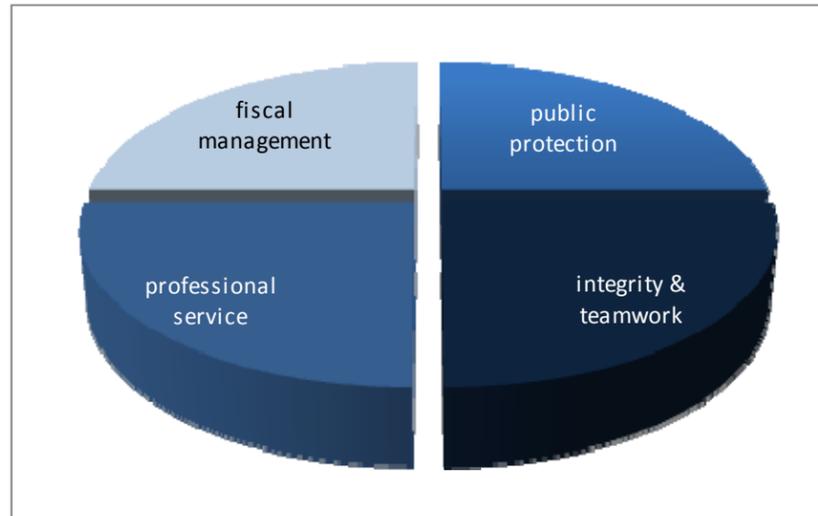




Economic Responsibility

- The Board is a 90/10 agency, which means that ten percent of all revenue is returned to the State's general fund.
- Eighty-two percent of revenue is received from professional licensing fees. No income is received from taxpayer resources.
- In addition to maintaining its core licensure and regulatory functions, budgetary expenditures are allotted for public information, physician education, and policy development.

agency core values



just the basics

There's no need for the fancy chart. The Arizona Medical Board maintains its commitment to four equally important values:

- Public Protection
- Integrity and Teamwork
- Competent, Courteous and Professional Service
- Responsible Fiscal Management

contact us

9545 East Doubletree Ranch Road
 Scottsdale, Arizona 85258
 480.551.2700
 www.azmd.gov

Arizona Medical Board

Annual Report

2010-2011



in this report

- overview
- statistics
- accomplishments
- about us
- values
- contact us

Board Members

- Douglas D. Lee, M.D.**
Chair
- Paul M. Petelin, Sr., M.D.**
Vice-Chair
- Amy J. Schneider, M.D.**
Secretary
- Patricia R.J. Griffen**
Member At-Large
-
- Andrea Ibanez**
Public Member
- Jody Jenkins, M.D.**
Physician Member
- Gordi S. Khera, M.D.**
Physician Member
- Ram R. Krishna, M.D.**
Physician Member
- Germaine Proulx**
Public Member
- William J. Thrift, M.D.**
Physician Member

Leadership

- Lisa S. Wynn**
Executive Director
- Amanda J. Diehl**
Deputy Executive Director

by the numbers

- Licensees 21,388
- Licensees practicing in state 13,001
- Licenses issued this year 1,397
- Complaints opened 981
- Remaining open investigations 321
- Average number of days to complete an investigation114
- Disciplinary and non-disciplinary actions 240
- Interim actions 27
- Final actions 213
- Physicians monitored under health program 105



highlights

- On an average of 29 days, processed approximately 1,600 license applications.
- In partnership with Attorney General's Office, resolved 77% of all final disciplinary actions through voluntary consent agreements.
- Obtained an 88.2% employee satisfaction rating—up from 87.5% in 2009.
- Recognized by Computerworld as a 2011 honors laureate for security awareness initiatives.
- Partnered with University of Arizona, medical associations and medical facilities to train and inform students, residents and physicians on the medical practice act and role of the Medical Board.

Accomplishments

- Implemented online physician complaint process.
- Successfully completed Office of the Auditor General performance audit.
- Created online registration for 12 approved post graduate training programs in Arizona.
- Enhanced security of electronic records, online transactions, and other web-based interactions.
- Responded to nearly 600 public record requests within 10 days on average.
- Received licensing customer satisfaction rating consistently above 90%.
- Began transition to increased disaster preparedness for information infrastructure.
- Retained and recruited network of over 1,500 medical consultants, representing almost every specialty.
- Coordinated with the Arizona Department of Health Services to disseminate information related to medical marijuana to physicians.

FOCUS ON OUR MISSION:

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

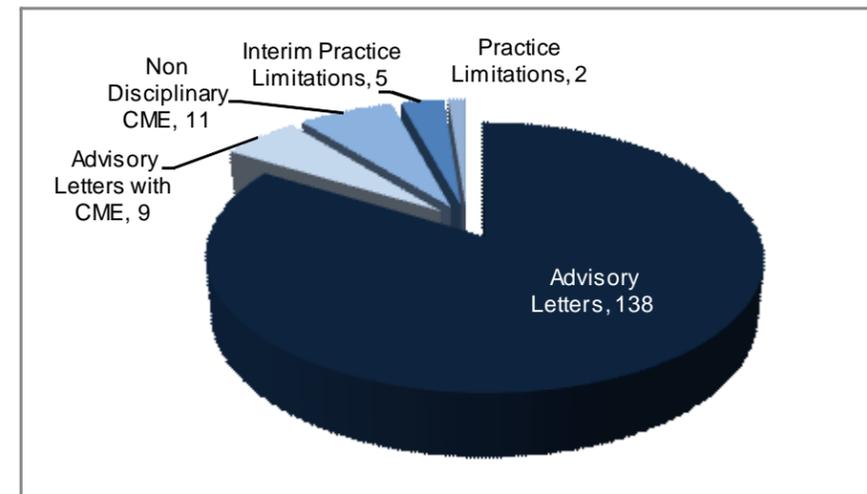
licensing

licensing allopathic physicians		
	fy10	fy11
licenses issued	1,275	1,397
postgraduate training permits issued	1,356	1,384
miscellaneous licenses issued	99	102
dispensing certificates issued	594	569
average number of days to issue a license (date of receipt of fully completed application to final approval)	2	2
customer satisfaction rating	97%	97%

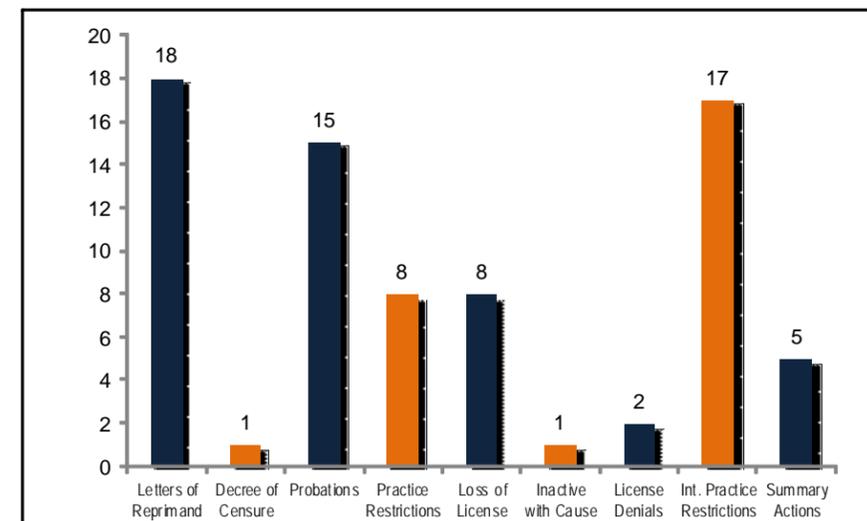
physician health program

physician health program participants		
	fy10	fy11
monitored aftercare program	91	87
other physician health program	8	18

non disciplinary actions—165



disciplinary actions—75



About Us

The Board employs talented professionals dedicated to the Board’s mission.

- Trained investigators who gather and present evidence of unprofessional conduct.
- Information technology experts who ensure data security, develop automated processes, and maintain the Board’s website.
- Board operations staff who prepare agendas, organize Board meetings, notice involved parties, and draft consent agreements for discipline.
- Financial analysts who monitor assets and expenses and promote fiscal responsibility.
- Licensing technicians who ensure applications for licensure are complete and processed expeditiously.
- Administrative support staff who organize medical records for review and place claims requiring expert opinions with a medical consultant.
- Team of onsite medical consultants who review complaints and present medical testimony to the Board.