



## Arizona Medical Board

1740 W. Adams, Phoenix, AZ 85007 • website: www.azmd.gov  
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### Governor

Douglas A. Ducey

### Members

James Gillard, M.D., M.S.  
Chair  
Physician Member

R. Screven Farmer, M.D.  
Vice-Chair  
Physician Member

Jodi Bain, Esq.  
Secretary  
Public Member

Bruce A. Bethancourt, MD  
Physician Member

Teresa Connolly, D.N.P.  
Public Member

Gary R. Figge, M.D.  
Physician Member

Pamela E. Jones  
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 23, 2018

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

### RE: FY 2017-2018 ANNUAL REPORT

Dear Governor Ducey:

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

We appreciate the opportunity to share key information regarding the AMB, its mission and its accomplishments in the last fiscal year. The AMB and its staff are committed to the core function of protecting Arizona citizens while continually striving to improve service and ensure due process of law. We are committed to accomplishing these goals while operating within the strict compliance of our current statutes and rules.

The AMB and its staff continue to strive for efficiency and excellence in the regulatory oversight of the health professionals who are under the jurisdiction of this Board.

Respectfully,

  
Patricia E. McSorley  
Executive Director

Enclosure

Cc:

Emily Rajakovich, Director, Boards and Commissions, Governor's Office  
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

# ARIZONA MEDICAL BOARD



2017-2018

Annual Report

**Patricia E. McSorley, J.D.,**  
Executive Director

**Kristina A. Fredericksen, MPA,**  
Deputy Director

1740 W. Adams Street, Suite 4000  
Phoenix, AZ 85007

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# ARIZONA MEDICAL BOARD

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## ARIZONA MEDICAL BOARD MEMBERS

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The Arizona Medical Board ("AMB") is committed to serving the public through the fair and judicious licensing and regulation of allopathic physicians ("MDs"). Pursuant to Arizona Revised Statute ("A.R.S.") § 32-1402, the AMB is comprised of twelve members: four public members, and eight physicians. One of the public members shall be a licensed practical or professional nurse.

### **AMB Members:**

**James M. Gillard, M.S., M.D.,  
F.A.C.E.P., F.A.A.E.M.**  
*Chair, Physician Member*  
*Term Expiration 7/1/2020*

**R. Screven Farmer, M.D.**  
*Vice-Chair, Physician Member*  
*Term Expiration 7/1/2022*

**Jodi A. Bain, M.A., J.D., LL.M.**  
*Secretary, Public Member*  
*Term Expiration 7/1/2021*

**Bruce Bethancourt, M.D., F.A.C.P.**  
*Physician Member*  
*Term Expiration 7/1/2021*

**Teresa Connolly, D.N.P., R.N.**  
*Public Member*  
*Term Expiration 7/1/2020*

**Gary R. Figge, M.D.**  
*Physician Member*  
*Term Expiration 7/1/2019*

**Pamela E. Jones**  
*Public Member*  
*Term Expiration 7/1/2021*

**Lois E. Krahn, M.D.**  
*Physician Member*  
*Term Expiration 7/1/2019*

**Edward G. Paul, M.D.**  
*Physician Member*  
*Term Expiration 7/1/2018*

**Wanda J. Salter, R.N., BScN**  
*Nurse/Public Member*  
*Term Expiration 7/1/2020*

Additional information related to the AMB Members  
may be found at:

<http://www.azmd.gov/BoardOps/BoardOps#>

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## OVERVIEW

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On January 6, 2018, the AMB completed its move to the Capitol Complex. The AMB is now located in the 1740 West Adams Building with various other health regulatory boards. The AMB continues to make great strides in the area of public outreach. In addition to the successful e-newsletter and targeted e-mail blasts to physicians when important news or information is available, the AMB now has a presence on other social media; including Twitter.

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## LICENSING

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The AMB issued 1691 initial full MD licenses in Fiscal Year (“FY”) 2018 and averaged 8 days to approve a license. The average number of days to approve a license improved over FY 2017, moving from 10 days to 8 days for approval. The AMB also issued 1,667 Post-Graduate Training Permits, and an additional 112 assorted licenses (Pro Bono, Locum Tenens, and Teaching Licenses) along with 748 dispensing certificates.

The total number of licensed MDs presently in Arizona is 24,147, up from 23,519 in FY 2017.

Description	FY 2017	FY 2018
Initial Full MD Licenses	1551	1691
Average # of Days to Approve a License	10	8
Post Graduate Training Permits	1625	1,667
Miscellaneous Licenses	30	112
Dispensing Certificates	680	748
Customer Satisfaction	96%	96%

The Governor’s LEAN Initiative, implemented by the AMB’s Licensing Department in April of 2015, was successful in reducing non-value adding activities from the licensing process. The Licensing Department continues to utilize LEAN principles to review and analyze licensing data and processes in an effort to maintain the efficiencies as well as looking for new opportunities to streamline the application process for physicians.

### Interstate Medical Licensure Compact (“IMLC”)

On May 11, 2016 Governor Ducey signed HB 2502, the medical licensing compact bill, into law. The AMB diligently worked with the Compact Commission to realize the IMLC’s implementation for licensees. Arizona is one of twenty-four member states in the Compact. Under the Compact agreement, licensed physicians may qualify to practice medicine across state lines, within the Compact participating states, if the physician meets eligibility requirements. Additionally, in an effort to accommodate the community, the legislature enacted the temporary license.

The temporary license, implemented in 2017, allows a physician an expedited license while their full license application is under review.

**REGULATION**

The safe and competent delivery of health care to the citizens of the State of Arizona is accomplished largely by regulating allopathic MDs under the Arizona Medical Practice Act. The AMB’s Investigations Department is responsible for investigating complaints and reports of unprofessional conduct regarding physicians throughout the state. When an investigation substantiates a violation of the Medical Practice Act, the AMB uses its authority to educate, discipline, and when appropriate, rehabilitate physicians to assure their fitness and competence in the service of the people of Arizona.

The AMB’s compliance process is structured to ensure an impartial and unbiased investigation. The Agency’s investigators devote much of their time to the serious responsibility of ensuring the public’s safety. Investigators are specially trained and certified to investigate complaints and do so through the collection of evidence, conducting interviews, analyzing data, and formulating investigative reports as a means to objectively enforce the appropriate Arizona statutes.

Ultimately, the AMB is bound by its mission to protect the health, safety, and welfare of Arizonans. The actions the AMB takes are reflective of that mission. The Investigations Department opened a total of 1,316 complaints in FY 2018, a 1.13% decrease compared to 1,331 in FY 2017. The Department ended the fiscal year with 578 open investigations, which is a 21.94% increase compared to FY 2017. The Department averaged 159 days to complete an investigation, showing a 5.3% increase compared to 2017.

MD	FY 2017	FY 2018
Open Investigations	474	578
Average Days to Complete an Investigation	151	159
Total Number of Complaints Opened	1,331	1,316

**Physician Health Program (“PHP”)**

The PHP is an AMB sponsored program that ensures the protection of the public and safety through education, intervention, post-treatment monitoring and support for allopathic physicians and physician assistants who may suffer from health related issues.

The PHP is operated by multiple AMB approved Assessors who perform health assessments and two Contracted Monitors who monitor compliance and safety of allopathic physicians and physician assistants who may suffer from substance abuse, substance dependence, medical, psychiatric, psychological or behavioral health disorders that may affect their ability to safely practice medicine or perform healthcare tasks.

The Board has been in the process of analyzing the PHP for areas of improvement. To that end, certain changes were implemented in the new PHP contract that was put out for solicitation through the State Procurement Office. The bidding process resulted in two vendors being chosen to provide monitoring to PHP participants- Greenberg & Sucher, P.C. (GS) and Gateway Institute (GI). Changes made to the PHP are intended to offer

monitoring and personalized aftercare services that meet the needs of PHP participants. The role of the monitor is to provide ongoing case management to ensure participants are actively pursuing required treatment and complying with monitoring plans as determined by assessments and evaluations. The monitor is also required to coordinate, manage, and interpret all laboratory test results.

Currently, there are 57 licensees participating in the Board's PHP Monitored Aftercare Program, with 40 being monitored by GS and 17 being monitored by GRI.

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## DISCIPLINARY ACTIONS

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During FY 2018 the AMB held a total of 30 meetings (Regular Session, Special Teleconference, Joint Officers, Off-site Planning, Committee and Summary Action meetings) in which 94 disciplinary actions were taken. Disciplinary actions taken against a licensee are public. Ultimately, the AMB balances the need for physician discipline and remediation with its primary mission to protect the health and safety of Arizona's citizens.

Of the actions taken in FY 2018, there were 14 Letters of Reprimand, 2 Decrees of Censure, 12 Practice Restrictions, 27 Probationary Orders, 14 Licenses Revoked/Surrendered, 5 Inactivation of license with Cause, 0 License Denials and 4 Summary Suspensions. The Executive Director issued 16 Interim Practice Restrictions in accordance with the authority delegated to her. In cooperation with the Arizona Attorney General's Office, the Board resolved 100% of all final disciplinary actions through consent agreements.

MD	FY 2017	FY 2018
Letter of Reprimand	19	14
Decree of Censure	1	2
Practice Restriction	1	12
Probation	50	27
Loss of License (Revocation/Surrender)	15	14
Interim Practice Restriction	20	16
Summary Suspension	4	4
Inactivation with Cause	1	5
Denial of Medical License	1	0

MD	FY 2017	FY 2018
Advisory Letters	174	128
Advisory Letters with Non Disciplinary CME	39	36
Non Disciplinary CME	0	1

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## NON-DISCIPLINARY ACTIONS

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Of the non-disciplinary actions taken by the AMB in FY 2018, there were 128 Advisory Letters, 36 Advisory Letters with Non-Disciplinary Continuing Medical Education (“CME”), and 1 Non-Disciplinary CME.

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## HUMAN RESOURCES

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The AMB had a number of employees move on to other working opportunities, pass away or retire in FY 2018. This constitutes a 21.27% turnover ratio of the AMB’s staff. Of the 10 total employees who left the agency, seven were full time, three were part-time; one passed away and two were retirements. The balance was comprised of six resignations and one dismissal. Of note, the investigators hired in FY 2018 all attended the Investigator Training as required by A.R.S. § 32-1405.

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## INFORMATION TECHNOLOGY

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The Information Technology Department (“IT”) remains committed to serving the business operations of the AMB. IT provides agency-wide integrated solutions with an emphasis on superior customer service. The IT Department strives to ensure effective and efficient utilization of new and existing technology resources and investments.

In FY 2018, the IT team spent significant time and effort on protecting confidentiality, and integrity while improving the availability of agency information resources. The IT Department worked on projects including: enhancing several network infrastructure solutions, migrating to the State’s new Google Suite and g-mail platform, collaborating with ADOA-ASET, completing a Statewide IP Address Remediation project, and upgrading the agency firewall technology. Additionally, the agency worked with ADOA-ASET with an outside vendor and completed a comprehensive IT assessment to fully evaluate the AMB’s IT functions and assist in development of a new IT environment that includes the governor’s “Cloud First Initiative.”

The AMB’s physician database made advancements focusing on improvement of the overall functionality of the business driven application. It acts as a repository for departments and a library archive. It is the primary application by which the AMB operates and through which public information is disseminated. IT continues to develop options, applications and technological methods to automate and streamline its current processes. IT successfully balances additional ways to leverage the Web for online service delivery promoting increased efficiency while maintaining a high level of security. IT is beginning the requirements phase for an anticipated move to the next generation of its licensing software application in the next fiscal year.

Regarding standard operations, the AMB received a total of 11,248 views to its Meeting Streaming Media Archive. This figure includes both live and archived Board Meeting video viewership.