



## Arizona Medical Board

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

### 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 25, 2016

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

### **RE: FY 2016-2017 ANNUAL REPORT**

Dear Governor Ducey:

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

We appreciate the opportunity to share key information regarding the Board, its mission and its accomplishments in the last fiscal year. The Board 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 Board 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:

Mara Mellstrom, 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

# ARIZONA MEDICAL BOARD



2016-2017

Annual Report

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

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

9545 E. Doubletree Road  
Scottsdale, AZ 85258

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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 honest, 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, eight physicians and one of the public members shall be a licensed practical or professional nurse.

### **Current 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 7/1/2018*

**Jodi A. Bain, J.D.**  
*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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## EXECUTIVE

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In an effort to build upon its successful FY 2016 outreach programs, the AMB’s Executive Department developed new and improved forums for communication with licensees and the public. First, the AMB created and launched its own newsletter, *The Checkup*, in March of 2017. *The Checkup* is delivered to all licensed physicians via email and it is also posted/archived on the AMB’s public website. The newsletter provides a unique avenue for the AMB to communicate directly with licensees on a quarterly basis, sharing important news and information relevant to the practice of medicine in Arizona. Second, the AMB launched a complete re-boot of its [azmd.gov](http://azmd.gov) website. The new website showcases the beautiful Arizona landscape, making it aesthetically pleasing, while also improving the users search experience.

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## LICENSING

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The AMB issued 1551 initial full MD licenses in Fiscal Year (“FY”) 2017, and averaged 10 days to approve a license. The average number of days to approve a license improved dramatically over FY 2016, moving from 19 days to 10 days for approval. The AMB also issued 1,625 Post-Graduate Training Permits, and an additional 30 miscellaneous licenses (Pro Bono, Locum Tenens, Teaching Licenses and 680 dispensing certificates.

The total number of licensed allopathic physicians presently in Arizona is 23,519, up from 22,964 in FY 2016.

Description	FY 2016	FY 2017
Initial Full MD Licenses	1630	1551
Average # of Days to Approve a License	19	10
Post Graduate Training Permits	1406	1625
Miscellaneous Licenses	46	30
Dispensing Certificates	681	680
Customer Satisfaction	91%	96%

The Governor’s LEAN Initiative, implemented by the AMB’s Licensing Department in April of 2015, was successful in eliminating non-value adding activities and waste 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 initially realized and to continue to search for new opportunities to improve.

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

On May 11, 2016 Governor Ducey signed HB 2502, the medical licensing compact bill, into law. Subsequently, the AMB has been diligently working to realize the IMLC’s implementation for licensees. Arizona is one of eighteen member states in the Compact. Under this agreement licensed physicians can qualify to practice medicine across state lines within the Compact if they meet the agreed upon eligibility requirements. Additionally, in an effort to accommodate the community, the legislature enacted the temporary license.

The temporary license (when implemented) will allow a physician an expedited license while their full license application is under review. The AMB continues to work with the Compact Commission to ensure its success and

potential for growth. Executive Director (“ED”) Patricia McSorley serves as a volunteer commissioner for the Compact Commission. Currently, Ms. McSorley chairs the Compact’s ED Committee, which is charged with the responsibility of recruiting an executive director for the Commission.

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## REGULATION

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The AMB works to ensure the safe and competent delivery of health care to the citizens of the State of Arizona by regulating 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 Board 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 AMB’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 such 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 1,331 complaints in FY 2017, a 7.05% decrease compared to 1,432 in FY 2016. The Department ended the fiscal year with 474 open investigations, which is 20.74% less than FY 2016. The Department averaged 151 days to complete an investigation, showing a 14.2% decrease compared to FY 2016.

MD	FY 2016	FY 2017
Open Investigations	598	474
Average Days to Complete an Investigation	176	151
Total Number of Complaints Opened	1,432	1,331

### Physician Health Program (“PHP”)

The PHP is an AMB sponsored program which is operated by an outside contracted medical group. The contractor performs assessments and post-treatment monitoring of MDs who may suffer from substance abuse, medical, or mental health disorders that may affect their ability to safely practice medicine or perform health care tasks. In 2017, the AMB started to review and modernize PHP statutes, policies and the program itself. The AMB reviewed and updated internal policies related to PHP investigations; as well as successfully sought legislative change to update the definition of “unprofessional conduct,” harmonize the two PHP program related statutes, and provide more flexible treatment options for physicians who suffer relapses. Additionally the board created a board member committee to evaluate the operational effectiveness of the PHP program. At the recommendation of the committee, the AMB solicited additional contractors to perform assessments and

monitoring, and solicited input from current and former PHP participants. The committee continues to meet regularly in ongoing efforts to improve the program.

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## DISCIPLINARY ACTIONS

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During FY 2017 the AMB held a total of 27 meetings\* in which 112 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 Arizona’s citizens.

Of the actions taken in FY 2017, there were 19 Letters of Reprimand, 1 Decree of Censure, 1 Practice Restriction, 50 Probationary Orders, 15 Licenses Revoked/Surrendered, 1 Inactivation with Cause, 1 License Denial and 4 Summary Suspensions.

The Executive Director issued 19 Interim Practice Restrictions in accordance with the authority delegated to her. In cooperation with the Arizona Attorney General's Office, the Board resolved 83% of all final disciplinary actions through consent agreements.

MD	FY 2016	FY 2017
Letter of Reprimand	18	19
Decree of Censure	2	1
Practice Restriction	10	1
Probation	19	50
Loss of License (Revocation/Surrender)	13	15
Interim Practice Restriction	16	20
Summary Suspension	2	4
Inactivation with Cause	1	1
Denial of Medical License	1	1

\*Meetings represent: Regular Session, Special Teleconference, Joint Officers, Off-site Planning and Summary Action meetings.

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## NON-DISCIPLINARY ACTIONS

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Of the non-disciplinary actions taken by the AMB in FY 2017, there were 174 Advisory Letters, 39 Advisory Letters with Non-Disciplinary Continuing Medical Education (“CME”), 0 Non-Disciplinary CME.

MD	FY 2016	FY 2017
Advisory Letters	143	174
Advisory Letters with Non Disciplinary CME	21	39
Non Disciplinary CME	0	0

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## HUMAN RESOURCES

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The AMB had a turnover of seven full-time employees, one from the Support Services Department, five in the Investigations Department, and one in the Information Technology Department in FY 2017. This constitutes a 14.9% turnover ratio of the AMB’s forty-seven (47) employees.

The AMB also had a total of nine contracted employees for FY 2017, with a turnover of four contracted employees, resulting in a 44.4% turnover ratio. This was comprised of three from the Information Technology Department, and one from the Licensing Department.

The AMB hired three full-time employees: one Investigator and an Intake Specialist, late in June of FY 2017. Both the Investigator and Intake Specialist will be attending the Investigator Training in FY 2018, 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 FY2017 significant time and effort was spent on protecting confidentiality, and integrity while improving the availability of Agency information resources. IT innovated by creating in conjunction with the Executive Team, a newly designed AMB Website. The IT Department also worked on projects including: enhancing several network infrastructure solutions, migrating to a new email platform version, collaborating with ADOA-ASET on a Statewide IP Address Remediation project, implemented IT-003 System Security Maintenance and Monitoring Policy, and successfully integrated a new Online MD Temporary Licensing Application for licensees pursuant to A.R.S. § 32-1438. Furthermore, CIO, James Gentile, volunteered to sit on the state panel charged with selection of a statewide enterprise licensing vendor.

Regarding standard AMB operations, the AMB received a total of 30,981 views to its Meeting Streaming Media Archive. This figure includes both live and archived Board Meeting videos and demonstrates a significant increase in viewership (up 80%) over last fiscal year.

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 current processes. IT successfully balances additional ways to leverage the Web for online service delivery which promotes increased efficiency while maintaining a high level of security. Several projects currently under development include an online process for delivering licensee case files for physicians in addition to making enhancements for the online initial license MD application for our licensees. IT is also evaluating a move to the next generation of its licensing software application in the near future.