



Arizona Medical Board

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

Douglas A. Ducey

Members

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

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

Edward G. Paul, MD
Secretary
Physician Member

Jodi Bain, Esq.
Public Member

Bruce A. Bethancourt, MD
Physician Member

David Beyer, MD
Physician Member

Teresa Connolly, D.N.P.
Public Member

Laura Dorrell, M.S.N., R.N.
Public Member/RN

Gary R. Figge, M.D.
Physician Member

Pamela E. Jones
Public Member

Lois E. Krahn, M.D.
Physician Member

Executive Director

Patricia E. McSorley

August 16, 2019

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

RE: FY 2018-2019 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



2018-2019 Annual Report

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

Kristina A. Fredericksen, MPA,
Deputy Director

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

ARIZONA MEDICAL BOARD

ARIZONA MEDICAL BOARD MEMBERS

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:

R. Screven Farmer, M.D.

Chair, Physician Member
Term Expiration 7/1/2023

James M. Gillard, M.S., M.D.,

F.A.C.E.P., F.A.A.E.M.
Vice-Chair, Physician Member
Term Expiration 7/1/2020

Edward G. Paul, M.D.

Secretary, Physician
Term Expiration 7/1/2023

Jodi A. Bain, M.A., J.D., LL.M.

Public Member
Term Expiration 7/1/2021

Bruce Bethancourt, M.D., F.A.C.P.

Physician Member
Term Expiration 7/1/2021

David C. Beyer, M.D.

Physician Member
Term Expiration 7/1/2022

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

Laura M. Dorrell, R.N.

Nurse/Public Member
Term Expiration 7/1/2020

Pamela E. Jones

Public Member
Term Expiration 7/1/2021

Lois E. Krahn, M.D.

Physician Member
Term Expiration 7/1/2019

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

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

OVERVIEW

The AMB is located in the 1740 West Adams Building. 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 for important news and information as available; the AMB now has a presence on other social media including Twitter. Additionally, this year the AMB was proud to be positively acknowledged in a prominently featured article in *Phoenix Magazine's (the Top Docs issue)*.

Sunset Review

The AMB successfully completed its statutorily prescribed sunset review in FY19. The report from the Arizona Auditor General to the Legislature was favorable. The Legislature agreed and approved the Agency's continuation for the maximum allowable, eight years, until July 1, 2027.

LICENSING

The AMB issued 1940 initial full MD licenses in Fiscal Year ("FY") 19. The average number of days to approve a license from receipt of the application to issuance of the license was 86 days; this is down from the average in FY18. The AMB also issued 1664 Post-Graduate Training Permits, and an additional 639 assorted licenses (Pro Bono, Locum Tenens, and Teaching Licenses) along with 699 dispensing certificates.

The total number of licensed MDs ending in FY19 is 25,014 up from 24,147 in FY18.

Description	FY 2018	FY 2019
Initial Full MD Licenses	1691	1940
# of Days to Approve a License from Receipt of the Application to Issuance of License	98	86
Post Graduate Training Permits	1667	1664
Pro Bono Licenses	104	36
Locum Tenens Licenses	0	1
Teaching Licenses	2	12
Dispensing Certificates	748	699
Customer Satisfaction ¹	96%	96%

The Governor's LEAN Initiative, implemented by the AMB's Licensing Department in April of 2015, was successful in reducing non-value added 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.

¹ The AMB uses customer satisfaction surveys, recorded monthly from licensing customers, to measure customer satisfaction with the Agency. In the last two fiscal years, the AMB received excellent scores from the physician community scoring in the 90th percentile both years.

A New Pathway to Licensure

In FY20 the AMB adds a new pathway to licensure. Pursuant to the newly enacted House Bill (HB) 2569 which allows the Agency to recognize and offer reciprocity to physicians establishing residency in Arizona who have been licensed in another state for more than a year. To ensure the public’s safety, Staff reviews the applicant's criminal history and disciplinary actions (if they exist) to determine if further review is necessary prior to licensure. This new path to licensure, under HB 2569, will result in a more expeditious process as many primary source documents related to training and employment are not required.

REGULATION

The safe and competent delivery of health care to the citizens of the State of Arizona is accomplished largely by regulating allopathic physicians 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 investigation 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 AMB experienced an increase in investigation cases as a result of the State’s efforts to respond to the national opioid crisis by focusing on inappropriate opioid prescribing. The AMB’s emphasis is to educate physicians in new prescribing methodologies and if necessary, restricting the prescribing authority of physicians who continue to have issues with prescribing controlled substances under the new statute.

MD	FY 2018	FY 2019
Total Number of Complaints Opened per FY	1332	1228
Investigations Open and Completed within the same FY	1116	744
Average Days to Complete an Investigation	159	178

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 substance abuse, substance dependence, and medical, psychiatric, psychological or behavioral health disorders

The PHP includes multiple assessment contractors who perform health assessments and monitors who perform post-treatment monitoring of allopathic physicians and physician assistants. The role of a monitor is to provide ongoing case management to ensure participants are actively pursuing required treatment. They also monitor for compliance with monitoring plans determined by the assessment and evaluation of each participant to assure that their health related issues do not affect their ability to safely practice medicine. The monitor is required to coordinate, manage, and interpret all laboratory test results. Currently, there are 76 licensees participating in the AMB's PHP Monitored Aftercare Program.

DISCIPLINARY ACTIONS

During FY19 the AMB held a total of 30 meetings (Regular Session, Special Teleconference, and Joint Officers, Off- Site Planning, Committee and Summary Action meetings) in which 92 disciplinary actions were taken. Disciplinary actions taken against a licensee are public. The AMB identifies the need for on-going physician education, discipline and remediation in furtherance of its primary mission, to protect the health and safety of Arizona's citizens.

Of the actions taken in FY19, there were 9 Letters of Reprimand, zero Decrees of Censure, zero Practice Restrictions, 29 Probationary Orders, 13 Licenses Revoked/Surrendered, 3 Inactivation of license with Cause, zero License Denials and 4 Summary Suspensions. The Executive Director issued 34 Interim Practice Restrictions in accordance with the authority delegated to her.

MD	FY 2018	FY 2019
Letter of Reprimand	14	9
Decree of Censure	2	0
Practice Restriction	12	0
Probation	27	29
Loss of License (Revocation/Surrender)	14	13
Interim Practice Restriction	16	34
Summary Suspension	4	4
Inactivation with Cause	5	3
Denial of Medical License ²	0	0

MD	FY 2018	FY 2019
Advisory Letters	128	94
Advisory Letters with Non Disciplinary CME	36	26
Non Disciplinary CME	1	0

² Physicians have opportunity to withdraw their application in lieu of denial.

NON-DISCIPLINARY ACTIONS

Of the non-disciplinary actions taken by the AMB in FY 2019, there were 94 Advisory Letters, 26 Advisory Letters with Non-Disciplinary Continuing Medical Education (“CME”), and zero Non-Disciplinary CME.

HUMAN RESOURCES

The AMB had a turnover of eight full-time employees and one part-time employee as follows:

One full-time in the Licensing Office; one full-time in Licensing Investigations Office; five full-time in the Investigations Office; one full-time in Information Technologies Office; and one part-time employees in the Medical Consultant Office.

This resulted in a 17% Turnover Ratio for FY19. Noted, of the 9 total employees who left the agency, one was a retirement. The balance was comprised of resignations.

The AMB hired a total of 14 employees, eight full-time and four part-time, as follows:

Thirteen full-time employees: seven Investigators, one Licensing Coordinators, one Assistant Licensing Coordinator, two Licensing Investigators, one Support Services, and one Information Technologies. The part-time employee was a Medical Consultants.

All investigators hired in FY19 who were required to attend the Investigator Training in one year from hire have attended, are scheduled to attend, or had already attended when hired, as required by A.R.S. §32-1405.C.1, and complied with the requirements therein.

INFORMATION TECHNOLOGY

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 for our internal and external customers.

In FY19, 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. The AMB worked with ADOA-ASET interviewing outside vendors as IT develops a comprehensive plan to move all of the AMB non-database related files to the cloud as part of 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 continued in its efforts to migrate to the next generation of its licensing software application in the next fiscal year.