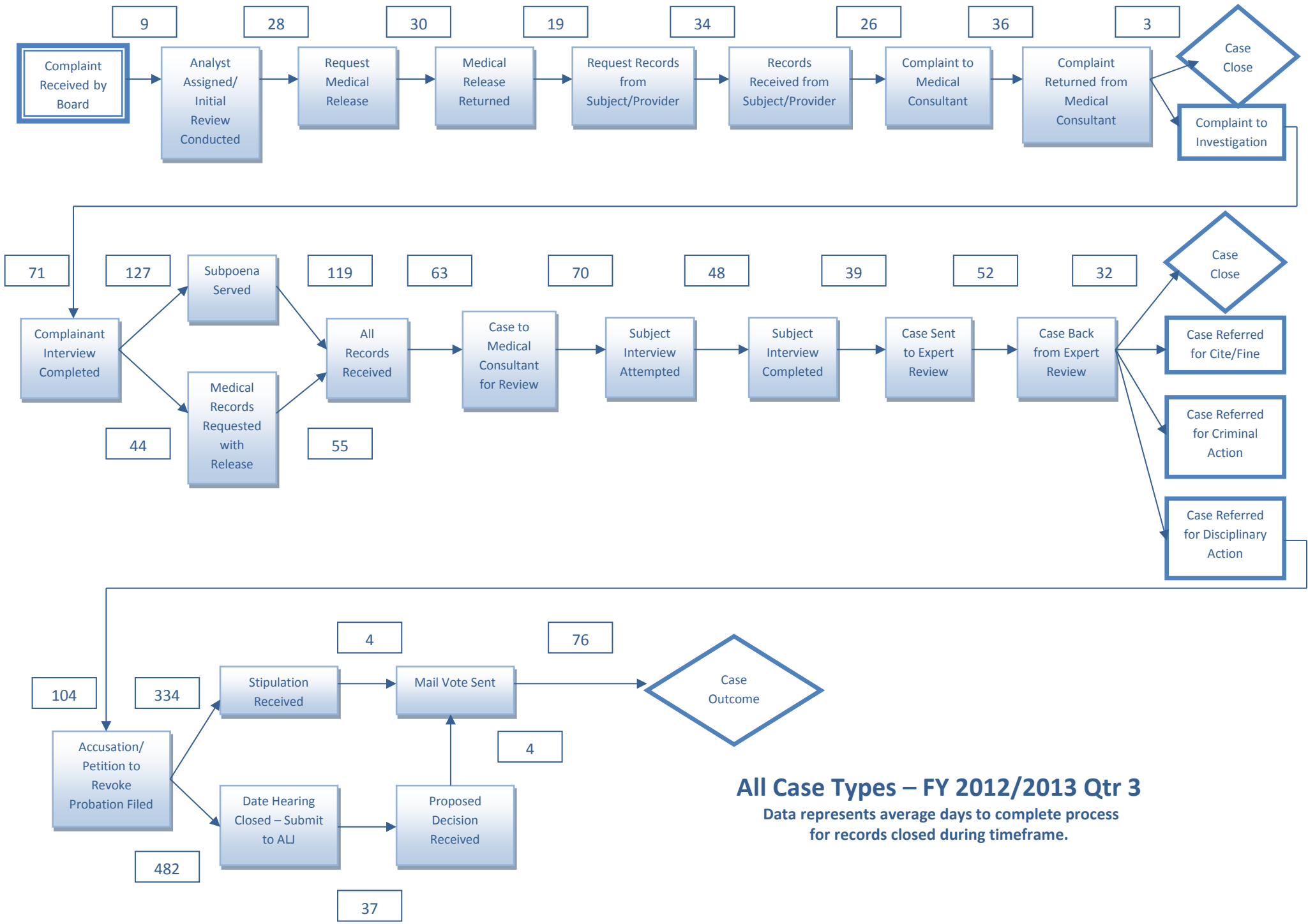


**Enforcement Data Markers
All Case Types**

Data represents average days to complete Complaint and Investigation processes for records closed during reported time frames.	FY 2008/2009		FY 2009/2010		FY 2010/2011		FY 2011/2012		FY 2012/2013 1st Qtr		FY 2012/2013 2nd Qtr		FY 2012/2013 3rd Qtr	
	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records
Complaint Processes														
Complaint Received by Board → Analyst Assigned/Initial Review Conducted	10	6761	11	6869	9	7513	12	7699	9	2141	8	1974	9	1918
Analyst Assigned/Initial Review Conducted → Request Medical Release	25	1216	24	1360	28	1567	42	1557	29	395	28	354	28	330
Request Medical Release → Medical Release Returned	29	1044	26	1166	25	1321	27	1281	29	327	29	310	30	291
Medical Release Returned → Request Records from Subject/Provider	7	687	7	802	11	888	17	865	14	222	15	192	19	180
Request Records from Subject/Provider → Records Received from Subject/Provider	39	1759	38	1879	35	1906	35	2015	34	548	32	469	34	447
Records Received from Subject/Provider → Complaint to Medical Consultant	15	1617	16	1865	17	1768	21	1798	23	456	20	377	26	411
Complaint to Medical Consultant → Complaint Returned from Medical Consultant	54	1934	54	2120	52	2129	45	2164	39	535	31	467	36	473
Complaint Returned from Medical Consultant → Case Closed/Complaint to Investigation	7	1932	4	2114	5	2126	4	2151	5	534	7	464	3	472
Investigative Processes														
Complaint to Investigation → Complainant Interview Completed	103	349	102	424	110	490	89	531	95	132	71	132	71	130
Complainant Interview Completed → Subpoena Served	173	42	237	43	172	44	202	45	155	18	161	18	127	16
Complainant Interview Completed → Medical Records Requested with Release	76	141	88	170	59	194	87	203	69	49	75	60	44	56
Subpoena Served → All Records Received	124	120	100	178	88	166	82	146	90	40	60	27	119	36
Medical Records Requested with Release → All Records Received	95	372	92	406	85	420	64	416	67	114	43	109	55	96
All Records Received → Case to Medical Consultant for Review	78	227	84	318	70	369	59	322	50	79	52	75	63	70
Case to Medical Consultant for Review → Subject Interview Attempted	110	374	109	488	77	558	76	532	87	109	73	111	70	116
Subject Interview Attempted → Subject Interview Completed	66	712	53	880	53	961	51	1046	57	255	46	244	48	247
Subject Interview Completed → Case Sent to Expert Review	97	412	81	511	72	580	57	626	60	147	48	147	39	148
Case Sent to Expert Review → Case Back from Expert Review	79	510	72	601	63	658	61	701	78	171	55	172	52	178
Case Back from Expert Review → Case Closed or Referred for Action	39	495	31	585	30	656	29	705	35	169	32	174	32	175

**Enforcement Data Markers
All Case Types**

Data represents average days to complete Disciplinary processes for records closed during reported time frames.	FY 2008/2009		FY 2009/2010		FY 2010/2011		FY 2011/2012		FY 2012/2013 1st Qtr		FY 2012/2013 2nd Qtr		FY 2012/2013 3rd Qtr	
	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records
Case Referred for Action → Accusation/Petition to Revoke Probation Filed	121	239	113	237	103	219	129	284	146	70	95	84	104	72
Accusation/Petition to Revoke Probation Filed → Stipulation Received	330	159	291	173	318	142	329	202	294	46	301	53	334	51
Stipulation Received → Mail Vote Sent	6	136	6	132	4	124	5	153	5	35	3	39	4	35
Accusation/Petition to Revoke Probation Filed → Date Hearing Closed - Submit to ALJ	416	25	370	30	393	44	318	45	484	15	400	15	482	10
Date Hearing Closed - Submit to ALJ → Proposed Decision Received	28	35	98	43	39	58	40	63	67	27	58	22	37	18
Proposed Decision Received → Mail Vote Sent	5	54	5	53	6	60	6	72	6	27	4	22	4	19
Mail Vote Sent → Case Outcome	131	206	87	208	111	205	82	262	109	72	74	75	76	57
Data represents overall average days from Receipt to Closure for records closed during reported time frames.	FY 2008/2009		FY 2009/2010		FY 2010/2011		FY 2011/2012		FY 2012/2013 1st Qtr		FY 2012/2013 2nd Qtr		FY 2012/2013 3rd Qtr	
	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records	Average Days	Number of Records
Complaint Received → Closure in Complaint Unit	84	5278	84	5247	80	5755	91	5687	73	1583	74	1440	77	1452
Complaint Received → Closure at Field/Referred for Administrative or Criminal Action/Citation Issued	467	1585	464	1747	453	1861	419	2101	396	585	396	558	411	497



All Case Types – FY 2012/2013 Qtr 3

Data represents average days to complete process for records closed during timeframe.

Enforcement Process	2008/2009		2009/2010		2010/2011		2011/2012		2012/2013		2012/2013		2012/2013	
									Qtr 1		Qtr 2		Qtr 3	
	Cases ¹	AVG ²	Cases	AVG	Cases	AVG	Cases	AVG	Cases	AVG	Cases	AVG	Cases	AVG
Complaint	6426	75	6563	76	7008	74	7217	83	1980	67	1844	63	1808	70
% of Complaints Below 50 days (Goal: 50-60%)	43%		41%		35%		42%		48%		50%		44%	
Investigation	1100	349	1290	328	1411	312	1545	264	406	267	394	269	373	277
Discipline														
AG Processing to Preparation of an Accusation	240	103	304	106	294	107	333	103	73	83	79	70	65	100
Other Stages of the Legal Process (e.g., after charges filed)	228	381	232	368	216	417	280	396	67	440	80	412	71	408

¹ Some cases closed were opened in a prior fiscal year.

(Footnote applies to all years provided on report)

² Average time (calendar days) in processing complaints during the fiscal year, for all cases, from date of original receipt of the complaint, for each stage of discipline, through completion of judicial review. **(Footnote applies to all years provided on report)**

ENFORCEMENT TIMEFRAMES

FISCAL YEARS	2006 - 2007		2007 - 2008		2008 - 2009		2009 - 2010		2010 - 2011		2011 - 2012		2012 - 2013 *	
	AVERAGE	MEDIAN	AVERAGE	MEDIAN	AVERAGE	MEDIAN	AVERAGE	MEDIAN	AVERAGE	MEDIAN	AVERAGE	MEDIAN	AVERAGE	MEDIAN
COMPLAINT PROCESSING	54	49	61	49	75	63	76	63	74	77	83	64	67	54
INVESTIGATION	307	289	324	272	349	309	328	292	312	283	264	225	271	246
TOTAL MBC														
DAYS	361	338	385	321	424	372	404	355	386	360	347	289	338	300
YEARS	0.99	0.93	1.05	0.88	1.16	1.02	1.11	0.97	1.06	0.99	0.95	0.79	0.93	0.82
AG PREP FOR ACC	127	76	121	58	103	63	106	66	107	72	104	78	84	71
OTHER LEGAL	446	350	471	324	381	311	368	312	417	324	396	351	421	344
TOTAL AG														
DAYS	573	426	592	382	484	374	474	378	524	396	500	429	505	415
YEARS	1.57	1.17	1.62	1.05	1.33	1.02	1.30	1.04	1.44	1.08	1.37	1.18	1.38	1.14
TOTAL MBC & AG														
DAYS	934	764	977	703	908	746	878	733	910	756	847	718	843	715
YEARS	2.56	2.09	2.68	1.93	2.49	2.04	2.41	2.01	2.49	2.07	2.32	1.97	2.31	1.96

Years calculated using 365 days per year

Data source: MBC Annual Reports, except 2012-2013

* Data through 3/31/2013

Suspension Order Type	FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13 *
Automatic Suspension Order	5	1	5	0	3	7	4	6	3
PC 23 Order	8	4	8	6	15	7	12	12	18
Out of State Suspension Order	15	14	8	11	18	18	21	17	6
Agreement - No Practice/Restriction	2	6	5	2	3	3	2	0	3
Suspension/Cease Practice Issued by Chief	5	5	3	1	2	1	3	4	3
Interim Suspension Order	31	32	22	18	22	22	28	35	24
Temporary Suspension Order	1	0	0	1	0	0	1	0	0
Totals	67	62	51	39	63	58	71	74	57

* Suspensions Issued through 3/31/2013

	2005		2006		2007		2008		2009		2010		2011	2012	2013 Qtr 1
	Prior to VE	All	VE	All	VE	All	VE	All	VE	All	VE	All	All	All	All
Calendar Day Age from Case Assigned to Case Closed Not Resulting in Prosecution															
Average	271	299	138	330	268	374	358	383	381	333	333	296	263	266	
Median	252	285	134	304	269	335	324	346	346	298	297	273	230	246	
Record Count	827	703	192	648	539	609	588	673	672	664	663	857	794	222	
Calendar Day Age from Request to Suspension Order Granted															
Average	51	44	4	34	38	19	19	52	39	40	40	43	73	33	
Median	17	3	2	22	23	10	10	23	23	1	1	17	24	29	
Record Count	24	21	11	17	13	21	17	17	16	27	27	31	51	9	
Calendar Day Age from Request to Receipt of Medical Records															
Average	58	53	37	59	57	63	58	73	73	64	64	67	46	69	
Median	32	31	26	31	31	28	28	32	32	29	29	30	28	34	
Record Count	475	376	228	264	259	256	252	243	243	257	257	246	236	46	
Calendar Day Age from Request to Physician Interview Completed															
Average	48	51	43	52	50	63	63	52	52	46	46	52	47	48	
Median	36	42	38	37	36	41	42	37	37	34	34	38	35	37	
Record Count	597	453	172	406	371	473	466	696	696	582	582	729	664	145	
Calendar Day Age from Request to Receipt of Expert Opinion															
Average	51	47	35	51	43	50	50	48	48	47	47	58	57	47	
Median	41	35	31	36	35	39	38	36	35	37	37	39	38	36	
Record Count	519	424	82	344	270	374	359	426	424	415	415	599	447	142	
Calendar Day Age from Case Assigned to Completed Investigation and Accusation Filed															
Average	556	554	140	543	340	565	493	584	578	589	588	552	495	558	
Median	525	504	120	523	339	541	486	575	569	616	616	533	457	530	
Record Count	187	149	17	198	95	157	131	189	186	200	199	239	231	54	
Calendar Day Age from Accusation Filed to Disciplinary Outcome**															
Average	608	602	85	576	188	561	243	473	339	426	340	425	449	459	
Median	526	466	99	426	182	384	238	351	309	326	304	391	367	422	
Record Count	212	195	3	226	29	203	80	198	145	171	156	190	237	51	

*Excludes Out of State and Headquarters Cases

**Excludes Outcomes where no Accusation Filed