

as of March 31, 2012

## CONSUMER INFORMATION UNIT FY 11/12

	FY 11/12	Q1	Q2	Q3	Q4
Total Calls Answered	64,242	15,725	20,456	28,061	
Calls Requesting Call Back	12,898	4,647	5,022	3,229	
Calls Abandoned	11,629	4,356	4,616	2,657	
Address Changes Completed	7,493	3,451	2,133	1,909	

## CONSUMER INFORMATION UNIT FY 10/11

	FY 10/11	*Q1	Q2	Q3	Q4
Total Calls Answered	100,626	26,974	22,484	24,592	26,576
Calls Requesting Call Back	11,751	3,792	2,463	2,576	2,920
Calls Abandoned	13,698	5,544	2,853	2,478	2,823
Address Changes Completed	10,732	3,120	2,277	2,822	2,513

\* 1.5 days phone outage; technical issues w/dropped calls.

## PHYSICIAN &amp; SURGEON DATA FY 11/12

	FY 11/12	Q1	Q2	Q3	Q4
Applications Received	5,239	1,711	1,666	1,862	
Initial Reviews Completed	5,159	1,491	1,689	1,979	
Total Pending	N/A	4,012	4,225	4,515	
Reviewed	N/A	3,273	3,530	3,928	
Not Reviewed	N/A	739	795	587	
(SR2s Pending)	N/A	108	121	124	
Licenses Issued	3,981	1,359	1,203	1,419	
Renewals Issued	47,994	16,092	14,067	17,835	

## PHYSICIAN &amp; SURGEON DATA FY 10/11

	FY 10/11	Q1	Q2	Q3	Q4
Applications Received*	6,047	1,503	1,505	1,543	1,496
Initial Reviews Completed	5,984	1,208	1,892	1,464	1,420
Total Pending	N/A	5,291	5,038	4,295	3,992
Reviewed	N/A	4,460	4,532	3,933	3,461
Not Reviewed	N/A	831	506	362	531
(SR2s Pending)	N/A	98	83	82	98
Licenses Issued	5,272	1,447	1,248	1,277	1,300
Renewals Issued	62,656	16,168	15,377	15,087	16,024

\* Applications Received Total and Q4 numbers have been corrected to match the FY 10/11 Annual Report. Previous Reported as: Total 5,914 and Q4 as 1,363 in July 2011 Board Meeting Packet.

## SR 2 - CATEGORIES

	FY 11/12	Q1	Q2	Q3	Q4
Alcohol/Drugs	69	30	12	27	
PG/Medical Knowledge	159	59	40	60	
Convictions	77	43	18	16	
Other	157	92	44	21	



**INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 11/12**

	<b>FY 11/12</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
New Self-Assessment Report Received	3	2	0	1	
Pending Self-Assessment Report	N/A	3	5	6	
New Applications Received w/o Recognized Schools	55	22	14	19	
Pending Application Received w/o Recognized Schools	N/A	35	56	72	
School Recognized Pursuant to CCR 1314(a)(1)	10	4	2	4	
School Recognized Pursuant to CCR 1314(a)(2)	1	1	0	0	
TOTAL Pending Applications w/o Recognized Schools	N/A	62	75	90	

**INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 10/11**

	<b>FY 10/11</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
New Applications Received	9	0	1	1	7
Total Pending Applications	N/A	0	6	5	7
School Recognized Pursuant to CCR 1314(a)(1)	16		3	3	10
School Recognized Pursuant to CCR 1314(a)(2)	2			2	

**LICENSED MIDWIVES FY 11/12**

	<b>FY 11/12</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	27	9	5	13	
Applications Pending	N/A	6	3	5	
Licenses Issued	22	4	8	10	
Licenses Renewed	88	24	31	33	

**LICENSED MIDWIVES FY 10/11**

	<b>FY 10/11</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	41	12	11	6	12
Applications Pending	N/A	4	1	2	2
Licenses Issued	40	9	13	5	13
Licenses Renewed	98	30	17	20	31

**FICTITIOUS NAME PERMITS FY 11/12**

	<b>FY 11/12</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
P&S - FNP Issued	1,079	384	380	315	
P&S - FNP Pending	N/A	59	63	72	
Podiatric FNP Issued	19	3	9	7	
Podiatric FNP Pending	N/A	0	0	0	

**FICTITIOUS NAME PERMITS FY 10/11**

	<b>FY 10/11</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
P&S - FNP Issued**1,288	1,288	310	317	291	370
P&S - FNP Pending	N/A	66	62	129	89
Podiatric FNP Issued	22	7	2	5	8
Podiatric FNP Pending	N/A	1	0	1	0

\*\* P&S - FNP Issued Total and Q4 have been corrected to match the FY10/11 Annual Report. Reported as: Total 1,266 and Q4 248 in July 2011 Board Meeting Packet



## RESEARCH PSYCHOANALYST FY 11/12

	FY 11/12	Q1	Q2	Q3	Q4
RP Applications Received	2	1	0	1	
RP Licenses Issued	3	3	0	0	

## RESEARCH PSYCHOANALYST FY 10/11

	FY 10/11	Q1	Q2	Q3	Q4
RP Applications Received	7	3	3	1	0
RP Licenses Issued	8	2	4	1	1

## SPECIALTY BOARD APPLICATIONS FY 11/12

	FY 11/12	Q1	Q2	Q3	Q4
Applications Received	0	0	0	0	
Applications Pending	N/A	1	1	1	

## SPECIALTY BOARD APPLICATIONS FY 10/11

	FY 10/11	Q1	Q2	Q3	Q4
Applications Received	0	0	0	0	0
Applications Pending	N/A	1	1	1	1

## OPTICAL REGISTRATIONS FY 11/12

	FY 11/12	Q1	Q2	Q3	Q4
Business Registrations Issued	27	10	9	8	
Pending Applications Business	N/A	30	30	18	
Out-of-State Business Registrations Issued	0	0	0	0	
Pending Applications Out of State Bus.	N/A	0	0	0	
Spectacle Lens Registrations Issued	148	47	29	72	
Pending Applications-Spectacle Lens	N/A	78	107	29	
Contact Lens Registrations Issued	67	13	11	43	
Pending Applications-Contact Lens	N/A	22	33	15	
Spectacle Lens Registrations Renewed	709	216	217	276	
Contact Lens Registrations Renewed	286	95	79	112	

## OPTICAL REGISTRATIONS FY 10/11

	FY 10/11	Q1	Q2	Q3	Q4
Business Registrations Issued	69	16	21	17	15
Pending Applications Business	N/A	25	21	22	17
Out-of-State Business Registrations Issued	0	0	0	0	0
Pending Applications Out of State Bus.	N/A	0	0	0	0
Spectacle Lens Registrations Issued	196	42	55	53	46
Pending Applications-Spectacle Lens	N/A	62	37	49	64
Contact Lens Registrations Issued	75	19	17	23	14
Pending Applications-Contact Lens	N/A	20	11	14	22
Spectacle Lens Registrations Renewed	870	200	238	201	231
Contact Lens Registrations Renewed	384	81	116	106	81



SPECIAL PROGRAMS FY 11/12 *																				
Permit	Applications Received				Applications Reviewed				Permits Issued				Permits Renewed				Total Pending			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2111	8	2	3		9	5	3		3	7	2		5	2	3		10	15	10	
2112	0	0	0		0	0	0		1	0	0		0	0	0		1	1	1	
2113	5	6	9		5	8	9		14	4	4		6	11	14		8	10	14	
2168	3	0	1		1	1	1		0	2	0		3	0	1		3	1	2	
2072	0	0	0		0	0	0		0	0	0		1	0	0		0	0	0	
1327	0	0	0		0	0	0		0	0	0		1	1	0		0	0	0	

SPECIAL PROGRAMS FY 10/11																				
Permit	Applications Received				Applications Reviewed				Permits Issued				Permits Renewed				Total Pending			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2111	19	9	2	3	18	4	2	3	16	4	2	2	13	7	2	14	4	14	1	2
2112	0	1	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	1	1
2113	7	1	7	9	5	3	7	6	4	4	1	5	20	15	12	10	6	3	6	13
2168	0	0	0	0	0	0	0	0	0	0	0	0	3	1	1	3	1	0	0	1
2072	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1327	1	0	0	1	1	0	0	1	0	0	0	1	0	0	0	1	1	0	0	0

2111 - Visiting Fellow (doesn't satisfy postgraduate training required for licensure)

2112 - Hospital Fellowship Program Non-Citizen (does not satisfy postgraduate training required for licensure)

2113 - Medical School Faculty Member (may satisfy postgraduate training required for licensure)

2168 - Special Faculty Permit (academically eminent; unrestricted practice within sponsoring medical school - not eligible for licensure)

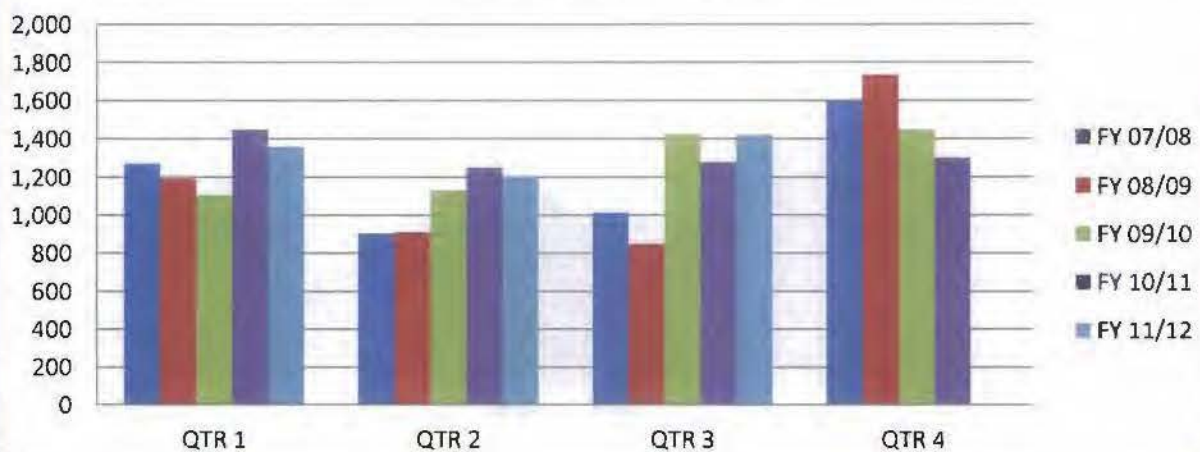
2072 - Special Permit - Correctional Facility

1327 - Medical Student Rotations - Non-ACGME Hospital Rotation

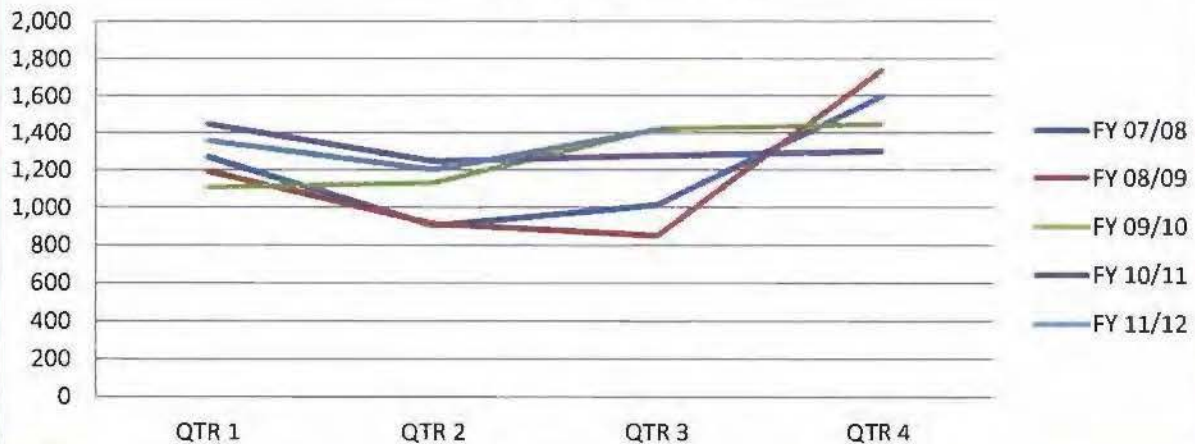
\* The 11/12 Special Program Chart has been updated with corrections. This was necessary as staff identified errors in the stat tracking formulas.

PHYSICIAN'S AND SURGEON'S LICENSES ISSUED Five Fiscal Year History					
Fiscal Year	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
FY 11/12	1,359	1,203	1,419		3,981
FY 10/11	1,447	1,248	1,277	1,300	5,272
FY 09/10	1,107	1,132	1,424	1,447	5,110
FY 08/09	1,192	912	849	1,735	4,688
FY 07/08	1,271	904	1,014	1,598	4,787

### LICENSES ISSUED



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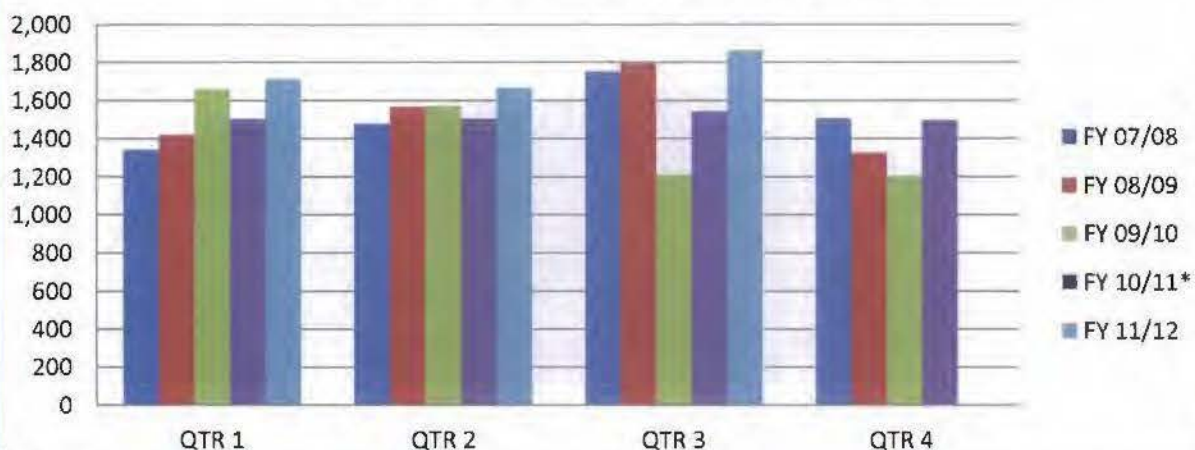




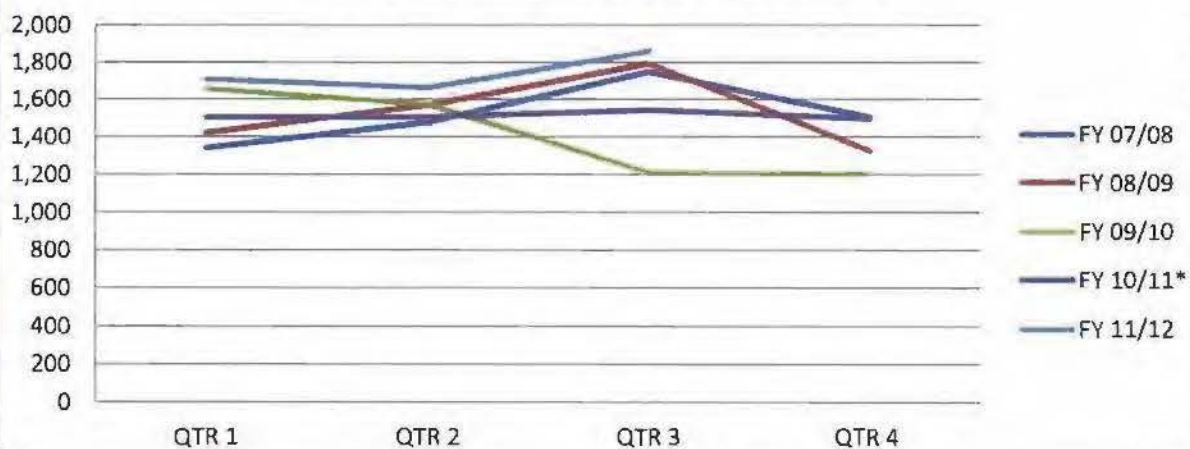
*PHYSICIAN'S AND SURGEON'S LICENSE AND PTAL APPLICATIONS RECEIVED Five Fiscal Year History					
Fiscal Year	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
FY 11/12	1,711	1,666	1,862		5,239
FY 10/11*	1,503	1,505	1,543	1496	6,047
FY 09/10	1,658	1,573	1,211	1,203	5,645
FY 08/09	1,420	1,568	1,794	1,325	6,107
FY 07/08	1,341	1,478	1,751	1,506	6,076

\* Applications Received Total and Q4 numbers have been corrected to match the FY 10/11 Annual Report.  
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### P&S APPLICATIONS RECEIVED



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<b>Strategic Plan Goal 5: Organizational Effectiveness</b>					
<b>Objective 5.1: Licensing Applications to be Reviewed Within 45 Days</b>					
	<i>FY 11/12</i>	<i>Q1</i>	<i>Q2</i>	<i>Q3</i>	<i>Q4</i>
# of Weeks 45 Day Initial Review Goal Not Met	9	2	6	1	
Number of Week Per Quarter / Toal Weeks	39	13	13	13	
Highest # of Days Initial Review Goal Exceeded	N/A	3	7	5	