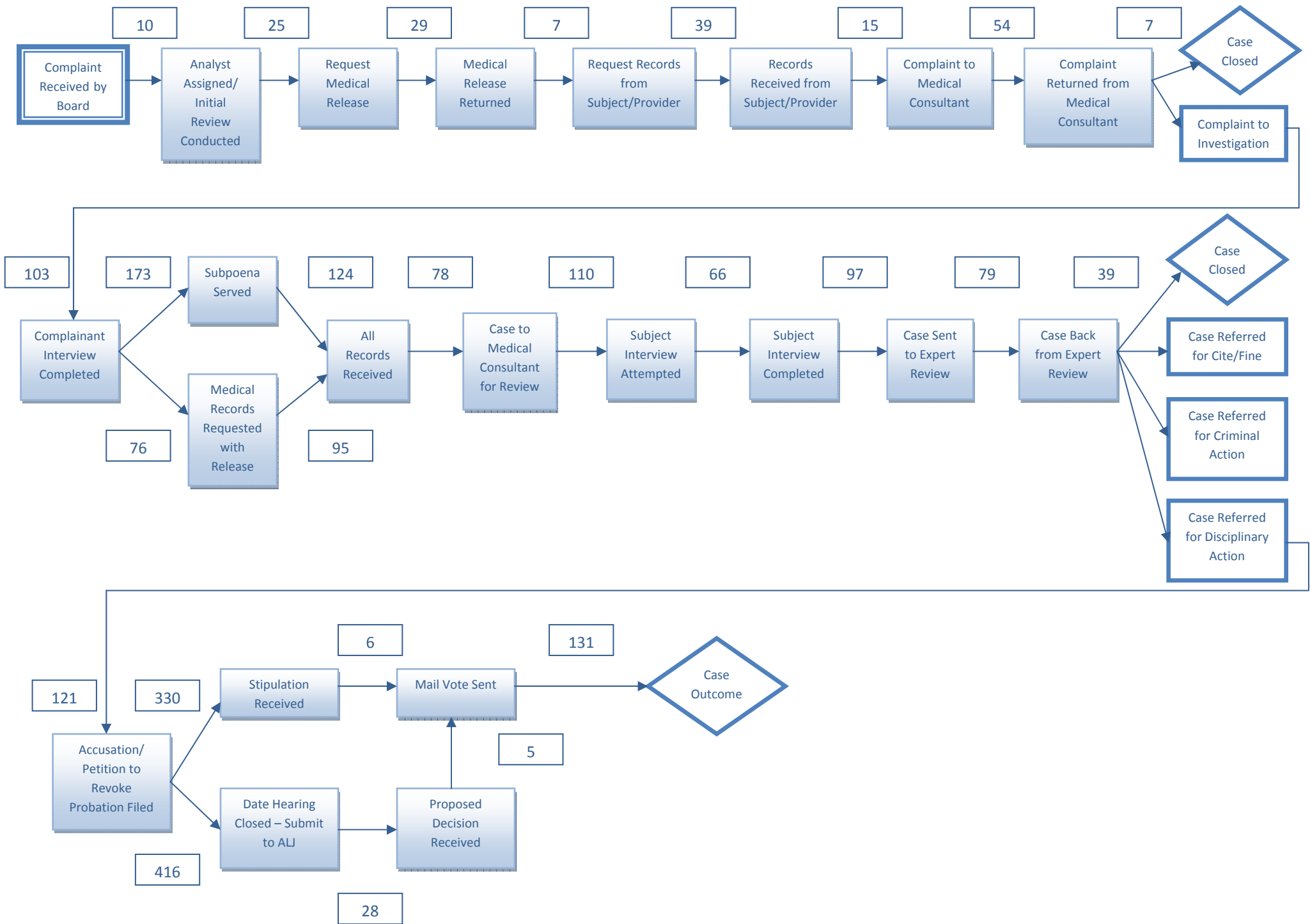


**Enforcement Data Markers**  
**All Case Types**  
**July 2011 Board Meeting**

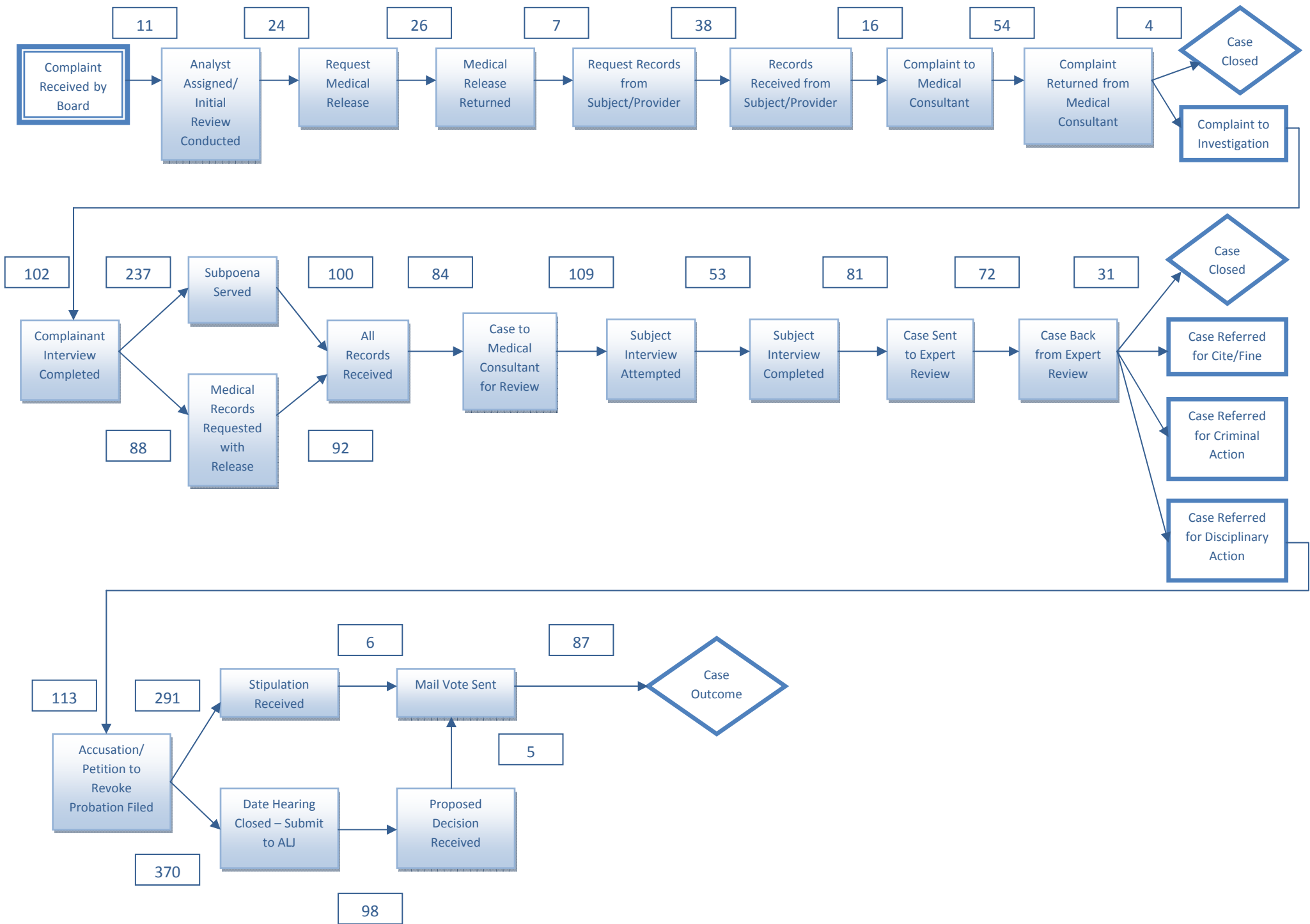
| Data represents average days to complete Complaint and Investigation processes for records closed during reported time frames. | FY 2008/2009   |                   | FY 2009/2010   |                   | FY 2010/2011   |                   |
|--|----------------|-------------------|----------------|-------------------|----------------|-------------------|
|  | All Case Types | Number of Records | All Case Types | Number of Records | All Case Types | Number of Records |
| <b>Complaint Processes</b>   |                |                   |                |                   |                |                   |
| Complaint Received by Board → Analyst Assigned/Initial Review Conducted  | 10             | 6761              | 11             | 6869              | 9              | 7513              |
| Analyst Assigned/Initial Review Conducted → Request Medical Release  | 25             | 1216              | 24             | 1360              | 28             | 1567              |
| Request Medical Release → Medical Release Returned   | 29             | 1044              | 26             | 1166              | 25             | 1321              |
| Medical Release Returned → Request Records from Subject/Provider   | 7              | 687               | 7              | 802               | 11             | 888               |
| Request Records from Subject/Provider → Records Received from Subject/Provider   | 39             | 1759              | 38             | 1879              | 35             | 1906              |
| Records Received from Subject/Provider → Complaint to Medical Consultant   | 15             | 1617              | 16             | 1865              | 17             | 1768              |
| Complaint to Medical Consultant → Complaint Returned from Medical Consultant   | 54             | 1934              | 54             | 2120              | 52             | 2129              |
| Complaint Returned from Medical Consultant → Case Closed/Complaint to Investigation  | 7              | 1932              | 4              | 2114              | 5              | 2126              |
| <b>Investigative Processes</b>   |                |                   |                |                   |                |                   |
| Complaint to Investigation → Complainant Interview Completed   | 103            | 349               | 102            | 424               | 110            | 490               |
| Complainant Interview Completed → Subpoena Served  | 173            | 42                | 237            | 43                | 172            | 44                |
| Complainant Interview Completed → Medical Records Requested with Release   | 76             | 141               | 88             | 170               | 59             | 194               |
| Subpoena Served → All Records Received   | 124            | 120               | 100            | 178               | 88             | 166               |
| Medical Records Requested with Release → All Records Received  | 95             | 372               | 92             | 406               | 85             | 420               |
| All Records Received → Case to Medical Consultant for Review   | 78             | 227               | 84             | 318               | 70             | 369               |
| Case to Medical Consultant for Review → Subject Interview Attempted  | 110            | 374               | 109            | 488               | 77             | 558               |
| Subject Interview Attempted → Subject Interview Completed  | 66             | 712               | 53             | 880               | 53             | 961               |
| Subject Interview Completed → Case Sent to Expert Review   | 97             | 412               | 81             | 511               | 72             | 580               |
| Case Sent to Expert Review → Case Back from Expert Review  | 79             | 510               | 72             | 601               | 63             | 658               |
| Case Back from Expert Review → Case Closed or Referred for Action  | 39             | 495               | 31             | 585               | 30             | 656               |

**Enforcement Data Markers**  
**All Case Types**  
**July 2011 Board Meeting**

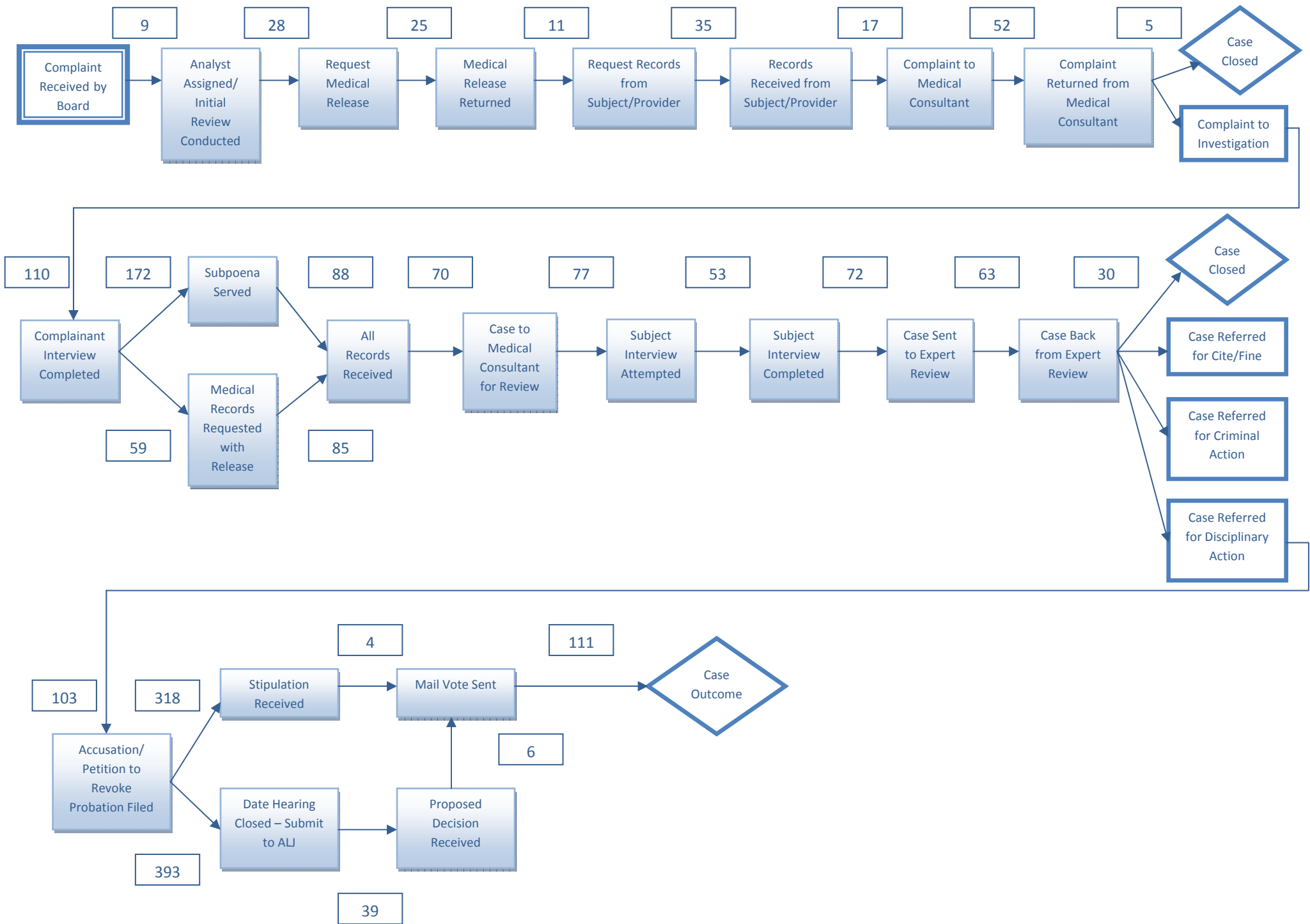
| Data represents average days to complete Disciplinary processes for records closed during reported time frames. | FY 2008/2009   |                   | FY 2009/2010   |                   | FY 2010/2011   |                   |
|---|----------------|-------------------|----------------|-------------------|----------------|-------------------|
|   | All Case Types | Number of Records | All Case Types | Number of Records | All Case Types | Number of Records |
| Case Referred for Action → Accusation/Petition to Revoke Probation Filed  | 121            | 239               | 113            | 237               | 103            | 219               |
| Accusation/Petition to Revoke Probation Filed → Stipulation Received  | 330            | 159               | 291            | 173               | 318            | 142               |
| Stipulation Received → Mail Vote Sent   | 6              | 136               | 6              | 132               | 4              | 124               |
|   |                |                   |                |                   |                |                   |
| Accusation/Petition to Revoke Probation Filed → Date Hearing Closed - Submit to ALJ                             | 416            | 25                | 370            | 30                | 393            | 44                |
| Date Hearing Closed - Submit to ALJ → Proposed Decision Received  | 28             | 35                | 98             | 43                | 39             | 58                |
| Proposed Decision Received → Mail Vote Sent   | 5              | 54                | 5              | 53                | 6              | 60                |
|   |                |                   |                |                   |                |                   |
| Mail Vote Sent → Case Outcome   | 131            | 206               | 87             | 208               | 111            | 205               |
|   |                |                   |                |                   |                |                   |
| 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   |                   |
|   | All Case Types | Number of Records | All Case Types | Number of Records | All Case Types | Number of Records |
| Complaint Received → Closure in Complaint Unit  | 84             | 5278              | 84             | 5247              | 80             | 5755              |
| Complaint Received → Closure at Field/Referred for Administrative or Criminal Action/Citation Issued            | 467            | 1585              | 464            | 1747              | 453            | 1861              |



**All Case Types – FY 2008/2009**  
 Data represents average days to complete process  
 for records closed during timeframe.



**All Case Types – FY 2009/2010**  
 Data represents average days to complete process  
 for records closed during timeframe.



**All Case Types – FY 2010/2011**  
 Data represents average days to complete process  
 for records closed during timeframe.