

Enforcement Process Data Markers/Timelines

DATE REPORT ISSUED: April 26, 2011
DEPARTMENT: Enforcement Program
SUBJECT: Enforcement Process Data Markers/Timelines
STAFF CONTACT: Susan Cady and Laura Sweet

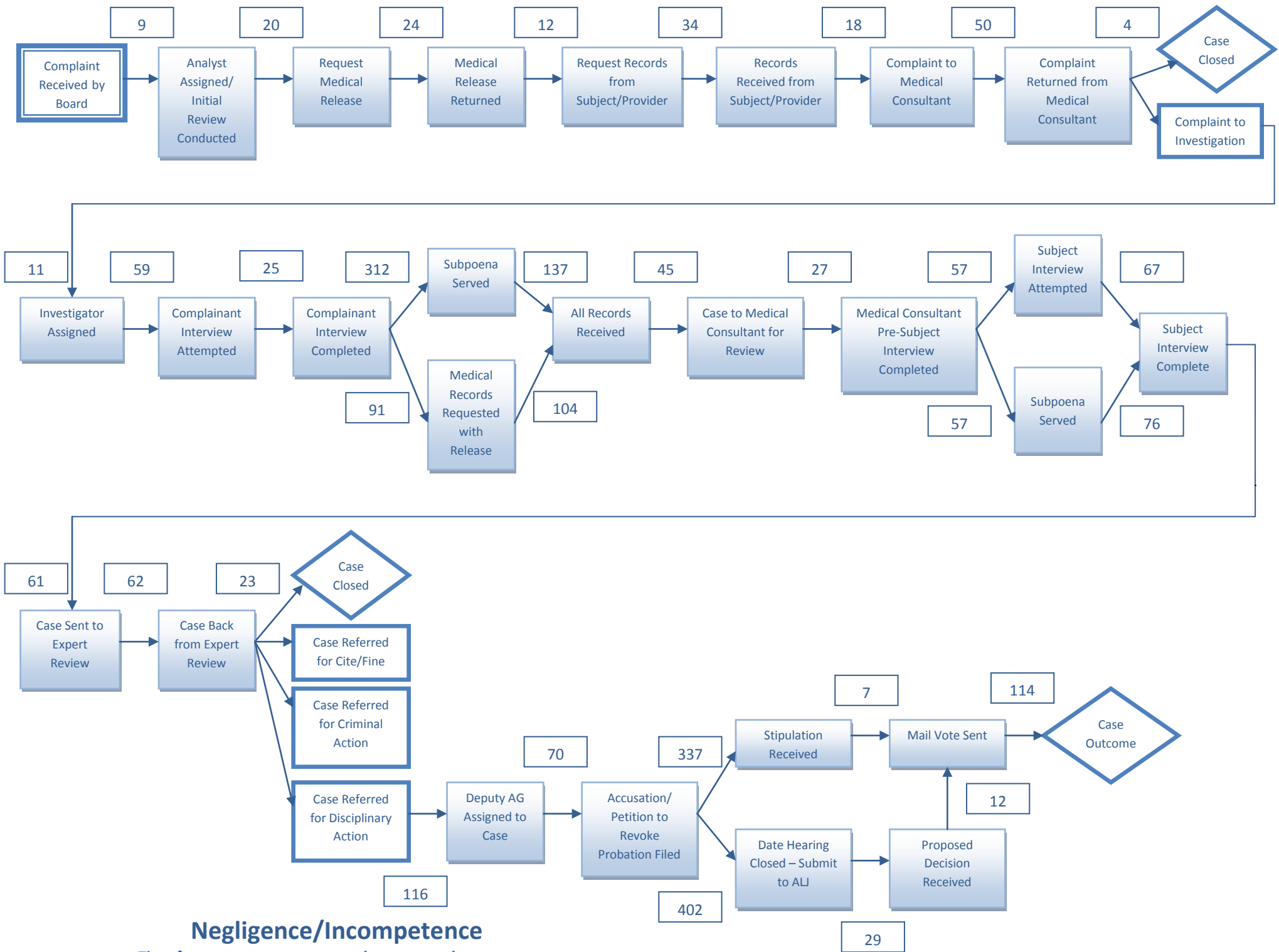
At the last Enforcement Committee meeting, staff was requested to examine all processes used by the Board to investigate complaints, with the goal of identifying opportunities for process improvement and reducing investigative timeframes. We have identified four major complaint categories as reported in the annual report, and have prepared a flow chart identifying each major step or activity, from the initial intake review through the investigation to either closure or referral for administrative action.

Data was generated from the Enforcement tracking system on CAS to identify the average number of days to complete each step in the process for each complaint type. The average number of days has been posted to the flow chart by the appropriate step in the process. The data produced reflects all cases where the activity was completed between 1/1/11-3/31/11. The average timeframes presented in this initial report contain a relatively small data set and the number of records used to calculate the “average” time is displayed on the chart.

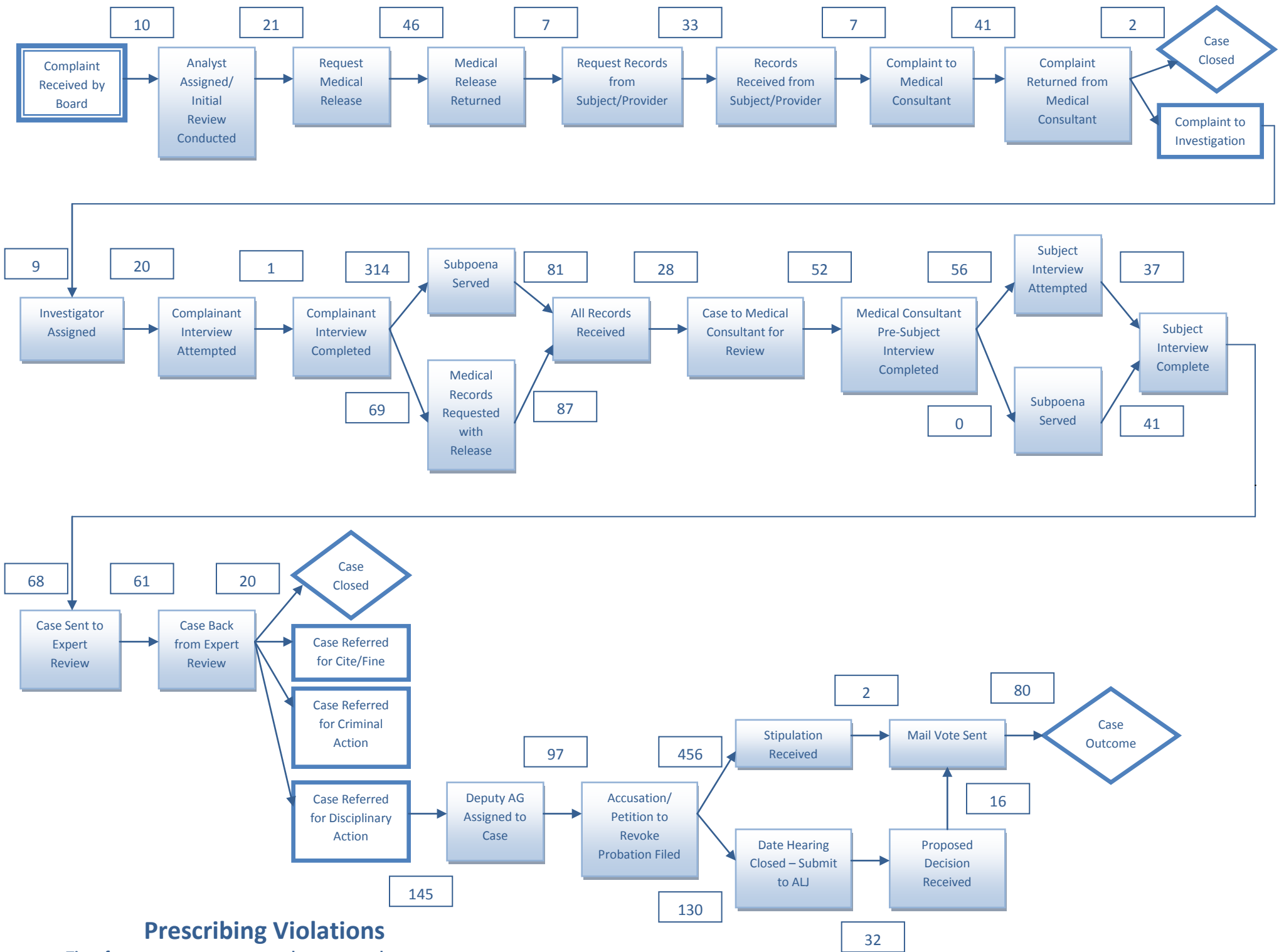
Staff presents this material to the Committee seeking input and direction to ensure the requested information has been captured. Once final approval has been obtained, staff will return to the Committee with a report which contains a larger data set and will provide a truer reflection of the current average processing time for each step in the investigative process. Staff can also produce a report reflecting average processing times for prior years to provide data for comparison.

Data represents average days to complete Complaint/Investigation/Disciplinary processes based on "Action" occurring during the reported timeframe.

	Q1 2011							
	Negligence/Incompetence	Number of Records	Prescribing Violations	Number of Records	Unlicensed Practice	Number of Records	Sexual Misconduct	Number of Records
Complaint Received by Board → Analyst Assigned/Initial Review Conducted	9	864	10	21	6	99	9	32
Analyst Assigned/Initial Review Conducted → Request Medical Release	20	280	21	3	19	2	30	2
Request Medical Release → Medical Release Returned	24	256	46	3	12	1	38	4
Medical Release Returned → Request Records from Subject/Provider	12	192	7	2	1	1	32	3
Request Records from Subject/Provider → Records Received from Subject/Provider	34	380	33	4	22	1	20	2
Records Received from Subject/Provider → Complaint to Medical Consultant	18	347	7	6	2	1	0	0
Complaint to Medical Consultant → Complaint Returned from Medical Consultant	50	450	41	10	25	2	51	1
Complaint Returned from Medical Consultant → Case Closed/Complaint to Investigation	4	451	2	10	27	3	1	1
Complaint to Investigation → Investigator Assigned	11	143	9	20	8	39	9	10
Investigator Assigned → Complainant Interview Attempted	59	8	20	3	46	2	145	3
Complainant Interview Attempted → Complainant Interview Completed	25	8	1	1	0	0	14	3
Complainant Interview Completed → Subpoena Served	312	1	314	2	0	0	0	0
Complainant Interview Completed → Medical Records Requested with Release	91	10	69	1	0	0	156	1
Subpoena Served → All Records Received	137	14	81	5	0	0	0	0
Medical Records Requested with Release → All Records Received	104	32	87	3	26	1	11	3
All Records Received → Case to Medical Consultant for Review	45	37	28	6	10	1	46	3
Case to Medical Consultant for Review → Medical Consultant Pre-Subject Interview Completed	27	74	52	10	1	1	8	5
Medical Consultant Pre-Subject Interview Completed → Subject Interview Attempted	57	50	56	4	6	1	0	0
Medical Consultant Pre-Subject Interview Completed → Subpoena Served	57	2	0	0	0	0	0	0
Subject Interview Attempted → Subject Interview Completed	67	103	37	4	31	5	31	6
Subpoena Served → Subject Interview Completed	76	4	41	1	0	0	159	1
Subject Interview Completed → Case Sent to Expert Review	61	106	68	7	0	0	229	1
Case Sent to Expert Review → Case Back from Expert Review	62	131	61	11	61	2	68	2
Case Back from Expert Review → Case Closed or Referred for Action	23	126	20	5	22	3	34	1
Case Referred for Action → Deputy AG Assigned to Case	116	31	145	7	0	0	4	1
Deputy AG Assigned to Case → Accusation/Petition to Revoke Probation Filed	70	27	97	1	341	1	150	3
Accusation/Petition to Revoke Probation Filed → Stipulation Received	337	13	456	1	211	2	15	1
Stipulation Received → Mail Vote Sent	7	13	2	1	9	2	0	0
Accusation/Petition to Revoke Probation Filed → Date Hearing Closed - Submit to ALJ	402	6	130	3	0	0	625	3
Date Hearing Closed - Submit to ALJ → Proposed Decision Received	29	6	32	3	0	0	117	1
Proposed Decision Received → Mail Vote Sent	12	7	16	5	0	0	17	4
Mail Vote Sent → Case Outcome	114	20	80	4	0	0	83	2
Complaint Received → Closure in Complaint Unit	99	634	54	10	81	33	66	13
Complaint Received → Closure at Field	506	114	327	5	294	22	318	12

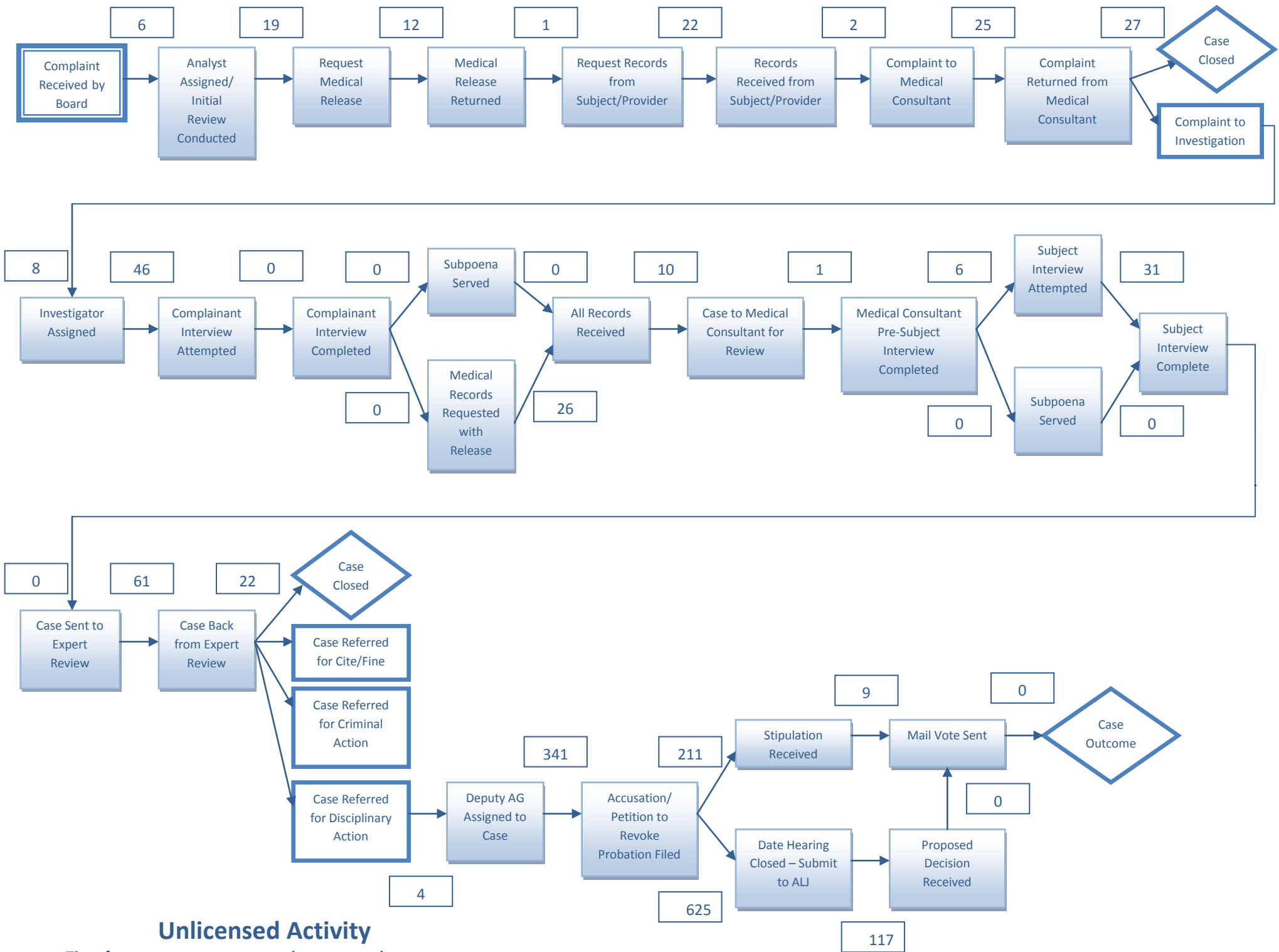


Negligence/Incompetence
 Time frame represents average days to complete process
 January 01, 2011 – March 31, 2011



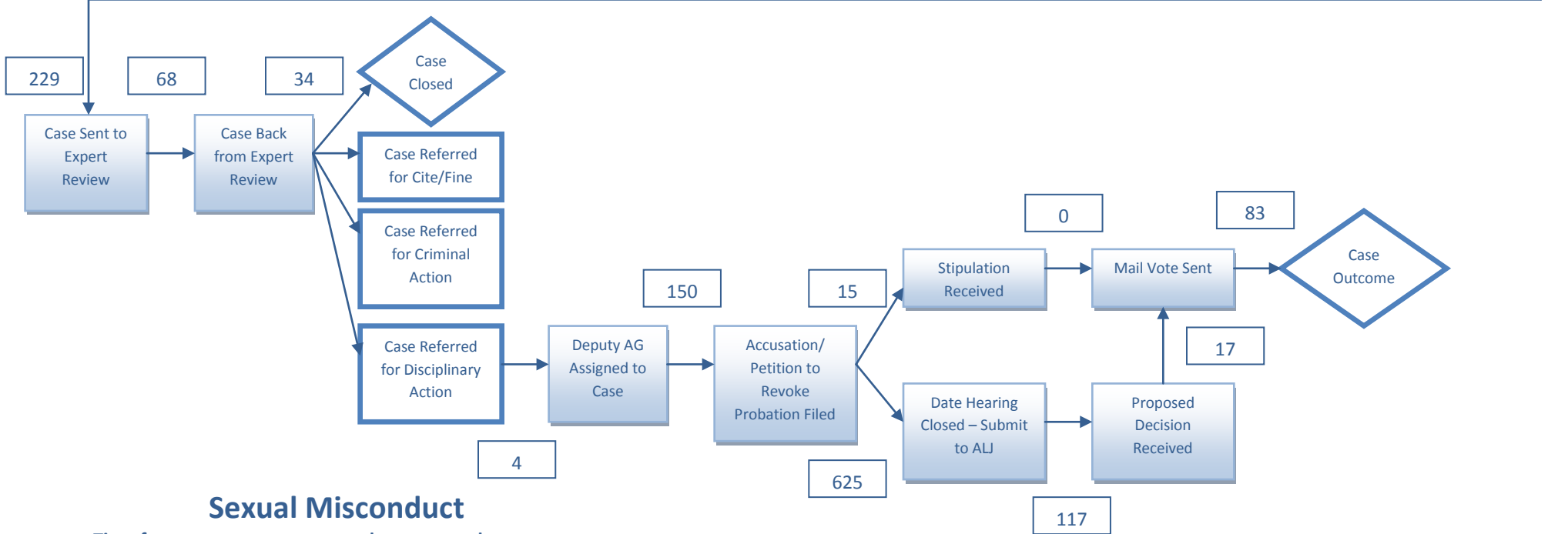
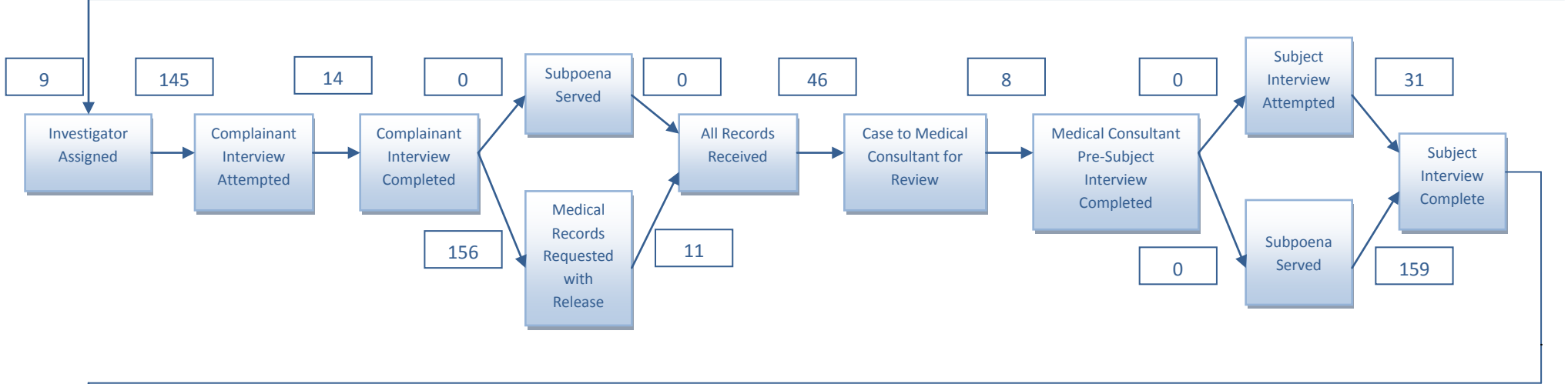
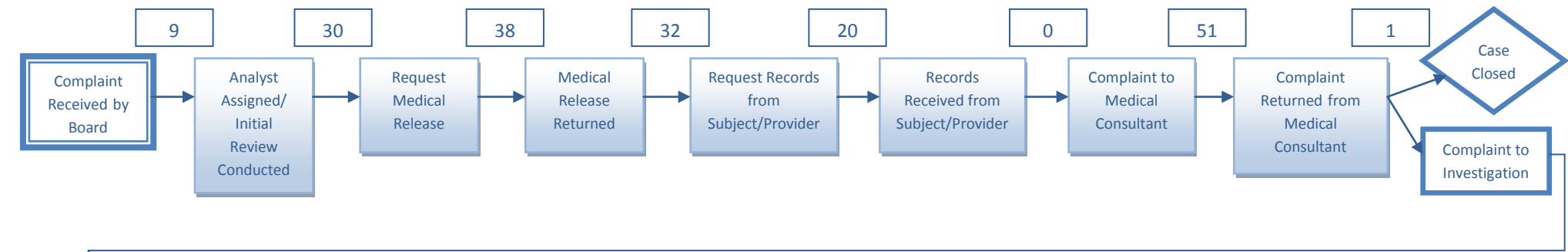
Prescribing Violations

Time frame represents average days to complete process
January 01, 2011 – March 31, 2011



Unlicensed Activity

Time frame represents average days to complete process
 January 01, 2011 – March 31, 2011



Sexual Misconduct

Time frame represents average days to complete process
January 01, 2011 – March 31, 2011