



ARIZONA MEDICAL BOARD

AZIPS – Arizona Integrated
Planning System

FY 2023

2021 - 2023 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

MEA 0.0 Agency Summary
ARIZONA MEDICAL BOARD
 Patricia E. McSorley, Executive Director
 Board of Medical Examiners (480) 551-2791
 A.R.S. §§ 32-1401 et seq. and A.R.S. §§ 32-2501 et seq.
 Plan Contact: Patricia E McSorley, Executive Director
 Board of Medical Examiners (480) 551-2791

Mission:

To protect public safety through the judicious licensing, regulation, and education of physicians and physician assistants.

Description:

The Agency staff supports the Arizona Medical Board, which licenses and regulates allopathic physicians ('MDs'), and the Arizona Regulatory Board of Physician Assistants ('PAs'), which licenses and regulates physician assistants. The Agency processes applications for licenses, handles public complaints against licensees, and disseminates information pertaining to licensees and the regulatory process. The Agency determines and administers disciplinary action of the respective Arizona practice acts. Together, the Agency regulates over 30,500 licensees.

◆ **Goal 1** To increase activities devoted to addressing public safety, healthcare and regulatory issues of importance to licensees, stakeholders, and the general public through collaboration with others, policy making and information dissemination.

- Objective: 1** FY2021: Increase time spent addressing public safety, healthcare or regulatory issues through subcommittee discussion and adoption of relevant substantive policy statements and rules.
- FY2022: Increase time spent addressing public safety, healthcare or regulatory issues through subcommittee discussion and adoption of relevant substantive policy statements and rules.
- FY2023: Increase time spent addressing public safety, healthcare or regulatory issues through subcommittee discussion and adoption of relevant substantive policy statements and rules.

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Number of substantive policy statements, guidelines, rules, or rule revisions adopted	0	2	2

Number of instances where a Board or staff member attends a professional training event relevant to the Board's functions and or the appropriate delivery of healthcare.	17	20	20
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Explanation: The Arizona Medical Board and the Arizona Regulatory Board of Physician Assistants (Boards) continually strive to proactively explore areas influencing healthcare delivery and public safety.

- Objective: 2** FY2021: Increase the availability of educational and regulatory information to licensees, stakeholders, and the general public.
- FY2022: Increase the availability of educational and regulatory information to licensees, stakeholders, and the general public.
- FY2023: Increase the availability of educational and regulatory information to licensees, stakeholders, and the general public.

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Number of public awareness activities, training opportunities, and other public notifications published on the Board website or transmitted to licensees via e-mail blasts.	21	18	16

Explanation: The Agency is often a source of communicating statutory changes and other information related to the practice of medicine by utilizing various available communication avenues, email, newsletter, Twitter and the Agency's websites.

◆ **Goal 2** To improve efficiency of licensing, other regulatory measures, and information dissemination processes.

- Objective: 1** FY2021: To maintain or improve upon prior year performance levels in license processing.
- FY2022: To maintain or improve upon prior year performance levels in license processing.
- FY2023: To maintain or improve upon prior year performance levels in license processing.

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Average time to approve an MD license from receipt of application.	85	70	70
Average time to approve a PA license from receipt of application.	70	40	40
Average number of days to process an initial medical doctor license upon receipt of completed application	7	7	7
Average score of agency-wide customer service satisfaction surveys (scale of 1-8)	7.3	7.5	7.5

- Objective: 2** FY2021: To improve maintain or approve upon prior year performance levels in complaint investigation and case resolution.
- FY2022: To improve maintain or approve upon prior year performance levels in complaint investigation and case resolution.
- FY2023: To improve maintain or approve upon prior year performance levels in complaint investigation and case resolution.

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Average number of days to complete an medical doctor investigation	186	155	155
Average number of days to complete an physician assistant investigation	166	130	130
Average number of days to resolve a medical doctor case	267	195	190
Average number of days to resolve a physician assistant case	234	190	180
Medical doctor cases referred to formal hearing	14	18	18

Agency 5-Year Plan

Issue 1 Essential Agency functions focused on public protection through licensing, investigation, examination of regulatory issues, ongoing education of Staff and Agency members, active dissemination of public information and outreach and collaborating with other health regulatory agencies.

Description: The Arizona Medical Board and the Arizona Regulatory Board of Physician Assistants (Boards) continually strive to proactively explore areas influencing healthcare delivery and public safety. The Boards focus on essential agency functions and concentrate on those matters that directly affect the health and well-being of the people of Arizona.

The Agency is often a source for communicating statutory changes and other information related to the practice of medicine by utilizing various available communication avenues: email, newsletter, Twitter and the Agency's websites.

The Agency actively engages with other health regulatory agencies to address concerns related to public health and safety. In FY 2022, the Agency will continue to issue temporary emergency licenses, with the approval of the Department of Health Services, which allows the Agency to respond expeditiously to the need for physician and physician assistants during COVID surges. To date, the Agency has issued temporary emergency licenses to 956 MDs and 130 PAs.

In FY 2022, the Agency will continue to work with the Department of Health Services to create the Healthcare Professionals Workforce Data Repository (Repository). The purpose of the Repository is to collect high quality data with the goal of using the information to improve healthcare delivery in the State of Arizona. The Agency is a critical member of this group as the proposal is to obtain the data from the license applications submitted to the Agency. In addition, the Agency is an active member of the Pharmacy Board's CSPMP Task Force and the Agency will continue to work with the CSPMP Task Force on initiatives to monitor controlled substance prescribing with the goal of encouraging the safe and appropriate prescribing of controlled substances.

In FY 2022, the Agency will implement two statutes signed into law this past legislative session which added two additional routes to increase access to medical care in Arizona. HB 2454 created a telehealth registration available to those physicians and physician assistants licensed in another state to register with the Agency to provide telehealth care to Arizona citizens. In addition, SB 1271 provides that the Agency issue a one-year transitional training permit to a graduate of an allopathic school of medicine who is not selected for entry into a residency program.

Agency Staff remains focused on increasing public awareness activities and exceeded its FY2021 goal. Staff addressed multiple groups and provided presentations to a wide range of audiences, including University of Arizona medical students, Arizona State University regulatory policy students, Northern Arizona University graduating physician assistants, and the Maricopa Medical Society.

Solutions:

Devote activities to public safety, healthcare and regulatory issues.

Increasing time spent addressing public safety, healthcare or regulatory issues through subcommittee discussion and adoption of relevant substantive policy statements and rules.

Increasing the availability of educational and regulatory information to licensees, stakeholders, and the general public.

Issue 2 Modernization of the Agency's database and operations by transitioning to a SaaS product pursuant to the Governor's Cloud First Initiative to improve the Agency's efficiency by reducing licensing and case resolution timeframes.

Description: In FY2022, the Agency continues to refine and consolidate its database operations in the cloud. Furthermore, the transition to the cloud will be complete in FY2022, with the final decommissioning of the remaining hardware based servers in our leased data center space. The Agency is working with ADOA/ASET to optimize the Agency's cloud operations. This includes migrating our data from MS Azure US West 2 Data Center in Washington State to the newly opened Azure Quartzsite Data Center. This migration will improve latency of data transfer and further enhance the speed in which the Agency can process licensing applications. By aligning database operations with the recommendations and products identified by the State, the Agency has the ability tap into new technologies and security features using economies of scale leveraging the State's enterprise abilities in procuring IT and cybersecurity services.

In FY2021 and 22, the licensing product line for the Agency increased, giving Arizona citizens and their licensed healthcare providers additional options. The Agency's database continues to support the processing of the COVID-19 temporary emergency licenses, and the Universal Recognition License, and will add the Telehealth Registration and the Transitional Training Permit. The addition of the Telehealth Registration and the Transitional Training Permit will require the Agency to make the necessary database changes to successfully implement these new developments.

The Agency continues to seek out opportunities to improve the speed of the delivery of services, with an emphasis on decreasing licensing issuance timeframes using best practices in information technology, as well as improving the dissemination of information in the public interest.

Solutions:

Maintaining or improving upon prior year performance levels in license processing,
Maintaining or improving upon prior year performance levels in complaint investigation and case resolution.

Resource Assumptions

	FY2024 Estimate	FY2025 Estimate	FY2026 Estimate
Full-Time Equivalent Positions	61.5	61.5	61.5
General Fund	0.0	0.0	0.0
Other Appropriated Funds	7,507.1	7,507.1	7,507.1
Non-Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0

Revised Performance Measure Descriptions

The following performance measures are budget related. Unlike non-budget related performance measures, agencies can't change the last published description themselves. Therefore, they've entered a revised description which should be reviewed. If appropriate, update the performance measure's description with the agency's revised description in OSPB's "centralized" AZIPS. Be sure your team leader, OSPB management and JLBC have approved of the change, since this will be published. This report checks for revisions across all agencies. Please communicate with the agency about the outcome of their request to add, change or delete performance measures and/or their descriptions.

Agency:

Program:

Subprogram:

Goal:

Objective:

Performance Measure Last Published Description & Agency's Revised Description

PM
Type

Original:

Revised:

Budget Related Performance Measures

Arizona Medical Board

Agency: 0.0 ARIZONA MEDICAL BOARD
Contact: Patricia E. McSorley, Executive Director (480) 551-2791
2nd Contact: Patricia E McSorley, Executive Director (480) 551-2791
Statute: A.R.S. §§ 32-1401 et seq. and A.R.S. §§ 32-2501 et seq.

ML	Budget	Type	Performance Measure	FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average number of days to complete an medical doctor investigation	190	155	186	155	155
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average number of days to complete an physician assistant investigation	170	130	166	130	130
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average number of days to process an initial medical doctor license upon receipt of completed application	7	7	7	7	7
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	QL	Average score of agency-wide customer service satisfaction surveys (scale of 1-8)	7.6	7.5	7.3	7.5	7.5

AGENCY SUMMARY

Program: MEA 0 . 0 ARIZONA MEDICAL BOARD
Director: Patricia E. McSorley, Executive Director
Phone: Board of Medical Examiners (480) 551-2791
Statute: A.R.S. §§ 32-1401 et seq. and A.R.S. §§ 32-2501 et seq.
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◆ **Goal:** 1 To increase activities devoted to addressing public safety, healthcare and regulatory issues of importance to licensees, stakeholders, and the general public through collaboration with others, policy making and information dissemination.

- Objectives:** 1 2021 Obj: Increase time spent addressing public safety, healthcare or regulatory issues through subcommittee discussion and adoption of relevant substantive policy statements and rules.
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 2023 Obj: Increase time spent addressing public safety, healthcare or regulatory issues through subcommittee discussion and adoption of relevant substantive policy statements and rules.

Performance Measures:

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of substantive policy statements, guidelines, rules, or rule revisions adopted	2	2	0	2	2
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of instances where a Board or staff member attends a professional training event relevant to the Board's functions and or the appropriate delivery of healthcare.	40	20	17	20	20

Agency Staff remains focused on increasing public awareness activities and exceeded its FY2021 goal. Staff addressed multiple groups and provided presentations to a wide range of audiences, including University of Arizona medical students, Arizona State University regulatory policy students, Northern Arizona University graduating physician assistants, and the Maricopa Medical Society.

- Objectives:** 2 2021 Obj: Increase the availability of educational and regulatory information to licensees, stakeholders, and the general public.
 2022 Obj: Increase the availability of educational and regulatory information to licensees, stakeholders, and the general public.
 2023 Obj: Increase the availability of educational and regulatory information to licensees, stakeholders, and the general public.

Performance Measures:

ML	Budget	Type	FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	44	18	21	18	16

Number of public awareness activities, training opportunities, and other public notifications published on the Board website or transmitted to licensees via e-mail blasts.

The Arizona Medical Board and the Arizona Regulatory Board of Physician Assistants (Boards) continually strive to proactively explore areas influencing healthcare delivery and public safety. The Boards focus on essential agency functions and concentrate on those matters that directly affect the health and well-being of the people of Arizona.

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- ◆ **Goal:** 2 To improve efficiency of licensing, other regulatory measures, and information dissemination processes.

- Objectives:** 1 2021 Obj: To maintain or improve upon prior year performance levels in license processing.
 2022 Obj: To maintain or improve upon prior year performance levels in license processing.
 2023 Obj: To maintain or improve upon prior year performance levels in license processing.

Performance Measures:

ML	Budget	Type	FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	75	70	85	70	70

Average time to approve an MD license from receipt of application.

The Agency continues to seek out opportunities to improve the speed of the delivery of services, with an emphasis on decreasing licensing issuance timeframes using best practices in information technology, as well as improving the dissemination of information in the public interest.

2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	43	40	70	40	40
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Average time to approve a PA license from receipt of application.

The Agency continues to seek out opportunities to improve the speed of the delivery of services, with an emphasis on decreasing licensing issuance timeframes using best practices in information technology, as well as improving the dissemination of information in the public interest.

3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	7	7	7	7	7
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Average number of days to process an initial medical doctor license upon receipt of completed application

In FY2021 and 22, the licensing product line for the Agency increased, giving Arizona citizens and their licensed healthcare providers additional options. The Agency's database continues to support the processing of the COVID-19 temporary emergency licenses, and the Universal Recognition License, and will add the Telehealth Registration and the Transitional Training Permit. The addition of the Telehealth Registration and the Transitional Training Permit will require the Agency to make the necessary database changes to successfully implement these new developments.

4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	QL	7.6	7.5	7.3	7.5	7.5
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Average score of agency-wide customer service satisfaction surveys (scale of 1-8)

- Objectives:** 2 2021 Obj: To improve maintain or approve upon prior year performance levels in complaint investigation and case resolution.
 2022 Obj: To improve maintain or approve upon prior year performance levels in complaint investigation and case resolution.
 2023 Obj: To improve maintain or approve upon prior year performance levels in complaint investigation and case resolution.

Performance Measures:

	ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average number of days to complete an medical doctor investigation	190	155	186	155	155
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average number of days to complete an physician assistant investigation	170	130	166	130	130
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of days to resolve a medical doctor case	242	195	267	195	190
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of days to resolve a physician assistant case	271	190	234	190	180
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Medical doctor cases referred to formal hearing	31	18	14	18	18