



## Arizona Medical Board

1740 W. Adams, Phoenix, AZ 85007 • website: [www.azmd.gov](http://www.azmd.gov)  
Phone (480) 551-2700 • Toll Free (877) 255-2212 • Fax (480) 551-2707

### Governor

**Katie Hobbs**

### Members

**R. Screven Farmer, M.D.** Chair  
Physician Member

**James Gillard, M.D., M.S.**  
Vice-Chair  
Physician Member

**Lois E. Krahn, M.D.**  
Secretary  
Physician Member

Katie S. Artz, M.D.  
Physician Member

Jodi Bain, Esq.  
Public Member

Bruce A. Bethancourt, MD  
Physician Member

David Beyer, MD  
Physician Member

Laura Dorrell, M.S.N., R.N.  
Public Member/RN

Gary R. Figge, M.D.  
Physician Member

Pamela E. Jones  
Public Member

Constantine G. Moschonas, MD  
Physician Member

Eileen M. Oswald, M.P.H.  
Public Member

### Executive Director

**Patricia E. McSorley**

February 3, 2023

The Honorable Katie Hobbs  
Governor of Arizona  
State Capitol  
1700 West Washington Street  
Phoenix, AZ 85007

### **RE: FY 2021-2022 ANNUAL REPORT**

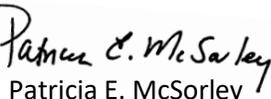
Dear Governor Hobbs:

Please accept the attached Annual Report on behalf of the Arizona Medical Board (AMB), submitted pursuant to A.R.S. § 32-1402(G).

We appreciate the opportunity to share key information regarding the AMB, its mission and its accomplishments in the last fiscal year. The AMB and its staff are committed to the core function of protecting Arizona citizens while continually striving to improve service and ensure due process of law. We are committed to accomplishing these goals while operating within the strict compliance of our current statutes and rules.

The AMB and its staff continue to strive for efficiency and excellence in the regulatory oversight of the health professionals who are under the jurisdiction of this Board.

Respectfully,



Patricia E. McSorley  
Executive Director

Enclosure

C:

Members of the Arizona Regulatory Board of Physician Assistants  
Members of the Health and Human Services Committee of the Senate  
Members of the Health and Human Services Committee of the House of Representatives

# ARIZONA MEDICAL BOARD

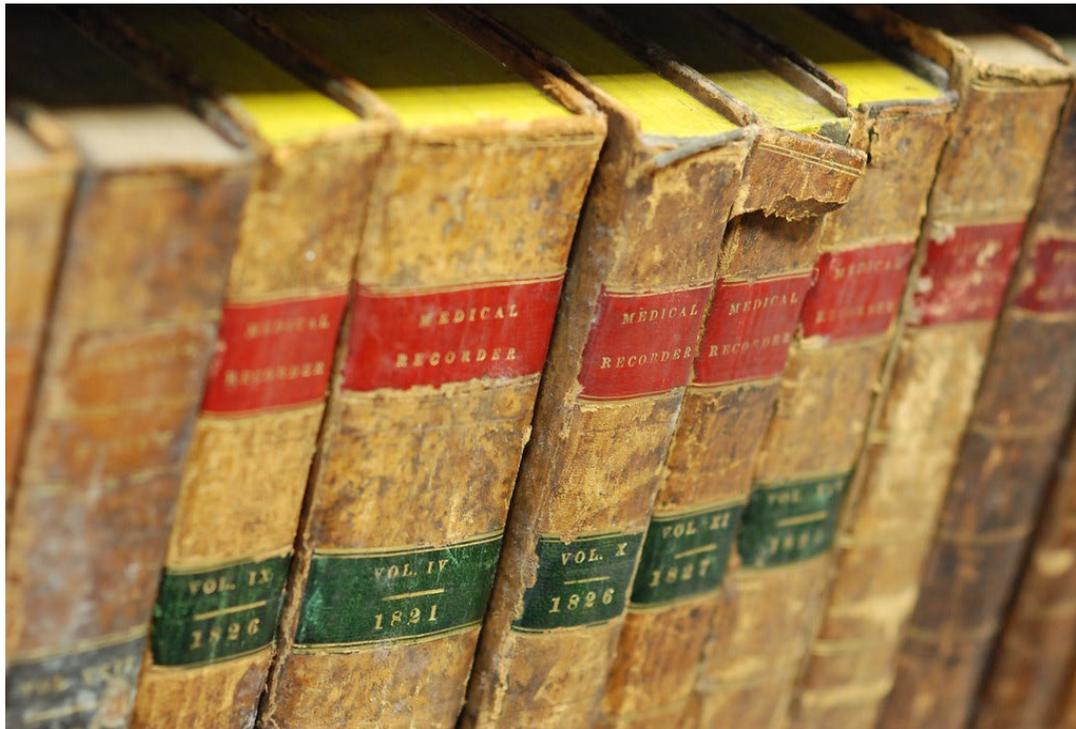


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2021-2022

Annual Report

**Patricia E. McSorley, J.D.**  
Executive Director

**Kristina A. Jensen, M.P.A.**  
Deputy Director

1740 W. Adams Street, Suite 4000  
Phoenix, AZ 85007

# ARIZONA MEDICAL BOARD

## ARIZONA MEDICAL BOARD MEMBERS

The Arizona Medical Board ("AMB") is committed to serving the public through the fair and judicious licensing and regulation of allopathic physicians ("MDs"). Pursuant to Arizona Revised Statute ("A.R.S.") § 32-1402, the AMB is comprised of twelve members: four public members, and eight physicians. One of the public members shall be a licensed practical or professional nurse.

**R. Screven Farmer, M.D.**

*Chair, Physician Member*  
*Term Expiration 7/1/2023*

**James M. Gillard, M.S., M.D.,**

**F.A.C.E.P., F.A.A.E.M.**  
*Vice-Chair, Physician Member*  
*Term Expiration 7/1/2025*

**Lois E. Krahn, M.D.**

*Secretary, Physician*  
*Term Expiration 7/1/2024*

**Katie S. Artz, M.D.**

*Physician Member*  
*Term Expiration 7/1/2027*

**Jodi A. Bain, M.A., J.D., LL.M.**

*Public Member*  
*Term Expiration 7/1/2026*

**Bruce Bethancourt, M.D., F.A.C.P.**

*Physician Member*  
*Term Expiration 7/1/2026*

**David C. Beyer, M.D.**

*Physician Member*  
*Term Expiration 7/1/2022*

**Gary R. Figge, M.D.**

*Physician Member*  
*Term Expiration 7/1/2024*

**Laura M. Dorrell, R.N.**

*Nurse/Public Member*  
*Term Expiration 7/1/2025*

**Pamela E. Jones**

*Public Member*  
*Term Expiration 7/1/2026*

**Constantine G. Moschonas, M.D.**

*Physician Member*  
*Term Expiration 7/1/2023*

**Eileen M. Oswald**

*Public Member*  
*Term Expiration 7/1/2025*

Additional information related to the AMB Members  
may be found at:

<https://www.azmd.gov/BoardOps/BoardOps#>

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## OVERVIEW

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The Arizona Medical Board (AMB) focuses on public protection and directs its efforts to its two main functions: the licensing and regulation of allopathic physicians. AMB Board Members and AMB Staff work together to fulfill the AMB’s mission and through its collaborative efforts contribute to providing safe standard of care treatment for the citizens of Arizona.

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## HIGHLIGHTS

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In Fiscal Year (“FY”) 2022, the AMB worked diligently to implement the new legislative mandated licensing changes that created additional pathways to the practice of medicine in Arizona. The telehealth registration now provides the ability of those physicians located out of state to register to practice telehealth, and care for Arizona citizens located within Arizona. In addition, the Medical School Graduate Training Permit allows a medical school graduate who has not matched for a residency program to provide care while under the supervision of a licensed physician thereby maximizing the contributions of medical school graduates who do not match with a residency program upon graduation.

The AMB worked collaboratively with the AZ Pharmacy Board’s Controlled Substances Physicians Monitoring Program (CSPMP) to enforce A.R.S. § 36-2606 which requires all Arizona physicians with a DEA registration to prescribe to sign up with the CSPMP to gain access to the database to allow for review and consideration of a patient’s prescribed medications before providing a new prescription. Checking the CSPMP prior to prescribing is the standard of care for physicians who prescribe controlled substances and is one measure to prevent opioid addiction. The combined efforts of the AMB and the CSPMP in FY 22 resulted in a reported 52% decrease of those physicians reported to the AMB as non-compliant with the requirement to register with the CSPMP.

The AMB also worked with the Arizona Medical Association and the Arizona Psychiatry Society to adopt new rules that changed the AMB’s application questions related to an applicant’s health. The rule change permits the AMB to only ask about current health conditions that impair a physician’s ability to safely practice. The applicant is required to submit any board order currently monitoring health condition with the application. The intent of the changes to the application questions is to remove the stigma associated with physicians receiving mental health treatment and to encourage treatment without fear of repercussion during the licensure process.

The AMB continued its work of licensing and regulating physicians and in FY 22 saw an increase of 4.752% in licensed Arizona physicians. In FY 21 there were 26,597 licensed Arizona physicians growing to 27,861 in FY22.

While the COVID pandemic prevented the AMB from meeting in person, the Agency used this time to refurbish its meeting space with upgrades to the physical space and newer technology to allow for a more comfortable environment and better communication during public meetings.

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## LICENSING

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The AMB issued 2,607 initial full MD licenses in FY 22. The average number of days to approve a license from receipt of the application to issuance of the license was 86 days; this represents a slight increase of days to approve issuance from FY 21. In FY 22, licensing staff continued to work expeditiously to process 129 temporary emergency applications until March 2022, when Governor Ducey lifted the State of Emergency and the AMB ceased issuing temporary emergency licenses. The AMB also issued 1,565 Post-Graduate Training Permits, and an additional 25 assorted licenses (Pro Bono, and Teaching Licenses) along with 616 dispensing certificates, 123 Transitional Training Permits and 20 Telehealth Registration Licenses.

The total number of licensed MDs ending in FY 22 is 28,861 up from 26,597 in FY 21.

Description	FY 2021	FY 2022
Initial Full MD Licenses	2,163	2,607
# of Days to Approve a License from Receipt of the Application to Issuance of License	85	86
Post Graduate Training Permits	1,579	1,565
Pro Bono Licenses	40	24
Locum Tenens Licenses	0	0
Teaching Licenses	3	1
Dispensing Certificates	613	616
Customer Satisfaction	92%	92%

### UNIVERSAL RECOGNITION APPLICATION: BREAKING DOWN BARRIERS TO LICENSING

In FY 22, the AMB continued issuing Universal Recognition Applications, which allows the AMB to recognize and offer reciprocity to physicians establishing residency in Arizona, and who are licensed in another state, for more than a year. This path to licensure offers an expeditious process as many primary source documents related to training and employment are not required. In FY 22, the AMB received 134 MD Universal Recognition Applications, and 99 were issued.

#### Interstate Medical Licensure Compact Licenses

The AMB continues to issue licenses through the Interstate Medical Licensure Compact (IMLC) under a statutory agreement approved in FY 17 by the Arizona Legislature. In FY 22, the AMB issued 129 letters of qualification to Arizona licensed physicians seeking licensure through the IMLC and granted 533 Arizona licenses to physicians licensed in another state through the IMLC agreement.

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## REGULATION

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The safe and competent delivery of healthcare to the citizens of the State of Arizona is accomplished largely by regulating allopathic physicians under the Arizona Medical Practice Act. The AMB's Investigations Department is responsible for investigating complaints and reports of unprofessional conduct regarding physicians throughout the state. When an investigation substantiates a violation of the Medical Practice Act, the AMB uses its authority to educate, discipline, and when appropriate, rehabilitate physicians to assure their fitness and competence in the service of the people of Arizona.

The AMB's investigation process is structured to ensure an impartial and unbiased investigation. The AMB's investigators devote much of their time to the serious responsibility of ensuring the public's safety. Investigators are specially trained and certified to investigate complaints and do so through the collection of evidence, conducting interviews, analyzing data, and formulating investigative reports to objectively enforce the appropriate Arizona statutes.

Ultimately, the AMB is bound by its mission to protect the health, safety, and welfare of Arizonans. The actions the AMB takes are reflective of that mission. The AMB experienced an increase in investigation cases as a result

of the State’s efforts to respond to the national opioid crisis by focusing on inappropriate opioid prescribing and requiring registration with the State’s Controlled Prescription Monitor Program (CSPMP). The AMB’s emphasis is to educate physicians in new prescribing methodologies and if necessary, restricting the prescribing authority of physicians who continue to have issues with the safe prescribing of controlled substances.

MD	FY 2021	FY 2022
Total Number of Complaints Opened per FY	1,158	1,233
Average Days to Complete an Investigation	186	188

**Physician Health Program (“PHP”)**

The PHP is an AMB sponsored program that ensures the protection of the public and safety through education, intervention, post-treatment monitoring and support for allopathic physicians and physician assistants who may suffer from substance abuse, substance dependence, and medical, psychiatric, psychological or behavioral health disorders.

The PHP includes seven board certified Assessors who perform health assessments and two contracted Monitors who perform post-treatment monitoring of allopathic physicians and physician assistants. The role of a monitor is to provide ongoing case management to ensure participants are actively pursuing required treatment. They also monitor for compliance with monitoring plans determined by the assessment and evaluation of each participant to assure that their health-related issues do not affect their ability to safely practice medicine. The monitor is required to coordinate, manage, and interpret all laboratory test results. Currently, there are 88 licensees participating in the AMB's PHP Monitored Aftercare Program.

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**HUMAN RESOURCES**

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**Employee Turnover Report**

The AMB had a turnover of eight full-time employees, as follows:

Three full-time in the Licensing Office; one full-time in the Support Services Office; two full-time in the Investigations Office; one full-time in Information Technologies Office; and one full-time employee in the Executive Office.

This resulted in a 16.6% Turnover Ratio for FY 22. Noted, of the 8 total employees who left the AMB, two were retirements. The balance was comprised of resignations and a termination.

The AMB hired a total of nine employees, eight full-time and one part time position, as follows:

Eight full-time employees: three in the Investigations Department, two in Licensing Department, One in the Licensing Investigations Department, One in the Information Technologies Department and one in Support Services. The one part-time employee hired was a Medical Consultant.

All investigators hired in FY 22 who were required to attend the Investigator Training in one year from hire have attended or are scheduled to attend, as required by A.R.S. §32-1405(C)(1) and complied with the requirements therein.

**FY 22 Turnover Rate & Ratio  
Number of Employees by Office**

**AMB Employees FY 22**

**47**

<b><u>Department</u></b>	<b><u># Employees</u></b>	<b><u>Status</u></b>
Licensing	3	Full Time
Support Services	1	Full Time
Investigations Office	2	Full Time
Information Technologies	1	Full Time
Executive	1	Part Time

**AMB Turnover Rate**

**8**

**AMB Turnover Ratio**

**16.6%**

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**INFORMATION TECHNOLOGY**

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The Information Technology Department ("IT") serves the business operations of the AMB. IT provides Agency wide integrated technology solutions and emphasizes superior service to our customers, internal and external. IT strives to blend efficiency of existing and utilizing burgeoning technologies to keep the Agency in pace with technology overall.

Cybersecurity enhancement and monitoring has been on the forefront for several years now. IT continues to add the latest cybersecurity tools to our network, leveraging the enterprise level cybersecurity offerings while maintaining a close watch on our network's health and security overall. IT strives to employ training across the Agency, teaching each employee the importance of their individual contribution network security. Employees are trained to recognize phishing emails, as well as how to contain and mitigate spam email among other proven physical and cyber security tactics.

Within our cloud operations, we built more stability and security in our Azure environment. While maintaining the security and integrity of our cloud infrastructure, the IT team also introduced some desired enhancements for our internal and external customers. Among these are the ability for all licensees to now pay for their initial MD and PA license fees online; processing telehealth licenses online; an improved and simplified continuing medical education workflow for our licensees; automating survey processing for our Agency and creating Power BI dashboards for the executive team and the Board's financial review process.