



Arizona Medical Board

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Governor

Katie Hobbs

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James Gillard, M.D., M.S.
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Constantine G. Moschonas, MD
Physician Member

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

Executive Director

Patricia E. McSorley

September 1, 2023

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

RE: FY 2022 -23 ANNUAL REPORT

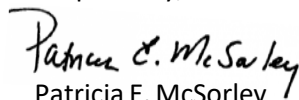
Dear Governor Hobbs:

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

ANNUAL REPORT

2022-2023



ARIZONA MEDICAL BOARD

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, 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***James M. Gillard, M.S., M.D.,
F.A.C.E.P., F.A.A.E.M.***Vice-Chair, Physician Member***Lois E. Krahn, M.D.***Secretary, Physician*

Katie S. Artz, M.D.

Physician Member

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

Public Member

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Physician Member

David C. Beyer, M.D.

Physician Member

Gary R. Figge, M.D.

Physician Member

Laura M. Dorrell, R.N.

Nurse/Public Member

Pamela E. Jones

Public Member

Constantine G. Moschonas, M.D.

Physician Member

Eileen M. Oswald

Public Member

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

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

OVERVIEW

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 Staff work collaboratively to fulfill the Agency’s mission and through its efforts contribute providing safe a standard of care and treatment for the citizens of Arizona.

AMB continued its work of licensing and regulating physicians and in FY23 saw an increase of 5.6% in licensed Arizona physicians. In FY22 there were 27,861 licensed Arizona physicians, growing to 29,421 in FY23.

LICENSING

AMB issued 3,082 initial full MD licenses in FY23. The average number of days to approve a license from receipt of the application to issuance of the license was 66 days; this represents a slight increase of days to approve issuance from FY22. The Agency issued 1,715 Post-Graduate Training Permits, and an additional 40 assorted licenses (Pro Bono, and Teaching Licenses) along with 534 dispensing certificates, 81 Transitional Training Permits and 41 Telehealth Registration Licenses.

Description	FY2022	FY2023
Initial Full MD Licenses	2879	3082
# of Days to Approve a License from Receipt of the Application to Issuance of License	86	66
Post Graduate Training Permits	1672	1715
Pro Bono Licenses	32	36
Locum Tenens Licenses	0	0
Teaching Licenses	1	0
Dispensing Certificates	611	534
Customer Satisfaction	92%	94%

UNIVERSAL RECOGNITION APPLICATION: BREAKING DOWN BARRIERS TO LICENSING

In FY23, the Agency continued issuing Universal Recognition Applications, which allows AMB to recognize and offer reciprocity to physicians establishing residency in Arizona, when 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 FY23, AMB received 114 MD Universal Recognition Applications, and 109 were issued.

Interstate Medical Licensure Compact Licenses

The Agency continues issuing licenses through the Interstate Medical Licensure Compact (IMLC) through a legislative statutory agreement approved in FY17. In FY23, the AMB issued 1,312 letters of qualification to Arizona licensed physicians seeking licensure through the IMLC and granted 476 Arizona licenses to physicians licensed in another state through the IMLC agreement.

REGULATION

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 Agency’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, 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.

AMB’s investigation process is structured to ensure an impartial and unbiased investigation. 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 collecting evidence, conducting interviews, analyzing data, and formulating investigative reports to objectively enforce the appropriate Arizona statutes.

MD	FY 2022	FY 2023
Total Number of Complaints Opened per FY	1233	1160
Average Days to Complete an Investigation	188	240

Description	FY 2022	FY 2023
Advisory Letter	94	117
Advisory Letter with Continuing Medical Education (“CME”)	20	17
Non-Disciplinary CME	0	1
Letter of Reprimand	11	13
Decree of Censure	2	1
Practice Restriction	3	3
Probation	23	12
Loss of License	19	18
Interim Practice Restriction	21	17
Summary Suspension	1	2
Summary Restriction	1	0
Inactivation with Cause	1	5
Denial of License	0	0
Practice Limitation	3	2

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

Chief Medical Consultant(s) ("CMC")

The CMC is a full-time position occupied by an experienced, licensed Arizona physician. The CMC fulfills a critical role for the Agency. The individual in this role supports the investigative staff and provides professional insight and expertise to staff and the Board during meetings. This role also manages a team of internal medical consultants who review cases and provide their unique perspective based on their medical specialty. The Agency's previous CMC, Dr. William Wolf, M.D., retired in 2022 after serving in the role of CMC for 17 years. The Agency and the Board thank Dr. Wolf for his years of dedicated service to the citizens of Arizona and wish him all the best in his retirement.

After Dr. Wolf's departure and in a decision influenced by the increased volume and complexity of cases, the Agency hired Dr. Claude Deschamps, M.D., whose specialty is general and thoracic surgery, as the new CMC. Additionally, the Agency hired Dr. Joseph McClain, M.D., whose specialty is general, thoracic and trauma surgery as a part-time Assistant CMC. These doctors bring, collectively, over 50 years of medical practice and experience to the Agency. We welcome them both and thank them for dedicating themselves to furthering the protection of our state's citizens.

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 utilizes 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 on-going 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 101 licensees participating in the AMB's PHP Monitored Aftercare Program.

HUMAN RESOURCES

Employee Turnover Report

The AMB had a turnover of four full-time employees (FTE), as follows:

Two FTEs in the Investigations Office; one FTE in the Support Services Office; one FTE in the Information Technologies Office; and one FTE employee in the Executive Office.

This resulted in a 7.65% Turnover Ratio for FY23. Noted, of the 4 total employees who left the AMB, one was related to retirement. The balance was comprised of resignation.

The AMB hired a total of seven employees, six FTEs, one part time position, as follows:
Six FTEs employees: One in the Investigations Department, two in Licensing Department, One in Investigations- Special Projects, One in the Executive Department, One in the Information Technologies Department and one part-time employee was a Medical Consultant.

All investigators hired in FY23 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.

INFORMATION TECHNOLOGY

The Information Technology Department ("IT") serves the business operations of AMB. IT provides integrated technology solutions and emphasizes superior service to our customers, internal and external. IT strives to blend the efficiency of existing and 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.

KEY PERSONNEL

Executive Director	Patricia McSorley, J.D.
Deputy Director/CIO	Kristina Jensen, M.P.A.
Chief Operations Officer	Michelle Butler, M.B.A.
Chief Technology Officer	Pushpa Gregory, P.M.P.
Investigations Manager	Raquel Rivera, M.P.H
Chief Medical Consultant	Claude Deschamps, M.D.
Physician Health Program Manager	Erinn Downey
Licensing Manager	Joseph Nardo
Licensing Investigations Manager	Marlene Young
Board Operations Manager	Michelle Robles