



Arizona Medical Board

Strategic Plan

FY 2023-2027

Agency Summary

Arizona Medical Board

Patricia E. McSorley, Executive Director

Phone: 480-551-2720

A.R.S. §§ 32-1401 et seq. and A.R.S. §§ 32-2501 et seq.

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.

Agency Summary: (\$ Thousands)

| Program | FY 2023 Actual | FY 2024 Estimate | FY 2025 Estimate |
|---|----------------|------------------|------------------|
| ▶ Licensing, Regulation, & Rehabilitation | 7,852.6 | 8,143.6 | 8,143.6 |
| Agency Total: | 7,852.6 | 8,143.6 | 8,143.6 |

Funding:

| | FY 2023 Actual | FY 2024 Estimate | FY 2025 Estimate |
|--------------------------|----------------|------------------|------------------|
| Other Appropriated Funds | 7,852.6 | 8,143.6 | 8,143.6 |
| Total Funding | 7,852.6 | 8,143.6 | 8,143.6 |

| | | | |
|----------------------|-------------|-------------|-------------|
| FTE Positions | 51.1 | 61.5 | 61.5 |
|----------------------|-------------|-------------|-------------|

5 Year Plan

Issue 1 Investigate and resolve pending complaints within 180 days as recommended by the Auditor General's guidelines

Description: The Agency is continuing to receive a large volume of complaints and is continuously reassessing its processes to introduce methods that will allow for a more expeditious resolution of complaints. In FY 22 the Agency opened 1233 cases and completed 1,160 investigations in FY23. The efforts to meet the Auditor General's guidelines have been stymied by the high turnover in the investigator positions and the need for increased funding to hire and retain qualified investigators

Solutions:

1. Hire four full-time investigator positions as employees of the State of Arizona. A decision package to increase the Agency's FY25 appropriation for this purpose is pending.
2. Incentivize and reward investigator performance to retain qualified medical board investigators. A decision package to increase the Agency's FY25 appropriation for this purpose is pending.
3. Continue the process of reevaluation and assessment of the investigative process to reduce administrative tasks that may be assigned to administrative support staff to allow for investigative staff to focus on more substantive tasks such as interviewing witnesses, reviewing and analyzing documents and report writing.

Issue 2 The Creation and the Utilization of Agency Dashboards to Provide Improved Access to Agency Data

Description: With the modernization of its IT platform, the Agency will create and utilize additional dashboards to provide at-a glance visibility for Agency data related to licensing, investigations, and personnel data. In FY23, the Agency created a dashboard to view and analyze its financial data using the newest available technology. This dashboard interfaces and obtains data from the Arizona Department of Administration. The financial dashboard has allowed for up-to-date information leading to improved decision making.

Solutions:

1. . Work with IT Department to plan and execute an Agency dashboard for data related to licensing, investigations, and personnel.
2. Utilize the dashboard to review progress, improve decision making and set departmental goals.

Issue 3 To Continue to cooperate with Agency Partners to disseminate and provide information and data related to healthcare and

Description: The Agency maintains data that is useful for those involved in healthcare and regulation to set policies and make informed decisions using Agency data. The Agency will continue to provide its partners with requested data and use available internal communication tools to inform Agency licensees of important information related to healthcare.

Solutions:

1. Continue to work with the Pharmacy Board to gain licensee compliance in reviewing data from the Prescription Monitoring Program (PMP) prior to prescribing controlled substances.
2. In FY 24, the Agency will collaborate with the Department of Health Services and other health regulatory boards to implement the Health Professional Workforce Data Repository.
3. Continue to disseminate regulatory and healthcare information to Agency licensees to educate and inform licensees of important developments.

Resource Assumptions

| | FY 2026 Estimate | FY 2027 Estimate | FY 2028 Estimate |
|---------------------------------------|------------------|------------------|------------------|
| Full-Time Equivalent Positions | 55.1 | 55.1 | 55.1 |
| General Fund | - | - | - |
| Other Appropriated Funds | 8,483,600.0 | 8,483,600.0 | 8,483,600.0 |
| Non-Appropriated Funds | - | - | - |
| Federal Funds | - | - | - |

◆ **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.

| Performance Measures | FY 2022 Actual | FY 2023 Estimate | FY 2023 Actual | FY 2024 Estimate | FY 2025 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. | 22 | 18 | 5 | 16 | 16 |

Agency 5 Year Plan

MEA Arizona Medical Board

Issue 1 Investigate and resolve pending complaints within 180 days as recommended by the Auditor General's guidelines

Description: The Agency is continuing to receive a large volume of complaints and is continuously reassessing its processes to introduce methods that will allow for a more expeditious resolution of complaints. In FY 22 the Agency opened 1233 cases and completed 1,160 investigations in FY23. The efforts to meet the Auditor General's guidelines have been stymied by the high turnover in the investigator positions and the need for increased funding to hire and retain qualified investigators

Solutions:

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Solutions:

1. Continue to work with the Pharmacy Board to gain licensee compliance in reviewing data from the Prescription Monitoring Program (PMP) prior to prescribing controlled substances.
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3. Continue to disseminate regulatory and healthcare information to Agency licensees to educate and inform licensees of important developments.

Agency 5 Year Plan

Resource Assumptions

| | FY 2026 Estimate | FY 2027 Estimate | FY 2028 Estimate |
|--------------------------------|------------------|------------------|------------------|
| Full-Time Equivalent Positions | 55.1 | 55.1 | 55.1 |
| General Fund | - | - | - |
| Other Appropriated Funds | 8,483,600.0 | 8,483,600.0 | 8,483,600.0 |
| Non-Appropriated Funds | - | - | - |
| Federal Funds | - | - | - |

AGENCY SUMMARY

Program: MEA Arizona Medical Board

Director: Patricia E. McSorley, Executive Director

Phone: Board of Medical Examiners 480-551-2720

Statute: A.R.S. §§ 32-1401 et seq. and A.R.S. §§ 32-2501 et seq.

Plan Contact: Michelle Butler, Chief Operations Officer
Board of Medical Examiners 480-551-2714

Mission:

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

Description:

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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.**

Performance Measures:

| ML | Budget | Type | | FY 2022 Actual | FY 2023 Estimate | FY 2023 Actual | FY 2024 Estimate | FY 2025 Estimate |
|-------------------------------------|--------------------------|------|---|-------------------|---------------------|-------------------|---------------------|---------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | OC | Number of substantive policy statements, guidelines, rules, or rule revisions adopted | 4 | 2 | 1 | 2 | 2 |
| <input 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. | 35 | 20 | 13 | 20 | 20 |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | OP | Number of public awareness activities, training opportunities, and other public notifications published on the Board website or transmitted to licensees via e-mail blasts. | 22 | 18 | 5 | 16 | 16 |

- ◆ **Goal 2 To improve efficiency processes related to licensing, regulatory, and information dissemination through the successful application of e-licensing and the automated features of the available database.**

Performance Measures:

| ML | Budget | Type | | FY 2022 Actual | FY 2023 Estimate | FY 2023 Actual | FY 2024 Estimate | FY 2025 Estimate |
|--------------------------|-------------------------------------|------|---|-------------------|---------------------|-------------------|---------------------|---------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | EF | Average time to approve an MD license from receipt of application. | 85 | 70 | 66 | 70 | 70 |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | EF | Average number of days to complete an medical doctor investigation | 196 | 155 | 240 | 155 | 155 |
| <input type="checkbox"/> | <input type="checkbox"/> | EF | Average time to approve a PA license from receipt of application. | 57 | 40 | 57 | 40 | 40 |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | EF | Average number of days to complete an physician assistant investigation | 178 | 130 | 206 | 130 | 130 |

AGENCY SUMMARY

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Director: Patricia E. McSorley, Executive Director
Phone: Board of Medical Examiners 480-551-2720
Statute: A.R.S. §§ 32-1401 et seq. and A.R.S. §§ 32-2501 et seq.
Plan Contact: Michelle Butler, Chief Operations Officer
 Board of Medical Examiners 480-551-2714

◆ **Goal 2** To improve efficiency processes related to licensing, regulatory, and information dissemination through the successful application of e-licensing and the automated features of the available database.

Performance Measures:

| ML | Budget | Type | | FY 2022 Actual | FY 2023 Estimate | FY 2023 Actual | FY 2024 Estimate | FY 2025 Estimate |
|--------------------------|-------------------------------------|------|---|-------------------|---------------------|-------------------|---------------------|---------------------|
| <input 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 | 4 | 7 | 7 |
| <input type="checkbox"/> | <input type="checkbox"/> | EF | Average number of days to resolve a medical doctor case | 260 | 195 | 302 | 190 | 180 |
| <input type="checkbox"/> | <input type="checkbox"/> | EF | Average number of days to resolve a physician assistant case | 224 | 190 | 309 | 180 | 180 |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | QL | Average score of agency-wide customer service satisfaction surveys (scale of 1-8) | 7.3 | 7.5 | 7.5 | 7.5 | 7.5 |
| <input type="checkbox"/> | <input type="checkbox"/> | IP | Medical doctor cases referred to formal hearing | 20 | 18 | 19 | 18 | 18 |

Budget Related Performance Measures

MEA Arizona Medical Board

PROGRAM SUMMARY

Program: Arizona Medical Board (MEA)
Contact: Patricia E. McSorley, Executive Director 480-551-2720
2nd Contact: Michelle Butler, Chief Operations Officer 480-551-2714
Statute: A.R.S. §§ 32-1401 et seq. and A.R.S. §§ 32-2501 et seq.

| ML | Budget Type | Performance Measures | FY 2022 Actual | FY 2023 Estimate | FY 2023 Actual | FY 2024 Estimate | FY 2025 Estimate |
|--------------------------|-------------------------------------|--|----------------|------------------|----------------|------------------|------------------|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | EF Average number of days to complete an medical doctor investigation | 196 | 155 | 240 | 155 | 155 |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | EF Average number of days to complete an physician assistant investigation | 178 | 130 | 206 | 130 | 130 |
| <input 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 | 4 | 7 | 7 |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | QL Average score of agency-wide customer service satisfaction surveys (scale of 1-8) | 7.3 | 7.5 | 7.5 | 7.5 | 7.5 |