



## Arizona Medical Board

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### Governor

Katie Hobbs

### Members

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

Chair  
Physician Member

**Bruce A. Bethancourt, MD**

Vice-Chair  
Physician Member

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

Secretary  
Physician Member

Katie S. Artz, M.D.

Physician Member

Jodi Bain, Esq.

Public Member

David Beyer, MD

Physician Member

Laura Dorrell, M.S.N., R.N.

Public Member/RN

R. Screven Farmer, M.D.

Physician Member

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

Physician Member

Pamela E. Jones

Public Member

Gail Guerrero-Tucker, MD

Physician Member

### Executive Director

Patricia E. McSorley

September 11, 2024

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

### **RE: FY 2023 -24 ANNUAL REPORT**

Dear Governor Hobbs:

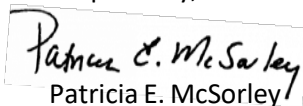
Please accept the attached Annual Report on behalf of the Arizona Medical Board (AMB), submitted pursuant to A.R.S. § 32-1402(G).

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.

Included for your information is the latest newsletter, The Check Up, sent to all Arizona licensed physicians in September, 2024.

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

### 2023-2024



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

# 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.

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

*Chair, Physician Member*

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

*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*

**James M. Gillard, M.S., M.D.,  
F.A.C.E.P., F.A.A.E.M.**

*Physician Member*

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

*Physician Member*

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

*Physician Member*

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

*Nurse/Public Member*

**Pamela E. Jones**

*Public Member*

**Gail Guerrero -Tucker M.D., MHP,  
FAAFP**

*Physician Member*

**Vacant**

*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 FY24 saw an increase of 5.89% in licensed Arizona physicians. In FY23 there were 29,421 licensed Arizona physicians, growing to 31, 152 in FY24.

## LICENSING

Description	FY2023	FY2024
Initial Full MD Licenses	3082	3165
# of Days to Approve a License from Receipt of the Application to Issuance of License	66	57
Post Graduate Training Permits	1715	1696
Pro Bono Licenses	36	30
Locum Tenens Licenses	0	0
Teaching Licenses	0	0
Dispensing Certificates	534	327
Transitional Training Permits	81	134
Telehealth Registration Licenses	41	43
Customer Satisfaction	94%	92%

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

In FY24, 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 FY24, AMB received 92 MD Universal Recognition Applications, and 82 were issued.

## 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 2023	FY 2024
Total Number of Complaints Opened per FY	1160	1430
Average Days to Complete an Investigation	240	264

Description	FY 2023	FY 2024
Advisory Letter	117	90
Advisory Letter with Continuing Medical Education ("CME")	17	25
Non-Disciplinary CME	1	1
Letter of Reprimand	13	37
Decree of Censure	1	6
Practice Restriction	3	16
Probation	12	33
Loss of License	18	12
Interim Practice Restriction	17	16
Summary Suspension	2	3
Summary Restriction	0	0
Inactivation with Cause	5	4
Denial of License	0	0
Practice Limitation	2	2

### 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 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 62 licensees participating in the AMB's PHP Monitored Aftercare Program.

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## INFORMATION TECHNOLOGY

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The Information Technology Department oversees all technology related aspects of the agency. The main responsibilities of this team relate to governance of agencies technological systems, maintenance of the infrastructure and providing integrated technology solutions, all while providing superior service to our customers, internal and external. IT strives to blend the efficiency of existing and burgeoning technologies to keep the Agency on the path to digital transformation.

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 to network security.

Within our cloud operations, we continue to increase stability and security in our Azure environment. We have successfully migrated to a new and improved version of our Licensing and Regulation system which provides enhanced security and several additional features to our staff and licensees. As part of our digital transformation process, we will soon provide online application and renewal functionality for most of our license types. We are also in the process of building a communication platform that will help our licensees connect easily with our staff. We have created KPI Dashboards to visualize, analyze and track data. This helps the agency leadership and staff track performance, enable cross team collaboration and data driven decision making. Our plan is to optimize dashboard offerings in the future.

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## HUMAN RESOURCES

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### Employee Turnover Report

The AMB had a turnover of a total of seven employees, six full-time employees and 1 part time employee:

Investigations Department – 2 Full Time Positions

Executive Department – 1 Full Time Position

Support Services Department – 2 Full Time Positions

Special Investigations Department - 1 Full Time Position

Medical Consultants Department – 1 Part Time Position

This resulted in a 14.9% Turnover Ratio for FY24. Of the seven employees who left the employ of the AMB, one was related to retirement. The other six employees resigned from their positions.

The AMB hired a total of five employees, four full time and one part time position, as follows:

Investigations Department – 3 Full Time Positions

Support Services Department – 1 Full Time Position

Medical Consultants Department – 1 Part Time Position

All investigators hired in FY24 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.

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## KEY PERSONNEL

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Executive Director .....	Patricia McSorley, J.D.
Deputy Director .....	Raquel Rivera, CMBI, MPH
Chief Operations Officer .....	Michelle Butler, M.B.A.
Chief Technology Officer .....	Pushpa Gregory, P.M.P.
Investigations Manager .....	Nicole Samaradellis, CMBI
Chief Medical Consultant .....	Claude Deschamps, M.D.
Physician Health Program Manager .....	Erinn Downey
Licensing Manager .....	Joseph Nardo
Investigations Assistant Manager .....	Rachel Shepherd
Board Operations Manager .....	Michelle Robles