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Katie Hobbs
Governor

Raquel Rivera
Executive Director

September 29, 2025

Revised

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

RE: FY 2025 ANNUAL REPORT

Dear Governor Hobbs,

On behalf of the Arizona Medical Board (AMB), please accept the attached Annual Report, submitted in accordance with A.R.S. § 32-1402(G).

We are pleased to present this year's revitalized report, which features a refreshed visual design aimed at improving readability, accessibility, and overall engagement. Along with our updated logos and content, the new format reflects our ongoing efforts to communicate more effectively with stakeholders and the public.

The report includes new data and insights highlighting AMB's mission, operations, and accomplishments over the past fiscal year. We continue to pursue innovative strategies to enhance public resources while streamlining our licensing and investigative processes.

The Board remains firmly committed to its core mission: protecting the health and safety of Arizona citizens by ensuring that physicians meet high standards of professional competence and conduct. We also remain dedicated to improving our service, ensuring due process, and promoting transparency in all that we do.

Respectfully,

Raquel Rivera
Executive Director

Enclosure

Cc:

Director, Boards and Commissions, Governor's Office
Members of the Health and Human Services Committee of the Senate
Members of the Health and Human Services Committee of the House of Representatives.

FY25 ANNUAL REPORT



— ARIZONA —
MEDICAL BOARD



1740 W. Adams St., Ste. 4000
Phoenix, AZ 85007
Website: azmd.gov



The Arizona Medical Board (“AMB”), is pleased to submit this annual report for State Fiscal Year 2025, in accordance with A.R.S. § 32-1402(G).

The AMB continues to see growth in active licenses. It ended this fiscal year with 32,435 licensees, which represents a 25% increase in allopathic physicians licensed in Arizona post-pandemic since 2020. The AMB looks forward to engaging with the legislature to ensure that Arizona licenses qualified, competent, and safe healthcare workers with the least restrictive regulatory barriers possible.

In FY25, the AMB’s longtime Executive Director, Patricia McSorley retired. In April 2025, Ms. McSorley was awarded the Administrators in Medicine’s (“AIM”) George S. Palmer Award for Excellence in recognition of her outstanding contributions to professional regulation in Arizona and nationally through her leadership at AIM.

Subsequent to Ms. McSorley’s retirement in April 2025, I was named Interim Executive Director of the AMB. In July 2025, the AMB selected me as the Executive Director. I remain committed to the AMB’s mission to protect the public and look forward to continuing the AMB’s legacy of excellent leadership, transparency, and the protection of the public through the judicious licensing and regulation of allopathic physicians in Arizona. In FY26, the AMB will be increasing public awareness activities for consumers with added resources on the website. The AMB continues to increase its public information and outreach activities through customized presentations to stakeholders and quarterly newsletters to licensees.

I am proud of the dedicated efforts of our staff and AMB Board members in safeguarding the health and well-being of Arizona patients. We remain committed to identifying innovative ways to provide valuable resources to the public, while continuously seeking opportunities to improve the efficiency of our licensing and investigative processes. The AMB embraces its responsibility to ensure that patients across the state receive care from competent and safe medical professionals.



Sincerely,

Raquel Rivera

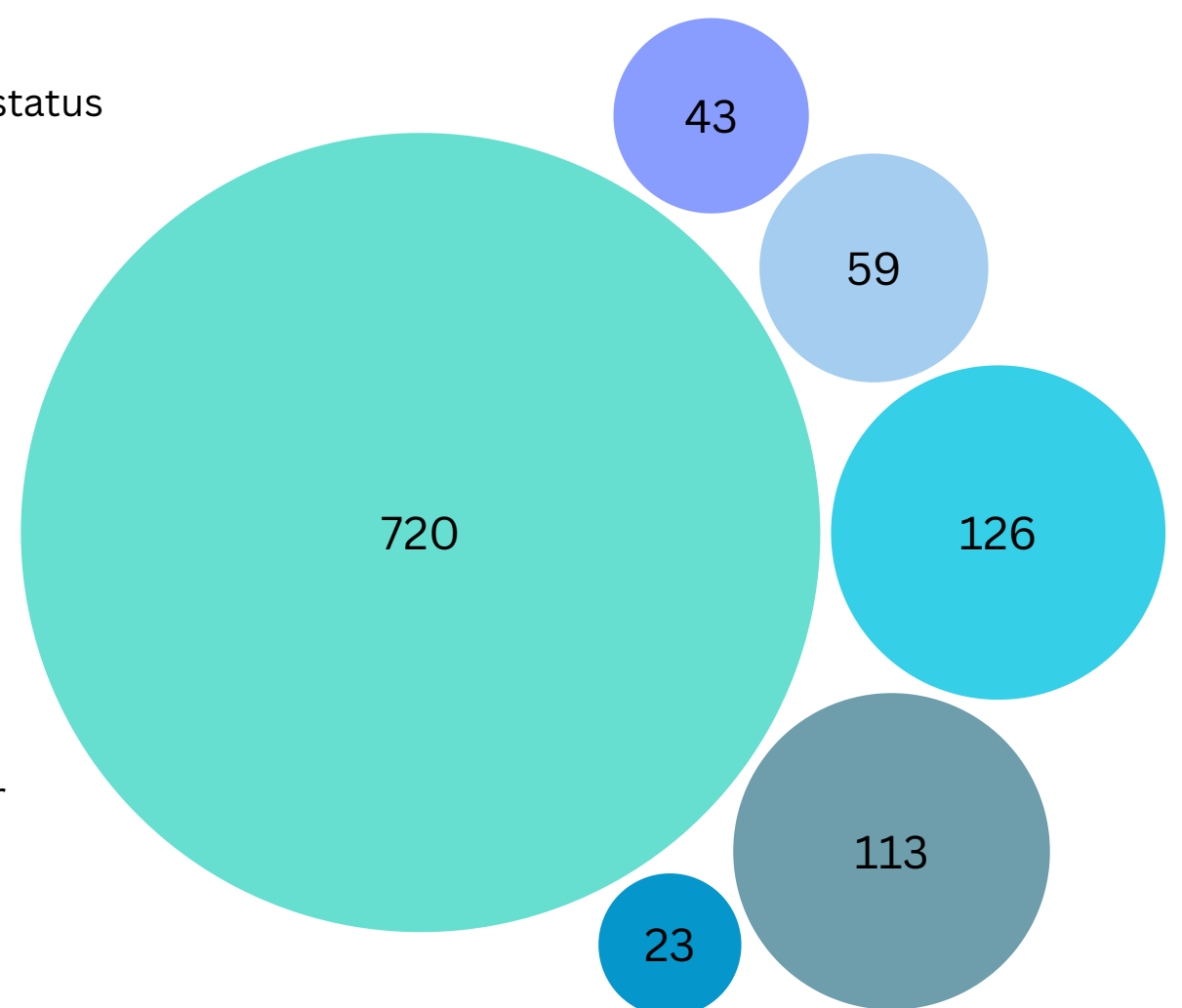
Raquel Rivera
Executive Director

EXECUTIVE DIRECTOR’S DELEGATION AUTHORITIES

FY25 SUMMARY OF ACTION

A.R.S. § 32-1405

- R4-16-501
59 - Evaluations Ordered
43 - Evaluations Completed
- R4-16-503
126 - Individuals granted inactivation or cancelled license status
- R4-16-505
0 - Cases resolved through mediation
- R4-16-506
23- Cases referred to formal hearing
- R4-16-507
720 - Executive Director Dismissals
- R4-16-508
0 - License application denied by Executive Director
- SPS #14 pursuant to A.R.S. § 32-1405(C)(5)
113 - License applications approved by Executive Director





Board Members

Each member of the board shall continue to hold office until the appointment and qualification of that member's successor



Gary Figge, M.D.
Chairman
Physician Member
Appointed March 2015 - **July 2024**



Bruce Bethancourt, M.D.
Vice Chair
Physician Member
Appointed February 2017 - July 2026



Laura Dorrell, R.N.
Secretary
RN Public Member
Appointed October 2018 - **July 2025**



James Gillard, M.D.
Physician Member
Appointed August 2011 - **July 2025**



Lois Krahn, M.D.
Physician Member
Appointed March 2015 - **July 2024**



R. Screven Farmer, M.D.
Physician Member
Appointed February 2014 - **July 2023**



David Beyer, M.D.
Physician Member
Appointed December 2018 - July 2027
(reappointed in 2022, not Senate confirmed)



Katie Artz, M.D.
Physician Member.
Appointed May 2022 - July 2027



Jodi Bain, J.D.
Public Member
Appointed December 2012 - July 2026



Jessyca Leach
Public Member
Appointed December 2024 - **November 2025**
(not Senate confirmed)

AMB Mission

To protect public safety through the judicious licensing, regulation and education of allopathic physicians ("MDs")

AMB Board Members

Pursuant to Arizona Revised Statute ("A.R.S.") § 32-1402, AMB Board is comprised of twelve members: four public members, and eight physicians. One of the public members shall be a licensed practical or professional nurse.

AMB Board Meetings

In FY25 the AMB held 40 meetings including Committee meetings and Summary Action meetings.

AMB Board meetings are held in person at the AMB's Phoenix office location and are also live streamed from the AMB's website azmd.gov. Most Committee meetings are held virtually including Summary Action meetings.

AMB Board Vacancies

Currently, the AMB Board has three vacancies; two for a M.D. Physician Member and one Public Member position. Additionally, seven members are serving under expired terms, which require reappointment.

M.D. Physicians and members of the public that are interested in serving on the AMB Board, please visit the Governor's Office of Boards and Commissions at bc.azgovernor.gov

Special Recognition of Years of Services of previous AMB Board Members

Constantine Moschonas, M.D.
Physician Member
April 2022 - August 2024

Pamela Jones
Public Member
July 2016 - December 2024

Gail Guerrero Tucker, M.D.
Physician Member
September 2024 - July 2025

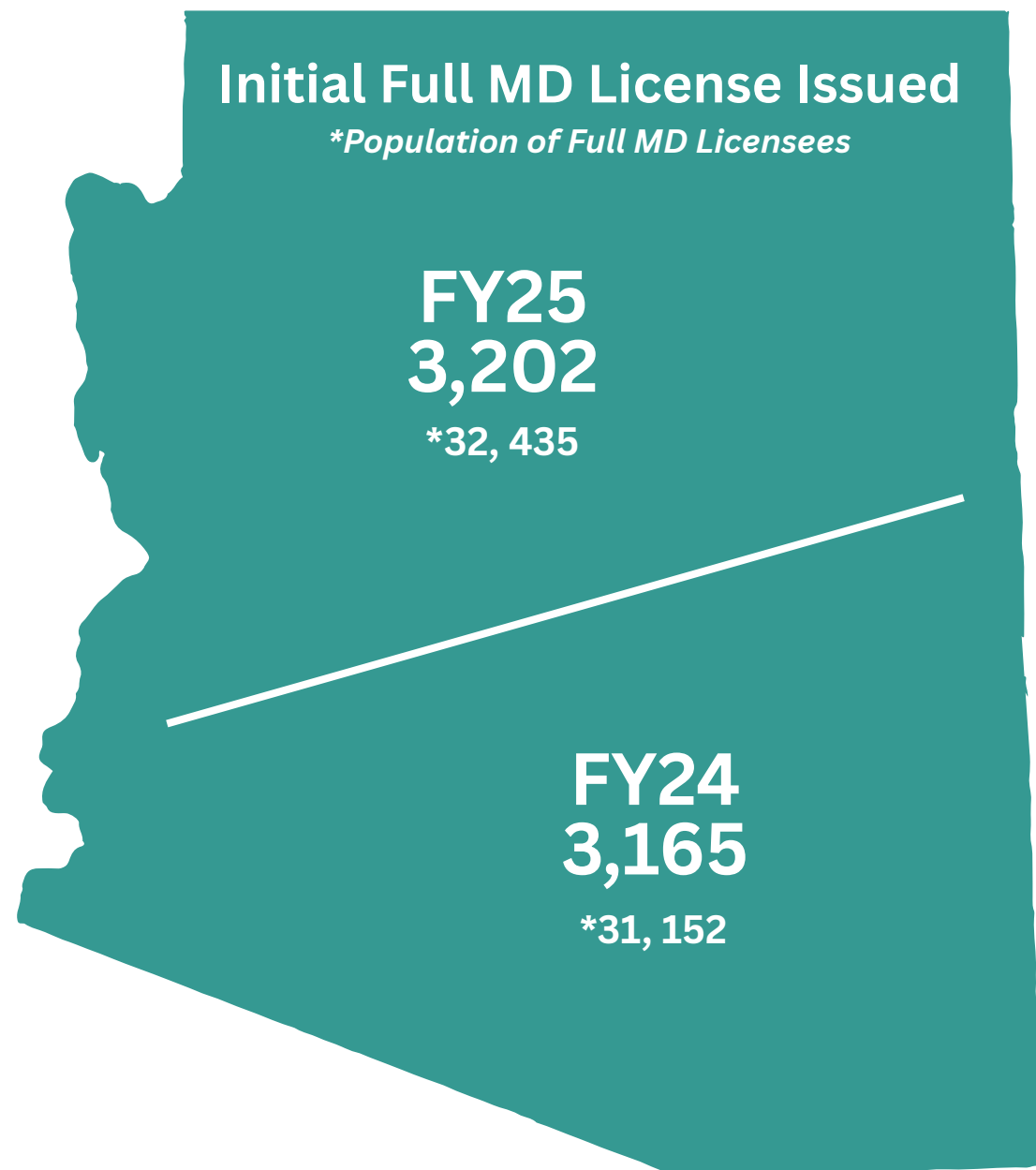




LICENSING

One of the AMB's primary responsibilities is the licensing of allopathic physicians ("MD"). The AMB continues to experience steady growth in the number of active licensees. In FY25, the AMB surpassed 32,435 licensed physicians—a 25% increase compared to pre-pandemic levels in 2019.

A significant portion of these new licensees entered through the Interstate Medical Licensure Compact (IMLC) and the Universal Licensure pathways. The AMB remains committed to working collaboratively with the Legislature to ensure that Arizona continues to license qualified, competent, and safe physicians while maintaining the least restrictive regulatory environment necessary to protect public health and safety.



UNIVERSAL RECOGNITION APPLICATION: BREAKING DOWN BARRIERS TO LICENSING

In FY25, the AMB continued issuing Universal Recognition Applications, which allows the 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 FY25, AMB received 105 MD Universal Recognition Applications, and 89 were issued.

Basic Requirements for Universal Recognition License

- You ***MUST*** have an Active license in another State for at least a ***period of one year***
- Pass a criminal background check
- Provide proof of residency in Arizona or Military Form 2058 (Canada does not qualify as a state)

The number of days to approve a full MD License from receipt of the MD application to issuance of license in FY25.

FY24	FY25
57	54

AMB continued to see an increase in physician licensure in Arizona, increasing 4.12% from 31,152 licensed Arizona physicians in FY24 to 32,435 in FY25.

Other License Types	FY24	FY25
Initial Full MD License	3,165	3,202
Post Graduate Training Permits	1,696	722
Pro Bono Licenses	30	25
Locum Tenens Licenses	0	0
Teaching Licenses	0	0
Dispensing Certificates	327	489
Transitional Training Permits	134	67
Telehealth Registration Licenses	43	30
MD Education Permit	4	2
Customer Satisfaction	92%	93%

FY25 MD Renewals

In FY25, the AMB processed 14,273 license renewals.

MDs holding an active license to practice medicine in Arizona renew their license every two years. The AMB sends out a renewal notice to the physician's mailing address of record two months prior to their renew by date. If a renewal remains outstanding by the renew by date, an email reminder is then sent to the physician's email address of record. The opportunity to renew a license collectively is a six month timeframe. A late fee is assessed 30 days after the renew by date if the renewal remains unsubmitted.

INTERSTATE MEDICAL LICENSURE COMPACT (IMLCC)

The IMLCC is an agreement among participating U.S. states and territories to work together to streamline the licensing process for physicians who want to practice in multiple states. This is a voluntary, expedited pathway to licensure. Physicians who are eligible can qualify to practice medicine in multiple states by completing one application within the Compact, receiving separate licenses from each state in which they intend to practice. Before physicians can participate in the Compact, they must designate a State of Principal Licensure, complete an application, and then receive a formal Letter of Qualification from that state, verifying that they meet the Compact's eligibility requirements. Physicians cannot obtain licenses through the Compact without completing these steps.

In FY25, the AMB approved 454 State of Principal Licensure requests and issued 1,506 Letters of Qualification.

State of Principal License (SPL)

SPLs Received	516
SPLs Approved	454

Letter of Qualification (LOQ)

LOQs Received	1,519
LOQs Approved	1506





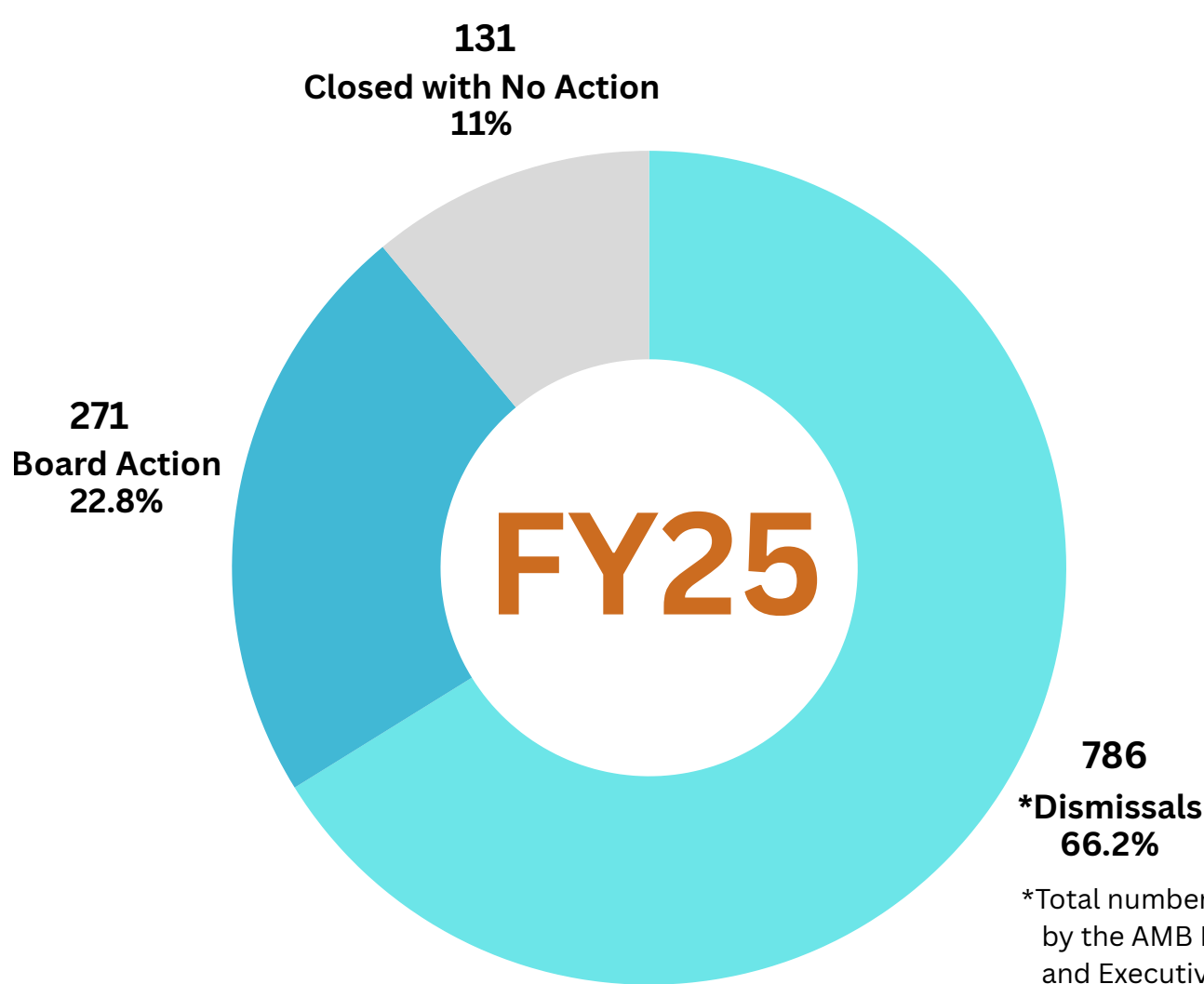
REGULATION

CASE MANAGEMENT

The safe and competent delivery of healthcare to the citizens of Arizona is primarily ensured through the regulation of allopathic physicians (MD) under the Arizona Medical Practice Act. The Investigations Department of the AMB is tasked with investigating complaints and reports of unprofessional conduct involving licensed physicians across the state.

When an investigation substantiates a violation of the Medical Practice Act, the AMB exercises its statutory authority to educate, discipline, and, when appropriate, rehabilitate physicians to ensure their ongoing competence and fitness to practice medicine in Arizona. The investigative process is designed to be impartial, thorough, and objective, reinforcing the AMB’s commitment to public protection.

AMB investigators are dedicated, highly trained and certified through the Council on Licensure Enforcement and Regulation (CLEAR) and Administrators in Medicine (AIM). Their work involves gathering and analyzing evidence, conducting interviews, and preparing detailed investigative reports—all aimed at upholding the standards of medical practice and enforcing relevant Arizona statutes.



MD	FY24	FY25
*Opened Investigations (close of FY)	--	1,265
Average Days to Complete an Investigation	264	253
Total Number of Complaints Opened (per FY)	1430	1,399
*Total Number of Cases Closed	--	1,347

*New FY25 measure

786 Dismissals 66.2%
 *Total number of Dismissals by the AMB Board members and Executive Director

AMB BOARD ACTIONS

Description	FY24
Advisory Letter	90
Advisory Letter with Continuing Medical Education (“CME”)	25
Non-Disciplinary CME	1
Letter of Reprimand	37
Decree of Censure	6
Practice Restriction	16
Probation	33
Loss of License	12
Interim Practice Restriction	16
Summary Suspension	3
Summary Restriction	0
Inactivation with Cause	4
Denial of License	0
Practice Limitation	2

Description	FY25
Advisory Letter	102
Advisory Letter with Continuing Medical Education (“CME”)	32
Letter of Reprimand and Probation	19
Letter of Reprimand	6
Probation	2
Decree of Censure and Probation	5
Interim Practice Restriction	15
Dismissals	66
Surrender	8
Revocation	6
Summary Action	3
Decree of Censure	2
Suspension	2
Denial of License	1
Practice Limitation	1
Interim Practice Limitation	1
Inactivation with Cause	0

In FY 25, the AMB had 27 cases referred to Formal Hearing.





PHYSICIAN HEALTH PROGRAM

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 is available to all licensees and applicants of the AMB.

The PHP utilizes 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 AMB Board agreements and orders as 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. The AMB allows for confidential monitoring if the investigation has not identified criminal charges, patient care issues, statutory violations, and the licensee is not a former PHP participant who has relapsed.

In FY25, 85 licensees participated in the Physician Health Program.



HUMAN RESOURCES

Employee Turnover Report

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

Four full-time in the Investigations Office; Two full-time in the Medical Consultants Office; and one full-time employee in the Executive Office.

This resulted in a 13.86% Turnover Ratio for FY25. Of the 7 total employees who left the AMB, two were related to retirements. The balance was comprised of resignation.

The AMB hired a total of twelve employees, ten full-time and two part time positions, as follows:

Ten full-time employees: Six in the Investigations Department, One in Licensing Department, Two in Support Services, One in the Executive Department, and Two part-time Internal Medical Consultants.

All investigators hired in FY25 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 2025 Turnover Rate

Number of Employees by Office

AMB Employees FY 2025

<u>Department</u>	<u># Employees</u>	<u>Status</u>
Executive	1	Full Time
Medical Consultants	2	Full Time
Investigations Office	4	Full Time
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AMB Turnover Ratio	13.65%	



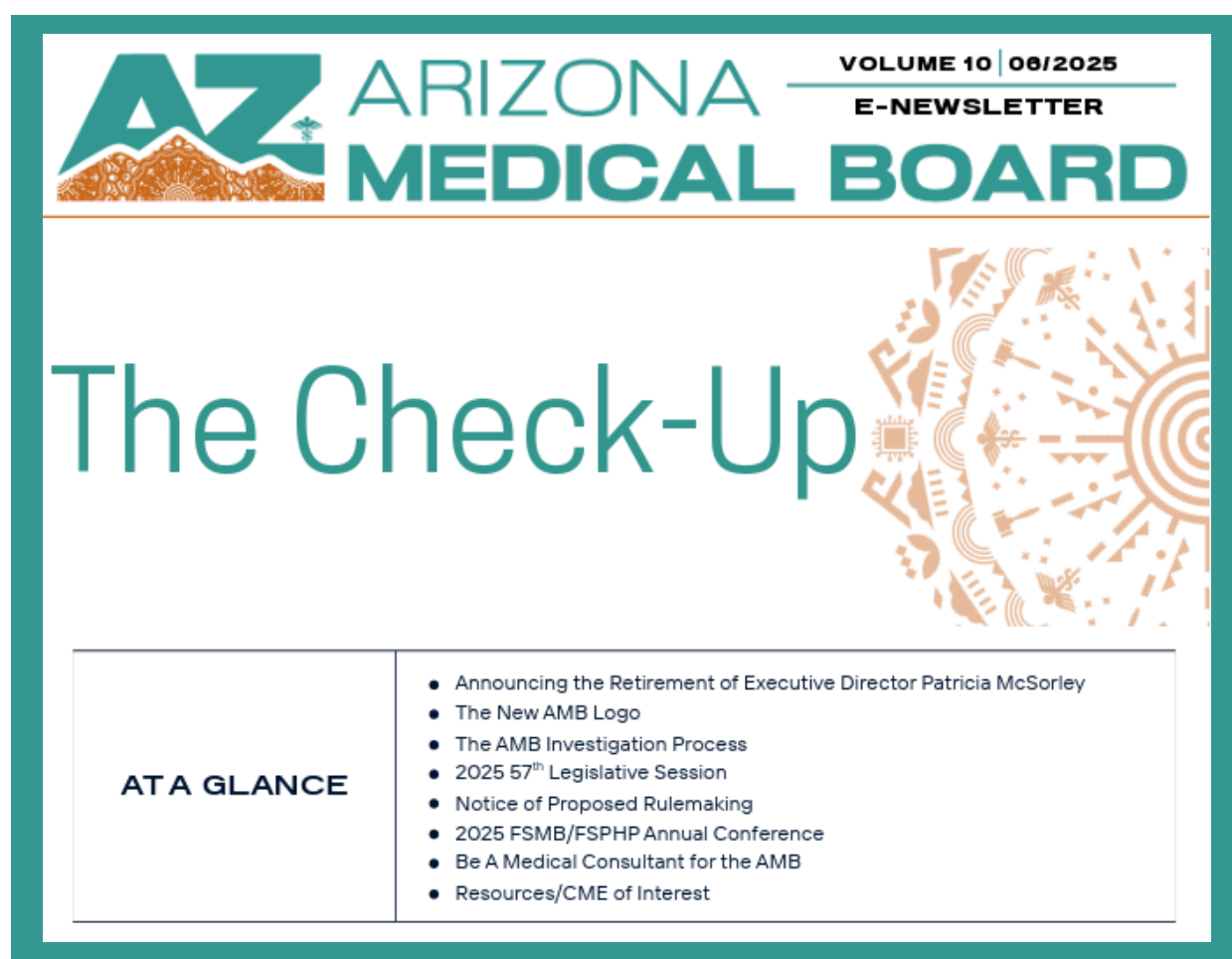


AMB HIGHLIGHTS

A YEAR IN REVIEW

COMMUNICATION & OUTREACH ACTIVITIES

The AMB strives to provide education and information to licensees and the public in an effort to better protect and inform Arizona consumers and providers. Physicians, especially new physicians should be aware of resources the AMB provides and relevant laws that impact their license. In FY26, the AMB plans to increase public awareness about the important work the AMB does to protect the public by incorporating targeted videos on our website created by the Federation of State Medical Board (FSMB) providing an Introduction to State Medical Boards and addressing Pathways to Licensure and The Role of State Medical Boards. In FY25, the AMB participated in three educational presentations and has more scheduled in FY26 for residents at three different medical schools in Arizona.



DIGITAL COMMUNICATIONS

In FY25, the AMB continued to provide resources to the public related to medical record inquiries and how to file a complaint. The AMB re-introduced and revamped the quarterly newsletters provided to licensees to ensure each newsletter addresses a specific investigative topic, relevant law changes or proposed legislation, an update on AMB activities, important alerts, and commonly identified statute violations to ensure physicians are well informed of the laws and rules that impact their profession in Arizona.

AMB TRAINING ACTIVITIES

As part of our efforts to grow as regulatory leaders, AMB staff and AMB Board members attended 9 training events in FY25. This includes attendance at the Federation of State Medical Board’s Annual Education Conference, New Executive Director Orientation, CLEAR training for Investigators, and AIM Certification for Investigators.

AMB INTRODUCES NEW AGENCY LOGO

In FY25, the AMB was given the opportunity to update our logo consistent with the “Vibrant Arizona” rebranding effort throughout the State. The AMB further customized the inner rings of the mandala to include the AMB key icons of a caduceus symbol and gavel to symbolize the AMB.





INFORMATION TECHNOLOGY

The Information Technology Department oversees all technology-related aspects of the AMB. We develop and execute AMB wide information technology strategies while providing governance for AMB technological systems. Our office focuses on improving digital experiences for our licensees and the public through various initiatives.

The IT department works closely with AZDOHS and is responsible for AMB wide information security and privacy operations. Our department 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. In FY25, IT continued to employ security awareness training and campaigns across the AMB to keep employees focused on the latest cyber threats and build a culture of cyber safety.

Within our cloud operations, we continue to increase stability and security in our Azure environment. In FY26, as part of our digital transformation process, we will soon provide online application and renewal functionality for most of license types. We are also planning the redesign of the AMB website to improve user experience. We continue to optimize our KPI Dashboards to visualize, analyze and track data, which the AMB tracks performance, enable cross team collaboration and data driven decision making.

MANAGEMENT

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

