

PHYSICIAN ASSISTANT BOARD COMPLAINT STATISTICS REPORT July 1, 2020 through March 31, 2021

Complaints Volume							
	FY 2019/20	Fiscal Year 2020/21					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Received	416	98	84	76		258	↓ -38%
Convictions/Arrest Received	22	2	4	1		7	↓ -68%
Total Received	438	100	88	77		265	↓ -39%

Intake							
	FY 2019/20	Fiscal Year 2020/21					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Assigned to Desk Analyst**	424	97	113	63		273	↓ -36%
Pending at Intake	22	8	1	0		0	↓ -100%

Complaints and Investigations							
	FY 2019/20	Fiscal Year 2020/21					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Referred for Investigation	64	15	18	17		50	↓ -22%
Complaints and Investigations Closed	322	67	72	82		221	↓ -31%
Complaints Pending at Desk Analyst	322	127	149	125		125	↓ -61%
Investigations Pending at Field	310	85	105	237		237	↓ -24%

Investigations Aging							
	FY 2019/20	Fiscal Year 2020/21					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Average Age of Pending Investigation	479	292	357	251		251	↓ -48%
Investigation Over 8 Months Old	77	52	62	35		35	↓ -55%

**Physician Assistant Board
Complaints Received by Type and Source**

Fiscal Year 2020-2021*									
	Fraud	Health & Safety ¹	Non-Jurisdictional ²	Gross Negligence/Incompetence ³	Other Category	Personal Conduct ⁴	Unprofessional Conduct ⁵	Unlicensed/Unregistered	Total
Public	0	1	8	110	0	2	61	1	183
B&P Code ⁶	0	0	0	4	0	0	1	0	5
Licensee/Prof. Group ⁷	0	0	2	0	2	0	2	0	6
Government Agency ⁸	0	0	0	7	0	0	7	0	14
Misc./Anonymous	0	2	1	16	4	0	29	1	53
Totals	0	3	11	137	6	2	100	2	261

Fiscal Year 2019-2020									
	Fraud	Health & Safety ¹	Non-Jurisdictional ²	Gross Negligence/Incompetence ³	Other Category	Personal Conduct ⁴	Unprofessional Conduct ⁵	Unlicensed/Unregistered	Total
Public	0	8	56	150	2	3	50	1	270
B&P Code ⁶	0	0	0	8	0	0	6	0	14
Licensee/Prof. Group ⁷	0	1	4	3	1	1	3	2	15
Government Agency ⁸	1	5	0	9	0	0	26	2	43
Misc./Anonymous	4	7	12	20	7	6	14	4	74
Totals	5	21	72	190	10	10	99	9	416

1. Health and Safety complaints, e.g., excessive prescribing, sale of dangerous drugs, etc.
2. Non-jurisdictional complaints are not under the authority of the Board and are referred to other agencies such as the Department of Health Care Services, Department of Managed Health Care, etc.
3. Gross Negligence/Incompetence complaints are related to the quality of care provided by licensees.
4. Personal Conduct complaints, e.g., licensee self-abuse of drugs/alcohol, conviction of a crime, etc.
5. Unprofessional Conduct complaints include sexual misconduct with patients, discipline by another state, failure to release medical records, etc.
6. Reference is to B&P Code §800 and §2240(a) and includes complaints initiated based upon reports submitted to the Board by hospitals, insurance companies and others, as required by law, regarding instances of health facility discipline, malpractice judgments/settlements, or other reportable activities.
7. Licensee/Professional Group includes the following complaint sources: other Licensee, Society/Trade Organization, and Industry.
8. Governmental Agency includes the following complaint sources: Internal, Law Enforcement Agency, other California State Agency, other State, other Unit of Consumer Affairs, and Federal or other Governmental Agency.