

# PHYSICIAN ASSISTANT BOARD COMPLAINT STATISTICS REPORT

## July 1, 2023 through June 30, 2024

Complaints Volume							
	FY 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Received	435	102	104	114	167	487	↑ 12%
Convictions/Arrest Received	33	6	9	3	1	19	↓ -42%
Total Received	468	108	113	117	168	506	↑ 8%

Intake							
Target: 10 Days	FY 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Intake/Avg. Days	8	6	6	4	7	6	↓ -28%
Pending at Intake	0	0	0	0	0	0	→ 0%

Complaints and Investigations							
	FY 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Referred for Investigation	48	8	6	6	17	37	↓ -23%
Complaints and Investigations Closed	442	139	117	150	113	519	↑ 17%
Complaints Pending at Desk Analyst	284	237	292	285	337	285	↑ 0%
Investigations Pending at Field	54	53	47	38	42	38	↓ -30%

Investigations Aging							
	FY 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Average Age of Pending Investigation	327	339	291	343	274	274	↓ -16%
Investigation Over 8 Months Old	39	33	30	31	21	21	↓ -46%

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

<b>Fiscal Year 2023-2024*</b>									
	Fraud	Health & Safety <sup>1</sup>	Non-Jurisdictional <sup>2</sup>	Gross Negligence/Incompetence <sup>3</sup>	Other Category	Personal Conduct <sup>4</sup>	Unprofessional Conduct <sup>5</sup>	Unlicensed/Unregistered	Total
Public	3	0	10	191	9	2	66	3	284
B&P Code <sup>6</sup>	0	0	2	5	1	2	8	0	18
Licensee/Prof. Group <sup>7</sup>	0	0	0	0	2	0	3	0	5
Government Agency <sup>8</sup>	1	1	0	45	6	0	70	2	125
Misc./Anonymous	0	1	6	21	11	2	23	10	74
<b>Totals</b>	<b>4</b>	<b>2</b>	<b>18</b>	<b>262</b>	<b>29</b>	<b>6</b>	<b>170</b>	<b>15</b>	<b>506</b>
<b>Fiscal Year 2022-2023</b>									
	Fraud	Health & Safety <sup>1</sup>	Non-Jurisdictional <sup>2</sup>	Gross Negligence/Incompetence <sup>3</sup>	Other Category	Personal Conduct <sup>4</sup>	Unprofessional Conduct <sup>5</sup>	Unlicensed/Unregistered	Total
Public	1	1	1	237	2	2	58	1	303
B&P Code <sup>6</sup>	0	1	0	10	0	1	4	0	16
Licensee/Prof. Group <sup>7</sup>	0	0	0	0	0	0	11	0	11
Government Agency <sup>8</sup>	1	0	0	22	0	0	31	0	54
Misc./Anonymous	0	0	0	27	16	2	38	1	84
<b>Totals</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>296</b>	<b>18</b>	<b>5</b>	<b>142</b>	<b>2</b>	<b>468</b>

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.

\*July 1, 2023, through June 30, 2024