

PHYSICIAN ASSISTANT BOARD COMPLAINT STATISTICS REPORT July 1, 2024 through June 30, 2025

Complaints Volume							
	FY 2023/24	Fiscal Year 2024/25					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Received	487	149				149	↓ -69%
Convictions/Arrest Received	19	11				11	↓ -42%
Total Received	506	160				160	↓ -68%

Intake							
Target: 10 Days	FY 2023/24	Fiscal Year 2024/25					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Intake/Avg. Days	5	9				9	↑ 80%
Pending at Intake	0	0				0	→ 0%

Complaints and Investigations							
	FY 2023/24	Fiscal Year 2024/25					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Referred for Investigation	37	14					↓ -100%
Complaints and Investigations Closed	519	205					↓ -100%
Complaints Pending at Desk Analyst	337	343					↓ -100%
Investigations Pending at Field	42	62					↓ -100%

Investigations Aging							
	FY 2023/24	Fiscal Year 2024/25					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Average Age of Pending Investigation	274	440					↓ -100%
Investigation Over 8 Months Old	21	55					↓ -100%

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

Fiscal Year 2024-2025*									
	Fraud	Health & Safety ¹	Non-Jurisdictional ²	Gross Negligence/Incompetence ³	Other Category	Personal Conduct ⁴	Unprofessional Conduct ⁵	Unlicensed/Unregistered	Total
Public	1	0	2	53	10	1	17	0	84
B&P Code ⁶	0	0	0	1	0	0	7	0	8
Licensee/Prof. Group ⁷	0	0	0	1	0	4	1	0	6
Government Agency ⁸	0	0	1	14	3	7	24	0	49
Misc./Anonymous	0	0	1	3	1	0	8	0	13
Totals	1	0	4	72	14	12	57	0	160
Fiscal Year 2023-2024									
	Fraud	Health & Safety ¹	Non-Jurisdictional ²	Gross Negligence/Incompetence ³	Other Category	Personal Conduct ⁴	Unprofessional Conduct ⁵	Unlicensed/Unregistered	Total
Public	3	0	10	191	9	2	66	3	284
B&P Code ⁶	0	0	2	5	1	2	8	0	18
Licensee/Prof. Group ⁷	0	0	0	0	2	0	3	0	5
Government Agency ⁸	1	1	0	45	6	0	70	2	125
Misc./Anonymous	0	1	6	21	11	2	23	10	74
Totals	4	2	18	262	29	6	170	15	506

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, 2024, through September 30, 2024