

# 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	150	134	162		446	↓ -8%
Convictions/Arrest Received	19	11	12	12		35	↑ 84%
Total Received	506	161	146	174		481	↓ -5%

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	5	5		6	↑ 27%
Pending at Intake	0	0	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	34	38	29		101	↑ 173%
Complaints and Investigations Closed	519	169	197	183		549	↑ 6%
Complaints Pending at Desk Analyst	337	343	280	292		292	↓ -13%
Investigations Pending at Field	42	62	76	72		72	↑ 71%

Investigations Aging							
	FY 2023/24	Fiscal Year 2024/25					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Average Age of Pending Investigation	274	186	145	187		187	↓ -32%
Investigation Over 8 Months Old	21	18	21	19		19	↓ -10%

## Physician Assistant Board Complaints Received by Type and Source

Fiscal Year 2024-2025*									
	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	4	0	19	189	11	3	40	1	267
B&P Code <sup>6</sup>	0	0	0	18	0	1	12	0	31
Licensee/Prof. Group <sup>7</sup>	0	0	1	1	0	0	10	0	12
Government Agency <sup>8</sup>	0	1	1	34	3	0	90	0	129
Misc./Anonymous	0	0	7	10	6	2	17	0	42
<b>Totals</b>	<b>4</b>	<b>1</b>	<b>28</b>	<b>252</b>	<b>20</b>	<b>6</b>	<b>169</b>	<b>1</b>	<b>481</b>
Fiscal Year 2023-2024									
	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>

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 March 31, 2025