

PHYSICIAN ASSISTANT BOARD

COMPLAINT STATISTICS REPORT

July 1, 2025 through June 30, 2026

Complaints Volume							
	FY 2024/25	Fiscal Year 2025/26					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Received	647	164	172	175	220	731	↑ 13%
Convictions/Arrest Received	52	13	11	15	9	48	↓ -8%
Total Received	699	177	183	190	229	779	↑ 11%

Intake							
Target: 10 Days	FY 2024/25	Fiscal Year 2025/26					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Intake/Avg. Days	6	7	7	8	7	7	↑ 21%
Pending at Intake	0	0	0	0	0	0	→ 0%

Complaints and Investigations							
	FY 2024/25	Fiscal Year 2025/26					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Referred for Investigation	142	23	35	30	26	114	↓ -20%
Complaints and Investigations Closed	762	174	186	147	192	699	↓ -8%
Complaints Pending at Desk Analyst	319	370	402	471	509	509	↑ 60%
Investigations Pending at Field	81	75	78	81	74	74	↓ -9%

Investigations Aging							
	FY 2024/25	Fiscal Year 2025/26					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Average Age of Pending Investigation	143	244	241	247	249	249	↑ 74%
Investigation Over 8 Months Old	20	35	43	42	34	34	↑ 70%

Physician Assistant Board Complaints Received by Type and Source

Fiscal Year 2025-2026*									
	Fraud	Health & Safety ¹	Non-Jurisdictional ²	Gross Negligence/Incompetence ³	Other Category	Personal Conduct ⁴	Unprofessional Conduct ⁵	Unlicensed/Unregistered	Total
Public	6	4	31	285	3	8	73	4	414
B&P Code ⁶	0	0	1	26	0	1	5	0	33
Licensee/Prof. Group ⁷	0	0	0	0	3	3	1	0	7
Government Agency ⁸	4	3	4	73	3	28	135	1	251
Misc./Anonymous	1	3	9	24	7	6	21	3	74
Totals	11	10	45	408	16	46	235	8	779
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	6	1	29	254	13	3	63	3	372
B&P Code ⁶	0	1	0	19	3	5	17	0	45
Licensee/Prof. Group ⁷	0	1	3	1	0	3	5	0	13
Government Agency ⁸	0	1	1	32	3	47	117	0	201
Misc./Anonymous	1	0	8	25	6	4	23	1	68
Totals	7	4	41	331	25	62	225	4	669

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, 2025, through June 30, 2026