

PHYSICIAN ASSISTANT BOARD

COMPLAINT STATISTICS REPORT

July 1, 2021 through March 31, 2022

Complaints Volume

	FY 2020/21	Fiscal Year 2021/22					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Received	389	110	86	116		312	↓ -20%
Convictions/Arrest Received	6	4	6	9		19	↑ 217%
Total Received	395	114	92	125		331	↓ -16%

Intake

	FY 2020/21	Fiscal Year 2021/22					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Assigned to Desk Analyst	407	139	92	126		357	↓ -12%
Pending at Intake	9	0	0	0		0	↓ -100%

Complaints and Investigations

	FY 2020/21	Fiscal Year 2021/22					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Referred for Investigation	72	10	8	14		32	↓ -56%
Complaints and Investigations Closed	280	80	105	119		304	↑ 9%
Complaints Pending at Desk Analyst	543	207	202	297		706	↑ 30%
Investigations Pending at Field	365	87	73	67		227	↓ -38%

Investigations Aging

	FY 2020/21	Fiscal Year 2021/22					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Average Age of Pending Investigation	272	308	210	324		324	↑ 19%
Investigation Over 8 Months Old	37	37	29	31		31	↓ -16%

Physician Assistant Board Complaints Received by Type and Source

Fiscal Year 2021-2022*									
	Fraud	Health & Safety ¹	Non-Jurisdictional ²	Gross Negligence/Incompetence ³	Other Category	Personal Conduct ⁴	Unprofessional Conduct ⁵	Unlicensed/Unregistered	Total
Public	0	0	0	147	0	0	70	0	217
B&P Code ⁶	0	0	0	10	0	0	3	0	13
Licensee/Prof. Group ⁷	3	0	0	1	0	0	1	0	5
Government Agency ⁸	0	0	0	11	0	10	21	0	42
Misc./Anonymous	0	0	0	23	4	0	26	1	54
Totals	3	0	0	192	4	10	121	1	331
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	9	164	0	4	87	1	266
B&P Code ⁶	0	0	0	4	0	0	2	0	6
Licensee/Prof. Group ⁷	0	0	3	3	5	0	4	1	16
Government Agency ⁸	0	0	0	11	0	0	14	0	25
Misc./Anonymous	0	3	1	30	7	1	37	3	82
Totals	0	4	13	212	12	5	144	5	395

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, 2021, through March 31, 2022