

PHYSICIAN ASSISTANT BOARD COMPLAINT STATISTICS REPORT July 1, 2022 through June 30, 2023

Complaints Volume							
	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Received	401	113	91			204	↓ -49%
Convictions/Arrest Received	25	9	8			17	↓ -32%
Total Received	426	122	99			221	↓ -48%

Intake							
	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Assigned to Desk Analyst	467	123	95			218	↓ -53%
Pending at Intake	0	0	0			0	→ 0%

Complaints and Investigations							
	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Referred for Investigation	56	12	13			25	↓ -55%
Complaints and Investigations Closed	420	102	86			188	↓ -55%
Complaints Pending at Desk Analyst	975	249	296			545	↓ -44%
Investigations Pending at Field	303	64	69			133	↓ -56%

Investigations Aging							
	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Average Age of Pending Investigation	239	305	331			331	↑ 38%
Investigation Over 8 Months Old	28	33	40			40	↑ 43%

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

Fiscal Year 2022-2023*									
	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	118	2	0	30	1	151
B&P Code ⁶	0	1	0	7	0	0	4	0	12
Licensee/Prof. Group ⁷	0	0	0	0	0	0	2	0	2
Government Agency ⁸	0	0	0	2	0	8	11	0	21
Misc./Anonymous	0	0	0	12	3	0	20	0	35
Totals	0	1	0	139	5	8	67	1	221
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	2	0	5	209	3	1	81	0	301
B&P Code ⁶	0	0	0	12	0	0	5	0	17
Licensee/Prof. Group ⁷	3	0	1	1	0	0	1	0	6
Government Agency ⁸	0	0	0	15	1	1	23	1	41
Misc./Anonymous	0	0	1	28	5	0	26	1	61
Totals	5	0	7	265	9	2	136	2	426

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, 2022, through December 31, 2022