

# 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	132		336	↓ -16%
Convictions/Arrest Received	25	9	8	8		25	→ 0%
Total Received	426	122	99	140		361	↓ -15%

Intake							
	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Assigned to Desk Analyst	467	123	95	136		354	↓ -24%
Pending at Intake	0	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	9		34	↓ -39%
Complaints and Investigations Closed	420	102	86	124		312	↓ -26%
Complaints Pending at Desk Analyst	975	249	296	320		865	↓ -11%
Investigations Pending at Field	303	64	69	59		192	↓ -37%

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	338		338	↑ 41%
Investigation Over 8 Months Old	28	33	40	45		45	↑ 61%

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

Fiscal Year 2022-2023*									
	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	0	0	0	184	2	1	47	1	235
B&P Code <sup>6</sup>	0	1	0	10	0	1	4	0	16
Licensee/Prof. Group <sup>7</sup>	0	0	0	0	0	0	2	0	2
Government Agency <sup>8</sup>	1	0	0	14	0	0	17	0	32
Misc./Anonymous	0	0	0	31	4	2	38	1	76
<b>Totals</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>224</b>	<b>6</b>	<b>4</b>	<b>98</b>	<b>2</b>	<b>361</b>
Fiscal Year 2021-2022									
	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	2	0	5	209	3	1	81	0	301
B&P Code <sup>6</sup>	0	0	0	12	0	0	5	0	17
Licensee/Prof. Group <sup>7</sup>	3	0	1	1	0	0	1	0	6
Government Agency <sup>8</sup>	0	0	0	15	1	1	23	1	41
Misc./Anonymous	0	0	1	28	5	0	26	1	61
<b>Totals</b>	<b>5</b>	<b>0</b>	<b>7</b>	<b>265</b>	<b>9</b>	<b>2</b>	<b>136</b>	<b>2</b>	<b>426</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, 2022, through March 31, 2023