

PHYSICIAN ASSISTANT BOARD COMPLAINT STATISTICS REPORT July 1, 2023 through June 30, 2024

| Complaints Volume | | | | | | | |
|-----------------------------|------------|---------------------|----|----|----|-----|--------------------|
| | FY 2022/23 | Fiscal Year 2023/24 | | | | | Year → Year Change |
| | YTD | Q1 | Q2 | Q3 | Q4 | YTD | |
| Complaints Received | 435 | 102 | | | | 102 | ↓ -77% |
| Convictions/Arrest Received | 33 | 6 | | | | 6 | ↓ -82% |
| Total Received | 468 | 108 | | | | 108 | ↓ -77% |

| Intake | | | | | | | |
|-------------------|------------|---------------------|----|----|----|-----|--------------------|
| Target: 10 Days | FY 2022/23 | Fiscal Year 2023/24 | | | | | Year → Year Change |
| | YTD | Q1 | Q2 | Q3 | Q4 | YTD | |
| Intake/Avg. Days | 8 | 6 | | | | 6 | ↓ -25% |
| Pending at Intake | 0 | 0 | | | | 0 | → 0% |

| Complaints and Investigations | | | | | | | |
|---------------------------------------|------------|---------------------|----|----|----|-----|--------------------|
| | FY 2022/23 | Fiscal Year 2023/24 | | | | | Year → Year Change |
| | YTD | Q1 | Q2 | Q3 | Q4 | YTD | |
| Complaints Referred for Investigation | 48 | 8 | | | | 8 | ↓ -83% |
| Complaints and Investigations Closed | 442 | 139 | | | | 139 | ↓ -69% |
| Complaints Pending at Desk Analyst | 284 | 237 | | | | 237 | ↓ -17% |
| Investigations Pending at Field | 54 | 53 | | | | 53 | ↓ -2% |

| Investigations Aging | | | | | | | |
|--------------------------------------|------------|---------------------|----|----|----|-----|--------------------|
| | FY 2022/23 | Fiscal Year 2023/24 | | | | | Year → Year Change |
| | YTD | Q1 | Q2 | Q3 | Q4 | YTD | |
| Average Age of Pending Investigation | 327 | 339 | | | | 339 | ↑ 4% |
| Investigation Over 8 Months Old | 39 | 33 | | | | 33 | ↓ -15% |

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

| Fiscal Year 2023-2024* | | | | | | | | | |
|-----------------------------------|----------|------------------------------|---------------------------------|--|----------------|-------------------------------|-------------------------------------|-------------------------|------------|
| | 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 | 52 | 0 | 0 | 22 | 1 | 75 |
| B&P Code ⁶ | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 |
| Licensee/Prof. Group ⁷ | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Government Agency ⁸ | 0 | 0 | 0 | 4 | 0 | 0 | 8 | 0 | 12 |
| Misc./Anonymous | 0 | 0 | 0 | 8 | 1 | 0 | 8 | 1 | 18 |
| Totals | 0 | 0 | 0 | 66 | 1 | 0 | 39 | 2 | 108 |
| 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 | 1 | 1 | 1 | 237 | 2 | 2 | 58 | 1 | 303 |
| B&P Code ⁶ | 0 | 1 | 0 | 10 | 0 | 1 | 4 | 0 | 16 |
| Licensee/Prof. Group ⁷ | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 0 | 11 |
| Government Agency ⁸ | 1 | 0 | 0 | 22 | 0 | 0 | 31 | 0 | 54 |
| Misc./Anonymous | 0 | 0 | 0 | 27 | 16 | 2 | 38 | 1 | 84 |
| Totals | 2 | 2 | 1 | 296 | 18 | 5 | 142 | 2 | 468 |

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, 2023, through September 30, 2023