

# PHYSICIAN ASSISTANT BOARD

## COMPLAINT STATISTICS REPORT

### July 1, 2024 through June 30, 2025

Complaints Volume							
	FY 2023/24	Fiscal Year 2024/25					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Received	473	149	134	162	202	647	↑ 37%
Convictions/Arrest Received	33	11	12	12	17	52	↑ 58%
Total Received	506	160	146	174	219	699	↑ 38%

Intake							
Target: 10 Days	FY 2023/24	Fiscal Year 2024/25					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Intake/Avg. Days	5	9	5	5	6	6	↑ 25%
Pending at Intake	0	0	0	0	0	0	→ 0%

Complaints and Investigations							
	FY 2023/24	Fiscal Year 2024/25					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Complaints Referred for Investigation	37	34	38	29	41	142	↑ 284%
Complaints and Investigations Closed	519	169	197	183	213	762	↑ 47%
Complaints Pending at Desk Analyst	337	343	280	292	319	319	↓ -5%
Investigations Pending at Field	42	62	76	72	81	81	↑ 93%

Investigations Aging							
	FY 2023/24	Fiscal Year 2024/25					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Average Age of Pending Investigation	274	186	145	187	143	143	↓ -48%
Investigation Over 8 Months Old	21	18	21	19	20	20	↓ -5%

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

<b>Fiscal Year 2024-2025*</b>									
	<b>Fraud</b>	<b>Health &amp; Safety<sup>1</sup></b>	<b>Non-Jurisdictional<sup>2</sup></b>	<b>Gross Negligence/Incompetence<sup>3</sup></b>	<b>Other Category</b>	<b>Personal Conduct<sup>4</sup></b>	<b>Unprofessional Conduct<sup>5</sup></b>	<b>Unlicensed/Unregistered</b>	<b>Total</b>
<b>Public</b>	6	1	29	254	13	3	63	3	<b>372</b>
<b>B&amp;P Code<sup>6</sup></b>	0	1	0	19	3	5	17	0	<b>45</b>
<b>Licensee/Prof. Group<sup>7</sup></b>	0	1	3	1	0	3	5	0	<b>13</b>
<b>Government Agency<sup>8</sup></b>	0	1	1	32	3	47	117	0	<b>201</b>
<b>Misc./Anonymous</b>	1	0	8	25	6	4	23	1	<b>68</b>
<b>Totals</b>	<b>7</b>	<b>4</b>	<b>41</b>	<b>331</b>	<b>25</b>	<b>62</b>	<b>225</b>	<b>4</b>	<b>699</b>
<b>Fiscal Year 2023-2024</b>									
	<b>Fraud</b>	<b>Health &amp; Safety<sup>1</sup></b>	<b>Non-Jurisdictional<sup>2</sup></b>	<b>Gross Negligence/Incompetence<sup>3</sup></b>	<b>Other Category</b>	<b>Personal Conduct<sup>4</sup></b>	<b>Unprofessional Conduct<sup>5</sup></b>	<b>Unlicensed/Unregistered</b>	<b>Total</b>
<b>Public</b>	3	0	10	191	9	2	66	3	<b>284</b>
<b>B&amp;P Code<sup>6</sup></b>	0	0	2	5	1	2	8	0	<b>18</b>
<b>Licensee/Prof. Group<sup>7</sup></b>	0	0	0	0	2	0	3	0	<b>5</b>
<b>Government Agency<sup>8</sup></b>	1	1	0	45	6	0	70	2	<b>125</b>
<b>Misc./Anonymous</b>	0	1	6	21	11	2	23	10	<b>74</b>
<b>Totals</b>	<b>4</b>	<b>2</b>	<b>18</b>	<b>262</b>	<b>29</b>	<b>6</b>	<b>170</b>	<b>15</b>	<b>506</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, 2024, through June 30, 2025