



## **State of Arizona Board of Chiropractic Examiners**

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# **2008 ANNUAL REPORT**

## **Survey Comments:**

- Licensee: The Board was objective and I feel like I was treated fairly. I'm glad D.C.'s are given a fair chance to defend themselves against frivolous complaints.
- Licensee: Although I was item 5 on the agenda, I felt the Board handled all complaints that I heard in a professional matter. I felt the questions were relevant and that doctors were treated respectfully.
- Licensee: Dr. Haydon, Dr. Baker and Mr. Brown were extremely helpful. Dr. Rahn was also helpful.
- Consumer: Thank you very much for your time. Mr. Brown was very kind. I do wish, however, that a chiropractor's business ethics were part of the guidelines that the Board could govern.
- Licensee: Thank you.
- Licensee: 70% of the health insurance plans terminated my contract due to probationary status. This is the only reason I marked "no" in the above question, otherwise, the other aspects have been very educational.
- Licensee: My experience was very professional and efficient. Thank you for your kindness.
- Licensee: I would appeal the Board to petition the State for funds to hire additional investigative personnel. An

uncomplicated complaint should not take 12 months to make the preliminary hearing docket.

- Licensee: I would recommend that all complaints include an ‘under penalty of perjury’ statement that all complainants must attest to. When a person can file a complaint that is without merit, it wastes the doctors time and the Board’s time.
- Consumer (summary): I felt that with the exception of Dr. Baker that the Board did not give me adequate time and also that things were not addressed by this Board that should have been.
- Licensee: I believe the Board is overreaching in its effort to standardize records. Personal opinion is being substituted for facts.
- Marked “applicant” but may be consumer: (summary) My husband and I are outraged with the operation and ruling of the Board and the Board’s outrageous conclusions without hearing all of the facts of the complaint. The Board did not allow me to completely defend allegations. I do not think the Board acted in my best interest.

Number of surveys returned	21
Complaint related	20
License application related	1
Number of survey responses that indicate that staff was knowledgeable and courteous in communications.	18
Number not answered or N/A	3

## **Licensing Numbers:**

<u>LICENSURE</u>	FY08
Licenses	2618
<u>ORIGINAL LICENSES ISSUED</u>	110
<u>ORIGINAL CERTIFICATION</u>	119
Physiotherapy	105
Acupuncture	14
<u>AVERAGE # of DAYS FROM COMPLETE APPLICATION TO APPROVAL</u>	23
<u>LICENSES RENEWED</u>	2463

## **Regulatory Numbers:**

<u>REGULATORY MATTERS COMPLAINTS</u>	FY08
Number before the Board	191
Carried forward	69
Filed current year	122
Dismissed	21

Dismissed with advisory letter	44
Voted to hearing or interview	54
Carried to next fiscal year	62
Withdrawn	1
Denied	1
Cease and Desist	1
Non-Disciplinary Order	7

Average months to resolve 7.7

## HEARINGS AND FORMAL INTERVIEWS

Number before the Board	63
Carried forward	31
Opened current year	32
Carried to next fiscal year	15
Concluded	47
Withdrawn or Terminated	1
Consent Agreement	21
Hearing	10
Interview	15

Average number of months to hearing	9
Average number of months to interview	5.6
Average number of months to consent	5.4

<u>DISCIPLINARY ACTION</u>	FY07
Probation	25
Fines	14

Suspension	8
Revoke	8
Surrender	10
Censure	2
Letter of Concern	7
Cease and Desist	1
Denied	1

Number of final Board actions taken: 138

Percent resulting in disciplinary action: 33.3%

Percent resulting in no disciplinary action 66.7%

Number of disciplinary actions following  
prior disciplinary order or advisory letter. 18

## Types of Complaints Filed, and Violations Found

### ORDER FINDINGS:

Patient records violations:	21
Improper or fraudulent billing:	15
Violating a Board Order or subpoena:	24
Criminal conviction or sanction in other jurisdiction	10
Failure to release records	2
Fraud or misrepresentation in securing a license:	4
Failure to complete CE:	7
Misleading advertising:	5

Physical or Behavioral Impairment:	3
Substance abuse:	6
Advertising without reference to chiropractic	3
Making false or misleading statements:	6
Substandard or unsafe practice	16
Sexual misconduct	2
Failure to disclose criminal charge	5
Discipline in other jurisdiction	2
Failing to notify Board of valid address	4
Other	6

### COMPLAINT ALLEGATIONS:

Improper or fraudulent billing:	37
Failure to release records:	21
False or misleading statements:	1
Substandard practice	37
Advertising violations :	19
Patient records violations:	18
Criminal conviction or sanction in other jurisdiction:	19
Sexual misconduct:	10
Violation of Board Order or subpoena:	22
Failing to complete CE:	3
Unlicensed practice or when suspended:	11
Substance Abuse:	1
Other:	20