

BOARD OF CHIROPRACTIC EXAMINERS
ANNUAL REPORT
FY 10

<u>LICENSURE</u>	FY10
Licenses	2682
<u>ORIGINAL LICENSES ISSUED</u>	96
<u>ORIGINAL CERTIFICATION</u>	96
Physiotherapy	86
Acupuncture	10
<u>AVERAGE # of DAYS FROM COMPLETE APPLICATION TO APPROVAL</u>	22
<u>LICENSES RENEWED</u>	2389

REGULATORY MATTERS FY10
COMPLAINTS

Number before the Board	145
Carried forward	59
Filed current year	86
Dismissed	21
Advisory letter	31
Voted to hearing or interview	32
Carried to next fiscal year	59
Other	1

Average months to resolve w/0 hearing or interview 8.7

HEARINGS AND FORMAL INTERVIEWS

Number before the Board	42
Carried forward	34
Opened current year	8
Carried to next fiscal year	5
Concluded	35
Withdrawn or Terminated	0
Consent Agreement	16
Hearing	4
Interview	14
Average number of months to hearing	6.5
Average number of months to interview	3.6
Average number of months to consent	4.8

ANNUAL REPORT FY10
PAGE THREE

<u>DISCIPLINARY ACTION</u>	FY10
Probation	16
Fines	14
Suspension	1
Revoke	3
Surrender	2
Censure	3
Letter of Concern	4
Non Disciplinary Order	4
Dismiss	1
Other	5

Number of final Board actions taken:	91
Percent resulting in disciplinary action:	28%
Percent resulting in no disciplinary action	72%

<u>SURVEYS</u>	FY10
Number of surveys returned	19
Complaint related	16
License application related	3
Percent of survey responses that indicate that staff was knowledgeable and courteous in communications or checked n/a	95%

ANNUAL REPORT FY10
PAGE FOUR

DISCIPLINARY FINDINGS:

Patient records violations:	9
Improper or fraudulent billing:	8
Violating a Board Order or subpoena:	9
Criminal conviction or sanction in other jurisdiction	4
Failure to release records:	3
Misleading advertising:	2
Physical or Behavioral Impairment:	1
Substance abuse:	3
Making false or misleading statements:	3
Substandard or unsafe practice	6
Conduct contrary to standards or public welfare	5
Sexual misconduct	2
False statement on application	1
Failing to notify Board of valid address	4
Failing to notify board on location of patients records	1
Aiding or abetting unlicensed or uncertified practice	3
Practice while license suspended	3
Failure to retain records per law	1
Advertising violations	2
Failure to pay child support	1
Other	1

COMPLAINT ALLEGATIONS:

Improper or fraudulent billing:	21
Failure to release records:	9
Substandard practice	15
Advertising violations :	14
Patient records violations:	12
Criminal matter or sanction in other jurisdiction:	11
Sexual misconduct:	2
Violation of Board Order or subpoena:	11

ANNUAL REPORT FY10
PAGE FIVE

Unlicensed practice or when suspended:	6
Substance Abuse:	2
Failing to identify self as D.C.	2
Violate patient confidentiality	2
Aiding and abetting unlicensed or uncertified practice	1
Altering records	1
Failure to provide information to the Board	8
Danger to Health, Safety and Welfare	8
Procure license by fraud	1
Practice outside scope	3
Failing to supervise CA	3
Disruptive or abuse behavior in clinical setting	2
Failure to pay child support	1
Unprofessional conduct	21
Other:	14

Survey Comments received:

Consumers:

- One consumer did not understand and disagreed with the Board's decision. She expressed that she did not attend the Board meeting because she is afraid of and intimidated by the licensee and feels that a Board member should have contacted her before the meeting.
- One consumers expressed appreciation for the Board decision and stated that she was happy that the licensee did not "get out of this" because he is a dishonest person.
- One consumer expressed her dissatisfaction with the length of time it took to investigate her complaint and relayed her opinion that the Board words for the good of chiropractors.
- On consumer stated that they were impressed with the communication received by mail and impressed by how the Board handles situations that include chiropractors.

Licensees:

- One licensee stated that he felt that he was treated fairly.
- One licensee stated that the Board has an exemplary staff and that the doctors serving on the Board, thanked the Board and urged them to keep up the good work.
- One licensee thanked the Board for it does.
- One licensee expressed that although they were not happy about having to come before the Board, his/her experience went well. He had just heard too many stories about the Board being the “boogie man” who eats your children when you’re asleep. The greatest part was that he got to see where he may be weak in his own practice and was able to initiate changes to avoid future visits with the Board. P.S., “just kidding about the “boogie man” part/
- A licensee stated that he was pleasantly surprised at the professionalism and delicate manner in which all the cases were handled.
- One licensee stated that the Board acted with courtesy and common sense.
- One licensee stated that the matter was handled in a professional manner.

Applicants:

- One applicant stated that Ms. Mitchell was extremely helpful, pleasant, polite, courteous, thoughtful and as helpful as she could be.
- One applicant stated that he/she was amazed at how quickly the Board score was received and at how quickly her license was approved. “Thank you”.