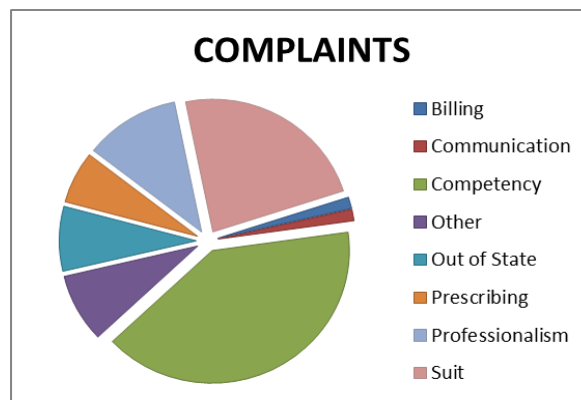


ENFORCEMENT

JANUARY 1 TO DECEMBER 31	2012	2013	2014	2015
COMPLAINTS, MANDATORY REPORTS				
Complaints received	723	493	497	577
Reports received	81	168	150	135
TOTAL COMPLAINTS, REPORTS	792	661	647	712
Complaint files closed	604	683	N/A	588
Report files closed	81	115	N/A	146
TOTAL FILES CLOSED	685	798	726	734
Complaint investigations open on 12/31	704	659	N/A	367
Report investigations open on 12/31	3	4	N/A	68
TOTAL INVESTIGATIONS OPENED	707	663	584	435
INFORMAL DISCIPLINARY ACTION				
Confidential letters expressing concerns	79	77	123	105
CHARGES, CONSENT AGREEMENTS	32	44	40	22
FORMAL DISCIPLINARY ACTION				
License revocation/surrender	9	20	9	3
License suspension	9	1	1	1
License probation	14	11	7	12
Civil penalty	33	16	16	16
Citation and warning	33	31	26	21
Practice restriction	9	13	7	7
TOTAL FORMAL ACTION	107	92	66	60
CEASE AND DESIST LETTERS	1	0	2	2
MONITORING CASES ON 12/31	205	206	191	196



This chart shows the major categories of complaints and mandatory reports the Board receives.