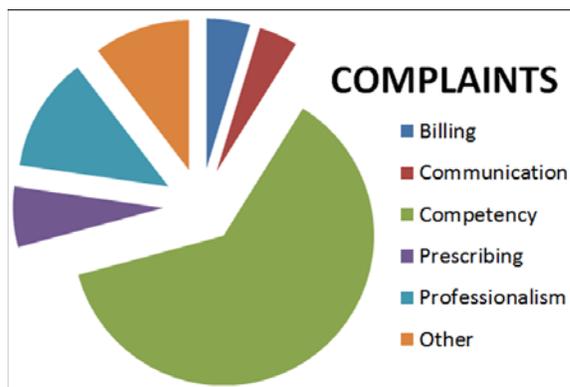




Enforcement

JANUARY 1 TO DECEMBER 31	2011	2012	2013
COMPLAINTS, MANDATORY REPORTS			
Complaints received	636	723	493
Reports received	110	81	168
TOTAL COMPLAINTS, REPORTS	746	792	661
COMPLAINT FILES CLOSED			
Complaint files closed	670	604	683
Report files closed	108	81	115
TOTAL FILES CLOSED	778	685	798
INVESTIGATIONS OPEN ON 12/31			
Complaint investigations open on 12/31	562	704	659
Report investigations open on 12/31	2	3	4
TOTAL INVESTIGATIONS OPEN	564	707	663
INFORMAL DISCIPLINARY ACTION			
Letter of warning	80	81	87
Letter of education	13	11	14
TOTAL INFORMAL ACTION	93	92	101
STATEMENT OF CHARGES	34	32	44
FORMAL DISCIPLINARY ACTION			
License revocation/surrender	7	9	20
License suspension	5	9	1
License probation	10	14	11
Civil penalty	23	33	16
Citation and warning	29	33	31
Practice restriction	6	9	13
TOTAL FORMAL ACTION	80	107	92
CEASE AND DESIST LETTERS	1	1	0
MONITORING CASES ON 12/31	195	205	206



This chart shows the major categories of complaints and mandatory reports the Board received in 2013. Competency includes a broad range of issues, from diagnosis and treatment to surgery and after care.