

ARIZONA MEDICAL BOARD

FISCAL YEAR 2005-2006 ANNUAL REPORT



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LETTER TO THE GOVERNOR

JANET NAPOLITANO

Governor

Janet Napolitano

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Secretary/Physician Member

Patrick N. Connell, M.D., FACEP
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Patricia R. J. Griffen
Public Member

Tim B. Hunter, M.D., FACR
Physician Member

J. Becky Jordan
Public Member

Ram R. Krishna, M.D.
Physician Member

Lorraine L. Mackstaller, M.D.
Physician Member

Sharon B. Megdal, Ph.D.
Public Member

Dona Pardo, Ph.D., R.N.
Public Member/R.N.

Paul M. Petelin, Sr., M.D.
Physician Member

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Dear Governor Napolitano:

On behalf of the Arizona Medical Board, I submit to you the 2006 Annual Report. In fiscal year 2006, the Board took on the ambitious task of redesigning the entire investigative process. The new investigative process streamlines investigations, creates efficiencies, reduces the caseload and maintains the high quality of the investigations. For all of 2006 the average number of days to complete a complaint investigation decreased from 201 days to less than 180 days. The Board also reduced the caseload from a high of 1,243 to 422 cases and maintained the high quality of the investigations.

The Board improved on its record of processing an initial medical license application or a license renewal application. During the 2006 fiscal year, the renewals were completed in less than two days. Routine applications took an average of 44 days for the Board to receive all the required paperwork and two days to process the application. The Board issued 1,429 new licenses — an increase of more than 11% over 2004-2005. The Board finished the year with 18,186 licensed physicians.

The Board created a Physician Health Program that aims to assist physicians who have a health issue that may affect the ability to practice safely. Since its creation at midyear, 25 physicians are actively participating in the program. There are 93 physicians in the Board's Monitored After Care Program. This program monitors physicians who have an alcohol or substance abuse problem. The rate of participation success in the program is 94% with a 6% relapse rate. The rate of recidivism for participants in the program was a very low 4%.

In FY 2006, the Board asked customers to rate the investigation processes. The public and the licensees' responses reflect the quality of the staff's hard work. Eighty-six percent of the responding customers were satisfied with Board Staff and the investigation process. Consistent performance by the Licensing Division was responsible for a high licensee satisfaction rating of 99% in 2006. The Board expects to achieve the same high ratings for fiscal year 2007.

Sincerely,



Timothy C. Miller
Executive Director

ARIZONA MEDICAL BOARD MEMBERSHIP

Robert P. Goldfarb, M.D., FACS, the Board's Chair, graduated from Tulane University, School of Medicine and practices in a Tucson, Arizona Neurosurgery-Neurology specialty group and serves as President of the group practice. Dr. Goldfarb also is the Neurosurgical Consultant to the University of Arizona Athletic Teams and is a Clinical Associate Professor in the Department of Surgery, College of Medicine at the University of Arizona. Dr. Goldfarb completed his Internship at Michael Reese Hospital and Medical Center in Chicago and his Residency in Neurological Surgery at the University of Illinois Hospitals and Presbyterian-St. Luke's Hospital in Chicago. He is certified by the American Board of Neurological Surgery and is a Fellow of the American College of Surgeons. He has previously served as Chief of the Medical Staff at Tucson Medical Center and is a past member of the Board of Trustees at El Dorado Hospital and a member of several professional societies including the American Association of Neurological Surgeons (Harvey Cushing Society), Congress of Neurological Surgeons, American Medical Association, North American Spine Society, Arizona Medical Association and the Pima County Medical Society.



William R. Martin, III, M.D., the Board's Vice Chair, is an Orthopedic Surgeon at Copper State Orthopedics, Ltd., Phoenix, Arizona and serves as medical director for Urgent Care +, LLC in Phoenix. In addition to his busy private practice, he helps to provide specialized Orthopedic services for Children's Rehabilitative Services (CRS), the Veteran's Administration (VA) Hospital, and the American Indian population. Dr. Martin is a



founding member of the Dr. Charles E. Gavin Memorial Foundation and serves on the Board of Directors of many public and private organizations. Dr. Martin has been a member of the National Association for the Advancement of Colored People since 1973. He is a member of the American Academy of Orthopaedic Surgeons, the American Medical Association, the Arizona Medical Association, the Arizona Orthopaedic Association, the Maricopa County Medical Society, and the Western Orthopaedic Association. Dr. Martin received his medical degree from Loyola University of Chicago in Maywood, Illinois.

Douglas D. Lee, M.D., the Board's Secretary, is a Board certified anesthesiologist practicing in Flagstaff, Arizona. He graduated from the University of Arizona School of Medicine, completed an internship at the National Naval Medical Center in Bethesda, Maryland and a residency at the Naval Regional Medical Center in San Diego, California. From 1980 to 1981, Dr. Lee was a United States Marine General Medical Officer in Okinawa, Japan, and he was also a reservist called to serve in the Desert Shield/Desert Storm 1st Marine Division from 1990 to 1991. In addition to his professional experience, Dr. Lee is a member of the Arizona Society of Anesthesiologists and a member of the American Board of Anesthesiologists. He previously served as the Chairman of Anesthesia for the Flagstaff Medical Center (FMC), President of the FMC Medical Staff, and President of the Arizona Society of Anesthesiologists. He currently serves as a Staff Anesthesiologist at FMC and Managing Partner of Forest County Anesthesia, PC. He is also a Board Member of the FMC Ambulatory Surgery Center and a member of the FMC Credentials Committee.



ARIZONA MEDICAL BOARD MEMBERSHIP

Patrick N. Connell, M.D., has recently retired from a full-time active urban emergency department practice. He currently is working part time in the Pediatric Emergency Department at Maricopa Medical Center, and as a volunteer physician in Central America. Dr. Connell has worked with the American College of Emergency Physicians as a member of their Practice Management Committee and assisted in policy development for the College. He is a past president of the Arizona College of Emergency Physicians and has served on their Board for ten years. Dr. Connell has been a Fellow of the American College of Emergency Physicians since 1983. Dr. Connell received his medical degree at the University of Arizona and performed his residency in surgery at University Hospital in Tucson.



Patricia R. J. Griffen, a public member of the Board, is the founding Executive Director of Against Abuse, Inc., established in October 1981 to provide domestic violence and child abuse shelter services to the citizens of Pinal County. She received her Bachelor of Science Degree in Social Administration from the University of Arizona, Tucson. Ms. Griffen has more than 35 years experience in the field of private, non-profit management. This includes her role as a founding member of Arizona Coalition Against Domestic Violence and formerly serving as a member of the organization's Board of Directors. She is a State and local speaker on a wide range of domestic violence and child abuse issues and administered a smoking cessation program. Ms. Griffen has developed a Community



Partnership To Reduce Teen Pregnancy Program (CPRTP), established three shelters and seven transitional living programs, and founded Big Brothers/Big Sisters of Western Pinal County as well as a day care center for high school students. Ms. Griffen is currently the Secretary of the Pinal County Victim Compensation Program, the Chair of the City of Casa Grande Personnel Advisory Board, the Chair of the Desert Pavilion Advisory Board, and the Chair of the Pinal County Federal Credit Union Supervisory Council. She is a member of the RTA Hospice Foundation Board of Directors as well as a sustaining member of the Casa Grande Regional Medical Center Auxiliary.

Tim Hunter, M.D., FACR, is a tenured professor and Vice-Chairman of the Department of Radiology at the University of Arizona. Previously, he served as chief of staff of University Medical Center and was the founder and first director of the Tucson Breast Center. Featured in "Who's Who in Medicine and Healthcare," Dr. Hunter, along with two other physicians, was awarded a patent for a digital mammography apparatus. A prolific author and speaker, Dr. Hunter is a Fellow of the American College of Radiology (FACR). Dr. Hunter received his medical degree at Northwestern University in Chicago. He completed his internship at Wayne County General Hospital in Eloise, Michigan; his residency in diagnostic radiology at the University of Michigan; and his fellowship at the University of Arizona in Tucson.

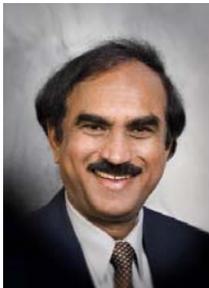


ARIZONA MEDICAL BOARD MEMBERSHIP

Becky Jordan, a public member of the Board, served in the United States Air Force for twenty years. She retired in 1977 with the rank of major. In 1992, Ms. Jordan was elected State Representative for District 16, a seat she held for two terms. While in the State Legislature, Ms. Jordan served as chair of the Natural Resources and Agriculture Committee. During her distinguished military career, she received the USAF Commendation Medal with one Oak Leaf Cluster, the USAF Outstanding Unit Award with three Oak Leaf Clusters, the Republic of Vietnam Campaign Medal, the Vietnam Service Medal with for Bronze Service Stars, and the Meritorious Service Medal. Other honors include the University of Arizona Alumni Association Distinguished Citizen Award and the American Legion Distinguished Legislator Award. Ms. Jordan received a bachelor of arts in chemistry from Queens College in Charlotte, North Carolina, and a bachelor of science in animal science from the University of Arizona with additional postgraduate coursework in animal physiology.



Ram R. Krishna, M.D., is an orthopedic surgeon who is currently in private practice in Yuma and was formerly the chief of surgery at Yuma Regional Medical Center. Dr. Krishna served as chair of the Yuma Regional Medical Center Board of Trustees and as president of the Yuma County Medical Society. Currently, he is a member of the Arizona Orthopedic Society and the Arizona Medical Association. Dr. Krishna was awarded the Arizona Medical Association's Distinguished Service Award in 2000 for his exceptional work in the community.



He obtained his medical degree from Bangalore University Medical College in Bangalore, India. He did his internship, a one-year residency in general surgery and a four-year residency in orthopedics at the University of Massachusetts Medical Center.

Lorraine Mackstaller, M.D., began her medical career as a Registered Nurse at St. Joseph's Hospital in Phoenix, and then thirty years later earned her M.D. at the University of Arizona in Tucson. She performed her residency in internal medicine at the University of Arizona and is currently on staff at the Sarver Heart Center in Tucson. She is Board certified in internal medicine and specializes in cardiovascular disease. She has served on the Board of the American Heart Association, the Sarver Heart Center Advisory Board, the University Heart Center Board, the National Scientific Internal Medicine/Family Practice Advisory Board, the Hilton Head Health Institute, and the Arizona Commission on Women's Health. Dr. Mackstaller has taught classes at the University of Arizona College of Medicine, lectured on women's health and heart issues, and authored numerous medical journal articles. In 2003, Dr. Mackstaller received the Patients' Choice Award from the University Medical Center in Tucson. The YWCA presented her with the "Women on the Move" award in 2006.



ARIZONA MEDICAL BOARD MEMBERSHIP

Sharon B. Megdal, Ph.D., a public member of the Board, serves as Director of the Water Resources Center, as well as Professor and Specialist of the Department of Agricultural and Resource Economics at the University of Arizona. Her work focuses on water resources management and policy. She has been a member of the Arizona Corporation Commission and served as the Chair of the Arizona Joint Select Committee on State Revenues and Expenditures. In 1997 Dr. Megdal completed a six-year term on the Arizona State Transportation Board, serving as the board's Chair during the last year of her term. Dr. Megdal has been a member of the Board of Trustees of TMC Healthcare and the Board of the Arizona Hospital and Healthcare Association. She served as Co-Chair of the Governor's Transportation Vision 21 Task Force and was a member of the Governor's Water Management Commission and the Arizona Water Quality Appeals Board. Dr. Megdal received her doctor of philosophy degree in economics from Princeton University, with a specialization in public sector economics and econometrics.

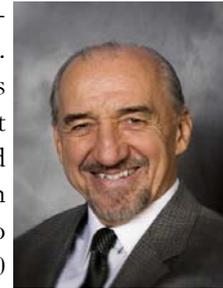


Dona Pardo, R.N., Ph.D., a public member of the Board, has over thirty years experience in nursing education and has taught in diploma, associate degree, baccalaureate degree and continuing education programs. She recently retired from the University of Arizona after 21 years of service during which she taught baccalaureate nursing students, headed the Continuing Education program in the College of Nursing, and just prior to retirement was



the Administrator, Continuing Education for the Arizona Health Sciences Center. In her last position, she was responsible for Continuing Education for physicians and nurses. Dr. Pardo is an active member of the community as the 2nd Vice President for Compass Health Care, and founding Foundation Director and current Treasurer for Tucson Nurses Foundation, a non-profit organization established to formally celebrate Nurses Week in the Tucson area. Dr. Pardo earned her master's degree in nursing from the University of Texas Health Sciences Center at San Antonio and holds a doctorate in higher education from the University of Arizona.

Paul M. Petelin, Sr., M.D., is a Board certified surgeon in private practice in Phoenix. He received his medical degree from Creighton University School of Medicine in Omaha, Nebraska. Dr. Petelin completed his internship and residency at St. Joseph's Hospital and Maricopa Medical Center in Phoenix. From 1984 to 1988 and again from 2000 to 2004, he was Chief of Surgery at St. Joseph's Hospital. He is the governor of the State of Arizona American College of Surgeons and a member of the Board of Directors of the Phoenix Surgical Society. He also serves on the Board of Directors of the Arizona Medical Association. His other professional society memberships include: Maricopa County Medical Society, American Society of General Surgeons, American Hernia Society, Phoenix Society of Gastroenterology, and Creighton University Surgical Society.



BOARD ACCOMPLISHMENTS

The Arizona Medical Board began the year with a renewed sense of purpose to resolve a large caseload, averaging 201 days to complete an investigation. The Board ended the 2005-2006 fiscal year with a much smaller caseload, averaging 178 days to complete an investigation.

The Board's team of professional investigators managed to complete the older cases and at the same time manage the daily addition of new cases. In the process, investigators maintained the quality of the investigations, as well as the standards of fairness, accuracy, and thoroughness.

The average number of days to complete an M.D. case remained at 201. However, during the first half of the calendar year 2006, the Board consistently averaged below its goal of 180 days.

The Board successfully launched its Physician Health Program (PHP) in 2005-2006. The PHP evaluates, treats and monitors physicians and physician assistants with medical, psychiatric, psychological, and behavioral health disorders that impact a licensee's ability to safely practice medicine or perform healthcare tasks.

The Monitored Aftercare Program (MAP) that currently monitors licensees with substance abuse and chemical dependency problems continues to grow with a nine-fold increase in the number of referrals.

The Board produced its new quarterly newsletter, "Primum" - the first word in the Latin form of the Hippocratic Oath, "First, do no harm." The newsletter is one method for the Board to reach out to the community. The Board also uses pamphlets that explain the "Adjudication Process" and the "Call to Public" portions of its regular Board meetings.

Board personnel were visible in the community, making 33 public speaking appearances at Stakeholder and Citizens group meetings.

LICENSING

The Arizona Medical Board now has nearly 18,200 physicians licensed to practice medicine. Approximately 10,000 are practicing in Arizona.

Arizona began licensing medical doctors in 1903, nine years before Arizona became a state. The Board licensed 198 physicians the first year. The first Arizona doctors each paid a fee of \$2.00.

The doctors names were entered into *The Great Register*, the official record book of licensed Arizona physicians.

Over the passage of time, fees and the way records are kept have changed. Information on licensed physicians is maintained in databases in the Board's computers. The money generated by li-

cense fees supports the Arizona Medical Board's licensing, investigative, budgetary and administrative functions.

The Board conducts primary source verifications on educational and training programs and performs national queries to determine if a physician moving from another state is fit to practice in Arizona. Although providing the proper documents is the responsibility of each applicant, Board Staff help physicians with the verification process to reduce the overall timeframe for licensure.

Licenses Issued	
	FY 06
Licenses Issued	1,429
Resident Permits Issued	758
Locum Tenens Registration	58
Pro Bono Registration	13
Education Teaching Permits	4
Teaching Licenses	2
Dispensing Certificates Issued	489
Average Number of Days to Issue a License <i>(Date of receipt of fully completed application to final issue)</i>	1.2
Customer Satisfaction Rating	99%

REGULATION

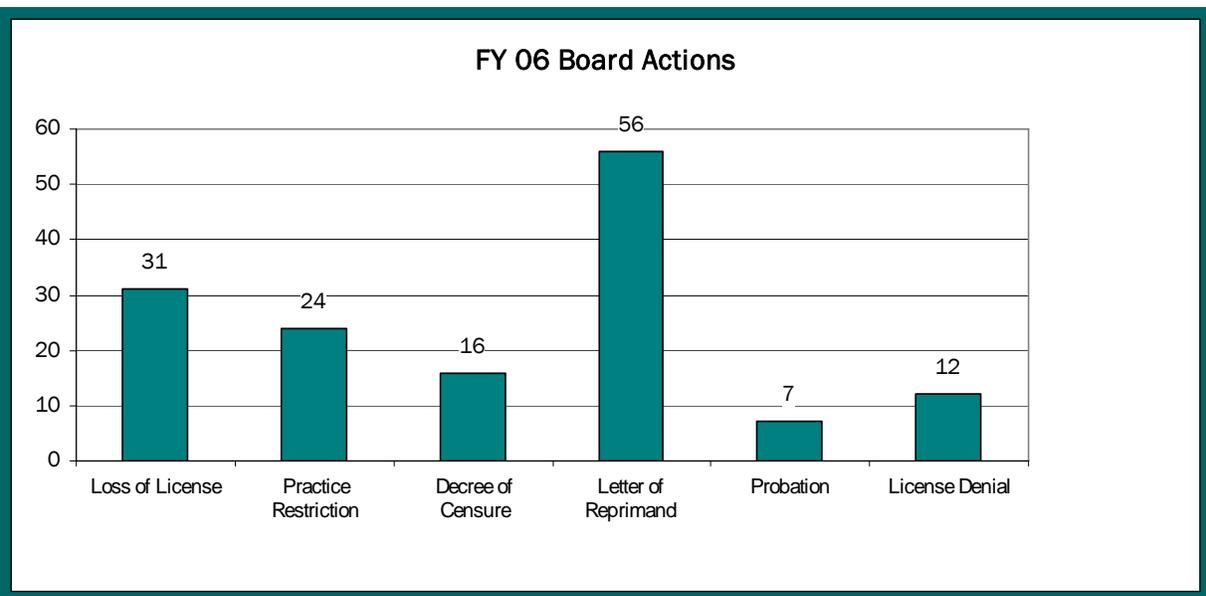
A complaint lodged against a physician triggers a process at the Arizona Medical Board that ensures a fair, accurate and thorough investigation with a timely resolution.

When an investigation finds a statutory violation, the Arizona Medical Board uses its authority to discipline those licensees who violate the law.

Disciplinary actions taken against a licensee are public, and the effects these actions have on a physician are long-lasting. For that reason, the Board takes all complaints against physicians seriously, and the decision to issue discipline is based on a fair, accurate and thorough investigation.

In the end, the Board is bound by its charge to protect Arizona citizens from the unlawful and incompetent practice of medicine. The actions the Board takes are reflective of that charge.

Overall, the Board took disciplinary action in 146 cases (see chart below) during FY 06. In 87 other cases, the Board issued non-disciplinary Advisory Letters for physicians.



ADJUDICATION

The Arizona Medical Board's regulatory activity begins when a complaint is opened.

The Board opens an investigation when a complaint is against an allopathic physician and the allegation—if true—is a violation of the Medical Practice Act.

Average Days to Complete an Investigation	
Year	Days
2005	201
2006	201*

*The average number of days to complete an investigation for cases in the first half of calendar year 2006 is below 180.

Investigations Remaining Open at Fiscal Year End	
Year	Number
2005	1,243
2006	422

Compliance Monitoring is the Board's way of ensuring its orders involving practice restrictions, limitations and probation are followed.

Compliance Monitoring		
Year	2005	2006
Compliance	178	124

The Compliance figure represents the number of physicians being monitored. Compliance officers conduct random chart reviews and report to the Board any findings of non-compliance. Failure to obey a Board order can lead to disciplinary action.

One hundred eighteen physicians are currently participating in the Physician Health Program and Monitored Aftercare Program. MAP coordinators ensure physicians comply with the program's requirements and are safe to practice medicine. Findings of non-compliance are immediately brought to the Board's attention.

Monitored Aftercare Program (MAP)	
2005	2006
91	93

The Board implemented the Physician Health Program (PHP) for the first time during the latter part of 2006 FY.

Physician Health Program (PHP)	
2005	2006
N/A	25

The PHP evaluates and monitors physicians with health disorders that may impact on their ability to practice medicine safely.