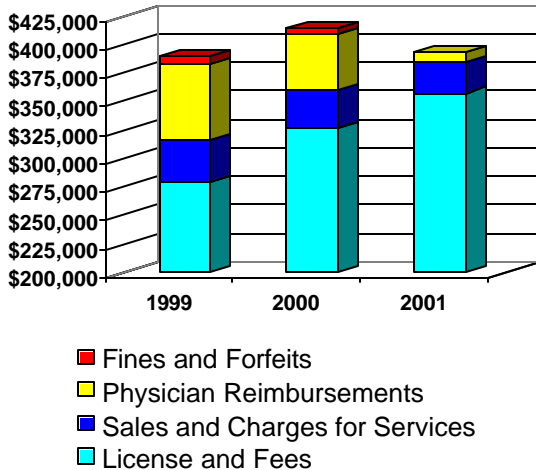


Program Fact Sheet

Board of Osteopathic Examiners in Medicine and Surgery

Services: The Board of Osteopathic Examiners in Medicine and Surgery (Board) is responsible for regulating osteopathic physicians through licensure. The Board performs the following services: **1) Assuring applicant and licensee qualifications** through its application and license renewal process; **2) Investigating and adjudicating complaints** concerning allegations of unprofessional conduct or other statutory violations; and **3) Providing consumer information to the public.**

Revenue: \$394,200
(fiscal year 2001, estimated)



The Board consists of seven members who serve five-year terms:

✍ Five members who are osteopathic physicians, who have engaged in the practice of medicine for at least five years in Arizona and have licenses in good standing.

✍ Two public members.

Facilities: The Board does not own any facilities. The Board’s office is located at 9525 East Doubletree Ranch Road in Scottsdale, Arizona. Board meetings are held at this location.

Equipment: The Board owns only standard office equipment.

Personnel: Currently, the Board is authorized 8 full-time staff. However, recent fiscal problems have reduced filled positions to 5.5 full-time staff.

Agency Mission:

“To protect the public health and safety of both citizens and visitors to the state of Arizona through the efficient and effective regulation of the practitioners and practice of osteopathic medicine and surgery in the state.”

Program Goals (Fiscal Years 2001-2003):

1. To issue and renew licenses promptly to those applicants determined to be eligible based on their accurate and complete application and demonstration of the required standards of education, knowledge, and competency while ensuring that the health, welfare, and safety of the public is protected.
2. To timely investigate and adjudicate complaints to protect the public from incompetent, unprofessional, and/or unethical conduct.
3. To provide information and verifications on licensees, upon request, in a timely and accurate manner.

Adequacy of Performance Measures:

Although the Board's three goals are aligned with its mission, auditors identified some problems with the Board's performance measures:

~~✍~~In general, the Board lacks some recommended measures including outcome measures and customer satisfaction. For example, the Board does not have a performance measure to report the percentage of applicants or license holders reporting very good or excellent service. However, the Board does have a survey that obtains such feedback that generally includes favorable comments.

~~✍~~Time frames for complaint resolutions are underreported because the Board uses the date it opens a complaint as the beginning date rather than the date it receives the complaint.