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June 25, 2020

The Honorable Anthony Kern, Chair  
Joint Legislative Audit Committee

The Honorable Rick Gray, Vice Chair  
Joint Legislative Audit Committee

Dear Representative Kern and Senator Gray:

We have recently completed an 18-month followup of the Performance Audit and Sunset Review of the Arizona Board of Athletic Training regarding the implementation status of the 11 audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in October 2018 (Auditor General Report 18-106). As the attached grid indicates:

- 10 have been implemented.
- 1 is in the process of being implemented.

Unless otherwise directed by the Joint Legislative Audit Committee, this concludes our follow-up work on the Board's efforts to implement the recommendations from the October 2018 performance audit report.

Sincerely,  
Dale Chapman, Director  
Performance Audit Division

cc: Karen Whiteford, Executive Director  
Arizona Board of Athletic Training

Arizona Board of Athletic Training members

# Arizona Board of Athletic Training

## Auditor General Report 18-106

### 18-month Follow-Up Report

#### Recommendation

#### Status/Additional Explanation

#### Finding 1: Board should ensure licensees meet lawful presence requirements

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|--|--------------------------|
| 1. The Board should develop and implement policies and procedures for ensuring that licensees submit and Board staff review the required documentation to demonstrate lawful presence. | Implemented at 18 months |
|--|--------------------------|

#### Finding 2: Board should ensure licensees meet continuing-education requirements

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| 2. The Board should continue with its efforts to establish a continuing-education audit process, including developing and implementing policies and procedures that direct staff on how to conduct these audits, how many licensees to review, how to determine the appropriateness of continuing-education hours submitted, and how to verify that the continuing education was completed during the appropriate time period. | Implemented at 18 months |
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#### Finding 3: Board should improve the information on its website

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| 3. The Board should make all licensee disciplinary actions available on its website, as required by statute.   | Implemented at 18 months |
| 4. The Board should ensure that its website reflects the accurate licensure status for its licensees.  | Implemented at 18 months |
| 5. The Board should include on its website the statutorily required statement that members of the public may contact the Board directly to request public records related to any licensee, including information about dismissed complaints or complaints that resulted in nondisciplinary action. | Implemented at 6 months  |
| 6. The Board should include board orders related to licensee disciplinary actions on its website.  | Implemented at 18 months |

#### Finding 4: Board should improve its provision of public information over the phone

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| 7. The Board should develop and implement policies and procedures to guide its staff on what information to provide about licensees over the phone in accordance with statutory requirements, including information on dismissed complaints and nondisciplinary actions. | Implemented at 18 months |
|--|--------------------------|

**Recommendation****Status/Additional Explanation****Sunset Factor #5: The extent to which the Board has encouraged input from the public before adopting its rules and the extent to which it has informed the public as to its actions and their expected impact on the public.**

8. The Board should ensure that it makes meeting minutes or a recording of public meetings available for public inspection within 3 working days following a meeting.

**Implemented at 6 months**

9. Ensure its meeting minutes include the location where the meeting was held.

**Implemented at 6 months**

**Sunset Factor #6: The extent to which the Board has been able to investigate and resolve complaints that are within its jurisdiction.**

10. The Board should develop and implement additional written complaint-handling procedures to help ensure it consistently and appropriately handles complaints in the future.

**Implemented at 6 months**

**Sunset Factor #11: The extent to which the level of regulation exercised by the Board compares to other states and is appropriate and whether less or more stringent levels of regulation would be appropriate.**

11. The Board should implement a process to help ensure athletic trainers are practicing under a licensed physician's direction, such as requiring licensees to provide documentation of their physician-approved written protocols.

**Implementation in process**

As of June 2020, the Board was in the process of seeking an exemption from the Governor's rule-making moratorium so it can revise its rules to require initial and renewal license applicants to attest that they are practicing under a licensed physician's direction.