



ARIZONA BOARD OF ATHLETIC TRAINING

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Karen Whiteford

October 16, 2018

Lindsey Perry, Auditor General
State of Arizona, Office of the Auditor General
2910 N. 44th Street, Suite 410 Phoenix, AZ 85018

RE: Response to Preliminary Report

Dear Ms. Perry:

Thank you for the opportunity to respond to the revised draft preliminary performance audit and sunset review report for the Arizona Board of Athletic Training ("Board") dated October 10, 2018. The Board is in agreement with the findings and recommendations from the Auditor General, and each will be discussed below as requested.

Chapter 1: Board should ensure licensees meet lawful presence requirements

Recommendation 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.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: The Board agrees with this recommendation and has obtained a list of states that verify lawful presence. Board staff will update application processing policies and procedures to ensure applicants demonstrate lawful presence.

Chapter 2: Board should ensure licensees meet continuing education requirements

Recommendation 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.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: The Board agrees with this recommendation and will develop and implement the recommended policies and procedures.

Chapter 3: Board should improve the information on its website

The Board should:

Recommendation 3: Make all licensee disciplinary actions available on its website, as required by statute.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: The Board agrees with this recommendation and understands the importance of providing accurate information to the public. Board staff has updated its database to indicate disciplinary actions taken against licenses

Recommendation 4: Ensure that its website reflects the accurate licensure status for its licensees.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: The Board agrees with this recommendation. Board staff will leverage the capabilities of the new licensing system to ensure the website reflects the accurate licensure status for licensees. The Board will include a step to include changing the license status to complaint handling policies and procedures.

Recommendation 5: 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.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: The Board agrees with this recommendation and has added the recommended statement to its website.

Recommendation 6: Include board orders related to licensee disciplinary actions on its website.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: Board staff will upload orders related to disciplinary actions to its licensing web portal and make them available to the public.

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

Recommendation 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.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: Board staff will develop and implement policies and procedures related to providing public information over the phone.

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.

The Board should:

Recommendation 8: Ensure that it makes meeting minutes or a recording of public meetings available for public inspection within 3 working days following a meeting.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: Board staff will post an audio recording of the meeting or meeting minutes to its website within 3 working days following a meeting. Post-meeting policies and procedures will be developed and implemented to ensure future staff members are aware of the requirement.

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

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: The Board agrees with this recommendation and has added the meeting location to its Board meeting minutes template.

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

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

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: The Board agrees with this recommendation and will develop and implement more thorough procedures for handling written complaints.

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.

Recommendation 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.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: The Board agrees with the recommendation and will pursue necessary changes to statutes and rules, and update policies and procedures once statutes and rules are in place.

The Board would like to thank the Auditor General's consideration during this process, and the professionalism of the staff involved. The Board looks forward to continuing to implement these procedures as it continues to act in accordance with its stated mission and statutory directives.

Sincerely,

Karen Whiteford
Executive Director