



completed and is now in use.<sup>1</sup> The new automated system contains all complaints against a doctor where formal board action was taken. (This complaint information was generated from Board minutes for the period January 1960 through January 1992.) Currently, there is about a two week lag time from the time a complaint is received by BOMEX until it is placed on the system. BOMEX has three people responsible for inputting all complaints on the system and updating the files, as the complaint proceeds through the different complaint resolution processes. However, there is still about a six to nine month lag from the time a complaint is received by BOMEX until it is heard by the Board.

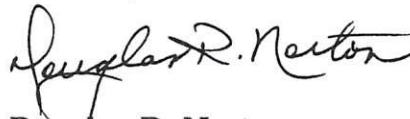
In order to establish whether all complaint information and histories were available on the new automated system, we randomly selected doctors' names from BOMEX's current licensing directory. We compared demographic and complaint information from the hard copy files with the information on the new automated system. The information on the automated tracking system did match information in the hard copy files. However, our review did find one major exception between the two systems. The automated system only contains complaints where the Board has taken formal action against a physician. The system does not maintain information regarding the number and type of complaints received where no Board action was taken. Currently, BOMEX has no plans to place dismissed complaints, or any information associated with them, on the automated tracking system.

Also, according to BOMEX staff, no systematic controls or checks occurred during data input to ensure that all information taken from the BOMEX meeting minutes coincided with information found in the Board's hard copy file. As a result, BOMEX is retaining the hard copy files to make necessary corrections, adjustments, or deletions; and to have the information readily available in case the system goes down.

Our review did not address the timeliness of the BOMEX complaint resolution process or its overall effectiveness. Such issues will be addressed in a performance audit scheduled in the upcoming Sunset cycle.

My staff and I will be pleased to discuss and clarify any items in this letter.

Sincerely,



Douglas R. Norton  
Auditor General

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1 Besides automating its complaint handling process, BOMEX is currently designing an automated license application tracking system. This automated system will be similar to the complaint tracking system and will allow the department to systematically track the license application process. The project is to be completed sometime in Fiscal Year 1993-94.