

## Arizona Medical Board (Board)

### Performance Audit and Sunset Review

Board timely issued licenses, but did not timely resolve complaints, establish sufficient oversight and accountability mechanisms, or consistently act within or fully exercise its statutory authority, increasing risks to public safety and contributing to inefficient and ineffective operations, statutory noncompliance, unauthorized disciplinary actions, and waste of public resources

#### Audit purpose

To assess whether the Board issued and renewed licenses, registrations, and permits as required by statute and rule and investigated and resolved complaints within its jurisdiction in a timely manner and within its statutory authority, and to provide responses to the 10 statutory sunset factors.<sup>1</sup>

#### Key findings

- Board generally approved initial and renewal licenses/registrations/permits within required time frames, verified applicants met licensure requirements, and conducted continuing medical education audits.
- Board did not resolve within 180 days 78% of complaints it closed in fiscal year 2024, taking up to 4.5 years to resolve some complaints, despite 5 prior audit reports spanning 43 years recommending it timely investigate and resolve complaints.
- Board and its executive directors delegated key responsibilities to staff without establishing sufficient oversight and accountability mechanisms such as productivity and performance standards, increasing risk of inefficient and ineffective operations, noncompliance with Board statutes and policies, and waste of public resources.
- Board did not consistently act within or fully exercise its statutory authority and enforcement options when resolving complaints, potentially resulting in unauthorized disciplinary action, premature dismissal of a complaint, and increased risk to public safety.

#### Key recommendations to the Board

- Implement complaint-handling policies and procedures to help ensure timely investigations, including tracking, monitoring, identifying, and resolving delays, and regularly reporting to the Board.
- Continue to establish and subsequently enforce staff productivity and performance standards, and implement accountability measures to ensure performance expectations are met.
- Establish and follow processes for taking disciplinary actions as outlined in statute, address previously issued committee disciplinary actions as needed, and train Board members on the full scope of the Board's statutory authority and enforcement options.

<sup>1</sup> Walker & Armstrong conducted this performance audit and sunset review of the Board pursuant to an October 7, 2025, resolution of the Joint Legislative Audit Committee. This audit was conducted as part of the sunset review process prescribed in Arizona Revised Statutes §41-2951 et seq.