

DOUGLAS A. DUCEY  
GOVERNOR



VICTORIA WHITMORE  
EXECUTIVE DIRECTOR

## ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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September 20, 2017

Honorable Douglas A. Ducey  
Governor  
via email: mmellstrom@az.gov

### ANNUAL REPORT FY 2017

Dear Governor Ducey:

Pursuant to A.R.S. § 32-2203, the Arizona State Veterinary Medical Examining Board submits the following as its annual report.

#### LICENSING

- At the close of FY 2017 the agency oversaw the practice of:

	FY17*	FY16	FY15*	FY14	FY13*
Licensed Veterinarians	2381	2382	2192	2226	2047
Certified Veterinary Technicians	1006	1053	947	990	902
Licensed Veterinary Premises	913	938	892	831	798
Licensed Animal Crematories	19	18	18	16	16

\*FY 13, 15 and 17 were license renewal years. Typically, a decrease in licensees is seen in the first 6-9 months following the renewal period. However, over the entire year, the numbers tend to rebound to previous levels or exceed them.

- Licenses/Certificates issued:

	FY17	FY16	FY15	FY14	FY13
Veterinarians	181	179	175	163	144
Certified Veterinary Technicians	66	79	72	65	70
Veterinary Premises	166	144	262	141	118
Animal Crematories	2	0	3	1	1

- Licenses/Certificates denied - FY17:
  - Veterinarian: 2 (denied for failure to pass the State exam)
  - Certified Veterinary Technicians: 46 (denied for failure to pass either the State exam or national exam, or both)
  - Premises: 0
  - Animal Crematory: 0
- There were twelve formal testing dates for licensure of veterinarians and three formal testing dates for certification of veterinary technicians.

**INVESTIGATIONS/COMPLAINTS**

- During FY 2017, the Board received 112 new complaints and 22 complaints had been carried over from FY 2016 for a total of 134 cases.
  - 108 of these have been reviewed by the Investigative Committee/Investigative Division.
  - 26 of the 134 total cases were carried over to FY 2018 for Investigative Committee and Board review.
- The Investigative Committee reviewed 108 complaints and made recommendations to the Board on each case.
- The A.M. Investigative Committee held 11 meetings
- The P.M. Investigative Committee held 11 meetings
- The average number of days from receipt to the Investigative Committee was 74 days.
- The average number of days from receipt to the Board's Initial Investigative Review was 100 days.
- The average number of days from receipt to Informal Interview was 125 days.

**BOARD ACTIONS**

- The Board held 12 meetings in FY17.
- During FY 2017, the Board conducted the following:
  - 119 Initial Investigative Reviews
  - 24 Informal Interviews
  - 1 Formal hearing
- Of the cases resolved by the Board, 25 cases involved discipline, resulting in the following:
 

Revocation	4
Suspension	0
Probation	13
Censure	1

Civil Penalty 12

- 12 Consent Agreements were offered
- 13 Letters of Concern were issued, which are non-disciplinary actions.

### **UNLICENSED PRACTITIONERS**

- There were 3 new cases opened regarding unlicensed practitioners; 1 case had been carried over from FY16. Of the 4 cases:
  - 0 issued Cease and Desist orders
  - 0 closed with final letter of inquiry
  - 2 closed
  - 1 pended
  - 1 is new and will be reviewed by the Board in FY18.

### **FACILITY INSPECTIONS**

- Staff completed the following facility inspections:
  - 188 Statutory-required premise inspections
  - 33 Random premise inspections

### **CUSTOMER SATISFACTION**

- 76 Customer Surveys were submitted. 100% of those surveyed rated the overall performance of the agency as "outstanding" (95%) or "good" (5%).
  - o 100% rated timeliness of response as "outstanding" (94%) or "good" (6%).
  - o 100% rated the courtesy/professionalism of staff as "outstanding."
  - o 100% rated the knowledge of staff as "outstanding" (95%) or "good" (5%).

### **BUDGET**

A copy of the annual financial statement for FY 2017 is attached. Note that all civil penalties resulting from disciplinary actions are deposited (100%) into the General Fund.

If you should need any further information, please contact me at 602-542-8150.

Sincerely,



Prepared by:  
Victoria Whitmore  
Executive Director



Reviewed and submitted by:  
James Loughhead  
Board Chairman

V

Enclosure