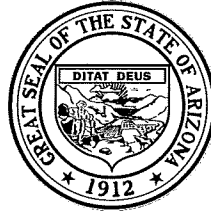


DOUGLAS A. DUCEY
GOVERNOR



VICTORIA WHITMORE
EXECUTIVE DIRECTOR

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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VETBOARD.AZ.GOV

September 19, 2018

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

ANNUAL REPORT FY 2018

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 2018 the agency oversaw the practice of:

	FY18	FY17*	FY16	FY15*	FY14
Licensed Veterinarians	2596	2381	2382	2192	2225
Certified Veterinary Technicians	1101	1006	1053	947	990
Licensed Veterinary Premises	966	913	938	892	831
Licensed Animal Crematories	17	19	18	18	16

*FY 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:

	FY18	FY17	FY16	FY15	FY14
Veterinarians	214	181	179	175	163
Certified Veterinary Technicians	87	66	79	72	65
Veterinary Premises	190	166	144	262	262
Animal Crematories	2	2	0	3	1

- Licenses/Certificates denied - FY18:
 - Veterinarian: 4 (denied for failure to pass the State exam)
 - Certified Veterinary Technicians: 40 (denied for failure to pass either the State exam or national exam, or both)
 - Premises: 0
 - Animal Crematory: 0
- There were 46 Veterinary Temporary Permits issued.
- There were 230 license verifications processed.
- There were twelve formal testing dates for licensure of veterinarians and three formal testing dates for certification of veterinary technicians.

INVESTIGATIONS/COMPLAINTS

- During FY 2018, the Board received 125 new complaints and 26 complaints had been carried over from FY 2017 for a total of 151 cases.
 - 110 of these have been reviewed by the Investigative Committee/Investigative Division.
 - 41 of the 151 total cases were carried over to FY 2019 for Investigative Committee and Board review.
- The Investigative Committee reviewed 110 complaints and made recommendations to the Board on each case.
- The A.M. Investigative Committee held 9 meetings
- The P.M. Investigative Committee held 11 meetings
- The average number of days from receipt to the Investigative Committee was 81 days.
- The average number of days from receipt to the Board’s Initial Investigative Review was 122 days.
- The average number of days from receipt to Informal Interview was 168 days.

BOARD ACTIONS

- The Board held 14 meetings in FY18.
- During FY 2018, the Board conducted the following:
 - 125 Initial Investigative Reviews
 - 21 Informal Interviews
 - 0 Formal hearings

- 7 Consent Agreements were offered
- 8 Letters of Concern were issued, which are non-disciplinary actions.
- Of the cases resolved by the Board, 12 cases involved discipline, resulting in the following:

Revocation	1
Suspension	0
Probation	9
Censure	1
Civil Penalty	10

UNLICENSED PRACTITIONERS

- There was 1 new case opened regarding unlicensed practitioners; 1 case had been carried over from FY17. Of the 2 cases:
 2 closed

FACILITY INSPECTIONS

- Staff completed 205 facility inspections.

CUSTOMER SATISFACTION

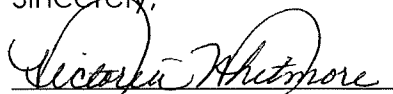
- 83 Customer Surveys were submitted. 100% of those surveyed rated the overall performance of the agency as "outstanding" (94%) or "good" (5%) (1% n/a).
 - 100% rated timeliness of response as "outstanding" (88%) or "good"(11%) (1% n/a).
 - 100% rated the courtesy/professionalism of staff as "outstanding" (99%) or "good" (1%).
 - 100% rated the knowledge of staff as "outstanding" (98%) or "good" (2%).

BUDGET

A copy of the annual financial statement for FY 2018 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

