

DOUGLAS A. DUCEY
GOVERNOR



VICTORIA WHITMORE
EXECUTIVE DIRECTOR

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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September 23, 2019

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

ANNUAL REPORT FY 2019

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 2019 the agency oversaw the practice of:

	FY19*	FY18	FY17*	FY16	FY15*
Licensed Veterinarians	2598	2596	2381	2382	2192
Certified Veterinary Technicians	1127	1101	1006	1053	947
Licensed Veterinary Premises	927	966	913	938	892
Licensed Animal Crematories	16	17	19	18	18

*FY 15, 17, and 19 were license renewal years. Historically, 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:

	FY19	FY18	FY17	FY16	FY15
Veterinarians	247	214	181	179	175
Certified Veterinary Technicians	117	87	66	79	72
Veterinary Premises	207	190	166	144	262
Animal Crematories	2	2	2	0	3

- Licenses/Certificates denied - FY19:
 - Veterinarian: 6 (denied for failure to pass the State exam)
 - Certified Veterinary Technicians: 47 (denied for failure to pass either the State exam or national exam, or both)
 - Premises: 0
 - Animal Crematory: 0
- There were 39 Veterinary Temporary Permits issued.
- There were 219 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 2019, the Board received 96 new complaints and 41 complaints had been carried over from FY 2018 for a total of 137 cases.
 - 114 of these have been reviewed by the Investigative Committee/Investigative Division.
 - 23 of the 137 total cases were carried over to FY 2019 for Investigative Committee and Board review.
- The Investigative Committee reviewed 114 complaints and made recommendations to the Board on each case.
- The A.M. Investigative Committee held 10 meetings
- The P.M. Investigative Committee held 9 meetings
- The average number of days from receipt to the Investigative Committee was 80 days.
- The average number of days from receipt to the Board's Initial Investigative Review was 106 days.
- The average number of days from receipt to Informal Interview was 160 days.

BOARD ACTIONS

- The Board held 13 meetings in FY19.
- During FY 2019, the Board conducted the following:
 - 117 Initial Investigative Reviews
 - 9 Informal Interviews
 - 2 Formal hearings
- 15 Consent Agreements were offered

- 10 Letters of Concern were issued, which are non-disciplinary actions.
- Of the cases resolved by the Board, 16 cases involved discipline, resulting in the following:

Revocation	1
Suspension	2
Probation	12
Censure	0
Civil Penalty	6

UNLICENSED PRACTITIONERS

- There were 2 new cases opened regarding unlicensed practitioners. Of the 2 cases:
 - 1 closed
 - 1 forwarded to the County Attorney

FACILITY INSPECTIONS

- Staff completed 255 facility inspections.

CUSTOMER SATISFACTION

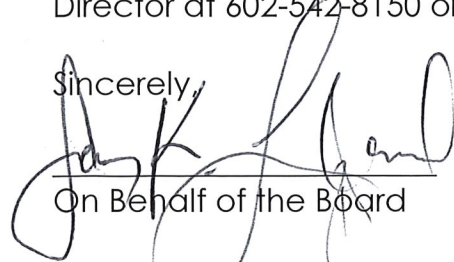
- 126 Customer Surveys were submitted. 99% of those surveyed rated the overall performance of the agency as "outstanding" (94%) or "good" (5%).
 - 100% rated timeliness of response as "outstanding" (89%) or "good" (11%).
 - 100% rated the courtesy/professionalism of staff as "outstanding" (99%) or "good" (1%).
 - 100% rated the knowledge of staff as "outstanding" (96%) or "good" (4%).

BUDGET

A copy of the annual financial statement for FY 2019 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 Victoria Whitmore, Executive Director at 602-542-8150 or Victoria.whitmore@vetboard.az.gov.

Sincerely,



On Behalf of the Board

James Loughhead
Chairman

