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## ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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### ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD STRATEGIC PLAN FY2013-2018

#### EXECUTIVE SUMMARY

The mission of the Arizona State Veterinary Medical Examining Board is to protect the health, safety and welfare of the general public, as well as the welfare of animals, by enforcing the licensing standards prescribed by statute for the licensing and regulation of veterinarians, veterinary technicians, veterinary premises and animal crematories.

One program is operated by the Board: Licensing and Regulation. In FY12, 2118 veterinarians, 800 premises, and 19 animal crematories were licensed and 958 Certified Veterinary Technicians (CVTs) were certified.

Represented by a nine-member Board appointed by the Governor, the Board is a 90/10 agency, relying primarily on licensing and certification fees. The Board retains 90% of the fees and deposits 10% into the State's General Fund. The budget appropriation in FY13 is \$456,600 with 4.5 full-time-equivalent employees.

The most significant issues that the Board will address over the next few years involve the increased enhancement of information technology strategies to meet the needs and expectations of the public and our licensees while becoming more efficient and cost-effective. We will continue to uphold the highest standards of licensing and enforcement to protect the health of the public and Arizona's animals while providing professional, customer-focused service.



## MISSION

The mission of the Arizona State Veterinary Medical Examining Board is to protect the health, safety and welfare of the general public, as well as the welfare of animals, by enforcing the licensing standards prescribed by statute for the licensing and regulation of veterinarians, certified veterinary technicians, veterinary premises and animal crematories.

## AGENCY DESCRIPTION

The Board is responsible for licensing veterinarians, veterinary medical premises and animal crematories, and provides a voluntary certification for veterinary technicians. It administers examinations for veterinarians and veterinary technicians, and inspects all fixed locations for veterinary medical premises and animal crematories. The Board also investigates complaints and violations, and takes appropriate regulatory disciplinary action to ensure the public's protection.

The Board consists of nine members appointed by the Governor for four-year terms.

- 5 members are required to be veterinarians
- 1 member is required to be a Certified Veterinary Technician
- 3 members are from the general public (one of which represents the livestock industry)

Per A.R.S. § 32-2237, the Board has appointed two Investigative Committees to make recommendations to the Board; each consists of three licensed veterinarians and two members of the general public. The committees may interview witnesses, gather evidence and otherwise investigate any allegations accusing any person of violating the administrative rules and statutes that pertain to the Arizona State Veterinary Medical Examining Board.

The Board's staff consists of the Executive Director, Investigator, Licensing Administrator, Premise Inspector, and Administrative Assistant. Legal representation is provided through the Office of the Arizona Attorney General.

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Our core values are:

- ✓ Protection of the public and animals of our state
- ✓ Responsible fiscal management
- ✓ Professional, accurate, and timely courteous customer service
- ✓ Efficient and innovative practices
- ✓ Effective and responsive communication

## STRATEGIC ISSUES & STRATEGIES

### Issue #1

Increase license renewal options and expedite the renewal process.

Every two years, all licenses and certifications are required to be renewed during the same time period. Offering our licensees the convenience of renewing online will also significantly lessen the staff and equipment resources expended. Efforts have been initiated to contract for services to create an online license renewal system; it is expected that after initial use, the system will need further work to enhance its capabilities. Once licensees create user accounts, we will be able to add components to further increase our abilities to communicate and interact with them.

### Issue #2

Replace outdated computer equipment, modify database for enhanced reporting capabilities, and invest in more efficient technologies.

This has been an ongoing process with three of the five office computers updated; however software updates are also needed. The Board purchased laptops from surplus in FY10 for the Board members to use with downloaded meeting information. The move to laptops, utilizing the cloud, and a paperless system has been accepted well and has saved on resources.

Our database is aging and is in critical need of enhancement in order to effectively report on various key performance measures and allow for additional data to be recorded.

We will also explore the use of a tablet for use by the Premise Inspector, which we expect will be much more efficient and cost effective than the current practice of a multiple-page paper form. This would offer the ability to immediately provide inspection results to the premise staff via email.

A feasibility study will be conducted to determine the value of purchasing a high volume commercial scanner to transfer multiple closed complaint, application, and premise license files to electronic files. We currently house, and pay rent for space, for a large number of file cabinets and storage boxes. Converting as many files as possible would likely result in a sizable cost saving over time.

### Issue #3

Provide licensees with more online tools and information to manage their license requirements and be provided with pertinent news.

As part of the ongoing effort to enhance our information capabilities, projects need to be implemented to allow licensees to track their continuing education credits, notify the Board of address and employment changes, request license verifications, etc. online. As more of our licensees embrace online activities, the Board wants to be able to address their needs with the most time-efficient and cost effective methods available.

Research will be conducted to determine the most cost effective system of providing news and information to our licensees via email and/or social media. Currently, paper newsletters are mailed at least once per year. Within the next two years, licensees may be given the opportunity to opt out of these and into an email distribution system. Funds will need to be expended to set up and maintain the email blast system. News will continue to be posted on our website for both the public and our licensees' and the use of social media will increase as the Board and the State develop more comprehensive protocols for these innovative methods.

## Issue #4

Improve our ability to identify deficiencies and enforce premise licensing standards.

With 800 veterinary medical premises and 19 animal crematories, additional staffing is necessary to conduct statutorily-required inspections as well as random inspections at least every four years. Most practitioners welcome the opportunity to improve premise operations; providing inspections on a more regular basis would also provide the time for staff to share information on a one-on-one basis about new administrative rules, statutes, and requirements as needed.

### PROGRAM GOALS

- To license veterinarians, veterinary technicians, premises, and animal crematories within mandated time frames.

Objective: Ensure that license personnel are qualified and meet the standards in accordance with the Veterinary Practice Act.

Performance Measures:

- Premises licensed
- Average number of days from receipt to granting of license
- Veterinary applications processed
- Veterinary technicians certified
- Licensing of qualified veterinarians in compliance with mandatory time frames (number of days)
- Total number of premise renewals
- Temporary permits issued
- Total number of veterinarians licensed annually, including renewals
- Total number of veterinary renewals, in even years that are reinstatements
- Total number of technical renewals, in even years that are reinstatements
- Total certified technicians
- Total number of premises

- Rapidly investigate complaints and provide enforcement to protect the public from incompetent service and unethical and unprofessional conduct.

Objective: Ensure that investigations proceed in a timely and thorough manner and to carry through with the enforcement of discipline when required.

Performance Measures:

- Number of complaints docketed
- Number of complaints resolved
- Disciplinary actions
- Average number of calendar days from receipt of complaint to resolution
- Number of annual investigations conducted
- Number of investigations resulting in enforcement action

- Ensure that licenses are granted to competent professionals with high standards of professional and ethical conduct.

Objective: Review all applications of candidates, veterinarians, technicians, premises, and animal crematories applying for licensure or certification; administer state exams; and check for possible previous disciplinary action before granting licensure.

Performance Measures:

- Complaints per 100 practitioners
- Percent of disciplinary actions to number of licensed veterinarians
- Number of licenses revoked or suspended
- Percent of customers responding excellent or good on customer satisfaction survey

RESOURCE ASSUMPTIONS						
	FY13 Appropriation	FY14 Estimate	FY15 Estimate	FY16 Estimate	FY17 Estimate	FY18 Estimate
FTE	4.5	4.5	5.5	5.5	5.5	5.5
Appropriation	456.6	486.3	500	525	540	555
General Fund \$	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Agency Funds	456.6	486.3	500	525	540	555