

CASES RECEIVED, OPEN, CLOSED

| FISCAL YEAR 2013, QUARTER ENDING 3/31/13* | | | | | | | | | |
|---|-------------|-------------|------------|--------------------|--------------------|------------|--------------------|--------------------|-------------|
| CASES RECEIVED** | | | | | | | | | |
| | Quarter | Prior | Percent | Fiscal | Prior | Percent | Current | Prior | Percent |
| | Ending | Year | Change | Year to | Year to | Change | Biennial | Biennial | Change |
| | 3/31/13 | 3/31/12 | | 7/1/12- 3/31/13 | 7/1/11- 3/31/12 | | 7/1/12- 3/31/13 | 7/1/10- 3/31/11 | |
| Board | | | | | | | | | |
| Audiology/Speech Pathology | 15 | 10 | 50% | 27 | 23 | 17% | 27 | 7 | 286% |
| Counseling | 24 | 16 | 50% | 63 | 43 | 47% | 63 | 71 | -11% |
| Dentistry | 100 | 112 | -11% | 296 | 404 | -27% | 296 | 531 | -44% |
| Funeral Directing | 19 | 19 | 0% | 76 | 61 | 25% | 76 | 75 | 1% |
| Long Term Care Administrator | 9 | 12 | -25% | 33 | 44 | -25% | 33 | 59 | -44% |
| Medicine | 365 | 477 | -23% | 1037 | 1,283 | -19% | 1037 | 1,243 | -17% |
| Nurse Aide | 179 | 137 | 31% | 462 | 403 | 15% | 462 | 472 | -2% |
| Nursing | 389 | 370 | 5% | 1186 | 1,137 | 4% | 1186 | 1,130 | 5% |
| Optometry | 12 | 15 | -20% | 38 | 35 | 9% | 38 | 27 | 41% |
| Pharmacy | 120 | 122 | -2% | 354 | 436 | -19% | 354 | 377 | -6% |
| Physical Therapy | 9 | 8 | 13% | 26 | 23 | 13% | 26 | 15 | 73% |
| Psychology | 12 | 14 | -14% | 50 | 38 | 32% | 50 | 48 | 4% |
| Social Work | 11 | 21 | -48% | 38 | 45 | -16% | 38 | 47 | -19% |
| Veterinary Medicine | 65 | 58 | 12% | 125 | 135 | -7% | 125 | 136 | -8% |
| DEPARTMENT TOTAL | 1329 | 1391 | -4% | 3,811 | 4,110 | -7% | 3,811 | 4,238 | -10% |
| <p>*Statistics for the current quarter, FY and biennial were obtained from License2000 (L2K) on 4/1/13. Information in the L2K system is updated nightly and therefore is one day behind, reflecting the ending numbers from the previous day.</p> <p>**The "Cases Received" table shows the number of complaints and reports received which may represent misconduct. When comparing time periods, a positive change represents an increase in workload.</p> | | | | | | | | | |

CASES RECEIVED, OPEN, CLOSED

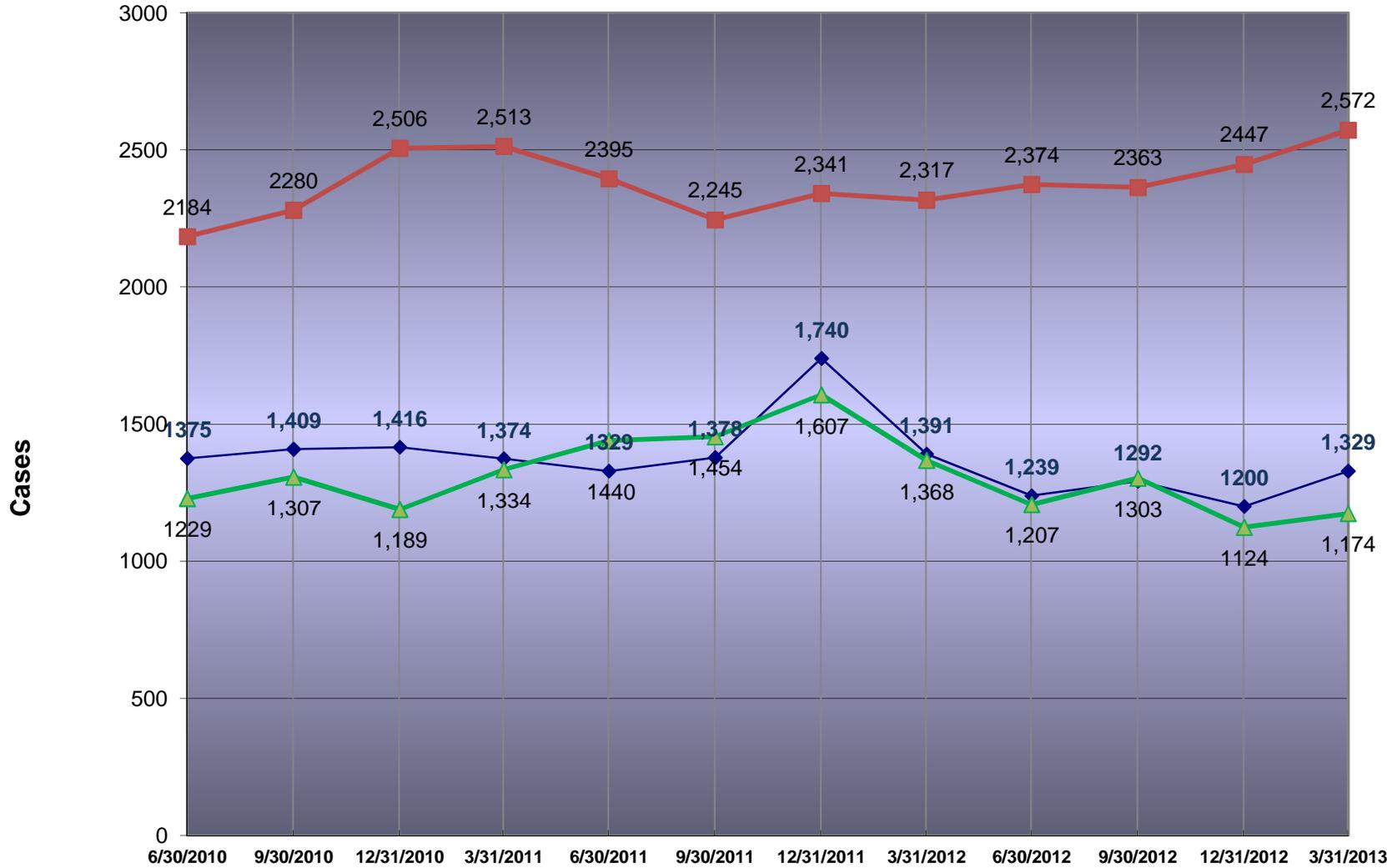
| FISCAL YEAR 2013, QUARTER ENDING 3/31/13* | | | | | | | | | | |
|---|-------------------|------------------------------------|-------------------|---|--|-------------------|--------------------------------|--|-------------------|-----------|
| CASES OPEN** | | | | | | | | | | |
| | Quarter Ending | Prior Year Quarter Ending | Percent Change | Fiscal Year to Date 7/1/12- 3/31/13 | Prior Fiscal Year to Date 7/1/11- 3/31/12 | Percent Change | Biennial 7/1/12- 3/31/13 | Prior Biennial to Date 7/1/10- 3/31/11 | Percent Change | |
| Board | 3/31/13 | 3/31/12 | | | | | | | | |
| Audiology/Speech Pathology | 12 | 11 | 9% | 12 | 11 | 9% | 12 | 5 | 140% | |
| Counseling | 48 | 32 | 50% | 48 | 32 | 50% | 48 | 48 | 0% | |
| Dentistry | 332 | 195 | 70% | 332 | 195 | 70% | 332 | 233 | 42% | |
| Funeral Directing | 48 | 42 | 14% | 48 | 42 | 14% | 48 | 47 | 2% | |
| Long Term Care Administrator | 30 | 24 | 25% | 30 | 24 | 25% | 30 | 34 | -12% | |
| Medicine | 543 | 591 | -8% | 543 | 591 | -8% | 543 | 687 | -21% | |
| Nurse Aide | 296 | 255 | 16% | 296 | 255 | 16% | 296 | 273 | 8% | |
| Nursing | 801 | 742 | 8% | 801 | 742 | 8% | 801 | 732 | 9% | |
| Optometry | 22 | 21 | 5% | 22 | 21 | 5% | 22 | 13 | 69% | |
| Pharmacy | 279 | 236 | 18% | 279 | 236 | 18% | 279 | 289 | -3% | |
| Physical Therapy | 21 | 18 | 17% | 21 | 18 | 17% | 21 | 10 | 110% | |
| Psychology | 23 | 26 | -12% | 23 | 26 | -12% | 23 | 24 | -4% | |
| Social Work | 24 | 27 | -11% | 24 | 27 | -11% | 24 | 25 | -4% | |
| Veterinary Medicine | 94 | 97 | -3% | 94 | 97 | -3% | 94 | 93 | 1% | |
| Department Total | 2,573 | 2,317 | 11% | 2,573 | 2,317 | 11% | 2,573 | 0 | 2,513 | 2% |
| <p>*Statistics for the current quarter, FY and biennial were obtained from License2000 (L2K) on 4/2/13. Information in the L2K system is updated nightly and therefore is one day behind, reflecting the ending numbers from the previous day.</p> <p>**The "Cases Open" table show the number of cases that remain open at the end of each indicated time period. When comparing time periods, a positive change represents an increase in workload.</p> | | | | | | | | | | |

| FISCAL YEAR 2013, QUARTER ENDING 3/31/13* | | | | | | | | | |
|---|-------------------|------------------------------------|-------------------|---|--|-------------------|--------------------------------|--|-------------------|
| CASES CLOSED** | | | | | | | | | |
| | Quarter Ending | Prior Year Quarter Ending | Percent Change | Fiscal Year to Date 7/1/12- 3/31/13 | Prior Fiscal Year to Date 7/1/11- 3/31/12 | Percent Change | Biennial 7/1/12- 3/31/13 | Prior Biennial to Date 7/1/10- 3/31/11 | Percent Change |
| Board | 3/31/13 | 3/31/12 | | | | | | | |
| Audiology/Speech Pathology | 10 | 13 | -23% | 40 | 26 | 54% | 40 | 5 | 700% |
| Counseling | 16 | 28 | -43% | 47 | 60 | -22% | 47 | 46 | 2% |
| Dentistry | 70 | 129 | -46% | 207 | 419 | -51% | 207 | 517 | -60% |
| Funeral Directing | 19 | 32 | -41% | 66 | 75 | -12% | 66 | 70 | -6% |
| Long Term Care Administrator | 10 | 21 | -52% | 34 | 49 | -31% | 34 | 65 | -48% |
| Medicine | 340 | 402 | -15% | 1066 | 1,255 | -15% | 1066 | 1,087 | -2% |
| Nurse Aide | 152 | 115 | 32% | 448 | 384 | 17% | 448 | 451 | -1% |
| Nursing | 375 | 412 | -9% | 1119 | 1,130 | -1% | 1119 | 1,066 | 5% |
| Optometry | 11 | 5 | 120% | 38 | 33 | 15% | 38 | 45 | -16% |
| Pharmacy | 100 | 137 | -27% | 290 | 419 | -31% | 290 | 289 | 0% |
| Physical Therapy | 11 | 9 | 22% | 29 | 18 | 61% | 29 | 15 | 93% |
| Psychology | 12 | 4 | 200% | 48 | 42 | 14% | 48 | 39 | 23% |
| Social Work | 11 | 21 | -48% | 37 | 47 | -21% | 37 | 50 | -26% |
| Veterinary Medicine | 37 | 40 | -8% | 132 | 138 | -4% | 132 | 127 | 4% |
| Department Total | 1174 | 1368 | -14% | 3601 | 4095 | -12% | 3601 | 3872 | -7% |

***Statistics for the current quarter, FY and biennial were obtained from License2000 (L2K) on 4/2/12. Information in the L2K system is updated nightly and therefore is one day behind, reflecting the ending numbers from the previous day.**

****The "Cases Closed" table show the number of cases that have been resolved and closed within the indicated time period. When comparing time periods, a positive change means more cases were closed within the same amount of time.**

CASES RECEIVED, OPEN & CLOSED Quarters ending Jun '10 through Mar '13



| | 6/30/2010 | 9/30/2010 | 12/31/2010 | 3/31/2011 | 6/30/2011 | 9/30/2011 | 12/31/2011 | 3/31/2012 | 6/30/2012 | 9/30/2012 | 12/31/2012 | 3/31/2013 |
|----------|-----------|-----------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|------------|-----------|
| Received | 1375 | 1,409 | 1,416 | 1,374 | 1329 | 1,378 | 1,740 | 1,391 | 1,239 | 1292 | 1200 | 1,329 |
| Open | 2184 | 2280 | 2,506 | 2,513 | 2395 | 2,245 | 2,341 | 2,317 | 2,374 | 2363 | 2447 | 2,572 |
| Closed | 1229 | 1,307 | 1,189 | 1,334 | 1440 | 1,454 | 1,607 | 1,368 | 1,207 | 1303 | 1124 | 1,174 |