

FISCAL YEAR 2012, QUARTER ENDING 12/31/11*

AVERAGE AGE (IN DAYS) OF ALL CASES CLOSED**

| | Prior Year | | | Fiscal Year '12 7/1/11- 12/31/11 | Fiscal Year '11 7/1/10- 12/31/10 | Percent Change | Biennial 7/1/10- 12/31/11 | Prior Biennial 7/1/08- 12/31/09 | Percent Change |
|------------------------------|-------------------------------|-------------------------------|-------------------|---|---|-------------------|---------------------------------|--|-------------------|
| | Quarter Ending 12/31/11 | Quarter Ending 12/31/10 | Percent Change | | | | | | |
| Board | | | | | | | | | |
| Audiology/Speech Pathology | 60.0 | 124.2 | -52% | 60.8 | | | 89.1 | 366.0 | -76% |
| Counseling | 225.2 | 127.8 | 76% | 234.2 | 150.4 | 56% | 167.9 | 199.7 | -16% |
| Dentistry | 164.8 | 186.8 | -12% | 125.3 | 164.5 | -24% | 130.7 | 279.7 | -53% |
| Funeral Directing | 147.9 | 110.3 | 34% | 167.2 | 126.3 | 32% | 166.6 | 133.7 | 25% |
| Long Term Care Administrator | 190.9 | 127.7 | 49% | 150.2 | 121.9 | 23% | 170.1 | 109.4 | 55% |
| Medicine | 128.2 | 149.3 | -14% | 128.6 | 111.1 | 16% | 126.7 | 175.0 | -28% |
| Nurse Aide | 132.9 | 210.5 | -37% | 144.7 | 143.4 | 1% | 156.3 | 226.3 | -31% |
| Nursing | 186.5 | 143.6 | 30% | 164.6 | 172.4 | -5% | 167.6 | 223.1 | -25% |
| Optometry | 84.4 | 151.8 | -44% | 103.2 | 115.7 | -11% | 220.3 | 173.6 | 27% |
| Pharmacy | 84.2 | 160.3 | -47% | 110.8 | 196.3 | -44% | 115.2 | 273.0 | -58% |
| Physical Therapy | 158.8 | 83.3 | 91% | 139.8 | 120.1 | 16% | 130.8 | 153.6 | -15% |
| Psychology | 193.8 | 44.2 | 339% | 146.0 | 103.2 | 41% | 181.9 | 181.7 | 0% |
| Social Work | 196.2 | 128.2 | 53% | 158.8 | 150.8 | 5% | 185.4 | 161.7 | 15% |
| Veterinary Medicine | 199.2 | 160.5 | 24% | 185.9 | 205.3 | -9% | 174.2 | 218.7 | -20% |
| Department | 148.2 | 169.3 | -12% | 141.6 | 147.9 | -4% | 145.5 | 211.5 | -31% |

*Statistics for the current quarter, fiscal year and biennial were obtained from License2000 (L2K) on 1/24/12. Information in the L2K system is updated nightly and therefore is one day behind, reflecting the ending numbers from the previous day.

**The average age of cases closed is a measurement of how long it takes, on average, for a case to be processed from entry to closure. If the comparison between time periods shows a negative change then the average time to process a case has decreased.

AVERAGE NUMBER OF DAYS TO CLOSE COMPLAINT
BY QUARTER

