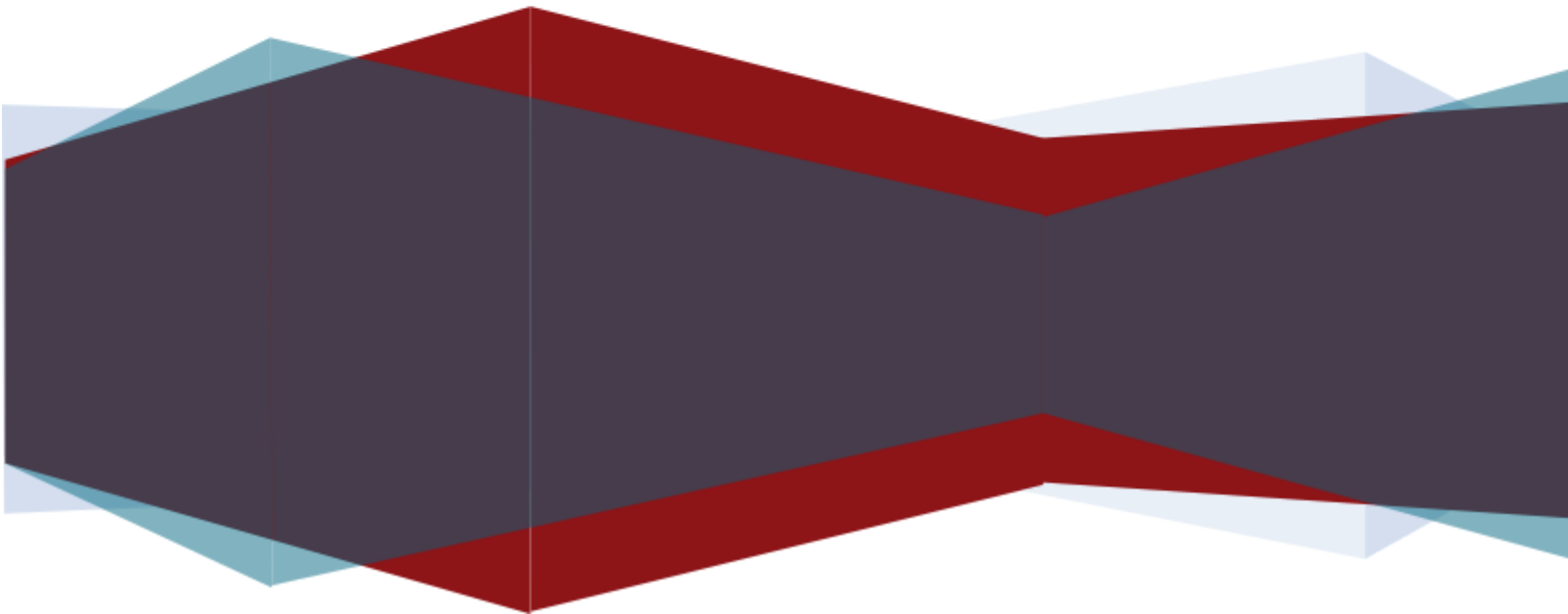


ARIZONA

Arizona Board of Osteopathic Examiners In Medicine and Surgery

Fiscal Year 2024

Budget Request





**ARIZONA BOARD OF OSTEOPATHIC EXAMINERS
IN MEDICINE AND SURGERY**
1740 WEST ADAMS STREET, SUITE 2410
PHOENIX, ARIZONA 85007
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Board Members:
Gary A. Erbstoesser, D.O., Pres.
Jonathan A. Maitem, D.O., V.P.
Jeffrey H. Burg, AIF
Dawn K. Walker, D.O.
Ken S. Ota, D.O.
Samara Shipon, D.O.
Michael Goodman

Governor
Douglas A. Ducey

Executive Director
Justin Bohall

Tuesday, August 30, 2022

The Honorable Douglas A. Ducey
Office of the Governor
1700 W. Washington – 9th Floor
Phoenix, AZ 85007

Re: Budget Proposal Fiscal Year 2024

Dear Governor Ducey,

On behalf of the Arizona Board of Osteopathic Examiners in Medicine and Surgery, thank you for providing the opportunity to present the enclosed budget plan for Fiscal Year 2024.

The Board is proud to practice the Arizona Management System's LEAN principles, which govern our actions and inspire our service. We know that we have the chance to protect patients and remove unnecessary barriers to osteopathic physicians that choose to work and live in this state, and we welcome that responsibility.

Respect for people and a desire for continuous improvement have enabled us to:

Decide faster - Since 2019, we have cut our average licensing timeframe by almost 350%, providing licensing decisions on average in 35 days rather than 120 days.

Respond faster - We are continually looking for new ways to streamline and adapt our processes. This year, we are updating our available technology to enable our team to respond to questions and assist customers in a faster and more convenient way.

Resolve faster - We perform our work efficiently because we want to protect Arizona patients. Our investigations team conducts thorough and complete investigations to ensure all sides of a complaint are analyzed, so the Board understands every detail as they adjudicate each case.

Provide more services online - We continue to enhance the licensing services we offer online - an option that will further reduce our timeframes and increase our accessibility.

Save taxpayer dollars - We make the most of every moment and every dollar. We build strong connections with Arizona's existing and future osteopathic physicians, anticipating their needs to save their time and our resources. We invite approximately 500 medical students to participate in our Board meetings each year - it is part of our outreach to future physicians we hope will choose to stay in Arizona. We help demystify the state's licensing and physician oversight processes, so they are ready to join the workforce when they complete their degrees.

Our dedication to these principles has continued as the number of licensing applications has soared. Arizona's population of osteopathic physicians grows each year – it has increased by 6% this year, and by a total of 131% since 2008. Additionally, the number of osteopathic post grads has increased by 18% and continues to grow each year.

The demand for licensing continued even after the COVID-19 pandemic, and we have adapted to respond to Arizona osteopathic physicians and the public. We moved our Board meetings online and connected medical students into the meeting, so we would not lose our outreach to Arizona's future workforce.

We are proud of the service we provide, and eager to continue to help as Arizona's medical profession grows. However, we need an additional investment in order to provide high-quality customer service in a rapidly growing field. This fiscal year, we request approval to use \$63,600 from the Osteopathic Examiners Board Fund (OS2048) to ensure we can continue to provide fast, reliable, and thorough service. This is an effort to lower our reserves while providing new services without raising licensing fees.

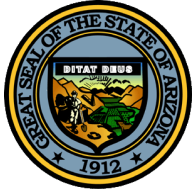
The Board is pleased to present a plan which reflects continued services to the citizens of the State of Arizona. The Board consistently make efficiencies to streamline processes, reduce costs, and decrease licensing timeframes. In this way, the Board is planning to make improvements to the Board's existing technology to provide more services online as well as a comprehensive user-friendly experience. The Board strives to provide exemplary service to the citizens of the State of Arizona while being fiscally prudent with the funds received from licensing fees.

If you have any questions, please do not hesitate to contact me at 602.771.2522 or at Justin.Bohall@azdo.gov.

Kind Regards,

A handwritten signature in black ink, appearing to read 'J. Bohall', with a stylized flourish at the end.

Justin Bohall
Executive Director



State of Arizona Budget Request

State Agency

Arizona Board of Osteopathic Examiners

A.R.S. Citation: **ARS 32-1800 et seq**

Appropriated Funds

	FY 2023 Approp	FY 2024 Fund. Issue	FY 2024 Total Budget
Total Amount Requested:	1,384.5	66.9	1,451.4
Osteopathic Examiners Board Fund	1,384.5	66.9	1,451.4

Governor DUCEY:

This and the accompanying budget schedules, statements and explanatory information constitute the operating budget request for this agency for Fiscal Year 2024.

To the best of my knowledge all statements and explanations contained in the estimates submitted are true and correct.

Agency Head: **Justin Bohall**

Title: **Executive Director**

Justin Bohall 8/31/2022

(signature)

Phone: **(602) 771-2522**

Prepared By: **Justin Bohall**

Email Address: **Justin.Bohall@azdo.gov**

Date Prepared: **Wednesday, August 31, 2022**

Total:	1,384.5	66.9	1,451.4
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Revenue Schedule

Agency:	Arizona Board of Osteopathic Examiners
Fund:	AA1000 General Fund

AFIS Code	Category of Receipt and Description	FY 2022	FY 2023	FY 2024
4339	OTHER FEES AND CHARGES FOR SERVICES	0.9	1.0	1.0
4372	PUBLICATIONS AND REPRODUCTIONS	1.3	1.0	1.1
4417	REGULATORY LICENSES	128.1	117.4	118.2
4439	OTHER PERMITS	3.6	3.7	3.5
4449	OTHER FEES	21.1	14.2	15.0
4519	OTHER FINES OR FORFEITURES OR PENALTIES	4.1	5.0	5.0
Fund Total:		159.1	142.3	143.8

Revenue Schedule

Agency:	Arizona Board of Osteopathic Examiners
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Fund:	OS2048 Osteopathic Examiners Board Fund
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AFIS Code	Category of Receipt and Description	FY 2022	FY 2023	FY 2024
4339	OTHER FEES AND CHARGES FOR SERVICES	1.0	1.5	1.5
4372	PUBLICATIONS AND REPRODUCTIONS	10.0	9.4	9.4
4417	REGULATORY LICENSES	1,152.5	1,078.1	1,093.2
4439	OTHER PERMITS	29.4	34.6	31.6
4449	OTHER FEES	208.0	156.1	170.5
4519	OTHER FINES OR FORFEITURES OR PENALTIES	38.9	15.1	18.0
Fund Total:		1,439.8	1,294.8	1,324.2

Sources and Uses of Funds

Agency:	Arizona Board of Osteopathic Examiners
Fund:	OS2048 Osteopathic Examiners Board Fund

Cash Flow Summary	Actual FY 2022	Estimate FY 2023	Estimate FY 2024
Balance Forward from Prior Year	2,947.8	3,327.4	3,237.7
Revenue (From Revenue Schedule)	1,439.8	1,294.8	1,324.2
Total Available	4,387.6	4,622.2	4,561.9
Total Appropriated Disbursements	1,060.2	1,384.5	1,451.4
Total Non-Appropriated Disbursements	0.0	0.0	0.0
Balance Forward to Next Year	3,327.4	3,237.7	3,110.5

Appropriated Expenditure	Actual FY 2022	Estimate FY 2023	Estimate FY 2024
Expenditure Categories			
Personal Services	504.9	620.2	634.7
Employee Related Expenses	173.6	279.9	283.2
Prof. And Outside Services	82.0	172.7	210.7
Travel - In State	0.1	2.5	2.5
Travel - Out of State	2.4	5.5	5.5
Food	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0
Other Operating Expenses	295.9	303.7	314.8
Equipment	0.7	0.0	0.0
Capital Outlay	0.0	0.0	0.0
Debt Service	0.0	0.0	0.0
Cost Allocation	0.0	0.0	0.0
Transfers	0.6	0.0	0.0
Expenditure Categories Total:	1,060.2	1,384.5	1,451.4
Non-Lapsing Authority from Prior Years	0.0	0.0	0.0
Administrative Adjustments	0.0	0.0	0.0
Capital Projects (Land, Buildings,Improvements)	0.0	0.0	0.0
Appropriated 27th Pay Roll	0.0	0.0	0.0
Legislative Fund Transfers	0.0	0.0	0.0
IT Project Transfers	0.0	0.0	0.0
Appropriated Expenditure Total:	1,060.2	1,384.5	1,451.4
Appropriated FTE:	9.0	10.0	10.0

Fund Description

OSP: Revenues are the fees, fines, and other revenue received by the Board. Funds are used to license and regulate medical physicians who practice osteopathic medicine. Licensure renewal occurs on a biennial basis.

Funding Issues List

Agency: Arizona Board of Osteopathic Examiners

FY 2024

Priority	Funding Issue Title	Total FTE	Total Amount	General Fund	Other Aprop. Funds	Non-App Funds
1	ISA with Arizona AG's Office for Legal Services	0.0	38.0	0.0	38.0	0.0
2	E-Licensing - Thentia Database	0.0	6.6	0.0	6.6	0.0
3	ISA with CSB (ADOA / GAO)	0.0	4.5	0.0	4.5	0.0
4	Annual Leave and Sick Leave (RASL) Payout	0.0	17.8	0.0	17.8	0.0
Total:		0.0	66.9	0.0	66.9	0.0
Decision Package Total:		0.0	66.9	0.0	66.9	0.0

Funding Issue Detail

Agency: Arizona Board of Osteopathic Examiners

Issue: 1 ISA with Arizona AG's Office for Legal Services

Program: Licensing and Regulation	Calculated ERE:	\$0.00
Fund: OS2048-A Osteopathic Examiners Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2024
FTE	0.0
Personal Services	0.0
Employee Related Expenses	0.0
Subtotal Personal Services and ERE:	0.0
Professional & Outside Services	38.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	0.0
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	0.0
Program / Fund Total:	38.0

Issue: 2 E-Licensing - Thentia Database

Program: Licensing and Regulation	Calculated ERE:	\$0.00
Fund: OS2048-A Osteopathic Examiners Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2024
FTE	0.0
Personal Services	0.0
Employee Related Expenses	0.0
Subtotal Personal Services and ERE:	0.0
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	6.6
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	0.0
Program / Fund Total:	6.6

Funding Issue Detail

Agency: Arizona Board of Osteopathic Examiners

Issue: 3 ISA with CSB (ADOA / GAO)

Program: Licensing and Regulation	Calculated ERE:	\$0.00
Fund: OS2048-A Osteopathic Examiners Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2024
FTE	0.0
Personal Services	0.0
Employee Related Expenses	0.0
Subtotal Personal Services and ERE:	0.0
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	4.5
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	0.0
Program / Fund Total:	4.5

Issue: 4 Annual Leave and Sick Leave (RASL) Payout

Program: Licensing and Regulation	Calculated ERE:	\$3.30
Fund: OS2048-A Osteopathic Examiners Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2024
FTE	0.0
Personal Services	14.5
Employee Related Expenses	3.3
Subtotal Personal Services and ERE:	17.8
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	0.0
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	0.0
Program / Fund Total:	17.8

Arizona Board of Osteopathic Examiners in Medicine and Surgery

FY 2024 Budget Justification

PROGRAM/SUBPROGRAM: Arizona Board of Osteopathic Examiners

ISSUE TITLE: Decision Package 1 –
Interagency Service Agreement with the Arizona Attorney General’s Office for Legal Services

DESCRIPTION:

As previously noted, the Board’s workload is dramatically increasing. According to the American Osteopathic Association, the number of osteopathic physicians in the United States has increased by 63% in the last decade, and almost 300% over the last 30 years.¹ The number of Osteopathic students in medical schools continues to increase. This trend is reflected in Arizona, where the number of new osteopathic physician applications has increased by 6% only in the last year and an increase of the overall licensing base has increased by 131% since 2008.

With continued growth in both licensed osteopathic physicians and complaints filed against osteopathic physicians, the Agency is in need of additional legal services from the Arizona Attorney General’s Office.

PROPOSED SOLUTION:

The Board needs approval for additional on-going funding to meet the growing demand for investigations of osteopathic professionals – a demand that will continue to increase as licensing increases.

This additional funding will ensure that we continue the progress we have made. It will protect our ability to provide adjudication decisions quickly, so regulation is not a barrier to the practice of high-quality medical care in Arizona, and it will enable us to respond to physicians, medical professionals, medical students, and members of the public who need our services.

To achieve this solution, we request on-going funding for the Agency to continue to utilize service from the Arizona Attorney General’s Office. In FY23 the Board signed an increased ISA for 0.50 FTE which was enhanced from 0.41 FTE. In FY24, the Board is requesting the funding to increase the ISA to 0.60 FTE as well as the increased costs associated with the State Employee Salary increases that occurred on July 7, 2022.

¹ 2022 *Osteopathic Medical Profession Report*, The American Osteopathic Association. 2022.
https://osteopathic.org/wp-content/uploads/OMP2019-Report_Web_FINAL.pdf &
<https://osteopathic.org/about/aoa-statistics/>

An increased funding is needed in the amount of \$38,000.00 to address the costs associated with the Attorney General's Representation of the agency.

UNSUCCESSFUL OPTIONS:

Without additional resources, the Board may not be able to continue to provide the high level of customer service and complaint resolution that we currently have for the public. We have considered all other options, but none will protect the efficiency and service we currently provide.

The alternative is for the agency to delay low priority complaints and increase investigative timelines. Arizona's osteopathic medical workforce needs our ongoing commitment to providing high-quality, responsive service to a growing industry in a manner that protects the public.

IMPACT OF NOT FUNDING:

The Board has carefully implemented every possible way to enhance our service and efficiency, following the Arizona Management System. Additional funding allows the Agency to utilize increased services from the Arizona Attorney General's Office to adjudicate complaints in a more efficient and expedited manner, so we do not lose efficient and customer service-focused practices as the demand exponentially increases.

AGENCY MISSION OR GOALS:

The mission of the Agency is to protect the public by setting educational and training standards for licensure, and by reviewing complaints made against osteopathic physicians, interns, and residents to ensure that their conduct meets the standards of the profession.

Goal: Reduce complaint investigation and hearing timeframes and improve customer service responsiveness and maintain efficiencies found in with the Arizona Management System for the benefit of the Osteopathic Profession and the Citizens of the State of Arizona.

ONGOING APPROPRIATION REQUESTED:

As noted earlier, to achieve this solution, we request the authority to use \$38,000 in on-going funds from the Osteopathic Examiners Board Fund (OS2048) each year.

Arizona Board of Osteopathic Examiners in Medicine and Surgery

FY 2024 Budget Justification

PROGRAM/SUBPROGRAM: Arizona Board of Osteopathic Examiners

ISSUE TITLE: Decision Package 2 – E-Licensing / Thentia Database

DESCRIPTION:

As you know, the Arizona Legislature included an appropriation in the FY23 budget for the Board to migrate to a new cloud database with selected state vendor, Thentia Cloud. The projected annual cost is above the provided FY23 appropriation based on projected licensing numbers.

PROPOSED SOLUTION:

The Board needs approval for additional on-going funding to address the increased costs associated with the Thentia Cloud Database.

An increased funding is needed in the amount of \$6,600.00 to address the costs associated with the Board’s new database.

UNSUCCESSFUL OPTIONS:

Without additional resources, the Board will be unable to pay the full cost associated with the new and enhanced cloud database. We have considered all other options, but none will protect the efficiency and service we currently provide.

The alternative is for the Board to renegotiate a statewide contract for a lower per user cost which is not possible based on the current procurement process. Arizona’s osteopathic medical workforce needs our ongoing commitment to providing high-quality, responsive service to a growing industry in a manner that protects the public.

IMPACT OF NOT FUNDING:

The Board has carefully implemented every possible way to enhance our service and efficiency, following the Arizona Management System. Additional funding allows the Agency to utilize the new database that will provide efficiencies and increased services to our constituents.

AGENCY MISSION OR GOALS:

The mission of the Agency is to protect the public by setting educational and training standards for licensure, and by reviewing complaints made against osteopathic physicians, interns, and residents to ensure that their conduct meets the standards of the profession.

Goal: Provide an enhanced database for licensee and constituent access as well as improve customer service responsiveness and maintain efficiencies found within the Arizona Management System for the benefit of the Osteopathic Profession and the Citizens of the State of Arizona.

ONGOING APPROPRIATION REQUESTED:

As noted earlier, to achieve this solution, we request the authority to use \$6,600 in on-going funds from the Osteopathic Examiners Board Fund (OS2048) each year.

Arizona Board of Osteopathic Examiners in Medicine and Surgery

FY 2024 Budget Justification

PROGRAM/SUBPROGRAM: Arizona Board of Osteopathic Examiners

ISSUE TITLE: Decision Package 3 –
Interagency Service Agreement with the Central Services Bureau

DESCRIPTION:

As you know, the Arizona Legislature included a salary increase of ten percent to all state employees effective July 7, 2022. The Board current holds an Interagency Service Agreement (ISA) with the Central Services Bureau (CSB), a division of the Department of Administration, that provides accounting and other various shared services to the Board. This decision package addresses the increased costs associated with ISA.

PROPOSED SOLUTION:

The Board needs approval for additional on-going funding to address the increased costs associated with the services provided by CSB to the Board.

To achieve this solution, we request on-going funding for the Agency to continue to utilize service from the Central Services Bureau. In FY24, the Board is requesting the funding to address the increase costs to the ISA associated with the State Employee Salary increases that occurred on July 7, 2022.

An increased funding is needed in the amount of \$4,500.00 to address the costs associated with the services Central Services Bureau (CSB) provides to the agency.

UNSUCCESSFUL OPTIONS:

Without additional resources, the Board will be unable to pay the full cost associated with the services provided by the Central Services Bureau. We have considered all other options, but none will protect the efficiency and service we currently provide.

The alternative is for Central Services to reduce services provided which they are required to provide. Arizona's osteopathic medical workforce needs our ongoing commitment to providing high-quality, responsive service to a growing industry in a manner that protects the public.

IMPACT OF NOT FUNDING:

The Board has carefully implemented every possible way to enhance our service and efficiency, following the Arizona Management System. Additional funding allows the Agency to utilize increased services from the Central Services Bureau and keep our administrative costs low.

AGENCY MISSION OR GOALS:

The mission of the Agency is to protect the public by setting educational and training standards for licensure, and by reviewing complaints made against osteopathic physicians, interns, and residents to ensure that their conduct meets the standards of the profession.

Goal: Quickly address accounting procedures that minimize costs and eliminate potential financial errors within the agency as well as improve customer service responsiveness and maintain efficiencies found in with the Arizona Management System for the benefit of the Osteopathic Profession and the Citizens of the State of Arizona.

ONGOING APPROPRIATION REQUESTED:

As noted earlier, to achieve this solution, we request the authority to use \$4,500 in on-going funds from the Osteopathic Examiners Board Fund (OS2048) each year.

Arizona Board of Osteopathic Examiners

FY 2024 Budget Justification

PROGRAM/SUBPROGRAM: Arizona Board of Osteopathic Examiners

ISSUE TITLE: Decision Package 4 – Annual Leave and Sick Leave Payout

DESCRIPTION OF PROBLEM OR ISSUE:

The agency has one FTE scheduled to retire from state service in FY 23 and has a large number of Annual Leave and Sick Leave hours and will qualify for the Retiree Accumulated Sick Leave (RASL) program provided by the General Accounting Office (GAO) and the Arizona State Retirement System (ASRS). The employee will extend their service with the Agency into FY24.

PROPOSED SOLUTION TO THE PROBLEM OR ISSUE:

The Agency will received the funding associated with the payment of the staff members' Annual Leave and Sick Leave when the employee plans to retire for FY23, however, it will lapse on June 30, 2022. With the employee delaying their retirement, the agency request that the funding continue into FY24.

Based on the employee's current level of available leave, the agency will payout approximately \$14,500 for their annual leave hours payout.

APPROPRIATION REQUESTED:

The proposed appropriation request is for a one time funding for the a total of \$14,500 for the annual leave hours payout.

Summary of Expenditure and Budget Request for All Funds

Agency: Arizona Board of Osteopathic Examiners

Appropriated		FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
Cost Center/Program:					
1	Licensing and Regulation	1,060.2	1,384.5	66.9	1,451.4
		1,060.2	1,384.5	66.9	1,451.4
Expenditure Categories					
	FTE	9.0	10.0	0.0	10.0
	Personal Services	504.9	620.2	14.5	634.7
	Employee Related Expenses	173.6	279.9	3.3	283.2
	Professional and Outside Services	82.0	172.7	38.0	210.7
	Travel In-State	0.1	2.5	0.0	2.5
	Travel Out of State	2.4	5.5	0.0	5.5
	Food	0.0	0.0	0.0	0.0
	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
	Other Operating Expenses	295.9	303.7	11.1	314.8
	Equipment	0.7	0.0	0.0	0.0
	Capital Outlay	0.0	0.0	0.0	0.0
	Debt Service	0.0	0.0	0.0	0.0
	Cost Allocation	0.0	0.0	0.0	0.0
	Transfers	0.6	0.0	0.0	0.0
	Expenditure Categories Total:	1,060.2	1,384.5	66.9	1,451.4

Summary of Expenditure and Budget Request for All Funds

Agency: Arizona Board of Osteopathic Examiners

Agency Total for All Funds:	1,060.2	1,384.5	66.9	1,451.4			
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Summary of Expenditure and Budget Request for Selected Funds

Agency:	Arizona Board of Osteopathic Examiners
Fund:	OS2048 Osteopathic Examiners Board Fund (Appropriated)

	FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
Cost Center/Program:				
1 Licensing and Regulation	1,060.2	1,384.5	66.9	1,451.4
	1,060.2	1,384.5	66.9	1,451.4
Expenditure Categories				
FTE	9.0	10.0	0.0	10.0
Personal Services	504.9	620.2	14.5	634.7
Employee Related Expenses	173.6	279.9	3.3	283.2
Professional and Outside Services	82.0	172.7	38.0	210.7
Travel In-State	0.1	2.5	0.0	2.5
Travel Out of State	2.4	5.5	0.0	5.5
Food	0.0	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
Other Operating Expenses	295.9	303.7	11.1	314.8
Equipment	0.7	0.0	0.0	0.0
Capital Outlay	0.0	0.0	0.0	0.0
Debt Service	0.0	0.0	0.0	0.0
Cost Allocation	0.0	0.0	0.0	0.0
Transfers	0.6	0.0	0.0	0.0
Expenditure Categories Total:	1,060.2	1,384.5	66.9	1,451.4
Fund Total:	1,060.2	1,384.5	66.9	1,451.4

Summary of Expenditure and Budget Request for Selected Funds

Agency:	Arizona Board of Osteopathic Examiners
Fund:	OS2048 Osteopathic Examiners Board Fund (Appropriated)

	FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
Agency Total for Selected Funds	1,060.2	1,384.5	66.9	1,451.4

Program Summary of Expenditures and Budget Request

Agency:	Arizona Board of Osteopathic Examiners
Program:	Licensing and Regulation

		FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
Program Summary					
1-1	Licensing and Regulation	1,060.2	1,384.5	66.9	1,451.4
Program Summary Total:		1,060.2	1,384.5	66.9	1,451.4
Expenditure Categories					
0000	FTE Positions	9.0	10.0	0.0	10.0
6000	Personal Services	504.9	620.2	14.5	634.7
6100	Employee Related Expenses	173.6	279.9	3.3	283.2
6200	Professional and Outside Services	82.0	172.7	38.0	210.7
6500	Travel In-State	0.1	2.5	0.0	2.5
6600	Travel Out of State	2.4	5.5	0.0	5.5
6700	Food	0.0	0.0	0.0	0.0
6800	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
7000	Other Operating Expenses	295.9	303.7	11.1	314.8
8000	Equipment	0.7	0.0	0.0	0.0
8100	Capital Outlay	0.0	0.0	0.0	0.0
8600	Debt Service	0.0	0.0	0.0	0.0
9000	Cost Allocation	0.0	0.0	0.0	0.0
9100	Transfers	0.6	0.0	0.0	0.0
Expenditure Categories Total:		1,060.2	1,384.5	66.9	1,451.4
Fund Source					
Appropriated Funds					
OS2048-A Osteopathic Examiners Board Fund (Appropriated)		1,060.2	1,384.5	66.9	1,451.4
Fund Source Total:		1,060.2	1,384.5	66.9	1,451.4

Program Group Summary of Expenditures and Budget Request for Selected Funds

Agency:	Arizona Board of Osteopathic Examiners
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
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Fund:	OS2048-A Osteopathic Examiners Board Fund (Appropriated)
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Program Expenditures

COST CENTER/PROGRAM BUDGET UNIT

1-1	Licensing and Regulation	1,060.2	1,384.5	66.9	1,451.4
	Total	1,060.2	1,384.5	66.9	1,451.4

Appropriated Funding

Expenditure Categories

FTE Positions	9.0	10.0	0.0	10.0
Personal Services	504.9	620.2	14.5	634.7
Employee Related Expenses	173.6	279.9	3.3	283.2
Professional and Outside Services	82.0	172.7	38.0	210.7
Travel In-State	0.1	2.5	0.0	2.5
Travel Out of State	2.4	5.5	0.0	5.5
Food	0.0	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
Other Operating Expenses	295.9	303.7	11.1	314.8
Equipment	0.7	0.0	0.0	0.0
Capital Outlay	0.0	0.0	0.0	0.0
Debt Service	0.0	0.0	0.0	0.0
Cost Allocation	0.0	0.0	0.0	0.0
Transfers	0.6	0.0	0.0	0.0

Expenditure Categories Total:	1,060.2	1,384.5	66.9	1,451.4
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Fund OS2048-A Total:	1,060.2	1,384.5	66.9	1,451.4
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Program 1 Total:	1,060.2	1,384.5	66.9	1,451.4
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Program Budget Unit Summary of Expenditures and Budget Request for All Funds

Agency:	Arizona Board of Osteopathic Examiners
Program:	Licensing and Regulation

Expenditure Categories	FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
0000 FTE	9.0	10.0	0.0	10.0
6000 Personal Services	504.9	620.2	14.5	634.7
6100 Employee Related Expenses	173.6	279.9	3.3	283.2
6200 Professional and Outside Services	82.0	172.7	38.0	210.7
6500 Travel In-State	0.1	2.5	0.0	2.5
6600 Travel Out of State	2.4	5.5	0.0	5.5
6700 Food	0.0	0.0	0.0	0.0
6800 Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
7000 Other Operating Expenses	295.9	303.7	11.1	314.8
8000 Equipment	0.7	0.0	0.0	0.0
8100 Capital Outlay	0.0	0.0	0.0	0.0
8600 Debt Service	0.0	0.0	0.0	0.0
9000 Cost Allocation	0.0	0.0	0.0	0.0
9100 Transfers	0.6	0.0	0.0	0.0
Expenditure Categories Total:	1,060.2	1,384.5	66.9	1,451.4
Fund Source				
Appropriated Funds				
OS2048-A Osteopathic Examiners Board Fund (Appropriated)	1,060.2	1,384.5	66.9	1,451.4
Fund Source Total:	1,060.2	1,384.5	66.9	1,451.4

Program Budget Unit Summary of Expenditures and Budget Request for Selected Funds

Agency:	Arizona Board of Osteopathic Examiners				
	FY 2022	FY 2023	FY 2024	FY 2024	
	Actual	Expd. Plan	Fund. Issue	Total Request	
Program:	Licensing and Regulation				
Fund:	OS2048-A Osteopathic Examiners Board Fund				
Appropriated					
0000	FTE	9.0	10.0	0.0	10.0
6000	Personal Services	504.9	620.2	14.5	634.7
6100	Employee Related Expenses	173.6	279.9	3.3	283.2
6200	Professional and Outside Services	82.0	172.7	38.0	210.7
6500	Travel In-State	0.1	2.5	0.0	2.5
6600	Travel Out of State	2.4	5.5	0.0	5.5
6700	Food	0.0	0.0	0.0	0.0
6800	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
7000	Other Operating Expenses	295.9	303.7	11.1	314.8
8000	Equipment	0.7	0.0	0.0	0.0
8100	Capital Outlay	0.0	0.0	0.0	0.0
8600	Debt Service	0.0	0.0	0.0	0.0
9000	Cost Allocation	0.0	0.0	0.0	0.0
9100	Transfers	0.6	0.0	0.0	0.0
Appropriated Total:		1,060.2	1,384.5	66.9	1,451.4
Fund Total:		1,060.2	1,384.5	66.9	1,451.4
Program Total For Selected Funds:		1,060.2	1,384.5	66.9	1,451.4

Program Expenditure Schedule

Agency:	Arizona Board of Osteopathic Examiners
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
FTE	9.0	10.0
Expenditure Category Total	9.0	10.0
Appropriated		
OS2048-A Osteopathic Examiners Board Fund (Appropriated)	9.0	10.0
Fund Source Total	9.0	10.0
<hr/>		
Personal Services	493.3	603.0
Boards and Commissions	11.6	17.2
Expenditure Category Total	504.9	620.2
Appropriated		
OS2048-A Osteopathic Examiners Board Fund (Appropriated)	504.9	620.2
Fund Source Total	504.9	620.2
<hr/>		
Employee Related Expenses	173.6	279.9
Expenditure Category Total	173.6	279.9
Appropriated		
OS2048-A Osteopathic Examiners Board Fund (Appropriated)	173.6	279.9
Fund Source Total	173.6	279.9
<hr/>		
Professional and Outside Services		172.7
External Prof/Outside Serv Budg And Appn	0.0	
External Investment Services	0.0	
Other External Financial Services	0.0	
Attorney General Legal Services	65.4	
External Legal Services	0.5	
External Engineer/Architect Cost - Exp	0.0	
External Engineer/Architect Cost- Cap	0.0	
Other Design	0.0	
Temporary Agency Services	5.2	
Hospital Services	0.0	
Other Medical Services	10.2	
Institutional Care	0.0	
Education And Training	0.0	
Vendor Travel	0.0	
Professional & Outside Services Excluded from Cost Alloca	0.0	
Vendor Travel - Non Reportable	0.0	
External Telecom Consulting Services	0.0	
Costs related to those in custody of the State	0.0	
Non - Confidential Specialist Fees	0.0	
Confidential Specialist Fees	0.0	
Outside Actuarial Costs	0.0	
Other Professional And Outside Services	0.7	

Program Expenditure Schedule

Agency:	Arizona Board of Osteopathic Examiners
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
Expenditure Category Total	82.0	172.7
Appropriated		
OS2048-A Osteopathic Examiners Board Fund (Appropriated)	82.0	172.7
Fund Source Total	82.0	172.7
<hr/>		
Travel In-State	0.1	2.5
Expenditure Category Total	0.1	2.5
Appropriated		
OS2048-A Osteopathic Examiners Board Fund (Appropriated)	0.1	2.5
Fund Source Total	0.1	2.5
<hr/>		
Travel Out of State	2.4	5.5
Expenditure Category Total	2.4	5.5
Appropriated		
OS2048-A Osteopathic Examiners Board Fund (Appropriated)	2.4	5.5
Fund Source Total	2.4	5.5
<hr/>		
Food	0.0	0.0
Expenditure Category Total	0.0	0.0
<hr/>		
Aid to Organizations and Individuals	0.0	0.0
Expenditure Category Total	0.0	0.0
<hr/>		
Other Operating Expenses		303.7
Other Operating Expenditures Budg Approp	0.0	
Other Operating Expenditures Excluded from Cost Allocati	0.0	
Risk Management Charges To State Agency	5.9	
Risk Management Deductible - Indemnity	0.0	
Risk Management Deductible - Legal	0.0	
Risk Management Deductible - Medical	0.0	
Risk Management Deductible - Other	0.0	
Gen Liab- Non Physical-Taxable- Self Ins	0.0	
Gross Proceeds Payments To Attorneys	0.0	
General Liability- Non-Taxable- Self Ins	0.0	
Medical Malpractice - Self-Insured	0.0	
Automobile Liability - Self Insured	0.0	
General Property Damage - Self- Insured	0.0	
Automobile Physical Damage-Self Insured	0.0	
Liability Insurance Premiums	0.0	
Property Insurance Premiums	0.0	
Workers Compensation Benefit Payments	0.0	
Self Insurance - Administrative Fees	0.0	
Self Insurance - Premiums	0.0	
Self Insurance - Claim Payments	0.0	
Self Insurance - Pharmacy Claims	0.0	
Premium Tax On Altcs	0.0	

Program Expenditure Schedule

Agency:	Arizona Board of Osteopathic Examiners
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
Other Insurance-Related Charges	0.0	
Internal Service Data Processing	92.2	
Internal Service Data Proc- Pc/Lan	0.0	
External Programming-Mainframe/Legacy	0.0	
External Programming- Pc/Lan/Serv/Web	0.0	
External Data Entry	0.0	
Othr External Data Proc-Mainframe/Legacy	0.0	
Othr External Data Proc-Pc/Lan/Serv/Web	13.5	
Pmt for AFIS Development & Usage	1.5	
Internal Service Telecommunications	0.0	
External Telecom Long Distance-In-State	2.5	
External Telecom Long Distance-Out-State	0.0	
Other External Telecommunication Service	0.0	
Electricity	0.0	
Sanitation Waste Disposal	0.0	
Water	0.0	
Gas And Fuel Oil For Buildings	0.0	
Other Utilities	0.0	
Building Rent Charges To State Agencies	39.6	
Priv Lease To Own Bld Rent Chrgs To Agy	0.0	
Cert Of Part Bld Rent Chrgs To Agy	0.0	
Rental Of Land And Buildings	0.0	
Rental Of Computer Equipment	0.0	
Rental Of Other Machinery And Equipment	0.0	
Miscellaneous Rent	0.0	
Interest On Overdue Payments	0.0	
All Other Interest Payments	0.0	
Internal Acct/Budg/Financial Svcs	17.6	
Other Internal Services	0.0	
Repair And Maintenance - Buildings	0.0	
Repair And Maintenance - Vehicles	0.0	
Repair And Maint - Mainframe And Legacy	0.0	
Repair And Maint-Pc/Lan/Serv/Web	0.0	
Repair And Maintenance - Other Equipment	1.0	
Other Repair And Maintenance	0.0	
Software Support And Maintenance	102.1	
Uniforms	0.0	
Inmate Clothing	0.0	
Security Supplies	0.0	
Office Supplies	3.2	
Computer Supplies	0.1	
Housekeeping Supplies	0.0	
Bedding And Bath Supplies	0.0	
Drugs And Medicine Supplies	0.0	
Medical Supplies	0.0	
Dental Supplies	0.0	
Automotive And Transportation Fuels	0.0	
Automotive Lubricants And Supplies	0.0	
Rpr And Maint Supplies-Not Auto Or Build	0.0	
Repair And Maintenance Supplies-Building	0.0	
Other Operating Supplies	0.0	

Program Expenditure Schedule

Agency:	Arizona Board of Osteopathic Examiners
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
Publications	0.0	
Aggregate Withheld Or Paid Commissions	0.0	
Lottery Prizes	0.0	
Lottery Distribution Costs	0.0	
Material for Further Processing	0.0	
Other Resale Supplies	0.0	
Loss On Sales Of Capital Assets	0.0	
Loss on Sales of Investments	0.0	
Employee Tuition Reimbursement-Graduate	0.0	
Employee Tuition Reimb Under-Grad/Other	0.0	
Conference Registration-Attendance Fees	1.7	
Other Education And Training Costs	1.3	
Advertising	0.0	
Sponsorships	0.0	
Internal Printing	0.5	
External Printing	0.0	
Photography	0.0	
Postage And Delivery	4.1	
Document shredding and Destruction Services	0.1	
Translation and Sign Language Services	0.0	
Distribution To State Universities	0.0	
Other Intrastate Distributions	0.0	
Awards	0.0	
Entertainment And Promotional Items	0.0	
Dues	0.0	
Books- Subscriptions And Publications	3.9	
Costs For Digital Image Or Microfilm	0.0	
Revolving Fund Advances	0.0	
Credit Card Fees Over Approved Limit	0.0	
Relief Bill Expenditures	0.0	
Surplus Property Distr To State Agencies	0.0	
Security Services	0.0	
Judgments - Damages	0.0	
ICA Payments to Claimants Confidential	0.0	
Jdgmnt-Confidential Restitution To Indiv	0.0	
Judgments - Non-Confidential Restitution	0.0	
Judgments - Punitive And Compensatory	0.0	
Pmts Made to Resolve/Disputes/Avoid Costs of Litigation	0.0	
Pmts For Contracted State Inmate Labor	0.0	
Payments To State Inmates	0.0	
Bad Debt Expense	0.0	
Interview Expense	0.0	
Employee Relocations-Nontaxable	0.0	
Employee Relocations-Taxable	0.0	
Non-Confidential Invest/Legal/Law Enf	0.0	
Conf/Sensitive Invest/Legal/Undercover	0.0	
Fingerprinting, Background Checks, Etc.	0.0	
Other Miscellaneous Operating	5.1	

Program Expenditure Schedule

Agency:	Arizona Board of Osteopathic Examiners
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
Expenditure Category Total	295.9	303.7
Appropriated		
OS2048-A Osteopathic Examiners Board Fund (Appropriated)	295.9	303.7
Fund Source Total	295.9	303.7

Current Year Expenditures		0.0
Capital Equipment Budget And Approp	0.0	
Vehicles Capital Purchase	0.0	
Vehicles Capital Leases	0.0	
Furniture Capital Purchase	0.0	
Depreciable Works Of Art & Hist Treas/Coll Capital Purcha	0.0	
Non Depr Works Of Art & Hist Treas/Coll Cap Purchase	0.0	
Furniture Capital Leases	0.0	
Computer Equipment Capital Purchase	0.0	
Computer Equipment Capital Lease	0.0	
Telecommunication Equip-Capital Purchase	0.0	
Telecommunication Equip-Capital Lease	0.0	
Other Equipment Capital Purchase	0.0	
Other Equipment Capital Leases	0.0	
Purchased Or Licensed Software-Website	0.0	
Internally Generated Software-Website	0.0	
Development in Progress	0.0	
Right-Of-Way/Easement/Extraction Rights	0.0	
Oth Int Assets purchased, licensed or internally generate	0.0	
Other intangible assets acquired by capital lease	0.0	
Other Capital Asset Purchases	0.0	
Leasehold Improvement-Capital Purchase	0.0	
Other Capital Asset Leases	0.0	
Non-Capital Equip Budget And Approp	0.0	
Vehicles Non-Capital Purchase	0.0	
Vehicles Non-Capital Leases	0.0	
Furniture Non-Capital Purchase	0.0	
Works Of Art And Hist Treas-Non Capital	0.0	
Furniture Non-Capital Leases	0.0	
Computer Equipment Non-Capital Purchase	0.7	
Computer Equipment Non-Capital Lease	0.0	
Telecomm Equip Non-Capital Purchase	0.0	
Telecomm Equip Non-Capital Leases	0.0	
Other Equipment Non-Capital Purchase	0.0	
Weapons Non-Capital Purchase	0.0	
Other Equipment Non-Capital Lease	0.0	
Purchased Or Licensed Software/Website	0.0	
Internally Generated Software/Website	0.0	
LICENSES AND PERMITS	0.0	
Right-Of-Way/Easement/Extraction Exp	0.0	
Other Intangible Assets - Purchased, Licensed or Internall	0.0	
Noncapital Software/Web By Capital Lease	0.0	
Other Intangible Assets Acquired by Capital Lease	0.0	
Other Long Lived Tangible Assets to be Expenses	0.0	
Non-Capital Equipment Excluded from Cost Allocation	0.0	

Program Expenditure Schedule

Agency:	Arizona Board of Osteopathic Examiners
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
Expenditure Category Total	0.7	0.0
Appropriated		
OS2048-A Osteopathic Examiners Board Fund (Appropriated)	0.7	0.0
Fund Source Total	0.7	0.0
<hr/>		
Capital Outlay	0.0	0.0
Expenditure Category Total	0.0	0.0
<hr/>		
Debt Service	0.0	0.0
Expenditure Category Total	0.0	0.0
<hr/>		
Cost Allocation	0.0	0.0
Expenditure Category Total	0.0	0.0
<hr/>		
Transfers	0.6	0.0
Expenditure Category Total	0.6	0.0
Appropriated		
OS2048-A Osteopathic Examiners Board Fund (Appropriated)	0.6	0.0
Fund Source Total	0.6	0.0

Employee Retirement Coverage

	FTE	Personal Services	Fund#
Arizona State Retirement System	10.0	603.0	OS2048-A

Combined Regular & Elected Positions At/Above FICA Maximum of \$147,000
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Total FTE	Personal Services	FTE's not eligible for Health, Dental & Life
0.0	0.0	0.0

Administrative Costs

Agency: Arizona Board of Osteopathic Examiners

Administrative Costs Summary

Common Administrative Area	FY 2023
Personal Services	39.2
ERE	16.7
All Other	6.0
Administrative Costs Total:	61.9

Administrative Cost / Total Expenditure Ratio

	Request	Admin %
FY 2023	1,451.4	4.3%

2022 - 2024 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

OSA 0.0	Agency Summary
	BOARD OF OSTEOPATHIC EXAMINERS
	Justin Bohall, Executive Director
	Board of Osteopathic Examiners (602) 771-2522
	A.R.S. §§ 32-1800 et seq.

Mission:

To protect the public health and safety of people in Arizona through the regulation of physicians licensed to practice osteopathic medicine and surgery in the state.

Description:

The Board of Osteopathic Examiners regulates Osteopathic Physicians in Arizona. The Board is responsible for the licensure of Osteopathic Physicians and Residents, the enforcement of standards of practice, and the review and adjudication of complaints. The Board protects the public by setting educational and training standards for licensure and by reviewing complaints made against Osteopathic Physicians, Interns, and Residents to ensure that their conduct meets the standards of the profession, as defined by A.R.S. § 32-1854.

◆ **Goal 1** To issue and renew licenses promptly and in an effective manner

- Objective:** 1 FY2022: Maintain high service levels; encourage use of online vs paper renewals. Begin process of creating online application portal for new licensees.
- FY2023: Maintain high service levels; Encourage use online application portal for new licensees and elimination of paper applications.
- FY2024: Maintain high service levels; Continuing to move more services to an online platform. Request funding to expand types of services that can be accessed with the online portal.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Number of new and existing licenses	4,409.00	4,650	4950
Number of applications for new license received (does not include Post Graduate permits or dispensing registrations)	645	650	700
Number of new licenses issued	644	550	600
Average days to issue new license	1	3	3
Explanation:	Timeframe to process applications		
Percentage of renewals done online vs. paper/manually	100	99	99

◆ **Goal 2** To investigate and resolve complaints in a timely manner

- Objective:** 1 FY2022: Maintain or reduce average number of days to investigate and resolve complaints.
- FY2023: Maintain or reduce the average number of days to investigate and resolve complaints. Implement new database to better track cases and items that need completion.
- FY2024: Maintain or reduce the average number of days to investigate and resolve complaints.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Complaints received	288	360	360
Complaints investigated	361	330	330
Licensees who had disciplinary action taken	15	20	20
Average calendar days to resolve a complaint	179	180	180
Average calendar days to investigate a complaint	138	120	120
Number of complaints closed/resolved	301	330	330

◆ **Goal 3** To administer the agency efficiently and provide customer service to the public

- Objective:** 1 FY2022: To maintain administrative efficiency and customer satisfaction.
- FY2023: To maintain or improve administrative efficiency and customer satisfaction.
- FY2024: To maintain or improve administrative efficiency and customer satisfaction.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Administration as percent of total cost	4	8	8
Customer satisfaction rating (1-8)	7	6	6
Explanation:	changing above from 1-5. A plan was made to move to a 1-8 scale, however that plan was rescinded and we returned to a standard 1-5 scale.		

AGENCY SUMMARY

Program: OSA 0 . 0 BOARD OF OSTEOPATHIC EXAMINERS
Director: Justin Bohall, Executive Director
Phone: Board of Osteopathic Examiners (602) 771-2522
Statute: A.R.S. §§ 32-1800 et seq.

Mission:

To protect the public health and safety of people in Arizona through the regulation of physicians licensed to practice osteopathic medicine and surgery in the state.

Description:

The Board of Osteopathic Examiners regulates Osteopathic Physicians in Arizona. The Board is responsible for the licensure of Osteopathic Physicians and Residents, the enforcement of standards of practice, and the review and adjudication of complaints. The Board protects the public by setting educational and training standards for licensure and by reviewing complaints made against Osteopathic Physicians, Interns, and Residents to ensure that their conduct meets the standards of the profession, as defined by A.R.S. § 32-1854.

◆ **Goal:** 1 To issue and renew licenses promptly and in an effective manner

- Objectives:**
- 1 2022 Obj: Maintain high service levels; encourage use of online vs paper renewals. Begin process of creating online application portal for new licensees.
 - 2023 Obj: Maintain high service levels; Encourage use online application portal for new licensees and elimination of paper applications.
 - 2024 Obj: Maintain high service levels; Continuing to move more services to an online platform. Request funding to expand types of services that can be accessed with the online portal.

Performance Measures:

ML	Budget	Type		FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate	
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Number of new and existing licenses	4,225	4,500	4,409.00	4,650	4950
				This figure is the total number of licensees on June 30, the last day of the fiscal year.					
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of applications for new license received (does not include Post Graduate permits or dispensing registrations)	644	500	645	650	700
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of new licenses issued	628	480	644	550	600
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average days to issue new license	0	3	1	3	3
				This item previously measured the average days to issue (the days between the Board's approval of the application, and the applicant paying to have the license issued). By rule (AAC R4-22-104), the applicant has 6 months in which to request issuance after approval. This did not appear to be an appropriate measurement. Licenses are now issued within one or two days of the date payment is made. As of FY13, we are now measuring the over all timeframe for processing an application by our office.					
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Percentage of renewals done online vs. paper/manually	99	99	100	99	99

◆ **Goal:** 2 To investigate and resolve complaints in a timely manner

- Objectives:**
- 1 2022 Obj: Maintain or reduce average number of days to investigate and resolve complaints.
 - 2023 Obj: Maintain or reduce the average number of days to investigate and resolve complaints. Implement new database to better track cases and items that need completion.
 - 2024 Obj: Maintain or reduce the average number of days to investigate and resolve complaints.

Performance Measures:

ML	Budget	Type		FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Complaints received	304	310	288	360	360
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Complaints investigated	379	300	361	330	330
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Licenses who had disciplinary action taken Includes denials of license application	21	20	15	20	20
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average calendar days to resolve a complaint	146	170	179	180	180
				From Date Opened to Date Resolved- (this includes compliance times for licensee to meet terms of probation or CME, etc.) FY15 with removal of 10 long term compliance = 264 days. In FY16, removing 7 longterm compliance/consent agreements=234 days. In FY17, overall average was 243. There were 7 files with long term probation or SRAs. If these are not included the avg number is 217.					
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average calendar days to investigate a complaint From Date Opened to Date [Investigative report] Completed	126	120	138	120	120
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of complaints closed/resolved	304	320	301	330	330

◆ **Goal:** 3 To administer the agency efficiently and provide customer service to the public

Objectives: 1 2022 Obj: To maintain administrative efficiency and customer satisfaction.

2023 Obj: To maintain or improve administrative efficiency and customer satisfaction.

2024 Obj: To maintain or improve administrative efficiency and customer satisfaction.

Performance Measures:

	ML	Budget	Type		FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Administration as percent of total cost	4	8	4	8	8
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	QL	Customer satisfaction rating (1-8)	8	6	7	6	6

The form we currently use only has 5 fields for options of response.

In FY21, the Board began a new form using Google Forms.

Budget Related Performance Measures

Arizona Board of Osteopathic Examiners

Agency:	0.0 BOARD OF OSTEOPATHIC EXAMINERS
Contact:	Justin Bohall, Executive Director (602) 771-2522
2nd Contact:	Justin Bohall, Executive Director (602) 771-2522
Statute:	A.R.S. §§ 32-1800 et seq.

ML	Budget	Type	Performance Measure	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Administration as percent of total cost	4	8	4	8	8
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Number of new and existing licenses	4,225	4,500	4,409.00	4,650	4950
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	QL	Customer satisfaction rating (1-8) changing above from 1-5. A plan was made to move to a 1-8 scale, however that plan was rescinded and we returned to a standard 1-5 scale.	8	6	7	6	6
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Complaints investigated	379	300	361	330	330
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average calendar days to resolve a complaint	146	170	179	180	180
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average days to issue new license Timeframe to process applications	0	3	1	3	3

Revised Performance Measure Descriptions

The following performance measures are budget related. Unlike non-budget related performance measures, agencies can't change the last published description themselves. Therefore, they've entered a revised description which should be reviewed. If appropriate, update the performance measure's description with the agency's revised description in OSPB's "centralized" AZIPS. Be sure your team leader, OSPB management and JLBC have approved of the change, since this will be published. This report checks for revisions across all agencies. Please communicate with the agency about the outcome of their request to add, change or delete performance measures and/or their descriptions.

Agency: OSA Arizona Board of Osteopathic Examiners

Program: 0 Board of Osteopathic Examiners

Subprogram: 0 Board of Osteopathic Examiners

Goal: 1 To issue and renew licenses promptly and in an effective manner

Objective: 1 To stabilize the use of electronic means of filing and receiving application documents

Performance Measure Last Published Description & Agency's Revised Description

Original: 4 Average days to issue new license

Revised: 4 We are now measuring the time it takes from the receipt of application to the time the application is approved or denied. We started this in FY12. We do not measure the timeframe for the period for the avg days to pay for the license issuance after the approval letter is sent, as we issue the license within 72 hours of receipt of the issuance fee.

Goal: 3 To administer the agency efficiently and provide customer service to the public

Objective: 1 To maintain acceptable levels of administrative efficiency and customer satisfaction

Performance Measure Last Published Description & Agency's Revised Description

Original: 2 Customer satisfaction rating (1-8)

Revised: 2 Our current evaluation form only has 5 options for response. Numbers are adjusted to correspond with a 8 point scale.

**PM
Type**

EF

**PM
Type**

QL

Agency 5-Year Plan

Issue 1 Identifying and resolving pending complaints on a more timely basis. Complete the investigation so they can be resolved more timely by the Board.

Description: The Board is continuing to receive a large number of complaints and will need to work to investigate those new complaints as well as existing complaints in a timely manner.

Solutions:

The Board has approved a policy and procedure to streamline the complaints process. The process focuses on internal operations that can be elevated to reduce investigations time. Additionally, staff is restructuring the administrative duties to allow for the Investigator and Medical Consultant to focus on case investigation rather than the administrative items. In FY23, the Agency will hire an additional FTE to assist in the Investigative and Hearings process by aiding in the preparation and organization of documents, legal hearing notices and other administrative items. The Agency is also requested additional funding for the utilization of more Outside Medical Consultants to aid in the adjudication of complaints.

Issue 2 Complaints are taking more than 180 days to resolve and the Auditor General has set a guideline of 180 days or less to resolve complaints. We need to complete our complaint process within 180 days.

Description: Our goal is to reduce the average number of days to investigate and resolve a complaint to an average of 180 days or less. We recognize that some complaints, due to the difficulty of the case, require further investigation, evaluation or chart review after the Board reviews the matter initially. We are trying to identify these cases before they go to the Board in anticipation of their request. Other factors such as continuances at the request of the licensee can also extend the timeframes for resolving these cases. With the consolidation of many medical offices, plans and hospitals, we are finding it is more difficult to get timely responses to requests for records and subpoenas. This outside delay is affecting our internal process and slowing down our resolution timeframes.

On average, we should meet the timeframes. Cases that go for an Investigative Hearing or that are sent to the Office of Administrative Hearings can take a longer period of time to resolve as these cases may result in a revocation or a suspension of greater than 12 months of a license. However, we will continue to strive to timely resolve such cases as quickly as possible. We are offering more Consent Agreements for surrender versus taking the matters to hearing.

Again, this is a critical item to our Board as it affects the public and our licensees. When we identify a serious case involving possible immediate danger to the public, the Board addresses these matters on an immediate basis and with possible summary suspensions.

Solutions:

We continue to reduce the outstanding number of complaints and we are receiving a large number of new complaints.

We continue to evaluate our processes to determine if there are methods or processes available to us to increase our complaint resolution rate. The Board has established a new policy and procedure for staff to implement. The goal of this policy will be to reduce case load and investigation time drastically. Staff continues to work towards reducing the average timeframe on complaints however due to increased licensing numbers the number of complaints has also increased. Additionally, the complexity of cases has drastically increase requiring additional time to gather evidence and medical records from an already stretched healthcare system. The Agency is requested additional funding to aid in the reduction of investigative timelines.

Issue 3 Our agency efficiently processes applications while continuing to meet with statute, rule and timeframe requirements. We will evaluate and determine if online applications would be effective and cost efficient for our agency in response to a customer service driven model.

Description: The Board strives to make improvements in an processes and policies. Staff has restructured the licensing division and now has two dedicated licensing administrators assisted by a full time staff assistant to process licensing applications.

Solutions:

In July of 2022, The Board launched an online application portal to reduce application delays. The Board plans to migrate to an enhanced database which will allow for the more Applications and processed to be completed online. This will reduce delays in that time-frames and allow for more transparency and more streamlined processes.

Resource Assumptions

	FY2025 Estimate	FY2026 Estimate	FY2027 Estimate
Full-Time Equivalent Positions	10.0	11.0	11.0
General Fund	0.0	0.0	0.0
Other Appropriated Funds	1,433.6	1,499.6	1,499.6
Non-Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0

Arizona Board of Osteopathic Examiners in Medicine and Surgery Organizational Chart

