

# **Enforcement Program Report**

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**January 2013**

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## **Complaint Program**

The total number of complaints received from July 1, 2012 through January 15, 2013 is 320. The Veterinary Medical Board (Board) has received 55 complaints involving unlicensed activity. The majority of unlicensed complaints involve anesthesia-free dental cleaning. The Board is continuing to issue Cease and Desist letters to “first time offenders” and referring cases to the Division of Investigation for those who have prior unlicensed activity complaints.

In accordance with Business and Professions Code, section 4875.1, enforcement staff are prioritizing incoming complaints with negligence being the highest priority. The Board’s intake unit reviews each complaint to determine if the case involves (a) negligence, (b) whether the complaint is a subsequent complaint against a licensee currently pending at the Attorney General’s Office, or (c) if the complaint is against a probationer. If a subsequent complaint is received, the case is expedited for review to determine if additional charges should be filed against the licensee.

Currently the Board has 175 complaints waiting to be reviewed by an in-house consultant or outside expert. Due to the high volume of cases waiting to be reviewed, management is considering having a two day workshop for subject matter experts to review cases. The Board is still accepting applications for in-house and outside experts and anticipates hiring one to two more in-house consultants before the end of the fiscal year.

## **Citation Program**

Since July 1, 2012, 46 citations have been served, five (5) informal conferences were held and no citations have been referred to the Attorney General’s Office for an administrative hearing. Of the 46 citations served, 35 were issued for unlicensed activity.

## **Inspection Program**

The inspection program will resume on January 21, 2013. Due to staffing shortages, the Board suspended the program until additional staff could be hired and trained. Jan Solone, Probation Coordinator and Hospital Coordinator, began employment with the Board on December 26, 2012. Enforcement staff has been training Jan on enforcement processes and the inspection program, including her proactive participation with three (3) on-site inspections.

To date, the Board assigned 441 inspections. Of the 441 inspections assigned, 54 routine inspections have been performed. In addition to the routine inspections, 11 complaint related inspections have been performed.

## **Discipline Program**

Currently there are 91 cases pending at the Attorney General’s Office. Those cases include Accusations, Accusation and Petition to Revoke Probation, and Statement of Issues (License Denial).

As of today, the Board is monitoring 51 probationers. Of the 51 probationers, all but two (2) are in compliance. For those that are not in compliance, the Board is working with the Attorney General’s Office to revoke or extend their probation. Jan Solone will be monitoring the probationers by calling their supervisors to discuss any potential concerns or issues, approving their continuing education courses, collecting cost recovery payments, and ensuring each probationer is in compliance at all times with their probation order.

# VETERINARY MEDICAL BOARD

## Complaint & Discipline Data

Fiscal Year	06/07	07/08	08/09	09/10	10/11	11/12	12/13
Complaints Received	651	643	536	594	712	766	320
# of Veterinary Licensees*	13,514	14,039	14,277	15,055	15,491	15,936	15,479
# of RVT Licensees*	6,289	6,701	6,934	7,791	8,252	8,654	8,916
# of Premises	3,007	3,076	3,074	3,144	3,249	3,431	3,151

*\*includes delinquent, suspended and inactive licensees*

Fiscal Year	06/07	07/08	08/09	09/10	10/11	11/12	12/13
Discipline Cases Pending At Attorney General.....	43	47	52	37	48	72	91
# Of Probationers.....	43	47	43	39	35	36	51
Citations and Fines *.....	135	61	36	42	37	54	46
Cases Sent To Attorney General's Office.....	30	27	25	32	40	55	n/a*
Accusations/Statement Of Issues Filed.....	26	6	13	16	15	28	n/a*
Hearings Held.....	13	14	1	7	18	13	n/a*
<b>Decisions:</b>							
Probation.....	14	15	5	7	4	7	n/a*
Probation With Suspension.....	3	2	1	1	2	4	n/a*
Revocation.....	4	4	1	5	6	7	n/a*
Statement of Issues-Denied/Granted.....	1/3	1/2	0/2	1/0	2/0	5/4	n/a*
Citation Appeal-Proposed & Stipulated Decision Voluntary Surrender	1	0	4	1	0	0	n/a*
While Charges Pending.....	3	2	0	0	1	3	n/a*
Petition For Reinstatement/Reduction.....	0	1	2	1	0	0	n/a*
Temporary Restraining Orders/ Interim Suspensions.....	3	2	1	0	0	0	n/a*
<b>Hospital Inspections</b>							
Routine.....	161	234	176	288	241	214	54
Complaint Related.....	58	24	10	10	31	33	11

\*Reporting data unavailable on Consumer Affairs database

REPORT DATED: January 15, 2013

**Complaint & Discipline Data**

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Fiscal Year	06/07	07/08	08/09	09/10	10/11	11/12	12/13
<b>Unlicensed Activity:</b>							
Unlicensed Complaints.....	49	73	41	100	134	98	55
Citations and fines.....							35
Citations for non-payment sent to FTB.....							0

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