

Enforcement Program Report

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Complaint Program

The total number of complaints received from July 1, 2012 through June 30, 2013 is 646. The Veterinary Medical Board (Board) has received 71 complaints involving unlicensed activity. The majority of unlicensed complaints involve anesthesia-free dental cleaning.

The Enforcement Unit lost two staff members in June, Detrea James and Jan Solone. Ms. Solone handled the inspection and probation program and Ms. James opened all incoming complaints. The Board did hire a new enforcement analyst, Joely Walker, who started on July 1, 2013. Ms. Walker will be working on opening new complaints, performing desk investigations and issuing citations. On July 8, 2013, Melissa Doss from the Division of Investigations Intake Unit joined the enforcement unit on a temporary basis to help assist with continued backlogs. Ms. Doss will be working two days a week for the Board.

In an effort to streamline the complaint process, staff is continuing to prioritize complaints in accordance with Business and Professions Code, section 4875.1.

Citation Program

Since July 1, 2012, 123 citations have been served, 13 informal conferences were held and one (1) citation has been referred to the Attorney General's Office for an administrative hearing. Of the 123 citations served, 46 were issued for unlicensed activity. Of the 46 citations for unlicensed activity, 22 were unpaid and are being referred to the Franchise Tax Board for collection.

Inspection Program

To date, the Board assigned 465 inspections. Of the 465 inspections assigned, 272 routine inspections have been performed. In addition to the routine inspections, 24 complaint related inspections have been performed.

On June 5 and 6 the Board held an inspection roundtable and training for all inspectors. The first day of training consisted of inspector questions and concerns regarding the application and interpretation of the minimum standards. The second day the Board staff and Dr. Kendall and Dr. Johnson shadowed the inspectors on two inspections. Overall the training went very well. New inspection assignments will be assigned no later than September 1, 2013.

Discipline Program

Currently there are 105 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 43 probationers. Of the 43 probationers, all but one (1) are in compliance. The Board is continuing to work with the Office of the Attorney General on Accusations and Petitions to Revoke Probation.

Statistical Profile Document

Unfortunately, due to reporting data being unavailable or not entirely accurate on the Consumer Affairs database, the additional statistical profile document that is usually included with this report is not available. The numbers that are provided in this report were gathered manually.