

MEMORANDUM

DATE	July 2, 2025
TO	California Veterinary Medical Board (Board)
FROM	<u>Enforcement Managers</u> Patty Rodriguez Ashley Sanchez Robert Stephanopoulos
SUBJECT	Agenda Item 17.C. Enforcement Report

Inspections

As part of the Board's ongoing outreach efforts, an Inspection webinar was held May 6, 2025. The webinar featured a presentation by California Department of Justice (DOJ) Controlled Substance Utilization Review and Evaluation System (CURES) staff. CURES staff gave an overview of the State's prescription drug monitoring program and focused on veterinarian reporting and registration requirements. CURES staff also provided an in-depth review of CURES reporting features. The webinar was well received and well attended with just over 500 attendees. The next webinar will feature California Department of Public Health's Radiologic Health Branch (RHB) staff who will be presenting information regarding radiation safety requirements and preparing for an RHB inspection. The webinar is scheduled for September 23, 2025.

On May 12, 2025, Board staff held a quarterly round table meeting for Inspectors. Updates to the Hospital Standards Self Evaluation Checklist were discussed as well as mobile inspection application issues. The next meeting is scheduled for August 12, 2025.

This month we welcomed three new Inspectors: Alana Jennings, Amber Harris, and Jeanette Hanneman to the Inspection Team. Alana Jennings has been a Registered Veterinary Technician (RVT) for over 15 years. She is currently the hospital manager of VCA Miller-Robertson Animal Hospital in Los Angeles. Alana will cover north Los Angeles County.

Amber Harris has been an RVT for over 14 years, she is currently at VCA Yorba Regional Animal Hospital, a hybrid ER facility in Anaheim. Amber will cover Ventura and western Los Angeles counties.

Jeanette Hanneman has been an RVT for over 6 years. She was the practice manager for the Eastern Madera County SPCA and an instructor in Veterinary Technology at San Joaquin Valley College. Jeanette was also an Animal Health Technician with the United States Department of Health and Human Services' National Veterinary Response Team

in Washington DC for nearly 20 years. She will be covering Fresno County and the surrounding counties.

Intake

At the end of Fiscal Year (FY) 24/25, the intake cycle time for closed investigations was seven days; however, it should be noted this since this number is based on closed investigations, it isn't a direct reflection of the current Intake Team (as most of these cases were opened years prior to them joining the Board). When looking at cases currently pending (not closed), the current Intake team has been processing complaints extremely fast, averaging two days. The Intake Team finished FY 24/25 with only two complaints pending, as it continues to process all complaints almost immediately upon receipt. It should also be noted that the Board received 2,192 cases in FY 24/25 – a huge jump over the prior FY's record setting 1,873 cases received.

Since the last meeting, Board staff discussed the potential for medical records to be unavailable as cases begin to age, as California Code of Regulations, title 16, section 2032.3, subsection (b) requires veterinarians to maintain records for a minimum of three years after the animal's last visit. To address this potential barrier to investigation, the Intake team has begun requesting records on cases without them as the incidents approach three years since occurrence. It should be noted that this process does not mean the analyst will begin investigating the case, it simply means the Board will have the related records and they can be placed in the queue for a Consultant/Subject Matter Expert to review.

The Intake team has also begun reviewing complaints where the only allegation is the client not receiving a summary of their medical records when requested. The current processing times of these complaints from open to closure has been 15 days since this change in procedure.

Investigations

At the end of FY 24/25, the Board had 3,510 cases pending, which is slightly lower than the prior FY's 3,557. Board staff averaged about ten case closures per month, per analyst. In addition, the Board set another record in FY 24/25, closing 2,177 cases (up from the prior year's record setting number of 2,029).

Subject Matter Expert Program

On May 21, 2025, the Board held a round table for its Consultants, who initially review standard of care cases to determine whether they can be closed or require a full review by a Subject Matter Expert (Expert). During this meeting, a variety of topics were covered, including:

- Not opining on non-jurisdictional allegations.
- The use of violation qualifiers, such as "minimal" and "minor."
- Communicating with staff regarding the ability of consultants to review specific case types.
- Sending all non-dog/cat cases to an Expert.

On May 22, 2025, the Board held its Quarterly Expert Round Table. During this meeting, several issues were covered, including:

- Omitting potential enforcement actions.
- Rationale for a “lack of knowledge” opinion.
- Reports should be written toward the layperson.
- Responding timely to analyst inquiries.
- The entire medical record/interaction should be reviewed, including allegations.
- Do not include codes.
- Omit words such as “mild” when referring to standard of care departures.
- Discussion on staff utilizing a stamp to sign a document.

Probation

The Probation Monitors are actively investigating 29 pending enforcement complaints against 13 probationers. Currently, there are two Petitions for Early Termination with the Probation Unit. There are no Petitions for Reinstatement pending.

Since the last update, two licensees began probation, bringing the number of current probationers to 57, eight of which are tolled.

Disciplinary Action Vote Results

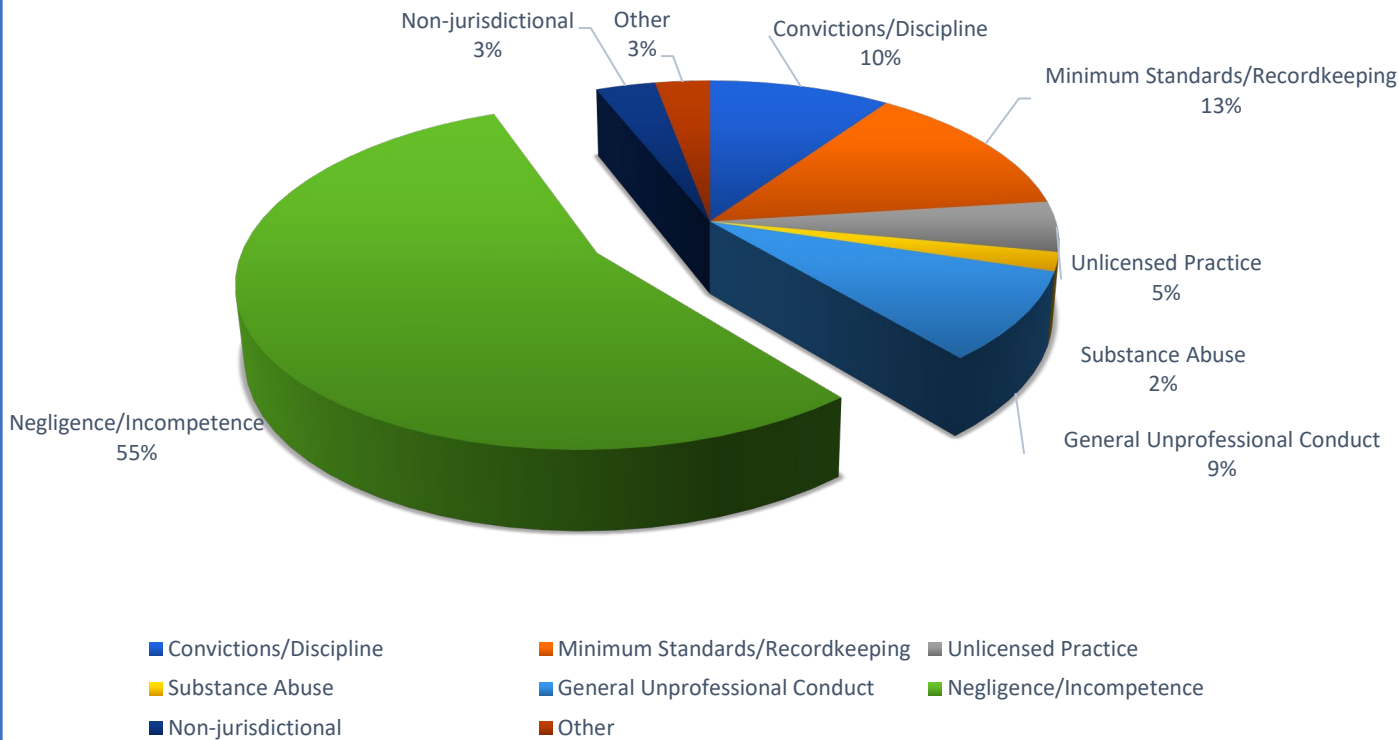
Since the last Board meeting, the Board reviewed the following disciplinary matters:

STIPULATED SETTLEMENTS	VOTE	RESULT
Kirsten Kruer (Case No. 4602025000760)	4– Adopt 1 – Hold for Discussion	Adopt
Taylor Homec, DVM (Case No. 4602019000178)	6 – Adopt	Adopt
Paul Lynch, DVM (Case No. 4602019001222)	3 – Adopt 2 – Hold for Discussion	Held for Discussion
DEFAULT DECISION	VOTE	RESULT
Bryanna Serio, VACSP (Case No. 4602025000428)	6 – Adopt	Adopt
REVIEW OF DRAFTED PETITION DECISION (DENIAL)	VOTE	RESULT
Balpal Sandhu, DVM (Case No. 4602025000207)	5 – In Agreement	Agreed

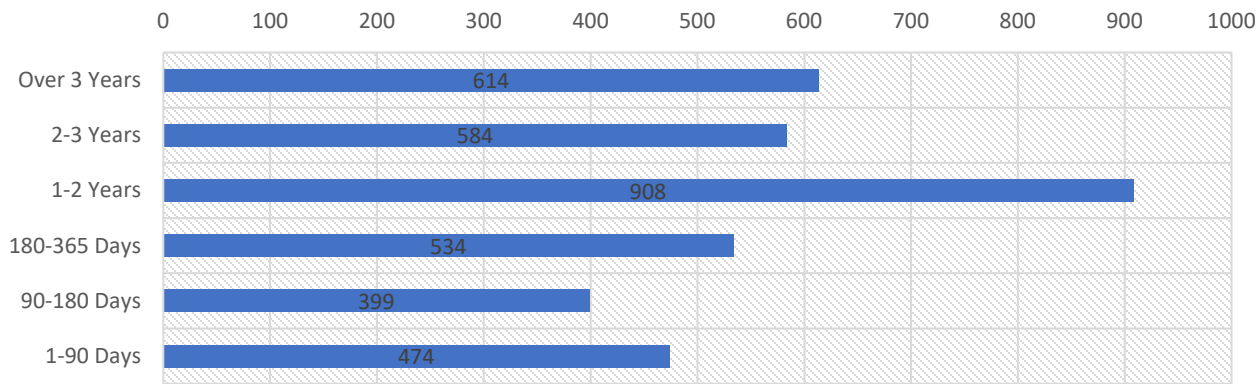
Attachments

1. Enforcement Statistics

FY 24/25 YTD Complaints Received by Violation Type



Pending Cases



Summary of Enforcement Activity																	
Enforcement Activity	20/21	21/22	22/23	23/24	24/25												
Consumer Complaints – Intake	YTD	YTD	YTD	YTD	July	Aug	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	YTD
Received	1,499	1,519	1,587	1,670	152	141	134	167	164	112	175	169	174	180	208	168	1944
Closed Without Referral for Investigation	4	77	68	96	4	9	8	14	11	10	6	7	6	14	16	18	123
Referred for Investigation	1,485	1,448	1,510	1,579	160	133	122	157	132	126	166	161	159	177	186	158	1837
Pending	29	16	18	21	5	4	8	4	25	1	4	5	14	3	9	2	2
Conviction/Arrest Notification Complaints																	
Received	146	186	210	203	12	28	21	24	25	23	22	17	16	30	14	16	248
Closed Without Referral for Investigation	3	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Referred for Investigation	141	184	207	208	12	27	22	22	27	22	23	17	16	30	14	16	248
Pending	2	1	0	0	0	1	0	2	0	1	0	0	0	0	0	0	0
Inspections																	
Conducted	50	41	116	182	31	22	15	14	14	20	13	7	13	20	20	14	203
Citations Issued	0	10	5	3	0	1	0	1	1	0	0	0	0	0	0	0	3
Investigations																	
Open	1,626	1,632	1,717	1,783	172	160	144	178	159	149	189	177	175	207	200	174	2085
Closed	560	1,297	1,976	2,029	235	192	165	171	161	167	166	193	198	167	157	205	2177
Pending	3,545	3,885	3,716	3,557	3520	3483	3465	3475	3477	3463	3487	3474	3454	3499	3545	3510	3510
Cases Closed within Timeframe to Complete Intake and Investigations																	
Up to 90 Days	339	274	463	387	59	44	35	58	47	51	48	32	46	62	32	61	575
91 to 180 Days	29	65	86	112	12	9	10	15	5	12	14	11	12	6	10	14	130
181 Days to 1 Year	36	116	170	153	16	15	22	14	17	8	17	41	15	16	17	22	220
1 to 2 Years	62	145	308	309	51	39	28	20	20	32	21	33	27	22	26	24	343
2 to 3 Years	22	167	300	413	45	36	24	24	26	21	33	40	20	17	22	43	351
Over 3 Years	72	530	649	655	52	49	46	40	46	43	33	36	78	44	50	41	558
Average Number of Days from Receipt of Complaint to Assignment of Investigator (start of investigation)	9	34	17	12	8	7	9	7	5	8	6	8	9	5	11	6	7
Average Number of Days for All Investigation Outcomes (from start investigation to referral for prosecution or case closure without referral for prosecution)	300	763	706	771	646	666	669	592	681	663	591	646	790	594	736	619	662
Average Number of Days from Receipt of Complaint to Referral for Prosecution or Case Closure Without Referral for Prosecution	309	796	717	782	652	672	677	597	685	670	595	653	798	598	746	624	668
Citations and Fines																	
Issued without a Fine	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Issued with a Fine	16	48	26	17	1	2	6	5	3	1	0	6	2	5	0	0	31
Withdrawn/Dismissed/Reduced	0	7	3	1	0	0	0	1	0	0	0	0	1	0	0	0	2
Average Number of Days to Issue a Citation and Fine (from complaint receipt/inspection conducted to citation issued)	1,581	1,293	1,333	1,352	1821	1978	1419	1437	1213	1576	0	1519	2303	868	0	0	1443
Total Amount of Fines																	
Assessed	\$45,504	\$198,250	\$111,000	\$106,178	\$5,000	\$9,000	\$29,000	\$27,000	\$13,000	\$10,000	\$5,000	\$30,000	\$10,000	\$28,000	\$0	\$0	\$166,000
Withdrawn/Dismissed/Reduced	\$0	\$14,500	\$15,000	\$4,000	\$0	\$0	\$0	\$5,000	\$0	\$0	\$0	\$0	\$5,000	\$0	\$0	\$0	\$10,000
Collected	\$35,864	\$132,532	\$102,400	\$111,457	\$6,752	\$10,376	\$4,926	\$15,808	\$7,270	\$13,317	\$11,550	\$317	\$31,750	\$5,937	\$6,033	\$5,550	\$119,586
Criminal/Civil Actions																	

Referrals for Criminal/Civil Action	2	5	5	7	1	0	0	0	0	0	0	0	0	0	0	0	1
Criminal Actions Filed	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Civil Actions Filed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Attorney General/Disciplinary Actions																	
Cases Opened/Initiated	40	77	91	133	31	11	7	12	20	16	7	26	56	9	25	29	249
Cases Closed	23	23	43	39	5	8	1	6	3	1	2	1	3	2	8	12	52
Cases Pending	52	89	129	176	197	201	206	212	225	240	244	268	320	325	341	359	359
Number of Days to Complete AG Cases																	
Up to 1 Year	1	4	6	0	0	1	0	1	1	0	0	0	0	0	2	1	6
1 to 2 Years	3	3	8	11	2	3	0	1	1	0	0	0	0	0	2	5	14
2 to 3 Years	4	1	7	3	0	0	0	1	0	0	0	0	1	1	1	1	5
Over 3 Years	15	15	22	25	3	4	1	3	1	1	2	1	2	1	3	5	27
Average Number of Days to Impose Discipline	1,237	1,086	1,117	1,273	982	1481	1378	1048	1319	2133	1323	1599	1170	1345	862	939	1137
Formal Actions Filed/Withdrawn/Dismissed																	
Statement of Issues Filed	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Accusations Filed	10	22	21	34	5	0	3	3	1	3	2	1	6	6	2	2	34
Restraining/Restriction/Suspension Orders Granted	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Statement of Issues Withdrawn/Dismissed	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Accusations Withdrawn/Dismissed	2	2	0	0	1	0	0	0	1	1	0	0	0	0	0	0	3
Average Number of Days from Closure of Investigation to Imposing Formal Discipline	964	475	587	397	270	459	0	341	259	441	503	293	0	366	604	155	397
Administrative Outcomes/Final Orders																	
License Applications Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Revocation	7	2	1	3	1	1	1	2	0	0	0	0	0	0	1	0	6
Surrender of License	10	1	5	7	1	1	0	0	1	0	0	0	0	1	1	1	6
Probation with Suspension	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Suspension Only	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Probation Only	8	4	13	13	0	3	1	3	0	1	1	1	0	1	1	1	13
Public Reprimand/Public Reproval/Public Letter of Reprimand	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Decisions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	26	8	19	23	2	5	2	5	1	1	1	1	0	2	3	2	25
Probation																	
Probations Completed	N/A	21	15	16	2	1	1	1	0	0	0	0	1	0	2	0	8
Probationers Pending	N/A	59	57	52	50	52	51	53	53	54	56	57	56	57	56	57	57
Subsequent Discipline																	
Probations Revoked	N/A	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Probationers License Surrendered	N/A	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Additional Probation Only	N/A	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	2
Suspension Only Added	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Conditions Added Only	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Probation Outcome	N/A	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Petition for Modification or Termination of Probation																	
Granted	4	1	3	0	2	0	0	0	0	1	0	0	0	1	0	0	4
Denied	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Petition for Reinstatement of Revoked License/Registration/Certification																	
Granted	2	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1

Denied	1	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	1
Cost Recovery																	
Ordered	\$84,250	\$106,625	\$304,855	\$223,208	\$62,093	\$39,704	\$0	\$34,044	\$0	\$38,624	\$17,359	\$11,763	\$0	\$5,900	\$12,659	\$0	\$222,146
Collected	\$66,769	\$29,193	\$100,876	\$340,969	\$72,865	\$24,131	\$34,730	\$27,430	\$4,516	\$6,171	\$37,014	\$4,345	\$6,541	\$3,057	\$20,416	\$14,715	\$255,931
Restitution to Consumers/Refunds/Savings																	
Restitution Ordered	\$3,880	\$13,251	\$18,683	\$6,328	\$0	\$2,111	\$0	\$1,248	\$0	\$219	\$0	\$0	\$0	\$0	\$0	\$0	\$3,578
Amount Refunded	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Rework at no Charge	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Adjustments/Returns/Exchanges	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Savings Achieved for Consumers	\$3,880	\$13,251	\$18,683	\$6,328	\$0	\$2,111	\$0	\$1,248	\$0	\$219	\$0	\$0	\$0	\$0	\$0	\$0	\$3,578