*Department of Consumer Affairs*

# Physicians Assistant Committee

# Performance Measures

## Q4 Report *(April - June 2012)*

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

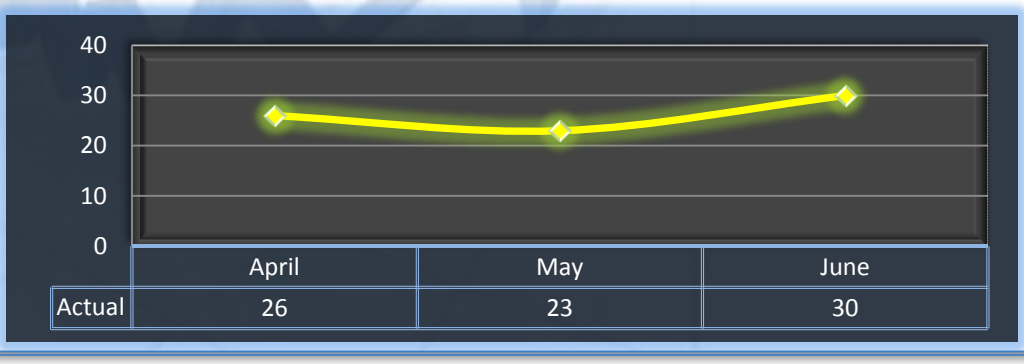
## Volume

**Number of complaints and convictions received.**

**Q4 Total: 79**

***Complaints: 68  Convictions: 11***

**Q4 Monthly Average: 26**



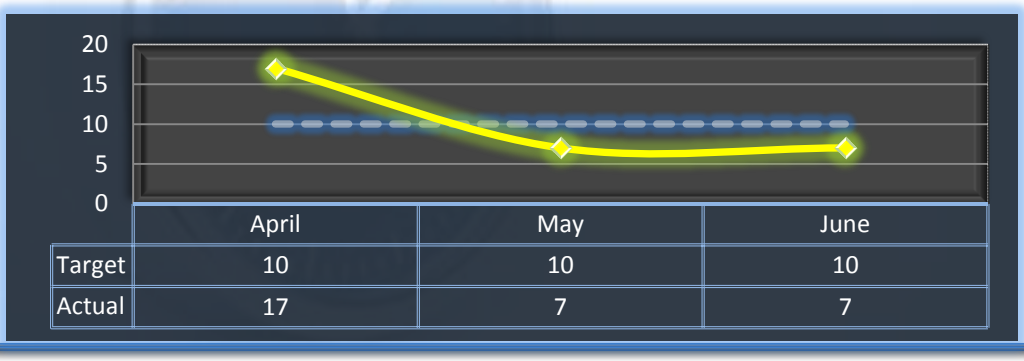

| | April | May | June |
|---|---|---|---|
| Actual | 26 | 23 | 30 |

## Intake

**Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.**

**Target: 10 Days**

**Q4 Average: 11 Days**



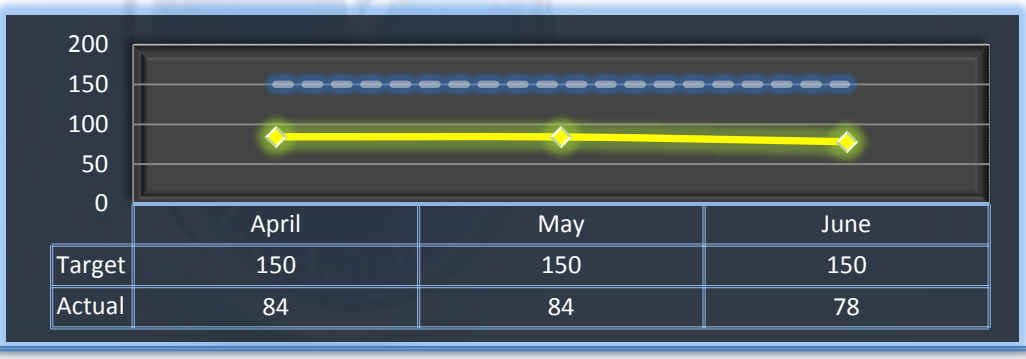

| | April | May | June |
|---|---|---|---|
| Target | 10 | 10 | 10 |
| Actual | 17 | 7 | 7 |

## Intake & Investigation

**Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.**

**Target: 150 Days**

**Q4 Average: 82 Days**



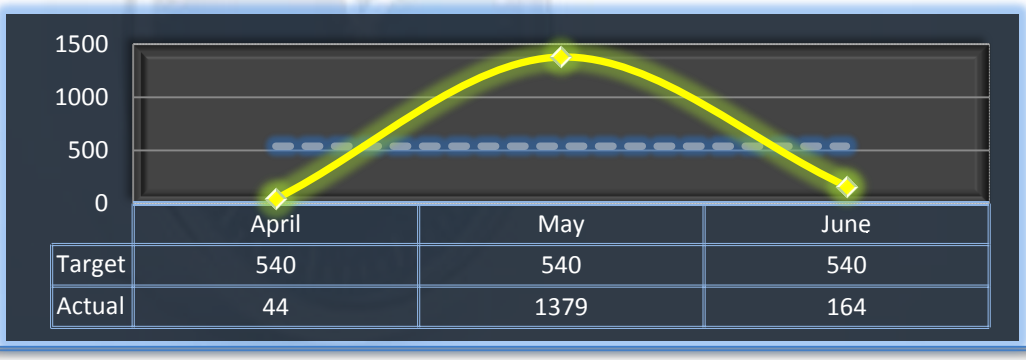

| | April | May | June |
|---|---|---|---|
| Target | 150 | 150 | 150 |
| Actual | 84 | 84 | 78 |

## Formal Discipline

**Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)**

**Target: 540 Days**

**Q4 Average: 477 Days**



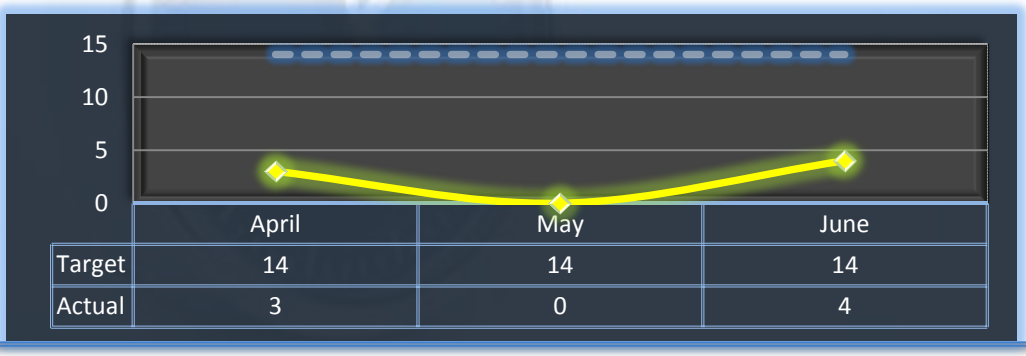

| | April | May | June |
|---|---|---|---|
| Target | 540 | 540 | 540 |
| Actual | 44 | 1379 | 164 |

## Probation Intake

**Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.**

**Target: 14 Days**

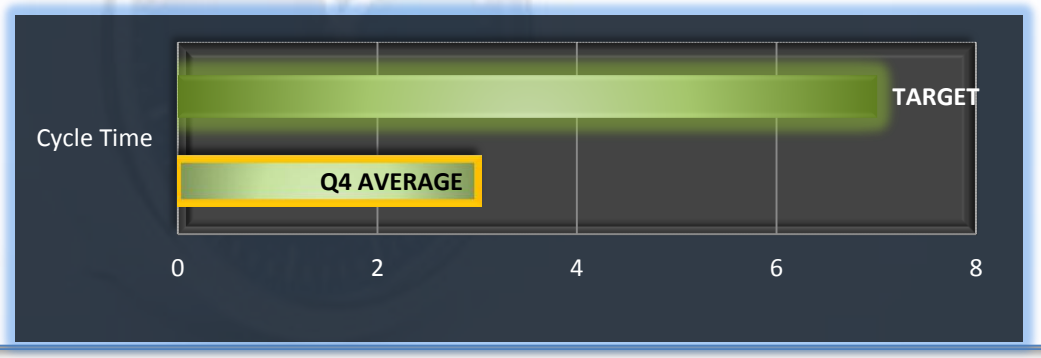
**Q4 Average: 4 Days**




| | April | May | June |
|---|---|---|---|
| Target | 14 | 14 | 14 |
| Actual | 3 | 0 | 4 |

## Probation Violation Response

**Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.**

**Target: 7 Days**

**Q4 Average: 3 Days**