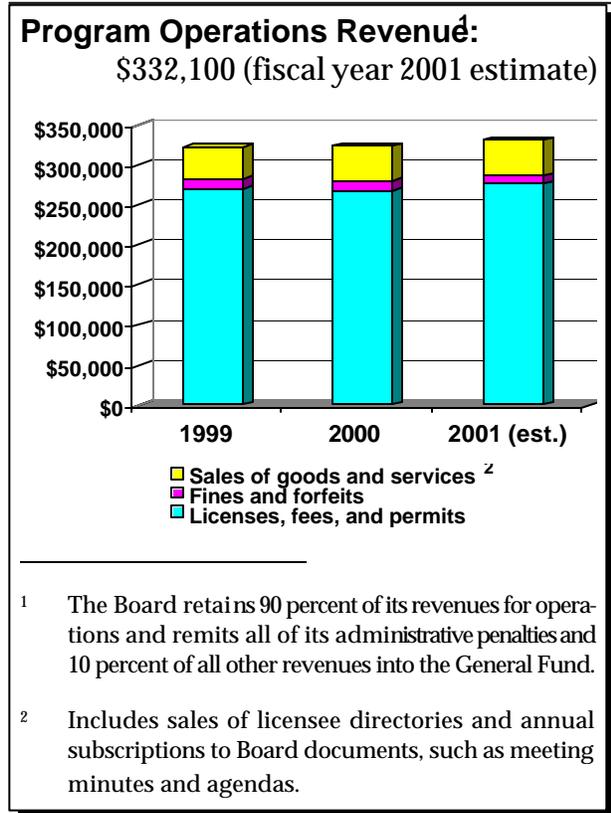


Board of Chiropractic Examiners

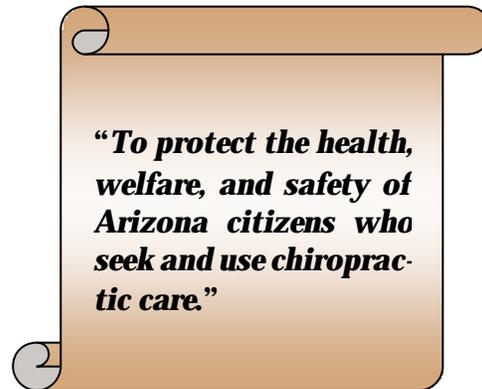
Services: The Board of Chiropractic Examiners (Board) is responsible for regulating chiropractors through licensure. The Board performs the following services: **1) Assuring applicant and license qualifications;** **2) Investigating and adjudicating complaints** concerning allegations of unprofessional conduct or other statutory violations; and **3) Providing consumer information to the public.**



Facilities: The Board owns no facilities. The Board’s office is located at 5060 North 19th Avenue, in Phoenix. Board meetings are held at this location.

Equipment: The Board owns only standard office equipment.

Agency Mission:



Personnel: 4.5 full-time staff.

The Board consists of five members who serve five-year terms:

- Three doctors of chiropractic who have resided in the State and practiced chiropractic full-time for at least three years preceding appointment; and
- Two public members who do not have any connection to chiropractic schools, institutions, or practitioners.

Program Goals (Fiscal Years 2000-2002):

1. To issue and renew licenses promptly to those applicants determined to be eligible based on their accurate and complete application and demonstration of the required standards of education, knowledge, and competency while ensuring that the public’s health, safety, and welfare is protected.

Program Goals (Concl'd):

2. To investigate promptly complaints filed against licensees throughout the State and to proactively identify risks to the consumer public. To determine in a timely and knowledgeable manner if a matter should be dismissed or proceed to hearing, to conduct hearings in a timely manner, and to impose appropriate sanctions on those found to have violated the public trust.
3. To increase public awareness of agency functions, resources, and parameters; to increase public record accessibility; and to increase communication with the public and professional community.
4. To ensure Board and staff competence and knowledge.

Adequacy of Performance Measures:

Overall, the measures set forth for the Board are appropriate, and the Board has established most of the recommended input, output, outcome, efficiency, and quality measures. However, the Board could make some improvements to its performance measures:

- The Board's current performance measures report the "number of new licenses issued per 100 applicants" and the "number of complaints per 100 licensees." More straightforward measures, such as the number of licenses issued and denied and the number of complaints received and resolved, would be easier for most people to interpret. Additionally, the Board should develop basic measures to report the number of requests for public information and the number of those requests fulfilled.