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AUDITOR GENERAL

STATE OF ARIZONA
OFFICE OF THE
AUDITOR GENERAL

WILLIAM THOMSON
DEPUTY AUDITOR GENERAL

November 28, 2005

The Honorable Robert Blendu, Chair
Joint Legislative Audit Committee

The Honorable Laura Knaperek, Vice Chair
Joint Legislative Audit Committee

Dear Senator Blendu and Representative Knaperek :

Our Office has recently completed an 18-month followup of the Arizona Medical Board regarding the implementation status of the 4 audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in March 2004 (Auditor General Report No. 04-L1). As the attached grid indicates:

- All 4 recommendations have been implemented.

Unless otherwise directed by the Joint Legislative Audit Committee, this report concludes our follow-up work on the Board's efforts to implement the recommendations from the March 2004 performance audit report.

Sincerely,

Debbie Davenport
Auditor General

DKD:Acm
Attachment

cc: Tim B. Hunter, M.D., FACR, Chairman
Arizona Medical Board

Timothy C. Miller, JD, Executive Director
Arizona Medical Board

ARIZONA MEDICAL BOARD
18-Month Follow-Up Report To
Auditor General Letter Report No. 04-L1

FINDING I: Improvements should further enhance executive director’s dismissal of complaints

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
<p>1. To further enhance the executive director’s dismissal of complaints, the Board should:</p> <p>a. Establish and implement additional policies to guide board staff on properly conducting, completing, and documenting complaint investigations, including policies for following up with complainants and witnesses, corroborating information received from physicians, and fully documenting complaint investigation analysis and recommendations. Once developed, the Board should also train its investigative staff regarding these policies.</p>	<p>Implemented at 18 Months</p>	

**ARIZONA MEDICAL BOARD
18-Month Follow-Up Report To
Auditor General Letter Report No. 04-L1**

FINDING I: Improvements should further enhance executive director’s dismissal of complaints (concl’d)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
<p>b. Establish and implement additional policies to guide decision-making during the complaint review process. Policies should reflect the factors that reviewers should consider when deciding whether a complaint should be referred for further investigation, dismissed, or forwarded to the Board, including whether all allegations are addressed, the adequacy of the evidence, and whether the evidence supports that statutory violations may have occurred. Policies should also outline the process the reviewers should follow in arriving at the final decision, including how differing conclusions among reviewers should be addressed.</p>	<p>Implemented at 18 Months</p>	

**ARIZONA MEDICAL BOARD
18-Month Follow-Up Report To
Auditor General Letter Report No. 04-L1**

FINDING II: Most technological purchases not excessive, but need for purchases not documented

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
2. The Board should annually prepare an internal technology plan, using an investment decision-making process that identifies its planned technology purchases.	Implemented at 18 Months	
3. As required by statute, the Board should ensure that it submits project investment justifications to the Government Information Technology Agency to obtain review and approval for qualifying technology purchases.	Implemented at 6 Months	