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AUDITOR GENERAL

STATE OF ARIZONA
OFFICE OF THE
AUDITOR GENERAL

MELANIE M. CHESNEY
DEPUTY AUDITOR GENERAL

January 30, 2015

The Honorable Judy Burges, Chair
Joint Legislative Audit Committee

The Honorable John Allen, Vice Chair
Joint Legislative Audit Committee

Dear Senator Burges and Representative Allen:

Our Office has recently completed an 18-month followup of the Arizona State Board of Physical Therapy regarding the implementation status of the 5 audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in May 2013 (Auditor General Report No. 13-03). As the attached grid indicates:

- All 5 recommendations have been implemented.

Unless otherwise directed by the Joint Legislative Audit Committee, this concludes our follow-up work on the Board's efforts to implement the recommendations from the May 2013 performance audit report.

Sincerely,

Dale Chapman, Director
Performance Audit Division

DC:ss
Attachment

cc: Charles Brown, Executive Director
Arizona State Board of Physical Therapy

Melinda Richardson, President
Arizona State Board of Physical Therapy

Arizona State Board of Physical Therapy

Auditor General Report No. 13-03

18-Month Follow-Up Report

Recommendation

Status/Additional Explanation

Finding 1: Board should continue its efforts to improve complaint resolution timeliness

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|-----|--|---------------------------------|
| 1.1 | The Board should continue to monitor the time it takes to resolve complaints. If complaints continue to be resolved in an untimely manner, the Board should: | Implemented at 18 months |
| a. | Continue to review its complaint resolution process and make changes as needed to ensure that it is as efficient as possible. | Implemented at 18 months |
| b. | Continue to assess its investigative staffing needs. This assessment should include a documented workload analysis that compares the Board's investigative workload, including an estimate of future workload, with its staff resources. The Board should then take appropriate action based on the results of the analysis. | Implemented at 18 months |

Sunset Factor #2: The extent to which the Board has met its statutory objective and purpose and the efficiency with which it has operated

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|----|---|--------------------------------|
| 1. | The Board should develop and implement policies and procedures regarding requests for information by the public. | Implemented at 6 months |
| 2. | The Board should develop a method to identify physical therapy businesses that meet criteria for registration but are not registered. | Implemented at 6 months |