



**DEBRA K. DAVENPORT, CPA**  
AUDITOR GENERAL

**STATE OF ARIZONA**  
OFFICE OF THE  
**AUDITOR GENERAL**

**MELANIE M. CHESNEY**  
DEPUTY AUDITOR GENERAL

December 27, 2017

The Honorable Bob Worsley, Chair  
Joint Legislative Audit Committee

The Honorable Anthony Kern, Vice Chair  
Joint Legislative Audit Committee

Dear Senator Worsley and Representative Kern:

Our Office has recently completed an 18-month followup of the *Performance Audit and Sunset Review of the Arizona Board of Osteopathic Examiners in Medicine and Surgery* regarding the implementation status of the 4 audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in June 2016 (Auditor General Report No. 16-104). As the attached grid indicates, all four recommendations have been implemented.

Unless otherwise directed by the Joint Legislative Audit Committee, this concludes our follow-up work on the Arizona Board of Osteopathic Examiners' efforts to implement the recommendations from the June 2016 performance audit report.

Sincerely,

Dale Chapman, Director  
Performance Audit Division

DC:ka  
Attachment

cc: Jenna Jones, Executive Director  
Arizona Board of Osteopathic Examiners in Medicine and Surgery

Arizona Board of Osteopathic Examiners in Medicine and Surgery members

# Arizona Board of Osteopathic Examiners in Medicine and Surgery

## Auditor General Report No. 16-104 18-Month Follow-Up Report

Recommendation	Status/Additional Explanation
<p><b>Complaint resolution: Board's complaint resolution process is generally sound, but some complaints were not resolved in a timely manner</b></p>	
<p>1. The Board should continue to implement the measures it adopted to improve complaint resolution timeliness, monitor their effect on resolving complaints in a timely manner, and make changes as needed to its complaint resolution process to ensure that it is as efficient as possible.</p>	<p><b>Implemented at 18 months</b></p>
<p>2. The Board should assess its investigative staffing needs. This assessment should include a documented workload analysis that compares the Board's workload, including an estimate of future workload, with its staff resources. The Board should then take appropriate action based on the results of this analysis. For example, the Board could use the workload analysis to determine how to maximize its allocated resources and/or work with the Legislature to request additional appropriations to hire more staff or contract for additional staff resources as needed to address temporary workload fluctuations, as appropriate.</p>	<p><b>Implemented at 18 months</b></p>
<p><b>Sunset factor #4: The extent to which rules adopted by the Board are consistent with the legislative mandate.</b></p>	
<p>1. The Board should revise AAC R4-22-207(A) to allow for the completion of 40 hours of continuing medical education any time during the 2 preceding years consistent with A.R.S. §32-1825(B).</p>	<p><b>Implemented at 18 months</b></p>
<p>2. The Board should promulgate a rule that specifies the license processing time frames for retired license applications as required by statute.</p>	<p><b>Implemented at 18 months</b></p>