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AUDITOR GENERAL

STATE OF ARIZONA
OFFICE OF THE
AUDITOR GENERAL

WILLIAM THOMSON
DEPUTY AUDITOR GENERAL

March 23, 2001

The Honorable Ken Bennett, Chairman
Joint Legislative Audit Committee

The Honorable Roberta L. Voss, Vice-Chairman
Joint Legislative Audit Committee

Dear Senator Bennett and Representative Voss:

Our Office has recently completed a 18-month follow-up with the Arizona Board of Dental Examiners regarding the implementation status of the 6 audit recommendations (including sub-parts to the recommendations) presented in the performance audit report released in August 1999 (Auditor General Report No. 99-15). As the attached grid indicates:

- 5 of the 6 recommendations have been implemented;
- 1 recommendation directed to the Legislature has not been implemented.

Because all recommendations made to the Board have been implemented, our Office does not plan to continue following up with the Board regarding implementation status.

Sincerely,

Bill Thomson
Deputy Auditor General

Attachment

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| cc: Ms. Julie N. Chapko, Executive Director Board of Dental Examiners | JLAC Committee Members |
| L. Nelson Butler, III, DDS, President, Board of Dental Examiners | Ms. Julie Szperling Senate Research Analyst |
| Senate Commerce Committee | House Health Committee |
| Ms. Tami Stowe House Research Analyst | Mr. James Keane Senate Research Analyst |
| Mr. Pete Wertheim House Research Analyst | |

ARIZONA BOARD OF DENTAL EXAMINERS
18-Month Status Update to
Auditor General Report No. 99-15

FINDING I: The Board Should Improve Its Monitoring Efforts

| Recommendation | Status of Implementing Recommendation | Explanation for Recommendations That Have Not Been Implemented |
|--|--|---|
| 1. The Board needs to ensure that data such as due dates and completion dates are consistently and accurately entered into tracking fields to facilitate monitoring and enforcement efforts. | Implemented at 6 Months | |
| 2. The Board needs to establish and implement a schedule for running, reviewing, and acting on management reports to ensure instances of noncompliance are identified and necessary follow-up is performed in a timely manner. | Implemented at 6 Months | |

ARIZONA BOARD OF DENTAL EXAMINERS
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FINDING II: The Board Could Better Serve The Public Through Improved Handling of Consent Agreements and Malpractice Cases

| Recommendation | Status of Implementing Recommendation | Explanation for Recommendations That Have Not Been Implemented |
|---|--|---|
| <p>1. When the Board uses consent agreements to resolve complaints that appear to involve statutory violations, the Board should report the provisions of the consent agreements to the public.</p> | <p>Implemented at 18 Months</p> | |
| <p>2. The Board needs to ensure that it adjudicates malpractice cases solely on their merits and without regard to whether the case has been reported to the National Practitioner Data Bank.</p> | <p>Implemented at 6 Months</p> | |

ARIZONA BOARD OF DENTAL EXAMINERS
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Auditor General Report No. 99-15

Sunset Factors

| Recommendation | Status of Implementing Recommendation | Explanation for Recommendations That Have Not Been Implemented |
|---|--|---|
| <p>1. The Board should begin informing consumers about the nature of all dismissed complaints as well as consent agreement provisions.</p> | <p style="text-align: center;">Implemented at 18 Months</p> | |
| <p>2. The Legislature should consider modifying A.R.S. §32-1203(A) to increase the number of public members on the Board so it is closer to 50 percent.</p> | <p style="text-align: center;">Not Implemented</p> | <p style="color: red;">The Legislature did not modify the Board's membership during the 2000 session, and has not proposed doing so during the 2001 session.</p> |

ARIZONA BOARD OF DENTAL EXAMINERS

18-Month Status Update to Auditor General Report No. 99-15

Sunset Factors

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|---|
| 1. The Legislature should consider modifying A.R.S. §32-1203(A) to increase the number of public members on the Board so it is closer to 50 percent |
| 2. The Board needs to further define and clarify rules to address the following issues: <ul style="list-style-type: none">a. Standards for determining whether postgraduate training is equivalent to an approved dental residency training program;b. Standards the Board will use to determine disciplinary action'c. Standards the Board will use to determine whether evidence of additional training completion is satisfactory for denture technology applicants who have failed two or more examinations;d. Standards the Board will use to determine whether to inspect dispensing dentists' practices;e. Fees to be charged for copying records and for the jurisprudence examination; and,f. Treatment and rehabilitation of licensees involved in the monitoring aftercare treatment program. |