



# ENFORCEMENT PROGRAM ACCOMPLISHMENTS

# Between FY 06-07 and 12-13

- 351% increase in criminal referrals
- 100% increase in license restrictions/suspensions
- 70% increase in license revocations
- 39% increase in completed investigations
- 36% increase in cases referred to the AG
- 26% increase in probation violations referred to AG
- 26 % increase in overall disciplinary action
- 23% increase in cases resulting in probation
- 15 % decrease in average time to complete investigation

	FY 08-09	FY 09-10	FY 10-11	FY 11-12	FY 12-13
				Agenda Item 5	
<b>Furloughs/Mandatory Leave Plan</b>	2 days per month, starting 2/1/09	3 days per month	1 day per month	1 day per month	1 day per month
<b>Working Hours Lost per investigator</b>	80	288	96	96	96
<b>Hiring Freeze in effect?</b>	No	No	Yes (beg. 8-31-10)	Yes (ended 11-23-11)	No
<b>Vacancy Rate</b> <small>(includes vacant positions with applicant in background on July 1 of each fiscal year)</small>	9%	13%	5%	17%	2%
<b>Time at investigation (average/mean)</b>	349/309	328/292	312/283	264/225	268/245

# Challenges Vanquished

- Furloughs (total loss of 656 working hours PER investigator)
- Hiring Freeze
- Loss of vehicles
- Travel restrictions
- Contract requirement for experts: individual contract needed for every single expert (requires constant tracking)

# Ongoing Challenges for MBC Investigators

- Subpoena enforcement, when needed, adds an average of **154** days to a case through no fault of the investigator — (avg. for FYs 10/11 through 12/13)
- Physician interviews add an average of **50** days to a case (avg. for FYs 10/11 through 12/13)
- VE (collaboration and review can add up to **75** days per case)
- Experts (MBC investigators service cases from cradle to grave – this includes the expert reviewer acquisition process)

# Policies/Procedures Implemented to Increase Efficiency

- Aged case council
- Revised subpoena policy
- VE manual (dual collaboration with AG's office)
- Revised Model Disciplinary Guidelines (11<sup>th</sup> edition)
- Transcribing contract for medical reports and interviews
- Zero tolerance policy for late records
- Strict timelines for investigators to obtain releases, records, conduct interviews and prepare case for expert review
- Detailed statistics provided to each supervisor to track case aging and production
- Internal process changes (eliminating redundancies)

# Milestones Achieved

- Full implementation of FTO program
- 13 weeks of POST –certified instruction to new investigators (above and beyond 16-week academy)
- 97 background investigations for sworn staff
- 62 hires of sworn staff
- Time Management training for all sworn staff
- 2% vacancy rate (lowest in five years)
- 1 week of POST-certified supervisor training

# Milestones Achieved (cont'd)

- 8-hour, CME accredited expert training program
- Re-institution of Operation Safe Medicine
- Dual training for investigators and attorneys on medical record acquisition techniques/strategies
- Legislation to require physicians to provide certified records
- Legislation calling for physician cooperation in scheduling interviews
- Dozens of outreach efforts to hospitals' medical staff, consumers and other law enforcement entities



# In Progress

- Operation RX (Prescription Strike Force)
- Statewide training specifically for over prescribing cases
- 3<sup>rd</sup> comprehensive (8-hour) expert reviewer training session

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