

# **WORKLOAD REPORT** **as of September 30, 2012**

CONSUMER INFORMATION UNIT FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
Total Calls Answered	26,022	26,022			
Calls Requesting Call Back	2,850	2,850			
Calls Abandoned	3,071	3,071			
Address Changes Completed	2,046	2,046			

CONSUMER INFORMATION UNIT FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
Total Calls Answered	89,497	15,725	20,456	28,061	25,255
Calls Requesting Call Back	14,923	4,647	5,022	3,229	2,025
Calls Abandoned	13,448	4,356	4,616	2,657	1,819
Address Changes Completed	8,894	3,451	2,133	1,909	1,401

PHYSICIAN & SURGEON DATA FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
Applications Received	1,708	1,708			
Initial Reviews Completed	1,556	1,556			
Total Pending	N/A	3,907			
Reviewed	N/A	3,365			
Not Reviewed	N/A	542			
(SR2s Pending)	N/A	93			
Licenses Issued	1,447	1,447			
Renewals Issued	16,282	16,282			

PHYSICIAN & SURGEON DATA FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
Applications Received	6,629	1,711	1,666	1,862	1,390
Initial Reviews Completed	6,729	1,491	1,689	1,979	1,570
Total Pending	N/A	4,012	4,325	4,515	3,823
Reviewed	N/A	3,273	3,530	3,928	3,423
Not Reviewed	N/A	739	795	587	400
(SR2s Pending)	N/A	108	121	124	109
Licenses Issued	5,351	1,358	1,203	1,419	1,371
Renewals Issued	64,351	16,092	14,067	17,835	16,357

SPECIALTY BOARD APPLICATIONS FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
Applications Received	0	0			
Applications Pending	1	1			

SPECIALTY BOARD APPLICATIONS FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
Applications Received	0	0	0	0	0
Applications Pending	N/A	1	1	1	1

# WORKLOAD REPORT as of September 30, 2012

SR 2 - CATEGORIES FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
Alcohol/Drugs	15	15			
PG/Medical Knowledge	41	41			
Convictions	23	23			
Other	14	14			

SR 2 - CATEGORIES FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
Alcohol/Drugs	86	30	12	27	17
PG/Medical Knowledge	188	59	40	60	29
Convictions	100	43	18	16	23
Other	179	92	44	21	22

INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
Schools Pending Recognition at Beginning of Quarter	N/A	101			
Pending Self-Assessment Reports (included above)	N/A	7			
New Self-Assessment Reports Received	0	0			
New Unrecognized Schools Received	27	27			
School Recognized Pursuant to CCR 1314(a)(1)	30	30			
School Recognized Pursuant to CCR 1314(a)(2)	0	0			
TOTAL Schools Pending Recognition at End of Quarter	N/A	98			

INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
Schools Pending Recognition at Beginning of Quarter	N/A	43	62	75	90
Pending Self-Assessment Reports (included above)	N/A	3	5	6	7
New Self-Assessment Reports Received	4	2	0	1	1
New Unrecognized Schools Received	102	22	15	18	47
School Recognized Pursuant to CCR 1314(a)(1)	47	4	2	4	37
School Recognized Pursuant to CCR 1314(a)(2)	1	1	0	0	0
TOTAL Schools Pending Recognition at End of Quarter	N/A	62	75	90	101

RESEARCH PSYCHOANALYST FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
RP Applications Received	4	4			
RP Licenses Issued	2	2			

RESEARCH PSYCHOANALYST FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
RP Applications Received	2	1	0	1	0
RP Licenses Issued	4	3	0	0	1



# WORKLOAD REPORT as of September 30, 2012

LICENSED MIDWIVES FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
Applications Received	8	8			
Applications Pending	N/A	5			
Licenses Issued	5	5			
Licenses Renewed	31	31			

LICENSED MIDWIVES FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
Applications Received	33	9	5	13	6
Applications Pending	N/A	6	3	5	4
Licenses Issued	31	4	8	10	9
Licenses Renewed	125	24	31	33	37

FICTITIOUS NAME PERMITS FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
P&S - FNP Received	363	363			
P&S - FNP Issued	284	284			
P&S - FNP Pending	N/A	55			
P&S - FNP Due Diligence	544	544			
Podiatric FNP Received	6	6			
Podiatric FNP Issued	6	6			
Podiatric FNP Pending	N/A	18			
Podiatric FNP Due Diligence	14	14			

FICTITIOUS NAME PERMITS FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
P&S - FNP Issued	1,397	384	380	315	318
P&S - FNP Pending	N/A	59	63	72	94
Podiatric FNP Issued	23	3	9	7	4
Podiatric FNP Pending	N/A	0	0	0	2

POLYSOM FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
Polysomnographic Trainee Applications Received	2	2			
Polysomnographic Technician Applications Received	20	20			
Polysomnographic Technologist Applications Received	168	168			

POLYSOM FY 11/12 **					
	FY 11/12	Q1	Q2	Q3	Q4
Polysomnographic Trainee Applications Received	0	0	0	0	0
Polysomnographic Technician Applications Received	1	0	0	0	1
Polysomnographic Technologist Applications Received	29	0	0	0	29

\*\* Program began accepting applications April of 2012

**WORKLOAD REPORT  
as of September 30, 2012**

OPTICAL REGISTRATIONS FY 12/13					
	FY 12/13	Q1	Q2	Q3	Q4
Business Registrations Issued	0	0			
Pending Applications Business	N/A	1			
Out-of-State Business Registrations Issued	0	0			
Pending Applications Out of State Bus.	N/A	1			
Spectacle Lens Registrations Issued	66	66			
Pending Applications-Spectacle Lens	N/A	59			
Contact Lens Registrations Issued	33	33			
Pending Applications-Contact Lens	N/A	20			
Spectacle Lens Registrations Renewed	230	230			
Contact Lens Registrations Renewed	94	94			

OPTICAL REGISTRATIONS FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
Business Registrations Issued	48	10	9	8	21
Pending Applications Business	N/A	30	30	18	23
Out-of-State Business Registrations Issued	1	0	0	0	1
Pending Applications Out of State Bus.	N/A	0	0	0	1
Spectacle Lens Registrations Issued	192	47	29	72	44
Pending Applications-Spectacle Lens	N/A	78	107	29	57
Contact Lens Registrations Issued	85	13	11	43	18
Pending Applications-Contact Lens	N/A	22	33	15	18
Spectacle Lens Registrations Renewed	991	216	217	276	282
Contact Lens Registrations Renewed	420	95	79	112	134



**SPECIAL PROGRAMS**  
**FY 12/13**

Permit	Applications Received				Applications Reviewed				Permits Issued				Permits Renewed				Total Pending				Applications Withdrawn or Denied			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2111	11				10				6				2				21				0			
2112	0				0				0				0				1				0			
2113	7				8				2				10				20				0			
2168	0				0				2				3				1				0			
2072	0				0				0				0				0				0			
1327	0				0				0				0				0				0			

**SPECIAL PROGRAMS**  
**FY 11/12**

Permit	Applications Received				Applications Reviewed				Permits Issued				Permits Renewed				Total Pending				Applications Withdrawn or Denied			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2111	8	2	3	11	9	5	3	9	3	7	2	5	5	2	3	3	10	15	10	16	0	0	1	0
2112	0	0	0	1	0	0	0	1	1	0	0	1	0	0	0	0	1	1	1	1	0	0	0	0
2113	5	6	9	6	5	8	9	6	14	4	4	7	6	11	14	7	8	10	14	13	0	0	1	0
2168	3	0	1	1	1	1	1	1	0	2	0	0	3	0	1	1	3	1	2	3	0	0	0	0
2072	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1327	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0

2111 - Visiting Fellow (doesn't satisfy postgraduate training required for licensure)

2112 - Hospital Fellowship Program Non-Citizen (does not satisfy postgraduate training required for licensure)

2113 - Medical School Faculty Member (may satisfy postgraduate training required for licensure)

2168 - Special Faculty Permit (academically eminent; unrestricted practice within sponsoring medical school - not eligible for licensure)

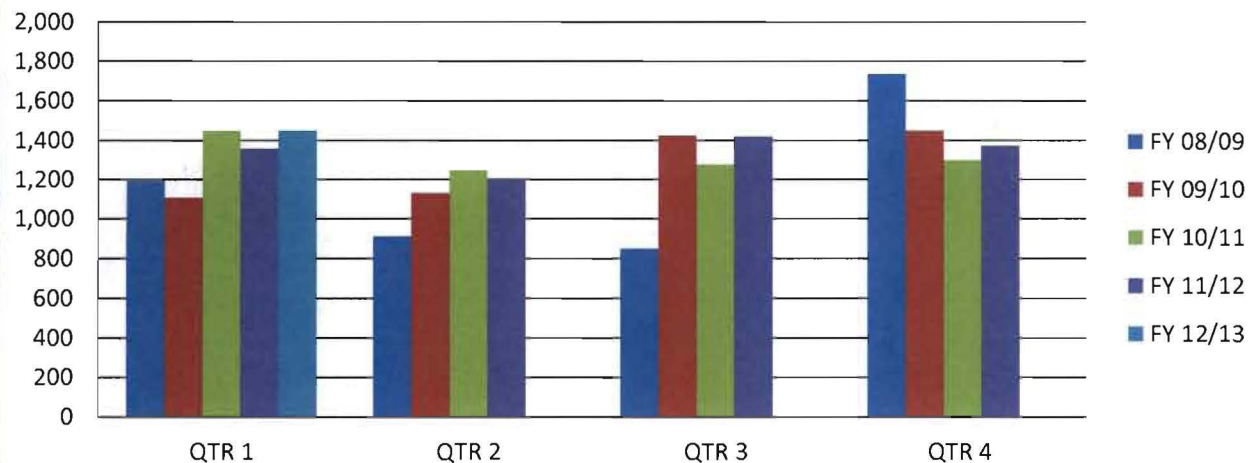
2072 - Special Permit - Correctional Facility

1327 - Medical Student Rotations - Non-ACGME Hospital Rotation

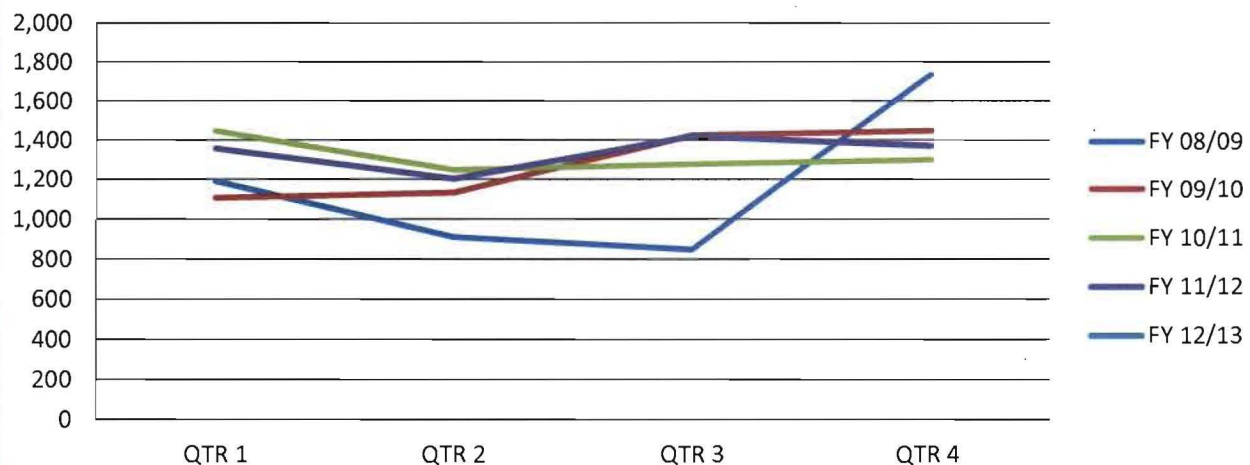
\* Information not available FY 2010/2011

PHYSICIAN'S AND SURGEON'S LICENSES ISSUED Five Fiscal Year History					
Fiscal Year	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
FY 12/13	1,447				<b>1,447</b>
FY 11/12	1,358	1,203	1,419	1,371	<b>5,351</b>
FY 10/11	1,447	1,248	1,277	1,300	<b>5,272</b>
FY 09/10	1,107	1,132	1,424	1,447	<b>5,110</b>
FY 08/09	1,192	912	849	1,735	<b>4,688</b>

### LICENSES ISSUED



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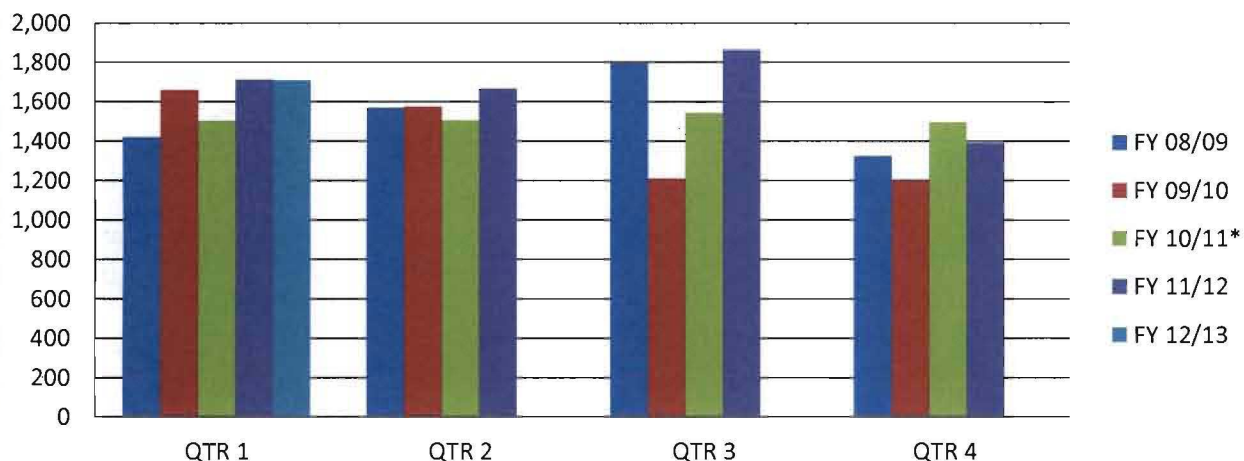




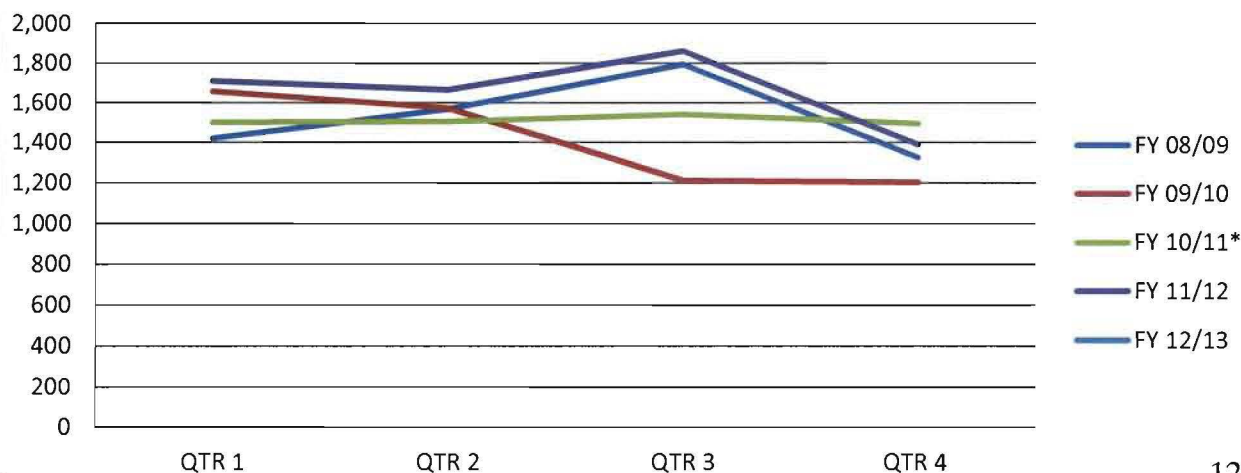
*PHYSICIAN'S AND SURGEON'S LICENSE AND PTAL APPLICATIONS RECEIVED Five Fiscal Year History					
Fiscal Year	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
FY 12/13	1,708				<b>1,708</b>
FY 11/12	1,711	1,666	1,862	1,390	<b>6,629</b>
FY 10/11*	1,503	1,505	1,543	1496	<b>6,047</b>
FY 09/10	1,658	1,573	1,211	1,203	<b>5,645</b>
FY 08/09	1,420	1,568	1,794	1,325	<b>6,107</b>

\* Applications Received Total and Q4 numbers have been corrected to match the FY 10/11 Annual Report. Previous Reported as: Total 5,914 and Q4 as 1,363 in July 2011 Board Meeting Packet.

### P&S APPLICATIONS RECEIVED



### P&S APPLICATIONS RECEIVED



**Fiscal Year - 2012/2013**

<b>Strategic Plan Goal 5: Organizational Effectiveness</b> <b>Objective 5.1: Licensing Applications to be Reviewed Within 45 Days</b>					
	<b>FY 12/13</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
# of Weeks 45 Day Initial Review Goal Not Met	<b>0</b>				
Number of Week Per Quarter / Total Weeks	<b>13</b>				
Highest # of Days Initial Review Goal Exceeded	<b>N/A</b>				

**Fiscal Year - 2011/2012**

<b>Strategic Plan Goal 5: Organizational Effectiveness</b> <b>Objective 5.1: Licensing Applications to be Reviewed Within 45 Days</b>					
	<b>FY 11/12</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
# of Weeks 45 Day Initial Review Goal Not Met	<b>9</b>	1	6	2	0
Number of Week Per Quarter / Total Weeks	<b>52</b>	13	13	13	13
Highest # of Days Initial Review Goal Exceeded	<b>N/A</b>	3	7	5	0



**PHYSICIAN'S AND SURGEON'S  
APPLICATIONS RECEIVED AND LICENSES ISSUED**

**Fiscal Year - 2012/2013**

2012 - 2013 -->	Applications Received (License & PTAL)					Percentage				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
US/CAN	975				975	56.62%				56.62%
IMG - License	269				269	15.62%				15.62%
IMG - PTAL	478				478	27.76%				27.76%
<b>TOTAL</b>	<b>1,722</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,722</b>	<b>100.00%</b>				<b>100.00%</b>

2012 - 2013 -->	Licenses & PTAL Issued					Percentage				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
US/CAN	1,037				1,037	81.27%				81.27%
IMG - License	239				239	18.73%				18.73%
<b>TOTAL</b>	<b>1,276</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,276</b>	<b>100.00%</b>				<b>100.00%</b>
<b>Total PTAL Issued</b>	<b>171</b>									

**Fiscal Year - 2011/2012**

2011 - 2012 -->	Applications Received (License & PTAL)					Percentage				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
US/CAN	984	1,196	1,300	794	4,274	57.51%	71.79%	69.82%	57.12%	64.47%
IMG - License	271	243	337	352	1,203	15.84%	14.59%	18.10%	25.32%	18.15%
IMG - PTAL	456	227	225	244	1,152	26.65%	13.63%	12.08%	17.55%	17.38%
<b>TOTAL</b>	<b>1,711</b>	<b>1,666</b>	<b>1,862</b>	<b>1,390</b>	<b>6,629</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

2011 - 2012 -->	Licenses & PTAL Issued					Percentage				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
US/CAN	969	888	1,131	1,023	4,011	71.35%	73.82%	79.70%	74.62%	74.96%
IMG - License	389	315	288	348	1,340	28.65%	26.18%	20.30%	25.38%	25.04%
<b>TOTAL</b>	<b>1,358</b>	<b>1,203</b>	<b>1,419</b>	<b>1,371</b>	<b>5,351</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>
<b>Total PTAL Issued</b>	<b>338</b>	<b>349</b>	<b>204</b>	<b>324</b>	<b>1,215</b>					