WORKLOAD REPORT

as of March 31, 2010

AGENDA ITEM 19A FISCAL YEAR 2009-10

| AMBULATORY SURGERY | CENTER APPR | OVALS | Y 09/10* | |
|-------------------------------|-------------|-------|----------|----|
| | Q1 | Q2 | Q3 | Q4 |
| Renewal Applications Received | 0 | 4 | n/a | |
| Renewal Applications Issued | 0 | 4 | n/a | |

^{*} Approval granted for three (3) years

| CONSUMER INFORMATION UNIT FY 09/10 | | | | | | | | | | | | |
|------------------------------------|--------|--------|--------|----|--|--|--|--|--|--|--|--|
| | Q1 | Q2 | Q3 | Q4 | | | | | | | | |
| Total Calls Answered | 27,117 | 22,049 | 23,579 | | | | | | | | | |
| Calls Requesting Call Back | 4,951 | 3,021 | 4,491 | | | | | | | | | |
| Calls Abandoned | 4,967 | 3,336 | 4,834 | | | | | | | | | |
| Address Changes Completed | 3,346 | 2,302 | 2,217 | | | | | | | | | |

| PHYSICIAN & | SURGEON DATA | FY 09/10 | | |
|---------------------------|--------------|----------|--------|----|
| | Q1 | Q2 | Q3 | Q4 |
| Applications Received | 1,651 | 1,555 | 1,274 | |
| Initial Reviews Completed | n/a | n/a | 1,658 | |
| Applications Pending | n/a | n/a | 6,716 | |
| SR2 Applications Pending | n/a | n/a | 73 | |
| Licenses Issued | 1,107 | 1,132 | 1,425 | |
| Renewals Issued | 14,883 | 15,668 | 15,447 | |

| | | | | | | S | PEC | AL P | ROG | RAN | IS FY | 09/ | 10 | | | | | | | |
|--------------------|----|----|-----------------|----|----|--------------------------|-----|------|-----|-------------|-------|-----|----|--------------|----|----|-------------|----|--------------|----|
| Permit Category | Α | | ations eived | ; | , | Applications Reviewed | | | | mits ued | | | | mits ewed | | | tal ding | | tal log** | |
| oalegory | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q3 | Q4 | Q3 | Q4 |
| 2111* | 12 | 4 | 3 | | 12 | 4 | 3 | | 17 | 10 | 3 | | 17 | 11 | 6 | | 6 | | 0 | 4- |
| 2112 | 1 | 0 | 0 | | 1 | 0 | 0 | | 1 | 1 | 0 | | 1 | 0 | 0 | | 0 | | 0 | |
| 2113 | 5 | 1 | 3 | | 5 | 1 | 0 | | 13 | 4 | 1 | | 13 | 18 | 18 | | 8 | | 3 | |
| 2168 | 1 | 0 | 0 | | 1 | 0 | 0 | | 0 | 0 | 2 | | 0 | 1 | 1 | | 1 | | 0 | |
| 2072 | 0 | 0 | 0 | | 0 | 0 | 0 | | 0 | 0 | 0 | | 0 | 0 | 0 | | 0 | | 0 | |
| 1327 | 1 | 0 | 0 | | 1 | 0 | 0 | | 0 | 0 | 0 | | 0 | 2 | 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 Faculty Permit Correctional Facility
- 1327 Special Faculty Permit Hospital
- **Number of requests over the 10-working day regulatory timelines for reviewing an application n/a Not applicable

WORKLOAD REPORT

as of March 31, 2010

AGENDA ITEM 19A FISCAL YEAR 2009-10

| INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 09/10 | | | | | | | | | | | |
|--|----|----|----|----|--|--|--|--|--|--|--|
| | Q1 | Q2 | Q3 | Q4 | | | | | | | |
| New Applications Received in Quarter | 0 | 1 | 0 | | | | | | | | |
| Pending Assignment to Consultant in Previous Quarter | 2 | 3 | 1 | | | | | | | | |
| Applications to Consultant in Current Quarter* | 1 | 1 | 3 | | | | | | | | |
| Total Pending Applications** | 3 | 4 | 4 | | | | | | | | |

^{*} Applications received in: March 2008, August 2008, January 2009, and October 2009

^{**}Of the three pending applications currently with the consultant, two were reviewed and are awaiting the school's response

| LICENSED MIDWIVES FY 09/10 | | | | | | | | | | | | |
|----------------------------|-----|----|----|----|--|--|--|--|--|--|--|--|
| | Q1 | Q2 | Q3 | Q4 | | | | | | | | |
| Applications Received | 2 | 0 | 10 | | | | | | | | | |
| Applications Pending | n/a | 1 | 0 | | | | | | | | | |
| Licenses Issued | 2 | 2 | 10 | | | | | | | | | |
| Licenses Renewed | 18 | 4 | 29 | | | | | | | | | |

| OPTICAL REGISTR | ATIONS FY | 9/10 | | |
|--|-----------|------|-----|----|
| | Q1 | Q2 | Q3 | Q4 |
| Business Registrations Issued | 19 | 60 | 8 | |
| Pending Applications Business | n/a | n/a | 82 | |
| Out-of-State Business Registrations Issued | 1 | 0 | 0 | |
| Pending Applications Out of State Bus. | n/a | n/a | 0 | |
| Spectacle Lens Registrations Issued | 56 | 18 | 71 | |
| Pending Applications-Spectacle Lens | n/a | n/a | 47 | |
| Contact Lens Registrations Issued | 36 | 11 | 26 | |
| Pending Applications-Contact Lens | n/a | n/a | 22 | |
| Spectacle Lens Registrations Renewed | 214 | 200 | 242 | |
| Contact Lens Registrations Renewed | 82 | 93 | 77 | |

| RESEARCH PSYCHOANALYST (RP) FY 09/10 | | | | | | | | | | | |
|--------------------------------------|----|----|----|----|--|--|--|--|--|--|--|
| | Q1 | Q2 | Q3 | Q4 | | | | | | | |
| RP Applications Received | 0 | 0 | 0 | | | | | | | | |
| RP Licenses Issued | 0 | 1 | 0 | | | | | | | | |

| FICTITIOUS NAME PERMITS (FNP) FY 09/10 | | | | | | | | | | | | |
|--|-----|-----|-----|----|--|--|--|--|--|--|--|--|
| | Q1 | Q2 | Q3 | Q4 | | | | | | | | |
| P&S - FNP Issued | 276 | 227 | 210 | | | | | | | | | |
| P&S - FNP Pending | n/a | n/a | 242 | | | | | | | | | |
| Podiatric FNP Issued | 6 | 6 | 1 | | | | | | | | | |
| Podiatric FNP Pending | 0 | 0 | 1 | | | | | | | | | |

| SPECIALTY BOARD APPI | LICATIONS | FY 09/10 | | |
|--|-----------|----------|----|----|
| | Q1 | Q2 | Q3 | Q4 |
| Applications Received (Emergency Medicine) * | 0 | 0 | 0 | |

^{*}Application received in 1999 and is incomplete

Licensing Program

Weekly Application Production

| week ending> | 23-Jan | 30-Jan | 6-Feb | 13-Feb | 20-Feb | 27-Feb | 6-Mar | 13-Mar | 20-Mar | 27-Mar | 3-Apr | 10-Apr |
|---|----------|---------------|----------|-----------|--------------|----------|----------|----------|----------|----------|----------|----------|
| Number of Workdays> | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 4 |
| pplications Received | | EX. HE | | THE PARTY | E Kab | MARIE | | | | PARTY. | PERM | |
| US/CAN | 67 | 101 | 62 | 73 | . 22 | 68 | 56 | 46 | 28 | 82 | 46 | 137 |
| IMG - License | 10 | 31 | 23 | 8 | 22 | 32 | 13 | 8 | 19 | 26 | 17 | |
| IMG - PTAL | 17 | 20 | 17 | 6 | 19 | 23 | 17 | 7 | 24 | 29 | 37 | 4 |
| Total | 94 | 152 | 102 | 87 | 63 | 123 | 86 | 61 | 71 | 137 | 100 | 146 |
| oplications Completed (License or PTAL Issued) | | 4500 | | | | | | | | | | |
| US/CAN | 62 | 41 | 104 | 99 | 45 | 73 | 148 | 65 | 91 | 76 | 125 | 7. |
| IMG - License | 17 | 30 | 34 | 24 | 10 | 15 | 37 | 13 | 32 | 32 | 43 | 1 |
| IMG - PTAL | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA | 1: |
| Total | 79 | 71 | 138 | 123 | 55 | 88 | 185 | 78 | 123 | 108 | 168 | 97 |
| pplications Processed (Initial Review Completed) | | | | | F STE | 1745 | | | | | Estat 1 | |
| Application Complete Upon Initial Review (ready for licensure) | | | | | | | | | | | | |
| US/CAN | 15 | 20 | 13 | 11 | 14 | 6 | 6 | 12 | 8 | 1 | 5 | 1 |
| IMG - License | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | |
| IMG - PTAL | 3 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | |
| Subtotal | 18 | 20 | 14 | 11 | 14 | 6 | 8 | 12 | 9 | 2 | 5 | 11 |
| Initial Review (Application Deficient) | | | HE | | | | | | | | | |
| . US/CAN | 66 | 94 | 87 | 54 | 67 | 71 | 68 | 109 | 88 | 24 | 31 | 49 |
| IMG - License | 18 | 23 | 12 | 10 | 10 | 18 | 19 | 16 | 15 | 10 | 12 | 1 |
| IMG - PTAL | 20 | 24 | 18 | 10 | 4 | 11 | 14 | 20 | 15 | 11 | 7 | 1 |
| Subtotal | 104 | 139 | 117 | 74 | 81 | 100 | 101 | 133 | 118 | 45 | 50 | 76 |
| Total | 122 | 159 | 131 | 85 | 95 | 106 | 109 | 145 | 127 | 47 | 55 | 87 |
| ventory Waiting Initial Review | | | | A RET | | | | | | | | |
| NEW: 0-30 days | 307 | 408 | 401 | 405 | 432 | 450 | 418 | 405 | 455 | 438 | 453 | 43 |
| AGING: 31-60 days | 378 | 354 | 340 | 306 | 291 | 372 | 414 | 426 | 447 | 430 | 415 | 41 |
| AGING: 61-90 days | 228 | 168 | 146 | 174 | 170 | 133 | 131 | 48 | 12 | 117 | 185 | 19 |
| BACKLOG: Over 90 days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Total | 913 | 930 | 887 | 885 | 893 | 955 | 963 | 879 | 914 | 985 | 1053 | 1047 |
| | 11/10/09 | | 11/25/09 | 12/03/09 | 12/10/09 | | 12/28/09 | 01/04/10 | 12/28/09 | 01/25/10 | 01/25/10 | 01/25/1 |
| Days out of Compliance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | (|
| Age (in days) - Oldest Application Awaiting Review | 74 | 73 | 73 | 72 | 72 | 70 | 68 | 70 | 84 | 63 | 70 | 77 |
| Date of Oldest Pending Mail Awaiting Review | | | | 1 311 | | 01/25/10 | 02/10/10 | 02/23/10 | 02/26/10 | 03/09/10 | 03/09/10 | 03/12/10 |
| Age (in Days) - Oldest Pending Mail Awaiting Review | | DE CONTRACTOR | | | - FR. 17. 18 | 33 | 24 | 18 | 22 | 18 | 25 | 28 |

Note: Subtract from Applications Received 46 files (17 PTAL, 8 IMG, 21 US). They were added in last week manually.

Note: Added to Applications Received 84 US files. Staff did not complete pathways prior to running of weekly report.

Note: Subtracted 1 file from Inventory Over 90 and added it to 0-30 days due to staffing error on input of application received date.

Note: Effective 4/4/10, a report was created for initial/subsequent PTAL's issued

proceedings and a second parties of the

GME Residents Needing Licensure

| week ending> | 6-Feb | 13-Feb | 20-Feb | 27-Feb | 6-Mar | 13-Mar | 20-Mar | 27-Mar | 3-Apr | 10-Apr | 17-Apr | 24-Apr |
|--|-------|--------|--------|--------|-------|--------|--------|--------|-------|--------|--------|--|
| Number of Workdays> | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 |
| Pending Applications | | | | | | | PHE TO | | | | | THE STATE OF THE S |
| Applications Reviewed & Pending | 626 | 610 | 688 | 691 | 656 | 660 | 638 | 647 | 638 | 521 | | |
| Applications Not Reviewed | | | 177 | 162 | 162 | 151 | 109 | 111 | 94 | 163 | | |
| Applications Not Received | | - 1 | 200 | 184 | 191 | 153 | 149 | 139 | 144 | 79 | | |
| Applications Not Reviewed and Not Received | 327 | 346 | | WEST | | | | | | | | |
| Total Pending | 953 | 956 | 1065 | 1037 | 1009 | 964 | 896 | 897 | 876 | 763 | 0 | 0 |
| Licenses Issued | 539 | 577 | 641 | 671 | 741 | 786 | 824 | 838 | 863 | 1016 | | |
| Total Names Identified by GME Offices | 1492 | 1533 | 1706 | 1708 | 1750 | 1750 | 1720 | 1735 | 1739 | 1779 | О | 0 |

Note: Week of March 20, 30 duplicate records were discovered and deleted.

Licensing Program

Weekly Application Production

| week ending> | 6-Feb | 13-Feb | 20-Feb | 27-Feb | 6-Mar | 13-Mar | 20-Mar | 27-Mar | 3-Apr | 10-Apr | 17-Apr | 24-Apr |
|---|----------|----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Number of Workdays> | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 5 |
| Applications Received | | | | | | | | | | | | |
| US/CAN | 62 | 73 | 22 | 68 | 56 | 46 | 28 | 82 | 46 | 53 | 63 | 41 |
| IMG - License | 23 | 8 | 22 | 32 | 13 | 8 | 19 | 26 | 17 | 5 | 22 | 19 |
| IMG - PTAL | 17 | 6 | 19 | 23 | 17 | 7 | 24 | 29 | 37 | 4 | 24 | 26 |
| Total | 102 | 87 | 63 | 123 | 86 | 61 | 71 | 137 | 100 | 62 | 109 | 86 |
| Applications Completed (License or PTAL Issued) | | | | | | | | | | | | |
| US/CAN | 104 | 99 | 45 | 73 | 148 | 65 | 91 | 76 | 125 | 74 | 89 | 56 |
| IMG - License | 34 | 24 | 10 | | 37 | 13 | 32 | 32 | 43 | 12 | 19 | 18 |
| IMG - PTAL | NA | NA | NA | NA | NA | NA | NA | NA | NA | 11 | 11 | 20 |
| Total | 138 | 123 | 55 | 88 | 185 | 78 | 123 | 108 | 168 | 97 | 119 | 94 |
| Applications Processed (Initial Review Completed) | | The State of | | AUT TO | | | | | | | | |
| Application Complete Upon Initial Review | | | | | | | | | | | | |
| (ready for licensure) | | | | | | | | | | | | |
| US/CAN | 13 | 11 | 14 | 6 | 6 | 12 | 8 | 1 | 5 | 11 | 9 | 13 |
| IMG - License | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| IMG - PTAL | 1 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Subtotal | 14 | 11 | 14 | 6 | 8 | 12 | 9 | 2 | 5 | 11 | 10 | 15 |
| Initial Review (Application Deficient) | | | | | | | | | | | | |
| US/CAN | 87 | 54 | 67 | 71 | 68 | 109 | 88 | 24 | 31 | 49 | 89 | 121 |
| IMG - License | 12 | 10 | 10 | 18 | 19 | 16 | 15 | 10 | 12 | 16 | 25 | 17 |
| IMG - PTAL | 18 | 10 | 4 | 11 | 14 | 20 | 15 | 11 | 7 | 11 | 10 | 16 |
| Subtotal | 117 | 74 | 81 | 100 | 101 | 133 | 118 | 45 | 50 | 76 | 124 | 154 |
| Total | 131 | 85 | 95 | 106 | 109 | 145 | 127 | 47 | 55 | 87 | 134 | 169 |
| Inventory Waiting Initial Review | | | | | | 10000 | | | | | HALLEY | SER BAN |
| NEW: 0-30 days | 401 | 405 | 432 | 450 | 418 | 405 | 455 | 438 | 453 | 439 | 505 | 437 |
| AGING: 31-60 days | 340 | 306 | 291 | 372 | 414 | 426 | 447 | 430 | 415 | 415 | 408 | 427 |
| AGING: 61-90 days | 146 | 174 | 170 | 133 | 131 | 48 | 12 | 117 | 185 | 193 | 152 | 136 |
| BACKLOG: 0ver 90 days | 0 | 0 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 887 | 885 | 893 | 955 | 963 | 879 | 914 | 985 | 1053 | 1047 | 1065 | 1000 |
| Date of Oldest Application Awaiting Initial Review | 11/25/09 | 12/03/09 | 12/10/09 | 12/19/09 | 12/28/09 | 01/04/10 | 12/28/09 | 01/25/10 | 01/25/10 | 01/25/10 | 02/04/10 | 02/16/10 |
| Days out of Compliance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Age (in days) - Oldest Application Awaiting Review | 73 | 72 | 72 | 70 | 68 | 70 | 84 | 63 | 70 | 77 | 73 | 68 |
| Date of Oldest Pending Mail Awaiting Review | | 10 10 10 10 10 | | 01/25/10 | 02/10/10 | 02/23/10 | 02/26/10 | 03/09/10 | 03/09/10 | 03/12/10 | 03/16/10 | 03/26/10 |
| Age (in Days) - Oldest Pending Mail Awaiting Review | | 1000000 | | 33 | 24 | 18 | 22 | 18 | 25 | 28 | 33 | 29 |

Note: Based on review of Exception Report added 3 apps to Initial Reviews Apps w/Deficiences; Removed 1 app from Apps w/Def and added it to Apps Complete

GME Residents Needing Licensure

| week ending> | 6-Feb | 13-Feb | 20-Feb | 27-Feb | 6-Mar | 13-Mar | 20-Mar | 27-Mar | 3-Apr | 10-Apr | 17-Apr | 24-Apr |
|--|-------|--------|--------|--------|-------|--------|--------|--------|-------|--------|--------|--------|
| Number of Workdays> | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 |
| Pending Applications | | | | | | | | | | | | |
| Applications Reviewed & Pending | 626 | 610 | 688 | 691 | 656 | 660 | 638 | 647 | 638 | 521 | 495 | 513 |
| Applications Not Reviewed | | | 177 | 162 | 162 | 151 | 109 | 111 | 94 | 163 | 77 | 46 |
| Applications Not Received | | | 200 | 184 | 191 | 153 | 149 | 139 | 144 | 79 | 73 | 64 |
| Applications Not Reviewed and Not Received | 327 | 346 | | | | | | | | | | |
| Total Pending | 953 | 956 | 1065 | 1037 | 1009 | 964 | 896 | 897 | 876 | 763 | 645 | 623 |
| Licenses Issued | 539 | 577 | 641 | 671 | 741 | 786 | 824 | 838 | 863 | 1016 | 1061 | 1080 |
| Total Names Identified by GME Offices | 1492 | 1533 | 1706 | 1708 | 1750 | 1750 | 1720 | 1735 | 1739 | 1779 | 1706 | 1703 |

Note: Week of March 20, 30 duplicate records were discovered and deleted.

Note: Week of April 17 re: Total Names Identified by GME offices has been adjusted as a result of names being crossed off per the request of the GME office.

WEB APPLICANT ACCESS SYSTEM

| Login Type | 10-Feb | 10-Mar |
|------------------------|--------|--------|
| Successful Logins | 6153 | 7949 |
| Unique IP Addresses | 2220 | 2262 |
| Unique ATS IDs | 1644 | 1782 |

The table above displays the total number of Successful Logins, the number of unique IP addresses for those logins, and the number of unique ATS IDs for those logins per month. In February 2010, there were 6,153 successful logins but all those logins were done to check only 1644 unique ATS IDs. Therefore, many are logging in multiple times per month, repeatedly checking their status. The table below, breaks down the unique ATS ID's by weeks.

| Unique ATS IDs | (25) | (80) (8) | | | 2/28/10 - 3/6/10 | | | | |
|-------------------|------|----------|-----|-----|---------------------|-----|-----|-----|-----|
| AISIUS | 534 | 900 | 730 | 759 | 783 | 751 | 799 | 814 | 807 |

