

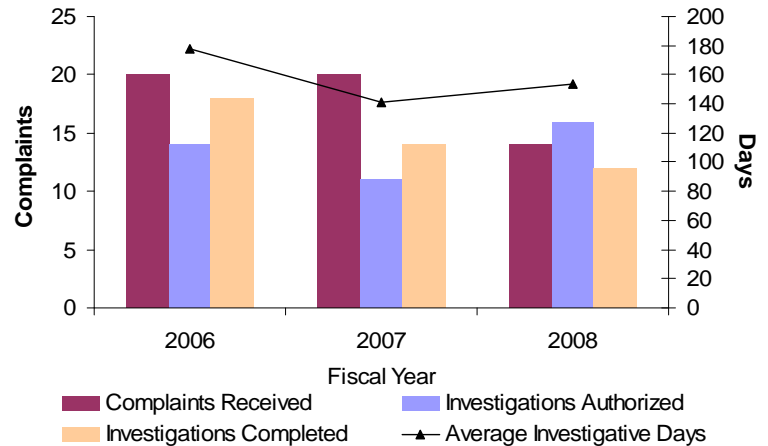
## Three-Year Summary – Board of Hearing and Speech

### Complaints

**Received complaints** include all complaints from the public and other practitioners.

**Authorized investigations** include complaints where the disciplinary authority has requested investigation.

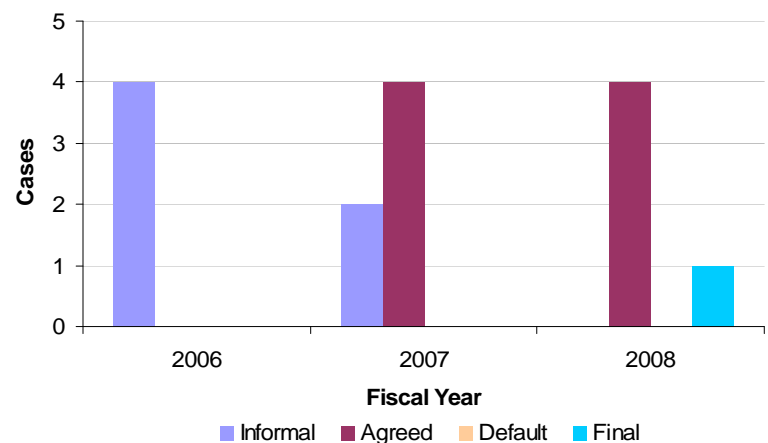
**Completed investigations** are complaints closed with, or without, disciplinary action



### Discipline

**Final actions** occur once the formal hearing process is complete.

Other disciplinary actions occur through settlement. These include those before charges are filed, **informal**, or those after charges are filed, **agreed**.

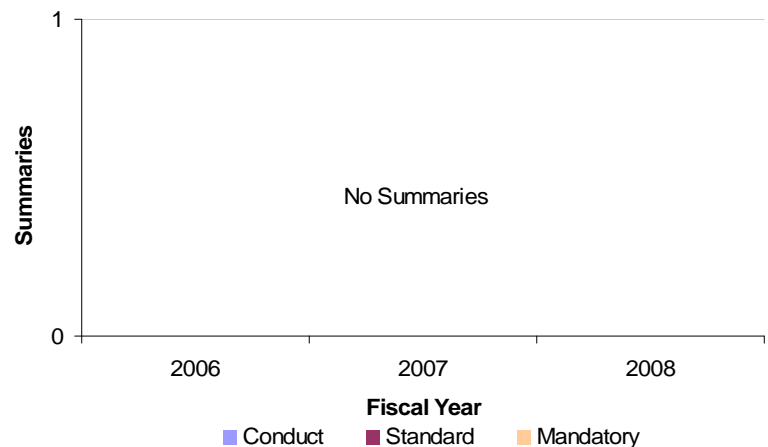


### Summary Actions

Summary actions occur when there is a high risk to the public. There are three categories: **Conduct** – Involve a professional’s personal behavior, including sexual misconduct, criminal convictions and drug use.

**Standard of Care** – Involve the quality of health care provided by the practitioner.

**Mandatory** – When Washington must suspend a license because a person lost their license in another state.



**Data Source:** Washington State Department of Health. Data compiled from licensing, complaint, discipline and other information. See also, *2005-07 Biennial Report*, Health Professions Quality Assurance and Regulatory Activities. June 2008.

**Data Note:** Data are by fiscal year, July 1 – June 30 of each year.

“Public Health – Always Working for a Safer and Healthier Washington.”