

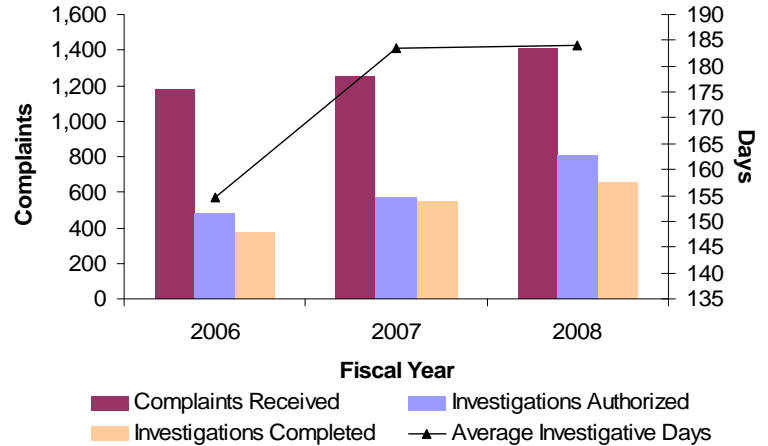
Three-Year Summary – Nursing Care Quality Assurance Commission

Complaints

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

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

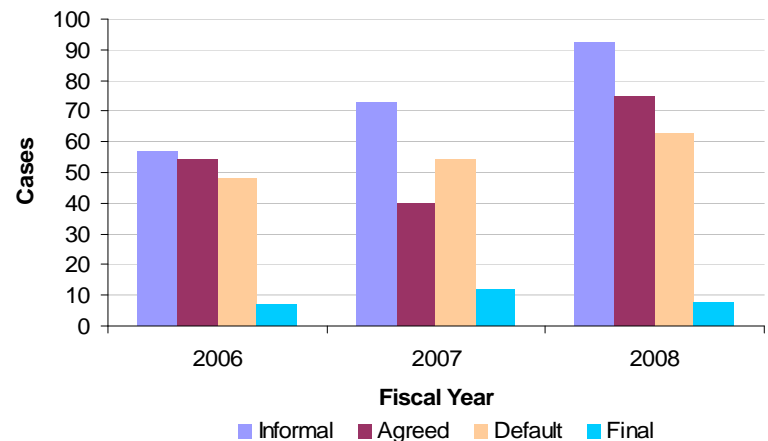
Completed investigations are complaints closed with, or without, disciplinary action



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**.

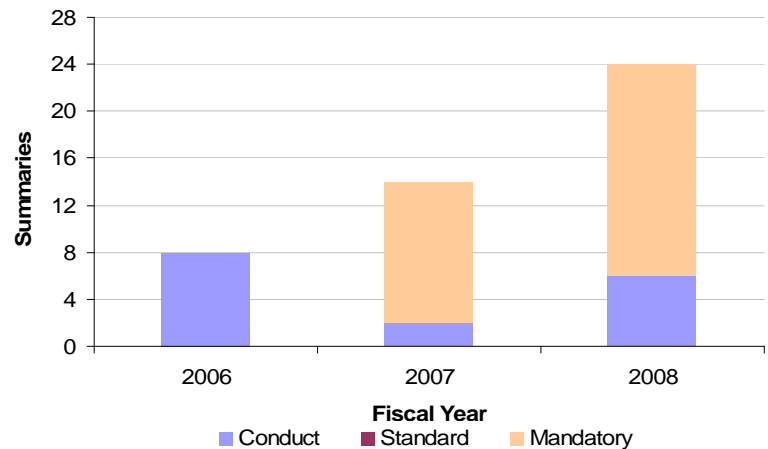


Summary Actions

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.”