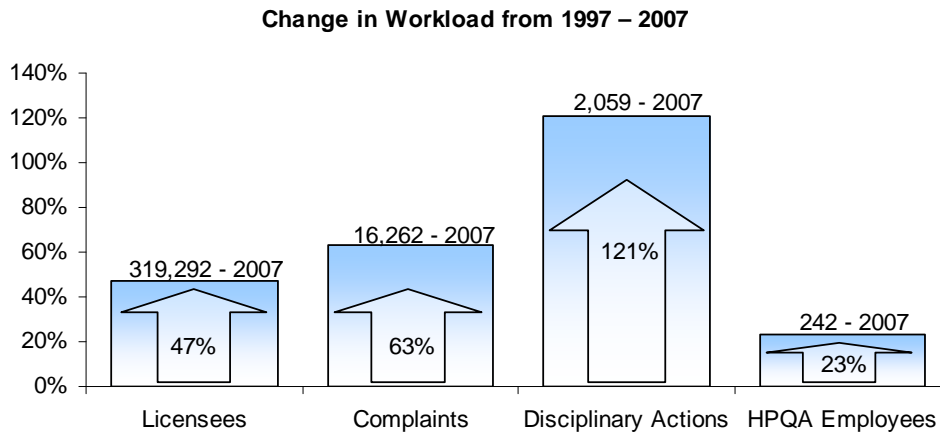




Workload and Staffing



The workload for HPQA staff has jumped sharply since the 1995-1997 biennium, as shown in the above chart. The legislature approved 11 new disciplinary staff through June 2008 to cut the backlog of disciplinary cases. The legislature also asked for a workload study on staffing needs. In the last ten years:

- The number of licensees increased by 47 percent.
- Open complaints increased by 63 percent.
- Disciplinary actions increased by 121 percent.
- The number of regulated professions increased by 22 percent, from 51 to 62.
- Staffing for credentialing and discipline increased by 23 percent. This does not include the 11 staff granted for fiscal year 2008 only.

Source: Washington State Department of Health. Data compiled from licensing, complaint, discipline and other information. See also, *2005–2007 Biennial Report*, Health Professions Quality Assurance and Regulatory Activities. June 2008.

Note: Periods are based on the biennium, which includes the two-year state budget cycle. For example, 05-07, would be July 1, 2005 to June 30, 2007.