



*HEALTH
PROFESSIONS
DISCIPLINE AND
REGULATORY
ACTIVITIES*

2017-19

*Uniform
Disciplinary Act
Biennial Report*

**Health Systems
Quality Assurance
Division**



May 2020

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Notes

The Uniform Disciplinary Act (UDA) provides legal and policy framework for the regulation and oversight of health care providers in Washington. The secretary of health and 17 boards and commissions from various health professions are charged with implementing this law. The department, boards, and commissions develop rules to implement the UDA. These rules follow the Administrative Procedures Act and have the force of administrative law. The secretary, boards, and commissions are the disciplining authorities. They decide whether a health care professional has committed unprofessional conduct. They also determine if the provider can continue to practice with reasonable skill and safety, and under what conditions.

1. This report uses legal and regulatory terms that might not be familiar to some readers. To help you understand this report, please see Appendix A (page 94) for definitions.
2. The Uniform Disciplinary Act provides the legal and policy framework for the regulatory oversight of health professions. The Act can be found at [RCW 18.130](#).
3. Disciplinary information against particular providers is available to the public at the Washington State Department of Health's [Provider Credential Search](#). The URL is: <https://fortress.wa.gov/doh/providercredentialsearch/>. Users may search individual providers, businesses, or credentials for any reported disciplinary actions.

Introductory Summary

Health Systems Quality Assurance Division

The Health Systems Quality Assurance Division (HSQA) of the Department of Health, the Washington Medical Commission, the Nursing Care Quality Assurance Commission, and the Chiropractic Commission regulate over 497,000 health care providers in 85 professions.¹ The department directly regulates 47 health professions. Thirty-seven professions are fully regulated in coordination with 17 boards and commissions. One board, the Board of Massage, has split authority with the department over its professions.²

The Legislature granted the Washington Medical Commission and the Nursing Care Quality Assurance Commission greater authority over their credentialing, investigative, and disciplinary functions in [Chapter 81, laws of 2013](#). The Chiropractic Quality Assurance Commission was granted similar authority in [Chapter 215, laws of 2018](#). The department continues to provide some administrative support to these commissions.

**Table 1: Secretary and Board/Commission Authority
2017-19 Biennium**

Regulatory Authority	Licensure	Discipline
Secretary of Health	47	48
Boards/Commissions	38	37
Total	85	85

The department works closely with these boards and commissions to:

- Develop rules and standards of practice for regulation,
- Credential health professionals,
- Investigate complaints,
- Take disciplinary action, and
- Monitor health care providers' compliance with sanctions.

¹ This count of health care professions considers dietitians/nutritionists and orthotists/prosthetists as single professions.

² The department has licensing and disciplinary authority for massage practitioners. The Board of Massage has authority for evaluating and approving schools and programs of massage, overseeing examinations for massage licensure, establishing continuing education requirements, and determining which other states have substantially equivalent requirements to those of the state of Washington. The board and the department share rulemaking authority for the profession.

About the 2017-19 Uniform Disciplinary Act (UDA) Report

Because the report describes activities conducted under the authority of chapter 18.130 RCW, the Uniform Disciplinary Act, it is often referred to as the "UDA Report."

This report details the number of complaints made, investigated, and adjudicated among health professions from July 1, 2017 to June 30, 2019. It also reports the final disposition of cases and provides data on the department's background check activities and its effectiveness in identifying unqualified license holders. The report also includes data about the average distribution of cases assigned to investigators and staff attorneys, by health profession.

In 2008, the Legislature added a provision allowing health professions boards and commissions to submit supplements to this report. Their reports can cover disciplinary activity, budget concerns, and matters of rule and policy.

2017-19 Biennium: Disciplinary Activity and Trends

Complaints and Discipline

Most disciplinary activity starts with a complaint from the public, practitioners, facilities, or insurance companies. The department may also open complaints based on media accounts or information from law enforcement. During the biennium, 31,296 complaints were filed against credentialed health care providers and people alleged to be practicing without a license. Included in this total are instances where individual providers received multiple complaints. Adding the 3,547 open complaints carried over from the previous biennium results in a total of 34,843 complaints.

These complaints involved around 5.0%, or 24,659, of the 497,525 health care providers licensed by Washington. Of the 34,843 complaints, 2,025, or 5.8%, resulted in disciplinary sanctions. When considering all health care providers, less than 1% of all regulated health practitioners were disciplined.³

Case Disposition

Complaints are resolved when closed without disciplinary action, or after informal or formal disciplinary action is taken. Investigative files and disciplinary documents are public records. All actions against health care provider credentials from July 1998 are available on the department's web site.⁴ The section titled "Complaint, Investigation, Disclosure, and Resolution" starting on page 14 details the closure types after adjudication. These are broken down by profession and type of disciplinary authority (board, commission, or secretary).

Of the 2,025 disciplinary actions in the 2017-19 biennium, about 31% were resolved with informal dispositions.⁵ The remaining actions were formal resolutions. Of the formal resolutions, 18% were agreed orders, 24% were default orders, and 5% were final orders after hearings. Notices of decision on applications made up 19% and cease and desist orders made up the remaining resolutions—roughly 3%. For definitions of these types of disciplinary actions, see Appendix A.

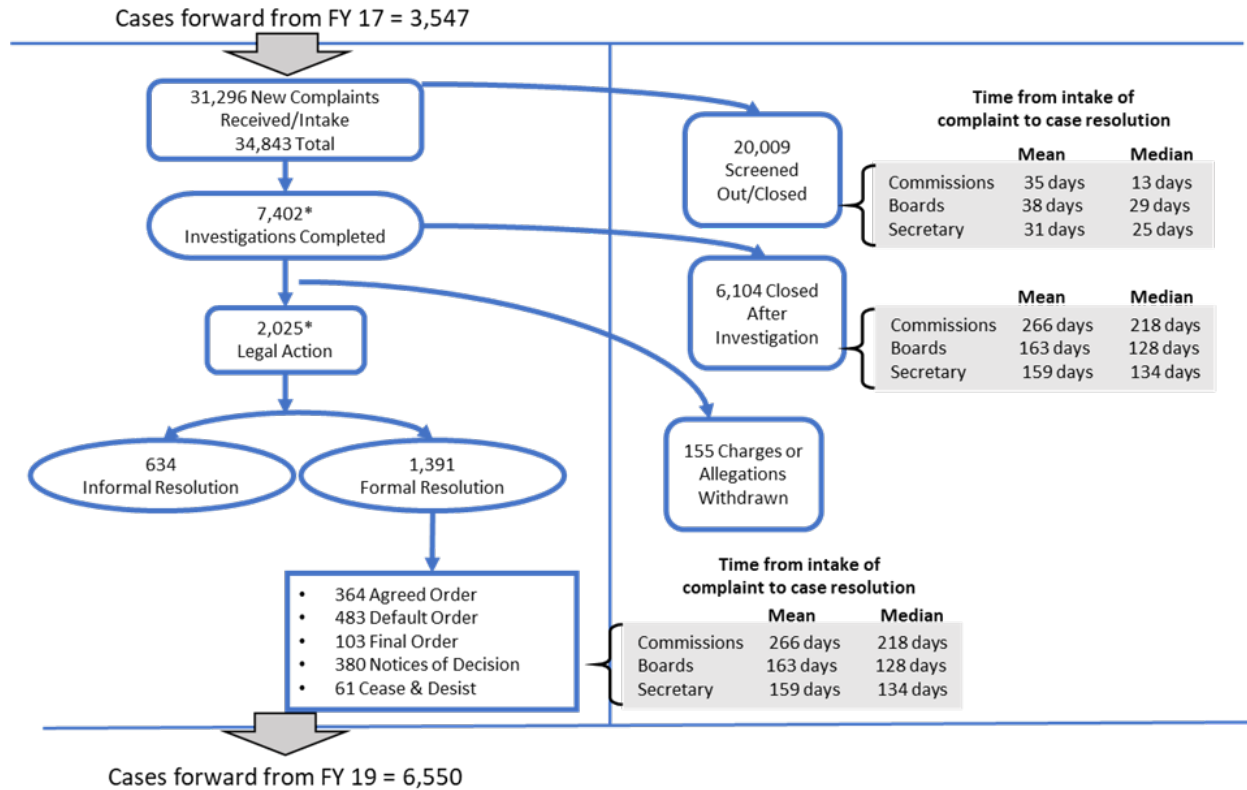
³ 2,025 disciplinary actions were issued against 1,676 unique regulated health practitioners, affecting 0.34% of all regulated health practitioners. For a breakdown of each profession's licensee counts, see Appendix B.

⁴ Credential records are available through the department's "Provider Credential Search". The URL is: <https://fortress.wa.gov/doh/providercredentialsearch/>.

⁵ As part of the resolution process, the department can refer or require practitioners to enter a substance abuse monitoring program as a condition of practice or return to practice. See Appendix C, Alternative Programs – Chemically Impaired Practitioners for more information.

This chart maps the disciplinary process and the average length of time from complaint intake through resolution.

**Figure 1: HSQA Disciplinary Process Flow
2017-19 Biennium**



* This report represents a snapshot of activity within the 2017-19 biennium and includes cases that were already open when the biennium began. For example, legal action on cases in the 2017-19 biennium may include investigations completed during the previous biennium.

Common Violations of the Law

The secretary, boards, and commissions are the disciplining authorities and decide whether the health care professional has committed unprofessional conduct, whether he or she can continue to practice with reasonable skill and safety, and under what conditions, if any. If the department “determines (or has cause to believe) that a license holder has committed a crime, [they], immediately subsequent to the issuing of Findings of Fact and a Final order, shall notify the attorney general or county prosecuting attorney” per [RCW 18.130.210](#).

**Table 2: Most Common Disciplinary Violations
2017-19 Biennium**

Type	Percent of Complaints*
Violation of any state statute, federal statute or administrative rule ⁶	33%
Act involving moral turpitude, dishonesty, or corruption relating to the practice of a person’s profession ⁷	29%
Personal drug or alcohol abuse ⁸	21%
Suspension, revocation, or restriction in another jurisdiction ⁹	20%
Incompetence, negligence, or malpractice ¹⁰	19%
Conviction of a gross misdemeanor or felony relating to the practice of a health care profession ¹¹	17%

* Percentage totals exceed 100% due to complaints recorded with multiple violations

For more information about the frequency of sanctions by type and by profession, see the “Violations and Sanctions” section on page 36.

Average Legal and Investigative Caseloads

[RCW 18.130.310](#) requires this report to summarize how many cases were assigned to each attorney and investigator for each profession. The law also requires that identities of staff attorneys and investigators remain anonymous. The number of cases assigned to the division’s staff attorneys and investigators during the 2017-19 biennium are included in Appendix D: *Distribution of Staff Attorney Workload* and Appendix E: *Distribution of Investigator Workload*.

⁶ [RCW 18.130.180\(7\)](#)

⁷ [RCW 18.130.180\(1\)](#)

⁸ [RCW 18.130.180\(6\)](#) and (23)

⁹ [RCW 18.130.180\(5\)](#)

¹⁰ [RCW 18.130.180\(4\)](#)

¹¹ [RCW 18.130.180\(17\)](#)

Unlicensed Practice

When an unlicensed person offers health care, it is called “unlicensed practice.” The secretary is responsible for investigating these allegations through the Office of Investigation and Inspection. If unlicensed practice is found, the department can issue a cease and desist order.

A cease and desist order require the person to stop the unlicensed activity and may include a fine. Continued unlicensed practice may result in court enforcement of the cease and desist order or criminal prosecution. Due to limited resources, the department focuses on those cases alleging the highest potential risk to the public.

There were 1,575 unlicensed practice complaints during the 2017-19 biennium. This was an increase of 627 complaints (around 66%) from the previous biennium.¹² The complete breakdown is summarized below.

**Table 3: Unlicensed Practice Disciplinary Activity
2017-19 Biennium**

Total Complaints (including carry-over)	1,575
Closed No Action Taken Before Investigation	839
Closed No Action Taken After Investigation	422
Cease and Desist Order Issued	61
Total Closed	1,322
Total Carry-Over (Not Yet Closed)	253

For detailed information by profession, see the “Unlicensed Practice Closures and Resolutions” section on page 33.

¹² Three professions accounted for the majority of this increase: Physicians, Registered Nurses, Nursing Assistants and Home Care Aides.

Criminal Background Checks

[RCW 18.130.064](#) allows the department to conduct a criminal history background check on all new applicants and current license holders. The purpose of the statute is to ensure patient safety by identifying those who are not qualified to practice.

Types of Background Checks

The department works with several criminal and background check databases to obtain criminal and disciplinary data on applicants:

- 1. Washington Access to Criminal History (WATCH) – this database is operated by the Washington State Patrol (WSP). It provides records of criminal convictions in the state of Washington. It is used for all new applicants.*
- 2. National Practitioner Data Bank (NPDB) – this national databank is administered by the U.S. Department of Health and Human Services. It contains disciplinary information, including adverse actions, about health professionals. It is used for all new applicants.*
- 3. FBI Fingerprint-based National Background Check – this process is conducted on all out-of-state applicants through the FBI and WSP.*

During the 2017-19 biennium, the department processed background checks on over 147,000 applicants. Checks through the Washington State Patrol’s WATCH database returned reports for 3,116 applicants. From the 3,116 returned reports, the department opened 635 investigations. Of these investigations, 42% involved applicants who disclosed the conviction on the application. Of the 635 cases, 38% (238) ended with disciplinary action taken against the applicant. The “Criminal Background Checks” section, starting on page 45, contains more detail about each profession.

**Table 4: HSQA Background Check Activity
(2017-19)**

Total Applicants	147,889
Applicants with background reports returned	3,116 ¹³
Cases opened on applicants with reports returned	635
Applicants who disclosed criminal history (% of cases opened)	267 (42%)
Applicants not disclosing criminal history (% of cases opened)	368 (58%)
Actions taken to restrict or deny a license application	238

The background check process also checks with the National Practitioner Data Bank (NPDB) for all new applicants. This resource includes information about actions in other states, to help determine the need for further review.

The department has also required federal fingerprint checks for certain applicants and licensees since 2009. This is mainly for applicants outside of Washington State, or applicants with a criminal history in Washington. The checks are processed through the FBI’s Criminal Justice Information Services (CJIS) division.

¹³ Although 3,116 background reports were returned with criminal activity, many of the reports contained information unrelated to the application or related to previous background checks (e.g. prior applications for concealed weapons permits).

Notices of Decision

Historically, discipline included complaints opened due to license application issues. Then, the disciplining authority investigated, issued a statement of charges, and issued a final or agreed order. In 2008, the legislature changed the process for responding to application issues. The department now decides whether a pending application is denied or granted with conditions.

In order to compare biennia disciplinary statistics, the department continues to include application cases in its complaint figures. Common application issues include discipline in another state where the applicant is licensed, or problems discovered during a background check.

2017-19 Uniform Disciplinary Act Report

Complaint Investigation, Closure, and Case Resolution

The Uniform Disciplinary Act (UDA), [chapter 18.130 RCW](#), provides standardized processes for discipline of practitioners. It serves as the statutory framework for the regulation of health care providers in Washington. This section of the report contains quantitative data on investigations, case closures, and case resolutions involving health care providers during the 2017-19 biennium.

Investigation

The following tables show the number of complaints received and investigations completed for each profession. Most health care providers never have a complaint filed against them. About 5.0% of the 497,525 health care providers had a complaint against them in the 2017-19 biennium. Of the 34,843 complaints processed during the biennium, about 5.8%, or 2,025, resulted in discipline. This represents less than 1% of all regulated practitioners.

During the biennium, HSQA received a total of 31,296 complaints against credentialed health care providers and people alleged to be practicing without a license. Included in this total are instances where individual providers received multiple complaints. These new complaints are in addition to 3,547 open complaints carried over from the previous biennium. HSQA completed 7,402 investigations during the 2017-19 biennium.

**Table 5: Investigation Activity by Profession
2017-19 Biennium**

Profession	Carry Over from FY17	Complaints Received	Total Complaints	Licensed Investigations Completed	Unlicensed Practice Investigations Completed	Total Investigations Completed
Advanced Emergency Medical Technician	2	2	4	1	0	1
Advanced Registered Nurse Practitioner	77	588	665	173	0	173
Animal Massage Practitioner	4	4	8	1	3	4
Athletic Trainer	0	9	9	4	0	4
Audiologist	6	13	19	9	0	9
Cardiovascular Invasive Specialist	0	6	6	6	0	6
Certified Behavior Technician	0	28	28	5	3	8
Chemical Dependency Professional	84	295	379	147	8	155
Chemical Dependency Professional Trainee	54	278	332	96	1	97
Chiropractic X-Ray Technician	0	1	1	0	1	1
Chiropractor	81	221	302	144	8	152
Counselor, Agency Affiliated	66	540	606	195	4	199
Counselor, Certified	8	37	45	14	1	15
Counselor, Certified Advisor	0	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0	0
Dental Assistant	22	125	147	50	6	56
Dental Hygienist	3	73	76	12	0	12
Dentist	249	831	1,080	501	8	509
Denturist	9	47	56	18	0	18
Dietitian/Nutritionist	3	12	15	5	0	5
Dispensing Optician	3	26	29	3	5	8
Dispensing Optician Apprentice	2	11	13	1	0	1
East Asian Medicine Practitioner	7	47	54	23	1	24
Emergency Medical Responder	0	0	0	0	0	0
Emergency Medical Technician	14	105	119	49	1	50
Expanded Function Dental Auxiliary	0	0	0	0	0	0
Genetic Counselor	0	0	0	0	0	0
Hearing aid Specialist	3	33	36	8	4	12
Home Care Aide	93	2,146	2,239	243	22	265
Humane Society	0	2	2	0	0	0
Hypnotherapist	4	25	29	5	4	9
Licensed Assistant Behavior Analyst	0	1	1	0	0	0
Licensed Behavior Analyst	0	24	24	6	0	6
Licensed Practical Nurse	142	1,595	1,737	213	0	213
Marriage and Family Therapist	15	106	121	49	1	50
Marriage and Family Therapist Associate	5	32	37	20	1	21
Massage Therapist	89	814	903	184	93	277
Medical Assistant	80	539	619	158	22	180
Mental Health Counselor	62	427	489	152	8	160
Mental Health Counselor Associate	23	98	121	45	0	45
Midwife	15	28	43	15	8	23
Naturopathic Physician	42	98	140	66	14	80

Profession	Carry Over from FY17	Complaints Received	Total Complaints	Licensed Investigations Completed	Unlicensed Practice Investigations Completed	Total Investigations Completed
Nursing Assistant	500	11,359	11,859	860	28	888
Nursing Home Administrator	32	307	339	104	0	104
Nursing Pool Operator	1	4	5	1	1	2
Nursing Technician	0	4	4	1	0	1
Occupational Therapist	8	48	56	10	0	10
Occupational Therapy Assistant	1	58	59	10	0	10
Ocularist	0	0	0	0	0	0
Optometrist	5	70	75	26	3	29
Orthotist/ Prosthetist	0	14	14	0	0	0
Osteopathic Physician	74	291	365	177	0	177
Osteopathic Physician Assistant	3	19	22	13	0	13
Paramedic	6	45	51	35	0	35
Pharmacies and Other Pharmaceutical Firms	83	482	565	94	12	106
Pharmacist	130	478	608	233	0	233
Pharmacist Intern	3	28	31	8	0	8
Pharmacy Assistant	21	146	167	31	0	31
Pharmacy Technician	29	204	233	54	3	57
Physical Therapist	18	164	182	55	0	55
Physical Therapist Assistant	5	64	69	14	0	14
Physician	696	2,830	3,526	1,287	36	1,323
Physician Assistant	57	267	324	123	2	125
Podiatric Physician	22	64	86	36	0	36
Psychologist	37	245	282	96	8	104
Radiological Technologist	4	47	51	20	1	21
Radiologist Assistant	0	0	0	0	0	0
Recreational Therapist	0	3	3	0	0	0
Reflexologist	3	3	6	0	3	3
Registered Nurse	433	3,938	4,371	828	14	842
Respiratory Care Practitioner	7	56	63	7	1	8
Retired Volunteer Medical Worker	0	0	0	0	0	0
Sex Offender Treatment Provider	1	17	18	4	0	4
Sex Offender Treatment Provider Affiliate	1	4	5	1	0	1
Social Worker Advanced	1	27	28	3	1	4
Social Worker Associate Advanced	0	14	14	3	0	3
Social Worker Associate Independent Clinical	5	63	68	23	0	23
Social Worker Independent Clinical	20	180	200	49	1	50
Speech Language Pathologist	8	55	63	8	3	11
Speech Language Pathology Assistant	0	2	2	0	1	1
Surgical Technologist	5	25	30	9	0	9
Veterinarian	45	285	330	150	18	168
Veterinary Medication Clerk	1	7	8	4	0	4
Veterinary Technician	7	86	93	20	9	29
X-Ray Technician	8	26	34	11	1	12
Totals	3,547	31,296	34,843	7,029	373	7,402

Percentage of Investigations Completed

The 37 board and commission professions accounted for 64% of the 7,402 investigations completed during the biennium. The 48 secretary-authority professions completed the remaining 36%.

The following tables compare investigations completed to the number of complaints received. The “% of B/C (or Secretary) Completed Investigations to Complaints” column shows the percentage of investigations completed for that profession’s total complaints. For example, advanced registered nurse practitioners completed investigations for 26% (173) out of 665 total complaints received.

The “% of B/C (or Secretary) Investigations Completed” column compares the total number of investigations completed for a single profession with all B/C (or secretary) professions. For example, there were 2,688 completed investigations by secretary professions. The nursing assistant profession accounted for 33% (888) of that total.

**Table 6: Board and Commission Professions - Percentage of Investigations Completed
2017-19 Biennium**

Profession	Carry Over from FY17	Complaints Received	Total Complaints	Licensed Investigations Completed	Unlicensed Investigations Completed	Total Investigations Completed	% of BC Completed Investigations to Complaints	% of BC Investigations Completed
Advanced Registered Nurse Practitioner	77	588	665	173	0	173	26%	4%
Audiologist	6	13	19	9	0	9	47%	0%
Chiropractic X-Ray Technician	0	1	1	0	1	1	100%	0%
Chiropractor	81	221	302	144	8	152	50%	3%
Dental Anesthesia Assistant	0	0	0	0	0	0	0%	0%
Dental Assistant	22	125	147	50	6	56	38%	1%
Dentist	249	831	1,080	501	8	509	47%	11%
Denturist	9	47	56	18	0	18	32%	0%
Expanded Function Dental Auxiliary	0	0	0	0	0	0	0%	0%
Hearing aid Specialist	3	33	36	8	4	12	33%	0%
Humane Society	0	2	2	0	0	0	0%	0%
Licensed Practical Nurse	142	1,595	1,737	213	0	213	12%	5%
Naturopathic Physician	42	98	140	66	14	80	57%	2%
Nursing Home Administrator	32	307	339	104	0	104	31%	2%
Nursing Technician	0	4	4	1	0	1	25%	0%
Occupational Therapist	8	48	56	10	0	10	18%	0%
Occupational Therapy Assistant	1	58	59	10	0	10	17%	0%
Optometrist	5	70	75	26	3	29	39%	1%
Osteopathic Physician	74	291	365	177	0	177	48%	4%
Osteopathic Physician Assistant	3	19	22	13	0	13	59%	0%
Pharmacies and Other Pharmaceutical Firms	83	482	565	94	12	106	19%	2%
Pharmacist	130	478	608	233	0	233	38%	5%
Pharmacist Intern	3	28	31	8	0	8	26%	0%
Pharmacy Assistant	21	146	167	31	0	31	19%	1%
Pharmacy Technician	29	204	233	54	3	57	24%	1%
Physical Therapist	18	164	182	55	0	55	30%	1%
Physical Therapist Assistant	5	64	69	14	0	14	20%	0%
Physician	696	2,830	3,526	1,287	36	1,323	38%	28%
Physician Assistant	57	267	324	123	2	125	39%	3%
Podiatric Physician	22	64	86	36	0	36	42%	1%
Psychologist	37	245	282	96	8	104	37%	2%
Registered Nurse	433	3,938	4,371	828	14	842	19%	18%
Speech Language Pathologist	8	55	63	8	3	11	17%	0%
Speech Language Pathology Assistant	0	2	2	0	1	1	50%	0%
Veterinarian	45	285	330	150	18	168	51%	4%
Veterinary Medication Clerk	1	7	8	4	0	4	50%	0%
Veterinary Technician	7	86	93	20	9	29	31%	1%
Total	2,349	13,696	16,045	4,564	150	4,714	29%	100%

**Table 7: Secretary Professions - Percentage of Investigations Completed
2017-19 Biennium**

Profession	Carry Over from FY17	Complaints Received	Total Complaints	Licensed Investigations Completed	Unlicensed Investigations Completed	Total Investigations Completed	% of Secretary Completed Investigations to Complaints	% of Secretary Investigations Completed
Advanced Emergency Medical Technician	2	2	4	1	0	1	25%	0%
Animal Massage Practitioner	4	4	8	1	3	4	50%	0%
Athletic Trainer	0	9	9	4	0	4	44%	0%
Cardiovascular Invasive Specialist	0	6	6	6	0	6	100%	0%
Certified Behavior Technician	0	28	28	5	3	8	29%	0%
Chemical Dependency Professional	84	295	379	147	8	155	41%	6%
Chemical Dependency Professional Trainee	54	278	332	96	1	97	29%	4%
Counselor, Agency Affiliated	66	540	606	195	4	199	33%	7%
Counselor, Certified	8	37	45	14	1	15	33%	1%
Counselor, Certified Advisor	0	0	0	0	0	0	0%	0%
Dental Hygienist	3	73	76	12	0	12	16%	0%
Dietitian/Nutritionist	3	12	15	5	0	5	33%	0%
Dispensing Optician	3	26	29	3	5	8	28%	0%
Dispensing Optician Apprentice	2	11	13	1	0	1	8%	0%
East Asian Medicine Practitioner	7	47	54	23	1	24	44%	1%
Emergency Medical Responder	0	0	0	0	0	0	0%	0%
Emergency Medical Technician	14	105	119	49	1	50	42%	2%
Genetic Counselor	0	0	0	0	0	0	0%	0%
Home Care Aide	93	2,146	2,239	243	22	265	12%	10%
Hypnotherapist	4	25	29	5	4	9	31%	0%
Licensed Assistant Behavior Analyst	0	1	1	0	0	0	0%	0%
Licensed Behavior Analyst	0	24	24	6	0	6	25%	0%
Marriage and Family Therapist	15	106	121	49	1	50	41%	2%
Marriage and Family Therapist Associate	5	32	37	20	1	21	57%	1%
Massage Therapist	89	814	903	184	93	277	31%	10%
Medical Assistant	80	539	619	158	22	180	29%	7%
Mental Health Counselor	62	427	489	152	8	160	33%	6%
Mental Health Counselor Associate	23	98	121	45	0	45	37%	2%
Midwife	15	28	43	15	8	23	53%	1%
Nursing Assistant	500	11,359	11,859	860	28	888	7%	33%
Nursing Pool Operator	1	4	5	1	1	2	40%	0%
Ocularist	0	0	0	0	0	0	0%	0%
Orthotist/ Prosthetist	0	14	14	0	0	0	0%	0%
Paramedic	6	45	51	35	0	35	69%	1%

Profession	Carry Over from FY17	Complaints Received	Total Complaints	Licensed Investigations Completed	Unlicensed Investigations Completed	Total Investigations Completed	% of Secretary Completed Investigations to Complaints	% of Secretary Investigations Completed
Radiological Technologist	4	47	51	20	1	21	41%	1%
Radiologist Assistant	0	0	0	0	0	0	0%	0%
Recreational Therapist	0	3	3	0	0	0	0%	0%
Reflexologist	3	3	6	0	3	3	50%	0%
Respiratory Care Practitioner	7	56	63	7	1	8	13%	0%
Retired Volunteer Medical Worker	0	0	0	0	0	0	0%	0%
Sex Offender Treatment Provider	1	17	18	4	0	4	22%	0%
Sex Offender Treatment Provider Affiliate	1	4	5	1	0	1	20%	0%
Social Worker Advanced	1	27	28	3	1	4	14%	0%
Social Worker Associate Advanced	0	14	14	3	0	3	21%	0%
Social Worker Associate Independent Clinical	5	63	68	23	0	23	34%	1%
Social Worker Independent Clinical	20	180	200	49	1	50	25%	2%
Surgical Technologist	5	25	30	9	0	9	30%	0%
X-Ray Technician	8	26	34	11	1	12	35%	0%
Total	1,198	17,600	18,798	2,465	223	2,688	14%	100%

Cite and Fine Authority

[RCW 18.130.230](#) gives the secretary, boards, and commissions the authority to cite and fine providers for failing to produce requested documents or records. Providers must produce required items within 21 days of a written request from the disciplinary authority. The deadline can be extended for good cause. The fine accrues at \$100 per day of non-compliance. The maximum fine is \$5,000.

This law provides a strong incentive to cooperate in investigations, rather than obstruct the process. In the 2017-19 biennium, one case was opened under cite and fine authority, but it was later closed with the notice withdrawn and no assessed fines. This case was opened against a dental license in 2018.

Sexual Misconduct Cases

[RCW 18.130.062](#) requires the secretary to act as sole disciplining authority for complaints that allege only sexual misconduct. The intent of the law is to encourage prompt action when a provider is accused of sexual misconduct without involving issues of clinical expertise or standard of care.

The appropriate board or commission reviews each sexual misconduct complaint. They retain responsibility for cases that also involve clinical expertise or standard of care issues. They transfer cases that only involve sexual misconduct to the secretary for discipline. During the biennium, 77 cases were referred to the secretary. Of those, 12 were returned to the referring board or commission after concerns about criminal conviction or clinical/standard of care issues arose.

Case Disposition

Complaints are resolved in one of three ways:

- 1) Without any disciplinary action.
- 2) With informal disciplinary action.
- 3) With formal disciplinary action.

Disciplinary actions totaled 2,025 in the 2017-19 biennium. About 31% of the disciplinary actions were resolved with informal orders (see Appendix A for definitions). The remaining 69% were resolved by formal resolution, with 18% ending in agreed orders, 24% with default orders, and 5% with final orders after hearings. Notices of decision on applications made up 19% and cease and desist orders made up the remainder—approximately 3%.

Investigative files and disciplinary documents are public records. Since July 1998, all actions against health care provider credentials are available on the department's web site.¹³

Complaints Closed Prior to Disciplinary Action

Many complaints close before issuance of a statement of allegations or a statement of charges. These cases close for several reasons, among them:

- The complaint does not rise to a threshold to warrant investigation.
- The disciplining authority closes the case due to minimal risk or insufficient evidence, or because the evidence disproves the allegations, or does not support a finding of unprofessional conduct.
- The disciplinary authority does not have jurisdiction.
- The complaint is best resolved with a notice of correction notifying the health care provider of a minor technical violation. The health care provider has reasonable time to correct the violation and report the corrective action to the disciplining authority. If the violation is not corrected, disciplinary action may follow.

Occasionally, new evidence warrants the withdrawal of a statement of allegations or charges. The following table provides information by profession for cases closed before disciplinary action. The statistics include closures in unlicensed practice cases.

¹³Credential records are available through the Department's "Provider Credential Search." The URL is: <https://fortress.wa.gov/doh/providercredentialsearch/>.

**Table 8: Complaints Closed Prior to Disciplinary Action
2017-19 Biennium**

Profession	Total Complaints	Closed Prior To Investigation	Closed After Investigation	Charges or Allegations Withdrawn	Total Closed
Advanced Emergency Medical Technician	4	0	2	0	2
Advanced Registered Nurse Practitioner	665	369	136	3	508
Animal Massage Practitioner	8	1	3	0	4
Athletic Trainer	9	4	3	0	7
Audiologist	19	1	6	0	7
Cardiovascular Invasive Specialist	6	0	4	0	4
Certified Behavior Technician	28	5	6	0	11
Chemical Dependency Professional	379	94	114	7	215
Chemical Dependency Professional Trainee	332	57	73	0	130
Chiropractic X-Ray Technician	1	0	1	0	1
Chiropractor	302	49	92	8	149
Counselor, Agency Affiliated	606	175	162	1	338
Counselor, Certified	45	13	14	2	29
Counselor, Certified Advisor	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0
Dental Assistant	147	35	42	0	77
Dental Hygienist	76	21	30	0	51
Dentist	1,080	232	347	28	607
Denturist	56	12	16	0	28
Dietitian/Nutritionist	15	9	2	0	11
Dispensing Optician	29	5	14	0	19
Dispensing Optician Apprentice	13	0	2	0	2
East Asian Medicine Practitioner	54	20	8	1	29
Emergency Medical Responder	0	0	0	0	0
Emergency Medical Technician	119	40	34	0	74
Expanded Function Dental Auxiliary	0	0	0	0	0
Genetic Counselor	0	0	0	0	0
Hearing aid Specialist	36	3	19	0	22
Home Care Aide	2,239	1,480	325	1	1,806
Humane Society	2	2	0	0	2
Hypnotherapist	29	14	8	0	22
Licensed Assistant Behavior Analyst	1	0	0	0	0
Licensed Behavior Analyst	24	4	7	0	11
Licensed Practical Nurse	1,737	1,256	152	2	1,410
Marriage and Family Therapist	121	39	43	0	82
Marriage and Family Therapist Associate	37	7	10	1	18
Massage Therapist	903	222	385	9	616
Medical Assistant	619	267	154	1	422
Mental Health Counselor	489	184	160	6	350
Mental Health Counselor Associate	121	38	30	0	68
Midwife	43	11	17	0	28
Naturopathic Physician	140	17	42	1	60
Nursing Assistant	11,859	9,442	678	4	10,124

Profession	Total Complaints	Closed Prior To Investigation	Closed After Investigation	Charges or Allegations Withdrawn	Total Closed
Nursing Home Administrator	339	174	83	5	262
Nursing Pool Operator	5	0	2	0	2
Nursing Technician	4	2	2	0	4
Occupational Therapist	56	22	11	0	33
Occupational Therapy Assistant	59	33	9	0	42
Ocularist	0	0	0	0	0
Optometrist	75	26	25	0	51
Orthotist/ Prosthetist	14	0	14	0	14
Osteopathic Physician	365	63	146	1	210
Osteopathic Physician Assistant	22	3	11	0	14
Paramedic	51	6	11	0	17
Pharmacies and Other Pharmaceutical Firms	565	296	110	1	407
Pharmacist	608	188	225	7	420
Pharmacist Intern	31	0	12	1	13
Pharmacy Assistant	167	69	40	0	109
Pharmacy Technician	233	39	94	0	133
Physical Therapist	182	57	58	2	117
Physical Therapist Assistant	69	33	19	1	53
Physician	3,526	1,609	949	46	2,604
Physician Assistant	324	150	78	3	231
Podiatric Physician	86	15	28	0	43
Psychologist	282	83	92	0	175
Radiological Technologist	51	21	16	0	37
Radiologist Assistant	0	0	0	0	0
Recreational Therapist	3	1	0	0	1
Reflexologist	6	2	2	0	4
Registered Nurse	4,371	2,693	620	8	3,321
Respiratory Care Practitioner	63	32	18	0	50
Retired Volunteer Medical Worker	0	0	0	0	0
Sex Offender Treatment Provider	18	8	8	0	16
Sex Offender Treatment Provider Affiliate	5	0	2	0	2
Social Worker Advanced	28	18	7	0	25
Social Worker Associate Advanced	14	10	3	0	13
Social Worker Associate Independent Clinical	68	24	21	0	45
Social Worker Independent Clinical	200	91	45	0	136
Speech Language Pathologist	63	16	26	1	43
Speech Language Pathology Assistant	2	0	1	0	1
Surgical Technologist	30	14	5	0	19
Veterinarian	330	59	124	2	185
Veterinary Medication Clerk	8	2	0	1	3
Veterinary Technician	93	10	36	0	46
X-Ray Technician	34	12	10	1	23
Total	34,843	20,009	6,104	155	26,268

Percentage of Complaints Closed

During the biennium, HSQA closed 26,268 cases prior to legal proceedings. About 43% were board and commission cases, and 57% were secretary profession cases.

The following tables show cases closed with no disciplinary action. The “% of B/C (or Secretary) Closures to Complaints” column shows the percentage of cases closed with no action compared with the total number of complaints for that profession. For example, 64% (117) of the 182 total complaints received for physical therapist cases were closed with no action.

The “% of B/C (or Secretary) Closures” column shows the total number of cases closed with no action for a profession compared to the total number of B/C (or Secretary) cases closed with no action. For example, the 422 medical assistant cases were 3% of the 14,877 secretary profession cases closed with no action.

**Table 9: Board and Commission Complaints Closed Prior to Adjudicative Proceedings
2017-19 Biennium**

Profession	Carry Over from FY17	Complaints Received	Total Complaints	Total Closed	% of B/C Closures to Complaints	% of B/C Closures
Advanced Registered Nurse Practitioner	77	588	665	508	76%	4%
Audiologist	6	13	19	7	37%	0%
Chiropractic X-Ray Technician	0	1	1	1	100%	0%
Chiropractor	81	221	302	149	49%	1%
Dental Anesthesia Assistant	0	0	0	0	--	0%
Dental Assistant	22	125	147	77	52%	1%
Dentist	249	831	1,080	607	56%	5%
Denturist	9	47	56	28	50%	0%
Expanded Function Dental Auxiliary	0	0	0	0	--	0%
Hearing aid Specialist	3	33	36	22	61%	0%
Humane Society	0	2	2	2	100%	0%
Licensed Practical Nurse	142	1,595	1,737	1,410	81%	12%
Naturopathic Physician	42	98	140	60	43%	1%
Nursing Home Administrator	32	307	339	262	77%	2%
Nursing Technician	0	4	4	4	100%	0%
Occupational Therapist	8	48	56	33	59%	0%
Occupational Therapy Assistant	1	58	59	42	71%	0%
Optometrist	5	70	75	51	68%	0%
Osteopathic Physician	74	291	365	210	58%	2%
Osteopathic Physician Assistant	3	19	22	14	64%	0%
Pharmacies and Other Pharmaceutical Firms	83	482	565	407	72%	4%
Pharmacist	130	478	608	420	69%	4%
Pharmacist Intern	3	28	31	13	42%	0%
Pharmacy Assistant	21	146	167	109	65%	1%
Pharmacy Technician	29	204	233	133	57%	1%
Physical Therapist	18	164	182	117	64%	1%
Physical Therapist Assistant	5	64	69	53	77%	0%
Physician	696	2,830	3,526	2,604	74%	23%
Physician Assistant	57	267	324	231	71%	2%
Podiatric Physician	22	64	86	43	50%	0%
Psychologist	37	245	282	175	62%	2%
Registered Nurse	433	3,938	4,371	3,321	76%	29%
Speech Language Pathologist	8	55	63	43	68%	0%
Speech Language Pathology Assistant	0	2	2	1	50%	0%
Veterinarian	45	285	330	185	56%	2%
Veterinary Medication Clerk	1	7	8	3	38%	0%
Veterinary Technician	7	86	93	46	49%	0%
Totals	2,349	13,696	16,045	11,391	71%	100%

**Table 10: Secretary Professions Complaints Closed Prior to Adjudicative Proceedings
2017-19 Biennium**

Profession	Carry Over From FY17	Complaints Received	Total Complaints	Total Closed	% of Secretary Closures to Complaints	% of Secretary Closures
Advanced Emergency Medical Technician	2	2	4	2	50%	0%
Animal Massage Practitioner	4	4	8	4	50%	0%
Athletic Trainer	0	9	9	7	78%	0%
Cardiovascular Invasive Specialist	0	6	6	4	67%	0%
Certified Behavior Technician	0	28	28	11	39%	0%
Chemical Dependency Professional	84	295	379	215	57%	1%
Chemical Dependency Professional Trainee	54	278	332	130	39%	1%
Counselor, Agency Affiliated	66	540	606	338	56%	2%
Counselor, Certified	8	37	45	29	64%	0%
Counselor, Certified Advisor	0	0	0	0	--	0%
Dental Hygienist	3	73	76	51	67%	0%
Dietitian/Nutritionist	3	12	15	11	73%	0%
Dispensing Optician	3	26	29	19	66%	0%
Dispensing Optician Apprentice	2	11	13	2	15%	0%
East Asian Medicine Practitioner	7	47	54	29	54%	0%
Emergency Medical Responder	0	0	0	0	--	0%
Emergency Medical Technician	14	105	119	74	62%	0%
Genetic Counselor	0	0	0	0	--	0%
Home Care Aide	93	2,146	2,239	1,806	81%	12%
Hypnotherapist	4	25	29	22	76%	0%
Licensed Assistant Behavior Analyst	0	1	1	0	0%	0%
Licensed Behavior Analyst	0	24	24	11	46%	0%
Marriage and Family Therapist	15	106	121	82	68%	1%
Marriage and Family Therapist Associate	5	32	37	18	49%	0%
Massage Therapist	89	814	903	616	68%	4%
Medical Assistant	80	539	619	422	68%	3%
Mental Health Counselor	62	427	489	350	72%	2%
Mental Health Counselor Associate	23	98	121	68	56%	0%
Midwife	15	28	43	28	65%	0%
Nursing Assistant	500	11,359	11,859	10,124	85%	68%
Nursing Pool Operator	1	4	5	2	40%	0%
Ocularist	0	0	0	0	--	0%
Orthotist/ Prosthetist	0	14	14	14	100%	0%
Paramedic	6	45	51	17	33%	0%
Radiological Technologist	4	47	51	37	73%	0%
Radiologist Assistant	0	0	0	0	--	0%
Recreational Therapist	0	3	3	1	33%	0%
Reflexologist	3	3	6	4	67%	0%
Respiratory Care Practitioner	7	56	63	50	79%	0%
Retired Volunteer Medical Worker	0	0	0	0	--	0%
Sex Offender Treatment Provider	1	17	18	16	89%	0%
Sex Offender Treatment Provider Affiliate	1	4	5	2	40%	0%
Social Worker Advanced	1	27	28	25	89%	0%
Social Worker Associate Advanced	0	14	14	13	93%	0%
Social Worker Associate Independent Clinical	5	63	68	45	66%	0%
Social Worker Independent Clinical	20	180	200	136	68%	1%
Surgical Technologist	5	25	30	19	63%	0%
X-Ray Technician	8	26	34	23	68%	0%
Totals	1,198	17,600	18,798	14,877	79%	100%

Complaint Resolutions after Adjudicative Proceedings

The type of order issued to a health care provider indicates the way the case was resolved. All orders are public records. Actions against health care providers' credentials after July 1998 are available on the department's web site.

In 2001, the legislature amended the UDA to allow practitioners to surrender their license in lieu of other sanctions. This occurs when a practitioner agrees to retire and not resume practice. The department will not utilize this decision if the practitioner intends to practice in another jurisdiction. It is also not used if the disciplining authority believes the practitioner's return to practice is possible.

Types of Orders:

- *Stipulation to Informal Disposition (STID)*: is an informal disciplinary resolution where the health care provider agrees to corrective action. The provider does not admit to unprofessional conduct. STIDs are reported to national data banks and Washington's health provider database. Washington's database offers an online [Provider Credential Search](#) feature. These orders do not result in a press release.
- *Agreed Order*: Also known as a *Stipulated Findings of Fact, Conclusions of Law and Agreed Order*. It is a negotiated settlement between the health care provider and agency representatives. This is a formal disciplinary proceeding. It states the substantiated violations of law and the sanctions placed upon the health care provider's credential. The health care provider agrees to the conditions in the order. If the disciplining authority approves it, the agree order becomes final. It is reported to national data banks, the public, and Provider Credential Search.
- *Default Order*: is issued when a provider is given due notice but fails to answer the allegations or participate in the adjudicative process, as required by law. The order is reported to national data banks, the public, and Provider Credential Search. These orders also result in a press release.
- *Final Order after Hearing*: Also known as a *Findings of Fact, Conclusions of Law and Order*. The department issues this order after a formal hearing before a health law judge. The judge may either represent the secretary as the decision-maker or preside over a panel of board or commission members. The final document identifies the proven facts, violations of law, and sanctions placed on the provider's credential. The provider has the right to ask for administrative review of an initial order. Final orders are subject to reconsideration or an appeal to a superior court. The order is reported to national data banks, the public, and Provider Credential Search. These orders also result in a press release.
- *Notice of Decision (NOD)*: The department issues a NOD when the disciplining authority denies an application for licensure, or grants the license with conditions, pursuant to [RCW 18.130.055](#). When the department issues a license with conditions, it is reported to national data banks, the public, and Provider Credential Search. The department also notifies the public through a press release. The department does not report license denials.

**Table 11: Complaints Resolved after Adjudicative Proceedings
2017-19 Biennium**

Profession	Informal Disposition	Agreed Order	Default Order	Final Order	Notice of Decision	Total
Advanced Emergency Medical Technician	0	0	0	0	0	0
Advanced Registered Nurse Practitioner	10	4	12	1	6	33
Animal Massage Practitioner	0	0	0	0	0	0
Athletic Trainer	0	0	1	0	0	1
Audiologist	0	0	4	0	0	4
Cardiovascular Invasive Specialist	0	0	1	0	0	1
Certified Behavior Technician	0	1	0	0	2	3
Chemical Dependency Professional	18	22	13	1	9	63
Chemical Dependency Professional Trainee	14	14	12	1	63	104
Chiropractic X-Ray Technician	0	0	0	0	0	0
Chiropractor	24	15	7	7	2	55
Counselor, Agency Affiliated	21	18	13	2	42	96
Counselor, Certified	3	0	0	0	2	5
Counselor, Certified Advisor	0	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0	0
Dental Assistant	10	3	9	1	14	37
Dental Hygienist	0	0	1	1	1	3
Dentist	83	20	16	13	1	133
Denturist	6	0	0	1	0	7
Dietitian/Nutritionist	3	0	0	0	0	3
Dispensing Optician	0	0	0	0	0	0
Dispensing Optician Apprentice	0	0	0	0	10	10
East Asian Medicine Practitioner	7	0	1	0	0	8
Emergency Medical Responder	0	0	0	0	0	0
Emergency Medical Technician	2	3	4	2	4	15
Expanded Function Dental Auxiliary	0	0	0	0	0	0
Genetic Counselor	0	0	0	0	0	0
Hearing aid Specialist	1	0	0	0	0	1
Home Care Aide	4	5	18	7	65	99
Humane Society	0	0	0	0	0	0
Hypnotherapist	0	0	0	0	0	0
Licensed Assistant Behavior Analyst	0	0	0	0	1	1
Licensed Behavior Analyst	0	0	0	1	0	1
Licensed Practical Nurse	21	8	37	4	6	76
Marriage and Family Therapist	3	7	0	0	0	10
Marriage and Family Therapist Associate	1	3	0	0	2	6
Massage Therapist	22	23	14	3	4	66
Medical Assistant	12	5	37	4	12	70
Mental Health Counselor	17	6	3	0	3	29
Mental Health Counselor Associate	8	1	1	1	3	14
Midwife	6	0	1	0	0	7
Naturopathic Physician	4	12	5	0	1	22
Nursing Assistant	24	30	121	18	45	238
Nursing Home Administrator	4	3	1	3	2	13

Profession	Informal Disposition	Agreed Order	Default Order	Final Order	Notice of Decision	Total
Nursing Pool Operator	0	0	0	0	0	0
Nursing Technician	0	0	0	0	0	0
Occupational Therapist	1	0	2	0	2	5
Occupational Therapy Assistant	2	1	0	0	0	3
Ocularist	0	0	0	0	0	0
Optometrist	0	0	5	0	0	5
Orthotist/ Prosthetist	0	0	0	0	0	0
Osteopathic Physician	8	10	0	0	0	18
Osteopathic Physician Assistant	0	0	0	0	0	0
Paramedic	3	0	5	0	0	8
Pharmacies and Other Pharmaceutical Firms	0	0	1	0	0	1
Pharmacist	29	6	6	0	2	43
Pharmacist Intern	0	1	0	0	9	10
Pharmacy Assistant	8	5	4	2	8	27
Pharmacy Technician	7	7	8	1	4	27
Physical Therapist	7	1	1	1	1	11
Physical Therapist Assistant	1	0	0	0	1	2
Physician	94	57	22	10	3	186
Physician Assistant	8	6	1	6	4	25
Podiatric Physician	3	2	0	0	1	6
Psychologist	8	13	0	2	9	32
Radiological Technologist	1	0	2	0	0	3
Radiologist Assistant	0	0	0	0	0	0
Recreational Therapist	0	0	0	0	0	0
Reflexologist	0	0	0	0	0	0
Registered Nurse	70	42	80	6	29	227
Respiratory Care Practitioner	1	1	0	2	1	5
Retired Volunteer Medical Worker	0	0	0	0	0	0
Sex Offender Treatment Provider	0	0	0	0	0	0
Sex Offender Treatment Provider Affiliate	0	0	0	0	1	1
Social Worker Advanced	0	0	0	0	0	0
Social Worker Associate Advanced	0	0	0	0	1	1
Social Worker Associate Independent Clinical	3	0	1	0	0	4
Social Worker Independent Clinical	8	1	2	0	1	12
Speech Language Pathologist	1	0	2	0	0	3
Speech Language Pathology Assistant	0	0	0	0	0	0
Surgical Technologist	0	2	0	1	1	4
Veterinarian	28	1	0	1	0	30
Veterinary Medication Clerk	0	0	2	0	1	3
Veterinary Technician	15	5	2	0	0	22
X-Ray Technician	0	0	5	0	1	6
Totals	634	364	483	103	380	1,964*

*This table (along with Tables 12 and 13) does not list cease and desist orders, which are covered under Unlicensed Practice (Table 14).

Percentage of Disciplinary Actions

Of the 1,964 disciplinary actions during the 2017-19 biennium, boards and commissions managed 54% while the secretary managed 46%.¹⁴

The following tables show cases closed after legal proceedings. The “% of B/C (or Secretary) Disciplinary Action to Complaints” column shows the percent of disciplinary actions for each profession compared to that profession’s total complaints. For example, 9% (5) of the 56 total complaints received for occupational therapist cases were closed with disciplinary action.

The “% of All B/C Disciplinary Action” column shows the percent of disciplinary actions for each profession compared to all B/C (or Secretary) disciplinary actions. For example, the 133 dentist actions accounted for 12% of the 1,067 board and commission disciplinary actions. Likewise, the 63 chemical dependency professional accounted for 7% of the 897 secretary profession disciplinary actions.

¹⁴ This total of disciplinary actions does not include cease and desist orders, which are covered under Unlicensed Practice (Table 14).

**Table 12: Board and Commission Professions Complaints Resolved after
Adjudicative Proceedings
2017-19 Biennium**

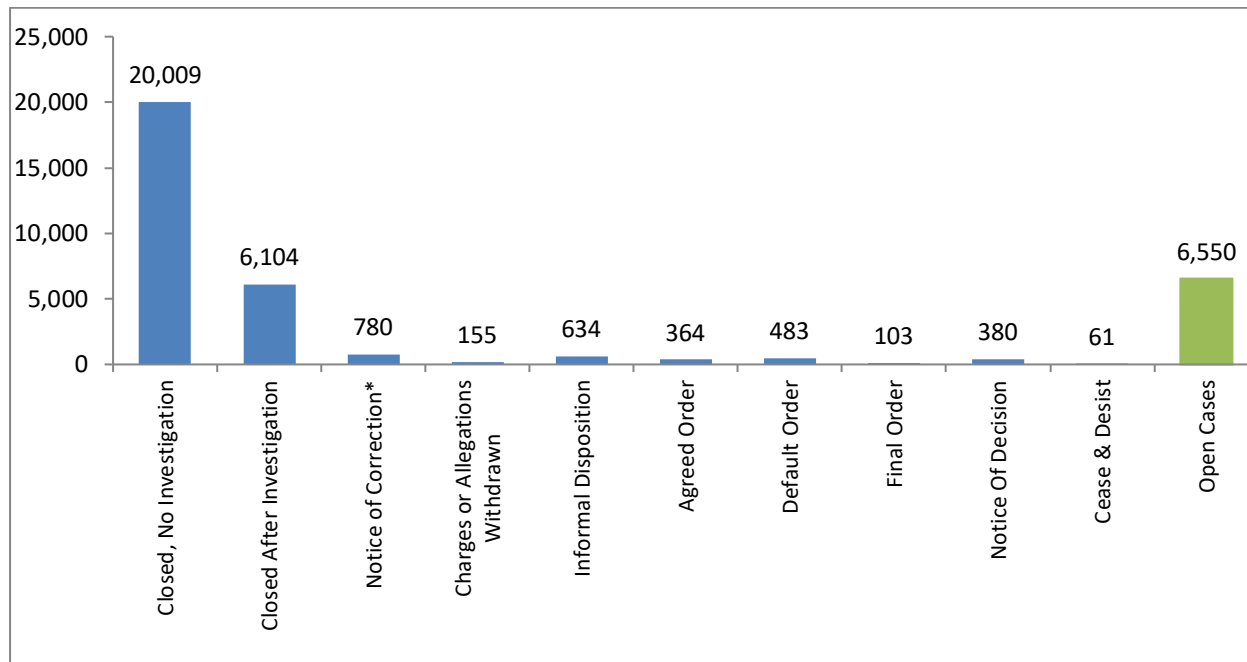
Profession	Carry Over from FY17	Complaints Received	Total Complaints	Total Disciplinary Action	% of B/C Disciplinary Action to Complaints	% of All B/C Disciplinary Action
Advanced Registered Nurse Practitioner	77	588	665	33	5%	3%
Audiologist	6	13	19	4	21%	0%
Chiropractic X-Ray Technician	0	1	1	0	0%	0%
Chiropractor	81	221	302	55	18%	5%
Dental Anesthesia Assistant	0	0	0	0	--	0%
Dental Assistant	22	125	147	37	25%	3%
Dentist	249	831	1,080	133	12%	12%
Denturist	9	47	56	7	13%	1%
Expanded Function Dental Auxiliary	0	0	0	0	--	0%
Hearing aid Specialist	3	33	36	1	3%	0%
Humane Society	0	2	2	0	0%	0%
Licensed Practical Nurse	142	1,595	1,737	76	4%	7%
Naturopathic Physician	42	98	140	22	16%	2%
Nursing Home Administrator	32	307	339	13	4%	1%
Nursing Technician	0	4	4	0	0%	0%
Occupational Therapist	8	48	56	5	9%	0%
Occupational Therapy Assistant	1	58	59	3	5%	0%
Optometrist	5	70	75	5	7%	0%
Osteopathic Physician	74	291	365	18	5%	2%
Osteopathic Physician Assistant	3	19	22	0	0%	0%
Pharmacies and Other Pharmaceutical Firms	83	482	565	1	0%	0%
Pharmacist	130	478	608	43	7%	4%
Pharmacist Intern	3	28	31	10	32%	1%
Pharmacy Assistant	21	146	167	27	16%	3%
Pharmacy Technician	29	204	233	27	12%	3%
Physical Therapist	18	164	182	11	6%	1%
Physical Therapist Assistant	5	64	69	2	3%	0%
Physician	696	2,830	3,526	186	5%	17%
Physician Assistant	57	267	324	25	8%	2%
Podiatric Physician	22	64	86	6	7%	1%
Psychologist	37	245	282	32	11%	3%
Registered Nurse	433	3,938	4,371	227	5%	21%
Speech Language Pathologist	8	55	63	3	5%	0%
Speech Language Pathology Assistant	0	2	2	0	0%	0%
Veterinarian	45	285	330	30	9%	3%
Veterinary Medication Clerk	1	7	8	3	38%	0%
Veterinary Technician	7	86	93	22	24%	2%
Totals	2,349	13,696	16,045	1,067	7%	100%

**Table 13: Secretary Professions Complaints Resolved after Adjudicative Proceedings
2017-19 Biennium**

Profession	Carry Over from FY17	Complaints Received	Total Complaints	Total Disciplinary Action	% of Secretary Disciplinary Action to Complaints	% of All Secretary Disciplinary Actions
Advanced Emergency Medical Technician	2	2	4	0	0%	0%
Animal Massage Practitioner	4	4	8	0	0%	0%
Athletic Trainer	0	9	9	1	11%	0%
Cardiovascular Invasive Specialist	0	6	6	1	17%	0%
Certified Behavior Technician	0	28	28	3	11%	0%
Chemical Dependency Professional	84	295	379	63	17%	7%
Chemical Dependency Professional Trainee	54	278	332	104	31%	12%
Counselor, Agency Affiliated	66	540	606	96	16%	11%
Counselor, Certified	8	37	45	5	11%	1%
Counselor, Certified Advisor	0	0	0	0	--	0%
Dental Hygienist	3	73	76	3	4%	0%
Dietitian/Nutritionist	3	12	15	3	20%	0%
Dispensing Optician	3	26	29	0	0%	0%
Dispensing Optician Apprentice	2	11	13	10	77%	1%
East Asian Medicine Practitioner	7	47	54	8	15%	1%
Emergency Medical Responder	0	0	0	0	--	0%
Emergency Medical Technician	14	105	119	15	13%	2%
Genetic Counselor	0	0	0	0	--	0%
Home Care Aide	93	2,146	2,239	99	4%	11%
Hypnotherapist	4	25	29	0	0%	0%
Licensed Assistant Behavior Analyst	0	1	1	1	100%	0%
Licensed Behavior Analyst	0	24	24	1	4%	0%
Marriage and Family Therapist	15	106	121	10	8%	1%
Marriage and Family Therapist Associate	5	32	37	6	16%	1%
Massage Therapist	89	814	903	66	7%	7%
Medical Assistant	80	539	619	70	11%	8%
Mental Health Counselor	62	427	489	29	6%	3%
Mental Health Counselor Associate	23	98	121	14	12%	2%
Midwife	15	28	43	7	16%	1%
Nursing Assistant	500	11,359	11,859	238	2%	27%
Nursing Pool Operator	1	4	5	0	0%	0%
Ocularist	0	0	0	0	--	0%
Orthotist/ Prosthetist	0	14	14	0	0%	0%
Paramedic	6	45	51	8	16%	1%
Radiological Technologist	4	47	51	3	6%	0%
Radiologist Assistant	0	0	0	0	--	0%
Recreational Therapist	0	3	3	0	0%	0%
Reflexologist	3	3	6	0	0%	0%
Respiratory Care Practitioner	7	56	63	5	8%	1%
Retired Volunteer Medical Worker	0	0	0	0	--	0%
Sex Offender Treatment Provider	1	17	18	0	0%	0%
Sex Offender Treatment Provider Affiliate	1	4	5	1	20%	0%
Social Worker Advanced	1	27	28	0	0%	0%
Social Worker Associate Advanced	0	14	14	1	7%	0%
Social Worker Associate Independent Clinical	5	63	68	4	6%	0%
Social Worker Independent Clinical	20	180	200	12	6%	1%
Surgical Technologist	5	25	30	4	13%	0%
X-Ray Technician	8	26	34	6	18%	1%
Totals	1,198	17,600	18,798	897	5%	100%

Figure 2 displays the distribution of the various complaint outcomes.

Figure 2: Summary of Case Dispositions and End of Biennium Open Cases



*Notice of Correction is a subset of “Closed After Investigation”

Unlicensed Practice Closures and Resolutions

The secretary is responsible for acting against unlicensed practice. The HSQA Office of Investigative and Legal Services manages intake, assessment, and investigation. Unlicensed practice complaints may be closed before or after investigation. They may also be resolved with a notice of correction, or a cease and desist order.

A notice of correction notifies the person there will be further action if they continue unlicensed practice. Cease and desist orders require the recipient to stop practice and may impose a fine. Continued unlicensed practice may result in court enforcement of the order or criminal prosecution. HSQA focuses its resources on those cases posing the greatest risk to the public. Table 14 provides a breakdown of actions by profession.

During the biennium, 1,322 unlicensed practice cases were closed. 839 were closed prior to investigation, 422 after investigation, and 61 cases resulted in cease and desist orders. The following table shows the number of unlicensed practice cases closed.

**Table 14: Unlicensed Practice Closures and Resolutions
2017-19 Biennium**

Profession	Carry Over from FY17	Complaint Received	Total Complaints	Closed Prior to Investigation	Closed after Investigation	Cease & Desist Order Issued	Total Closed
Advanced Emergency Medical Technician	0	0	0	0	0	0	0
Advanced Registered Nurse Practitioner	1	7	8	2	3	0	5
Animal Massage Practitioner	4	4	8	1	3	2	6
Athletic Trainer	0	5	5	3	2	0	5
Audiologist	1	0	1	0	0	0	0
Cardiovascular Invasive Specialist	0	0	0	0	0	0	0
Certified Behavior Technician	0	7	7	3	3	0	6
Chemical Dependency Professional	6	16	22	8	10	0	18
Chemical Dependency Professional Trainee	0	7	7	6	1	0	7
Chiropractic X-Ray Technician	0	1	1	0	1	0	1
Chiropractor	8	21	29	6	13	0	19
Counselor, Agency Affiliated	0	25	25	14	5	0	19
Counselor, Certified	1	8	9	5	1	0	6
Counselor, Certified Advisor	0	0	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0	0	0
Dental Assistant	5	18	23	3	11	3	17
Dental Hygienist	0	2	2	2	0	0	2
Dentist	5	15	20	4	12	0	16
Denturist	1	0	1	0	0	1	1
Dietitian/Nutritionist	0	6	6	5	0	0	5
Dispensing Optician	2	9	11	2	6	0	8
Dispensing Optician Apprentice	0	1	1	0	1	0	1
East Asian Medicine Practitioner	1	10	11	3	4	0	7
Emergency Medical Responder	0	0	0	0	0	0	0
Emergency Medical Technician	1	1	2	0	1	0	1
Expanded Function Dental Auxiliary	0	0	0	0	0	0	0
Genetic Counselor	0	0	0	0	0	0	0
Hearing aid Specialist	0	11	11	3	5	0	8
Home Care Aide	5	164	169	142	21	1	164
Humane Society	0	0	0	0	0	0	0
Hypnotherapist	1	5	6	2	3	1	6
Licensed Assistant Behavior Analyst	0	0	0	0	0	0	0
Licensed Behavior Analyst	0	0	0	0	0	0	0
Licensed Practical Nurse	1	15	16	8	4	0	12
Marriage and Family Therapist	1	4	5	3	2	0	5
Marriage and Family Therapist Associate	3	3	6	0	2	0	2
Massage Therapist	23	225	248	107	68	28	203
Medical Assistant	20	32	52	11	32	2	45
Mental Health Counselor	3	36	39	16	13	0	29
Mental Health Counselor Associate	1	3	4	1	1	0	2
Midwife	0	11	11	1	10	0	11
Naturopathic Physician	11	24	35	5	16	3	24

Profession	Carry Over from FY17	Complaint Received	Total Complaints	Closed Prior to Investigation	Closed after Investigation	Cease & Desist Order Issued	Total Closed
Nursing Assistant	19	376	395	339	34	0	373
Nursing Home Administrator	0	5	5	5	0	0	5
Nursing Pool Operator	0	1	1	0	1	0	1
Nursing Technician	0	1	1	1	0	0	1
Occupational Therapist	0	0	0	0	0	0	0
Occupational Therapy Assistant	0	1	1	1	0	0	1
Ocularist	0	0	0	0	0	0	0
Optometrist	0	6	6	1	2	0	3
Orthotist/ Prosthetist	0	0	0	0	0	0	0
Osteopathic Physician	0	2	2	2	0	0	2
Osteopathic Physician Assistant	0	0	0	0	0	0	0
Paramedic	0	1	1	0	0	0	0
Pharmacies and Other Pharmaceutical Firms	6	29	35	11	11	3	25
Pharmacist	1	3	4	3	1	0	4
Pharmacist Intern	0	0	0	0	0	0	0
Pharmacy Assistant	0	3	3	2	1	0	3
Pharmacy Technician	1	8	9	3	3	0	6
Physical Therapist	1	5	6	3	1	0	4
Physical Therapist Assistant	0	2	2	2	0	0	2
Physician	13	70	83	21	29	11	61
Physician Assistant	2	1	3	1	2	0	3
Podiatric Physician	0	2	2	2	0	0	2
Psychologist	8	21	29	9	14	2	25
Radiological Technologist	0	3	3	1	0	0	1
Radiologist Assistant	0	0	0	0	0	0	0
Recreational Therapist	0	0	0	0	0	0	0
Reflexologist	2	2	4	1	2	1	4
Registered Nurse	3	89	92	38	31	2	71
Respiratory Care Practitioner	1	0	1	0	1	0	1
Retired Volunteer Medical Worker	0	0	0	0	0	0	0
Sex Offender Treatment Provider	0	1	1	1	0	0	1
Sex Offender Treatment Provider Affiliate	0	0	0	0	0	0	0
Social Worker Advanced	0	4	4	3	1	0	4
Social Worker Associate Advanced	0	2	2	2	0	0	2
Social Worker Associate Independent Clinical	0	3	3	2	0	0	2
Social Worker Independent Clinical	0	9	9	5	1	0	6
Speech Language Pathologist	0	10	10	4	1	0	5
Speech Language Pathology Assistant	0	1	1	0	1	0	1
Surgical Technologist	1	0	1	0	0	1	1
Veterinarian	6	30	36	5	21	0	26
Veterinary Medication Clerk	0	0	0	0	0	0	0
Veterinary Technician	0	16	16	4	9	0	13
X-Ray Technician	0	3	3	1	1	0	2
Totals	169	1,406	1,575	839	422	61	1,322

Violations and Sanctions

Uniform Disciplinary Act Violations

[RCW 18.130.180](#) lists 27 violations considered unprofessional conduct. Health care providers cannot be criminally charged under the UDA since it is an administrative law. However, actions taken under the UDA may adversely affect the ability of credential holders to make a living in the health care field.

The department, boards, and commissions must report all disciplinary actions to the National Practitioner Data Bank (NPDB). There is an exemption for notices of decision on application denials. The department, a board, or commission may refer complaints of a criminal nature to law enforcement for prosecution. Conversely, criminal convictions can result in UDA actions against practitioners' credentials.

Frequent Violations

The department reported 1,907 actions to the NPDB, which included 3,300 UDA violations across all professions. The number of UDA violations exceeded the number of NPDB actions because violators are often cited for more than one violation. Of the 27 possible UDA violations, six accounted for 81% of the 3,300 violations.

Violations related to RCW 18.130.180(7): Violations were reported 621 times (33 percent of all reported actions), making these violations the most frequently reported. These violations are frequently reported in conjunction with other violations (73 percent).

The other most frequently reported violations during the 2017-19 biennium were¹⁶:

1. Act involving Moral Turpitude Dishonesty or Corruption relation to the practice of a person's profession, 562 (29%). RCW 18.130.180(1)
2. Personal drug or alcohol abuse, 408 (21%). RCW 18.130.180(6) and (23)
3. Suspension, revocation, or restriction in another jurisdiction, 387 (20%). RCW 18.130.180(5)
4. Incompetence, negligence, or malpractice, 361 (19%). RCW 18.130.180(4)
5. Conviction of a gross misdemeanor or felony relating to the practice of a health care profession, 326 (17%). RCW 18.130.180(17)

¹⁶ These statistics detail the violation name, the violation's citation count, and what percent the violation makes up of the 1,907 total complaints reported in the NPDB report. Data involving the Veterinarian Board are not included as this data is not reportable to the data bank based on federal law.

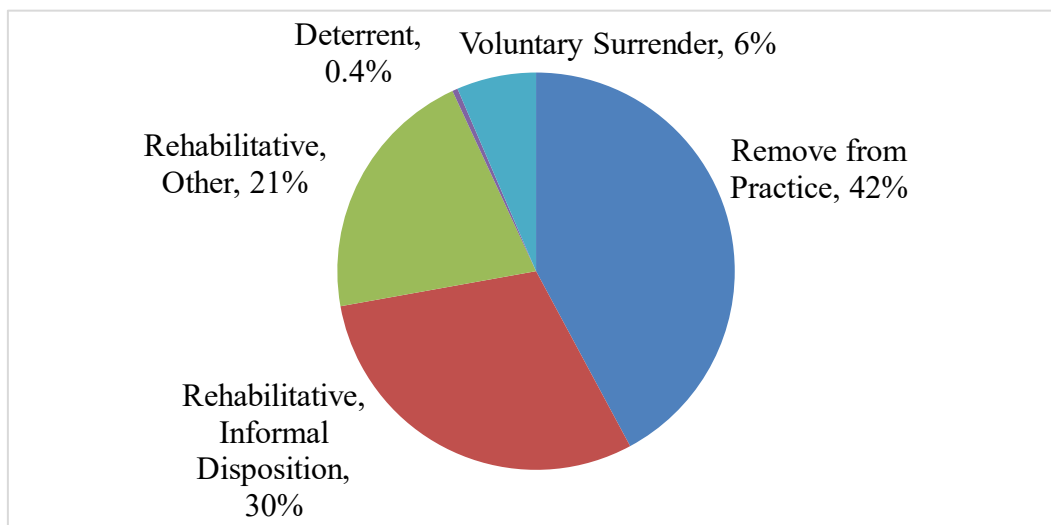
Sanctions Imposed

When adverse actions are reported to NPDB, the sanction imposed on the practitioner is also reported. For purposes of this report, sanctions were divided into five categories:

- Removal from practice
- Rehabilitative, Informal Disposition¹⁷
- Rehabilitative, Other
- Deterrent
- Surrender of the credential

For definitions of these and other terms, please consult Appendix A. The disciplinary actions represent cases closed after adjudication. There can be multiple cases against a single practitioner. Reports to the NPDB represent reports on individual practitioners, not individual cases.

Figure 3: Fiscal Years 2017-19 Sanctions Breakdown



Sanctions Schedule

In 2006, the department adopted sanction guidelines for professions where the secretary is the disciplining authority. The purpose was to promote consistent disciplinary sanctions for similar unprofessional conduct. All 17 boards and commissions with disciplining authority later adopted the same guidelines. In 2009, the guidelines were adopted in rule.

The sanction schedule rules set presumptive sanction lengths based upon the nature of the misconduct, the harm, or risk of harm. The rules allow changes to presumptive sanction ranges in cases with aggravating or mitigating circumstances. This provides the ability to deviate from the schedule if the presumptive range is not enough. To account for these cases, compliance goals were set at 95% for secretary professions and 80% for board and commission professions.¹⁸ These goals have been largely met or exceeded for the 2017-19 biennium.

¹⁷ This category replaces the “Removal with conditions” category seen in prior UDA reports. This was renamed due to an operational change where the department no longer issues definite suspensions. Since informal dispositions were also historically under this category, the department renamed it to more accurately reflect the purpose of an informal disposition.

¹⁸ The compliance goals for the board and commission professions are set lower than the secretary professions due to their differing decision-making processes and higher levels of case complexity.

Table 15: Sanctions Imposed by Profession¹⁹
2017-19 Biennium

Profession	Remove from Practice (Revocation, Indefinite Suspension)	Rehabilitative (Informal Disposition)	Rehabilitative (Probation, Limitation, or Restriction)	Deterrent (Reprimand, Fine)	Voluntary Surrender	Total
Advanced Emergency Medical Technician	0	0	0	0	0	0
Advanced Registered Nurse Practitioner	10	6	2	0	1	19
Animal Massage Practitioner	0	0	0	0	0	0
Athletic Trainer	1	0	0	0	0	1
Audiologist	2	0	1	0	0	3
Cardiovascular Invasive Specialist	0	0	0	0	0	0
Certified Behavior Technician	0	0	0	0	1	1
Chemical Dependency Professional	56	16	70	0	8	150
Chemical Dependency Professional Trainee	0	0	0	0	0	0
Chiropractic X-Ray Technician	0	0	0	0	0	0
Chiropractor	13	18	10	0	1	42
Counselor, Agency Affiliated	0	0	0	0	0	0
Counselor, Certified	28	15	29	0	7	79
Counselor, Certified Advisor	0	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0	0
Dental Assistant	14	8	9	0	0	31
Dental Hygienist	1	0	0	0	0	1
Dentist	14	103	16	2	1	136
Denturist	0	6	0	0	0	6
Dietitian/Nutritionist	0	1	0	0	0	1
Dispensing Optician	0	0	0	0	0	0
Dispensing Optician Apprentice	0	0	0	0	0	0
East Asian Medicine Practitioner	1	5	0	0	0	6
Emergency Medical Responder	0	0	0	0	0	0
Emergency Medical Technician	5	1	3	0	1	10
Expanded Function Dental Auxiliary	0	0	0	0	0	0
Genetic Counselor	0	0	0	0	0	0
Hearing aid Specialist	1	1	0	0	0	2
Home Care Aide	56	3	13	0	0	72
Humane Society	0	0	0	0	0	0
Hypnotherapist	1	0	1	0	0	2
Licensed Assistant Behavior Analyst	0	0	0	0	0	0
Licensed Behavior Analyst	0	0	1	0	0	1
Licensed Practical Nurse	39	20	6	0	2	67
Marriage and Family Therapist	1	2	4	0	2	9
Marriage and Family Therapist Associate	0	0	0	0	0	0
Massage Therapist	26	12	10	0	9	57
Medical Assistant	46	11	9	0	2	68
Mental Health Counselor	8	16	4	0	5	33

¹⁹ Numbers from Table 15 may not match exactly with the count of disciplinary actions in Tables 11-13 or the number of complaints/violations on page 34. Table 15 is drawn from a different data source than preceding tables where the data is grouped slightly differently. Denials, cease and desist actions, and notices of decision are not included in Table 15. Further divergence may occur because Tables 11-13 count cases closed in the last biennium, while Table 15 uses the sanction's effective date.

Profession	Remove from Practice (Revocation, Indefinite Suspension)	Rehabilitative (Informal Disposition)	Rehabilitative (Probation, Limitation, or Restriction)	Deterrent (Reprimand, Fine)	Voluntary Surrender	Total
Mental Health Counselor Associate	0	0	0	0	0	0
Midwife	1	3	0	0	0	4
Naturopathic Physician	5	5	4	0	3	17
Nursing Assistant	151	18	38	0	7	214
Nursing Home Administrator	6	2	2	0	1	11
Nursing Pool Operator	0	0	0	0	0	0
Nursing Technician	0	0	0	0	0	0
Occupational Therapist	2	1	0	0	0	3
Occupational Therapy Assistant	0	2	1	0	0	3
Ocularist	0	0	0	0	0	0
Optometrist	1	0	0	0	0	1
Orthotist/ Prosthetist	0	0	0	0	0	0
Osteopathic Physician	2	7	5	0	2	16
Osteopathic Physician Assistant	0	0	0	0	0	0
Paramedic	4	2	0	0	1	7
Pharmacies and Other Pharmaceutical Firms	0	0	0	0	0	0
Pharmacist	7	22	4	0	6	39
Pharmacist Intern	0	0	1	0	0	1
Pharmacy Assistant	7	5	3	1	3	19
Pharmacy Technician	12	4	4	0	3	23
Physical Therapist	2	4	2	0	1	9
Physical Therapist Assistant	0	1	1	0	0	2
Physician	23	72	24	2	22	143
Physician Assistant	3	6	3	0	2	14
Podiatric Physician	0	3	2	0	0	5
Psychologist	3	7	3	0	3	16
Radiological Technologist	7	1	3	0	0	11
Radiologist Assistant	0	0	0	0	0	0
Recreational Therapist	0	0	0	0	0	0
Reflexologist	0	0	0	0	0	0
Registered Nurse	103	57	42	1	9	212
Respiratory Care Practitioner	3	1	1	0	0	5
Retired Volunteer Medical Worker	0	0	0	0	0	0
Sex Offender Treatment Provider	0	0	0	0	0	0
Sex Offender Treatment Provider Affiliate	0	0	0	0	0	0
Social Worker Advanced	2	10	2	0	0	14
Social Worker Associate Advanced	0	0	0	0	0	0
Social Worker Associate Independent Clinical	0	0	0	0	0	0
Social Worker Independent Clinical	0	0	0	0	0	0
Speech Language Pathologist	2	1	0	0	0	3
Speech Language Pathology Assistant	0	0	0	0	0	0
Surgical Technologist	2	0	0	1	0	3
Veterinarian	0	0	0	0	0	0
Veterinary Medication Clerk	0	0	0	0	0	0
Veterinary Technician	0	0	0	0	0	0
X-Ray Technician	0	0	0	0	0	0
Totals	671	478	333	7	103	1,592

Case Appeals Activity

A health care professional has the right to appeal a final decision of a disciplining authority to a court of law. The process involves filing a petition with a county superior court. Depending on the outcome, the health care professional can appeal to an appellate court. An appellate court's decision sets precedence for future decisions of the same nature. A health care professional may appeal an appellate court's decision to the Washington State Supreme Court. The Supreme Court decides if they will accept or decline to hear the appeal. The following table lists all case appeals activity in the last biennium. Below are definitions for the listed outcomes.

**Table 16: Summary of Case Appeals Activity
2017-19 Biennium**

Docket Number	Profession	County	Outcome
M2011-711	Physician	Thurston	Pending
M2013-874	Dentist	King	Denied
M2014-157	Dentist	Kitsap	Pending
M2014-1258	Physician	King	Denied
M2016-771	Dentist	Kitsap	Pending
M2016-1084	Physician	Thurston	Pending
M2016-1267	Veterinarian	King	Affirmed
M2016-1284	Home Care Aide	Clallam	Reversed
M2017-515	Physician	Yakima	Dismissed
M2017-858	Psychologist	Pierce	Denied
M2017-927	Dentist	King	Pending
M2017-1023	Physician	Thurston	Remanded

Affirmed – Superior court concluded department's decision was correct.

Reversed – Superior court reversed department's decision.

Remand – Superior court returned the case to the department to revisit previous decision.

Denied – Petition for judicial review not accepted by the superior court.

Dismissed – Petition for judicial review dismissed at superior court.

Pending – Superior court has not decided on the case

Stayed – Superior court stayed department's decision until the superior court rules on the matter.

Alternatives to Discipline

The department may refer practitioners to one of four different substance abuse monitoring programs. The department operates two of the programs and contracts with outside organizations for the other two.

- Washington Physicians Health Program (WPHP) is a contracted program through the Washington Medical Commission. They work with chemically impaired physicians and assistants, dentists, osteopathic physicians and assistants, veterinarians, and podiatrists.
- Washington Recovery Assistance Program for Pharmacy (WRAPP) is a contracted program that works with chemically impaired pharmacists and other credentialed pharmacy staff.
- Washington Health Professional Services (WHPS) is a Nursing Care Quality Assurance Commission-run program that works with chemically impaired nursing practitioners.
- Washington Recovery and Monitoring Program (WRAMP) is a department-run program that works with chemically impaired health professionals not served by WPHP, WHPS, or WRAPP.

Disciplining authorities can refer practitioners to a program or require them to enter the program as a condition of practice or return to practice. Practitioners may also voluntarily participate in one of the programs if they have an active health care credential in Washington. The programs report practitioners that do not comply with the conditions of their monitoring contract to the department. The disciplining authority may then take disciplinary action. See Appendix C, Alternative Programs – Chemically Impaired Practitioners for more information.

Case Distribution to Investigators and Staff Attorneys

[RCW 18.130.310](#) requires the UDA Report to “summarize the distribution of the number of cases assigned to each attorney and investigator for each profession.²⁰” The law also requires that identities of staff attorneys and investigators remain anonymous. Appendices D and E show the number of cases assigned and worked by commission and division staff attorneys and investigators for the 2017-19 biennium.

This data may invite comparisons of workload and efficiency between professions. However, many factors can influence the amount of investigative and legal resources needed for any individual case. Some factors include: the nature of the complaint; the complexity of the profession; the availability of records and other information; if there are companion cases with other professions; and the involvement of other entities such as law enforcement.

This data also may suggest links to other data within this report, such as the rates of closure of complaints or the rates of discipline. Again, it is important to be cautious with these comparisons. Some cases require significant investigative and legal work, only to determine there is no basis for pursuing discipline. By contrast, some disciplinary actions require a relatively small amount of investigative or legal work. Information such as criminal conviction records, or actions by other authorities, significantly aids some investigations.

²⁰ These numbers include all three partner commissions.

The tables in Appendices D and E show cases worked by investigators and staff attorneys during the biennium. The information is shown by staff and profession. Please note:

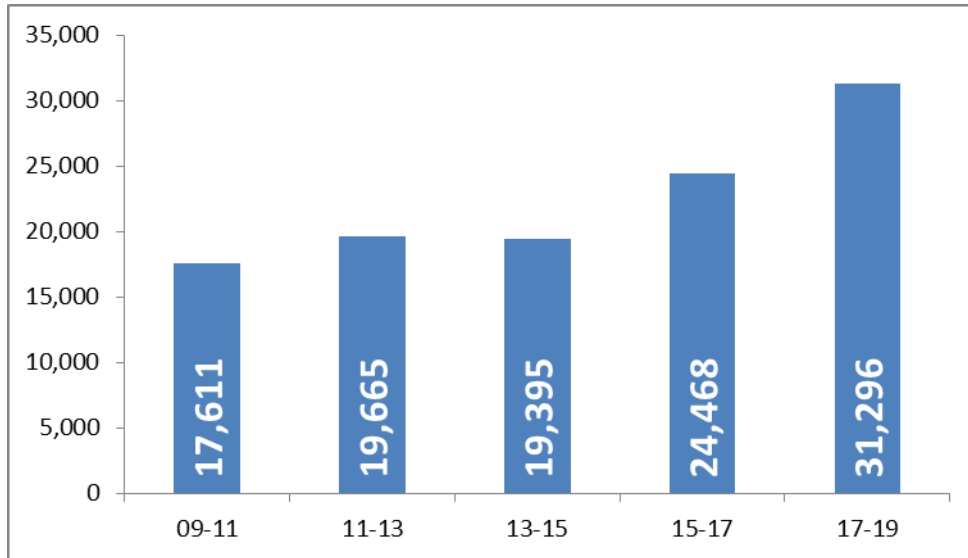
- To preserve anonymity, individual staff members are indicated by a number.
- The number of cases shown includes any case worked during the biennium.
- The number of cases shown differs from the numbers of cases received or closed since it includes cases at any point in the investigative or legal process.
- Not all staff worked for the department through the entire biennium which resulted in varying numbers of cases worked.
- The number of months each staff member worked for the department during the 2017-19 biennium is indicated in the bottom row of each chart.
- Certain investigators conduct both investigations and inspections for the pharmacy program.
- In some cases, multiple staff may have provided support to the primary investigator or staff attorney.
- Certain staff attorneys work only for the Washington Medical Commission.

Biennial Comparison

Complaints Received

The number of new complaints received increased 28% from the 2017-19 biennium. This does not include carry-forward complaints from the previous biennium.

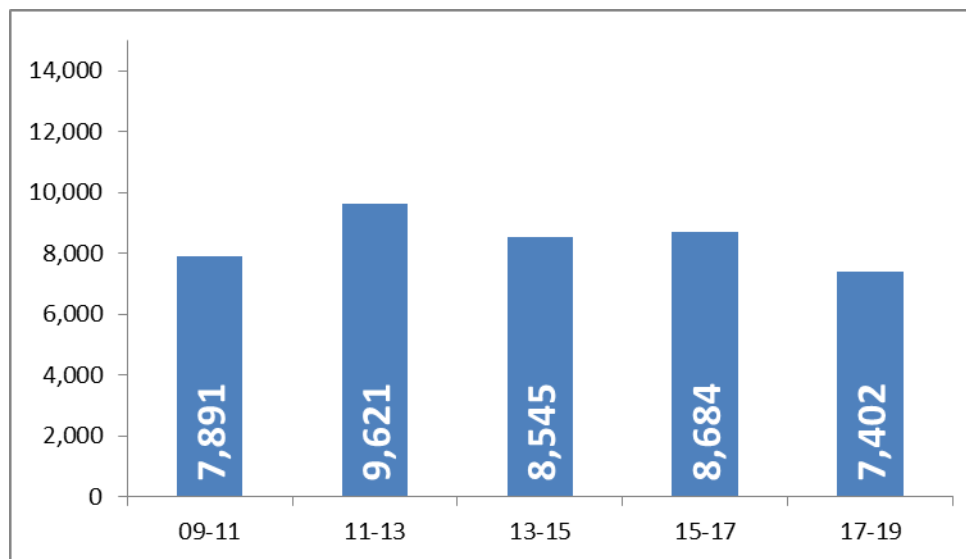
Figure 4: New Complaints Received, 2009-11 to 2017-19 Biennia



Investigations

The number of completed investigations (including unlicensed practice) decreased 15% compared to last biennium.

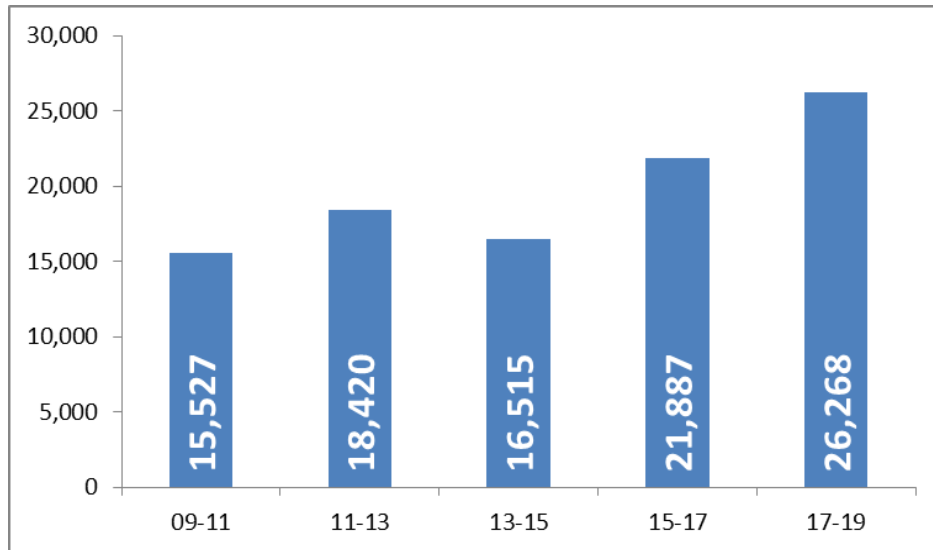
Figure 5: Investigations Completed, 2009-11 to 2017-19 Biennia



Complaint Closures before Adjudicative Proceedings

The following chart shows the change in cases closed without action before adjudicative proceedings. In some cases, evidence disproved the allegations or the complaint was below the threshold for investigation. In other cases, the disciplining authority did not have proper jurisdiction, the allegations were withdrawn, or a notice of correction was issued. This represents a 20% increase in closures prior to adjudicative proceedings over the last biennium.

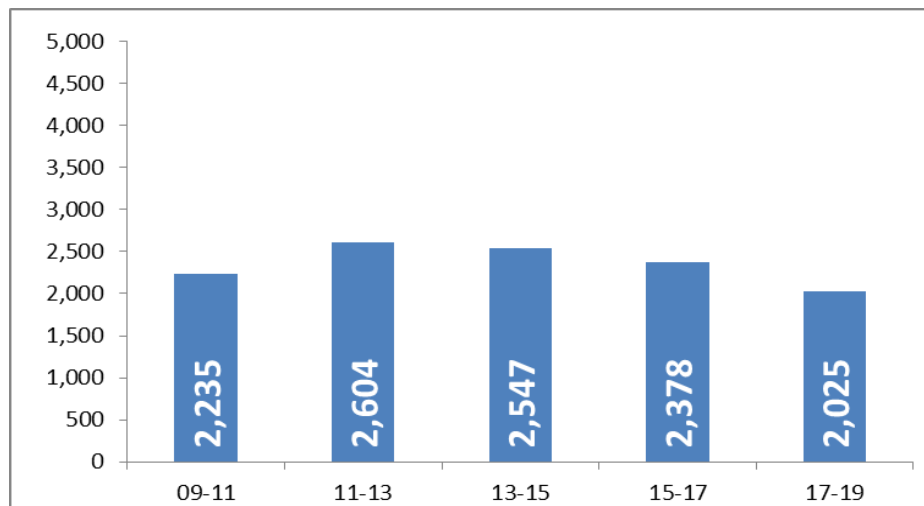
Figure 6: Complaint Closures before Adjudicative Proceedings, 2009-11 to 2017-19 Biennia



Complaint Closures after Adjudicative Proceedings

The following chart shows a 15% decrease in cases resolved with corrective or disciplinary action from the 2015-17 biennium. They include cases closed by default orders, informal dispositions (STID), agreed orders, final orders after hearing, unlicensed practice cease and desist orders, and notices of decision.

Figure 7: Complaint Closures after Adjudicative Proceedings, 2009-11 to 2017-19 Biennia



Criminal Background Checks

[RCW 18.130.064](#) allows the department to conduct a criminal history background check on all new applicants and current license holders. The purpose of the statute is to ensure patient safety by identifying those who may not be qualified to practice.

The department checked criminal history backgrounds of new applicants for credentials since 2000. For all new applications, the background check process involves checking two separate databases: The Washington State Patrol's WATCH database and the National Practitioner Data Bank (NPDB). The WATCH database provides Washington state criminal conviction records. The NPDB data bank includes information about actions in other states that helps determine the need for further review. Fingerprint based FBI background checks are only used for out-of-state applications, or applicants with a criminal history in Washington.

The department performed over 147,000 background checks on applications during the 2017-19 biennium. Checks through the WATCH database returned reports for 3,116 applicants. Table 17 provides a summary of actions taken while Table 18 provides an in-depth review.

**Table 17: HSQA Background Check Activity Summary
2017-19 Biennium**

Total Applicants	147,889
Applicants with returned background reports	3,116
Cases opened on applicants with returned background reports	635
Applicants who disclosed criminal history (% of cases)	267 (42%)
Applicants not disclosing criminal history (% of cases)	368 (58%)
Actions taken to restrict or deny a license application	238

The department began requiring federal fingerprint checks for certain applicants and licensees on January 1, 2009. The 2008 legislature authorized the department to perform these checks when a state background check is inadequate. The department focuses on applicants coming from outside of Washington and certain applicants with a criminal history in Washington. The checks are processed through the FBI's Criminal Justice Information Services (CJIS) Division.

Background reports using fingerprint data can reveal convictions as well as non-conviction information. The FBI fingerprint process can be lengthy, especially when prints are unreadable and need to be re-collected. As a result, the department may grant temporary practice permits to applicants who satisfy all licensing requirements but are still awaiting FBI results. This helps improve access to care by avoiding delays. The temporary practice permit expires if criminal history is identified, and a notice of decision is issued.

**Table 18: Criminal Background Reports
2017-19 Biennium**

Profession	Total Applicant Checks Made	WATCH Reports Produced	Cases Opened on Applicants	Self- Disclosed		% Disclosed	Actions Taken
				Yes	No		
Advanced Emergency Medical Technician	58	1	0	0	0	-	0
Advanced Registered Nurse Practitioner	2,286	18	0	0	0	-	0
Animal Massage Practitioner	40	1	0	0	0	-	0
Athletic Trainer	267	2	0	0	0	-	0
Audiologist	67	0	0	0	0	-	0
Cardiovascular Invasive Specialist	93	0	0	0	0	-	0
Certified Behavior Technician	3,242	50	10	3	7	30%	2
Chemical Dependency Professional	475	131	20	14	6	70%	9
Chemical Dependency Professional Trainee	1,414	228	111	67	44	60%	58
Chiropractic X-Ray Technician	91	1	0	0	0	-	0
Chiropractor	297	2	2	0	2	0%	1
Counselor, Agency Affiliated	5,254	362	96	55	41	57%	35
Counselor, Certified	51	2	0	0	0	-	0
Counselor, Certified Advisor	0	0	0	0	0	-	0
Dental Anesthesia Assistant	76	7	0	0	0	-	0
Dental Assistant	4,891	138	22	9	13	41%	9
Dental Hygienist	768	13	2	1	1	50%	0
Dentist	825	2	0	0	0	-	0
Denturist	17	1	0	0	0	-	0
Dietitian/Nutritionist	532	2	0	0	0	-	0
Dispensing Optician	76	5	0	0	0	-	0
Dispensing Optician Apprentice	324	18	1	0	1	0%	0
East Asian Medicine Practitioner	166	0	0	0	0	-	0
Emergency Medical Responder	81	6	0	0	0	-	0
Emergency Medical Technician	2,877	94	10	5	5	50%	5
Expanded Function Dental Auxiliary	60	3	0	0	0	-	0
Genetic Counselor	133	0	0	0	0	-	0
Hearing aid Specialist	49	5	3	0	3	0%	0
Home Care Aide	19,002	14	87	15	72	17%	27
Humane Society	0	0	0	0	0	-	0
Hypnotherapist	190	7	0	0	0	-	0
Licensed Assistant Behavior Analyst	135	1	0	0	0	-	0
Licensed Behavior Analyst	778	6	2	1	1	50%	1
Licensed Practical Nurse	2,121	38	2	1	1	50%	1
Marriage and Family Therapist	325	5	1	0	1	0%	0
Marriage and Family Therapist Associate	373	2	3	0	3	0%	2
Massage Therapist	1,948	62	12	5	7	42%	5
Medical Assistant	13,654	589	50	20	30	40%	12
Mental Health Counselor	1,324	21	5	0	5	0%	1
Mental Health Counselor Associate	1,437	39	6	3	3	50%	1
Midwife	41	1	1	0	1	0%	0
Naturopathic Physician	197	1	0	0	0	-	0
Nursing Assistant	27,936	753	86	29	57	34%	45

Profession	Total Applicant Checks Made	WATCH Reports Produced	Cases Opened on Applicants	Self-Disclosed		% Disclosed	Actions Taken
				Yes	No		
Nursing Home Administrator	136	3	5	2	3	40%	2
Nursing Pool Operator	0	0	0	0	0	-	0
Nursing Technician	785	7	1	1	0	100%	0
Occupational Therapist	792	1	1	0	1	0%	1
Occupational Therapy Assistant	263	2	0	0	0	-	0
Ocularist	1	0	0	0	0	-	0
Optometrist	158	0	0	0	0	-	0
Orthotist/ Prosthetist	38	0	2	0	2	0%	0
Osteopathic Physician	772	3	1	0	1	0%	0
Osteopathic Physician Assistant	72	0	0	0	0	-	0
Paramedic	379	9	0	0	0	-	0
Pharmacies and Other Pharmaceutical Firms	0	0	1	0	1	0%	0
Pharmacist	1,282	7	7	2	5	29%	0
Pharmacist Intern	1,318	10	2	2	0	100%	1
Pharmacy Assistant	4,465	105	24	9	15	38%	6
Pharmacy Technician	1,063	24	2	0	2	0%	1
Physical Therapist	1,690	4	3	2	1	67%	1
Physical Therapist Assistant	508	3	2	2	0	100%	1
Physician	8,695	10	0	0	0	-	0
Physician Assistant	1,453	0	0	0	0	-	0
Podiatric Physician	43	0	0	0	0	-	0
Psychologist	527	1	2	1	1	50%	1
Radiological Technologist	955	17	2	1	1	50%	1
Radiologist Assistant	1	0	0	0	0	-	0
Recreational Therapist	62	0	1	0	1	0%	0
Reflexologist	15	0	0	0	0	-	0
Registered Nurse	21,281	123	21	9	12	43%	2
Respiratory Care Practitioner	517	8	3	1	2	33%	1
Retired Volunteer Medical Worker	0	0	0	0	0	-	0
Sex Offender Treatment Provider	9	0	0	0	0	-	0
Sex Offender Treatment Provider Affiliate	16	2	0	0	0	-	0
Social Worker Advanced	42	0	0	0	0	-	0
Social Worker Associate Advanced	176	3	1	0	1	0%	1
Social Worker Associate Independent Clinical	1,120	33	3	1	2	33%	0
Social Worker Independent Clinical	834	17	3	1	2	33%	2
Speech Language Pathologist	979	3	4	0	4	0%	0
Speech Language Pathology Assistant	99	1	1	1	0	100%	0
Surgical Technologist	766	22	2	0	2	0%	1
Veterinarian	575	1	2	1	1	50%	0
Veterinary Medication Clerk	833	14	2	0	2	0%	1
Veterinary Technician	349	15	2	2	0	100%	0
X-Ray Technician	849	37	3	1	2	33%	1
Totals	147,889	3,116	635	267	368	42%	238

Board and Commission Supplemental Reports

[RCW 18.130.310\(2\)](#) allows health profession boards and commissions to prepare a biennial report to complement the UDA report. The reports may provide additional information about rulemaking, disciplinary and policy activities, and receipts and expenditures.

The following reports were prepared by the 17 boards and commissions with regulatory authority for health professions. Note that the Board of Massage is a dual authority board, where certain licensing and/or examination functions are the authority of the board, while disciplinary authority resides with the department.

Reviewing the Disciplinary Graphs

The report for each full authority board or commission includes three graphs:

- 1) The first summarizes, by fiscal year, the number of complaints received, and investigations authorized and completed over the last four years. It also includes the average number of days for investigative activities each year.
- 2) The second depicts the types of disciplinary case outcomes for each board or commission over the past four years, by fiscal year.
- 3) The third illustrates the number of summary actions that have been taken by the board or commission over the last four years, by fiscal year. Summary actions immediately suspend or restrict the practitioner's credential pending the outcome of a final hearing. They are only used when there is imminent risk of harm to the public. There are three categories of summary actions:
 - a. Actions based on conduct, such as criminal conviction;
 - b. Actions based on practice below the standard of care; and
 - c. Suspensions mandated by law based on a prohibition to practice in another state.

Chiropractic Quality Assurance Commission

The Chiropractic Quality Assurance Commission (CQAC) protects the public by credentialing and disciplining chiropractors and chiropractic x-ray technicians. The commission regulates the professions by developing rules, policies, and guidelines. CQAC is made up of 14 commission members (11 chiropractors and 3 public members) appointed by the governor. Chiropractic commission members must be licensed to practice in Washington for five years prior to appointment.

Four Year Disciplinary Summary

<table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <caption>Complaints Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>140</td> <td>100</td> <td>110</td> <td>220</td> </tr> <tr> <td>FY17</td> <td>115</td> <td>75</td> <td>105</td> <td>170</td> </tr> <tr> <td>FY18</td> <td>110</td> <td>80</td> <td>75</td> <td>120</td> </tr> <tr> <td>FY19</td> <td>110</td> <td>70</td> <td>80</td> <td>200</td> </tr> </tbody> </table>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	140	100	110	220	FY17	115	75	105	170	FY18	110	80	75	120	FY19	110	70	80	200	<p>The number of complaints in FY 2016 was slightly higher than FY 2017 – FY 2019. This resulted in fewer investigations being authorized and completed. The numbers in FY 2017-2019 were very consistent.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
FY16	140	100	110	220																						
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<table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <caption>Cases Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Informal</th> <th>Agreed</th> <th>Default</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>10</td> <td>5</td> <td>3</td> <td>0</td> </tr> <tr> <td>FY17</td> <td>11</td> <td>11</td> <td>2</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>16</td> <td>8</td> <td>3</td> <td>6</td> </tr> <tr> <td>FY19</td> <td>8</td> <td>7</td> <td>4</td> <td>1</td> </tr> </tbody> </table>	Fiscal Year	Informal	Agreed	Default	Final	FY16	10	5	3	0	FY17	11	11	2	0	FY18	16	8	3	6	FY19	8	7	4	1	<p>The total number of disciplinary actions taken in FY 2018 was slightly higher than the recent average. Since it takes 1-2 years for a complaint to make it through the disciplinary process, these numbers are the result of the higher number of complaints that were received in FY 2016.</p>
Fiscal Year	Informal	Agreed	Default	Final																						
FY16	10	5	3	0																						
FY17	11	11	2	0																						
FY18	16	8	3	6																						
FY19	8	7	4	1																						
<table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <caption>Summary Actions Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Conduct</th> <th>Standard</th> <th>Mandatory</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY17</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>2</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY19</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Fiscal Year	Conduct	Standard	Mandatory	FY16	0	0	0	FY17	1	0	0	FY18	2	0	0	FY19	0	0	0	<p>The number of summary actions consistently remains very low.</p>					
Fiscal Year	Conduct	Standard	Mandatory																							
FY16	0	0	0																							
FY17	1	0	0																							
FY18	2	0	0																							
FY19	0	0	0																							

Rulemaking and Policy Activity

Legislation

In March 2018, the Legislature and Governor passed [House Bill 2313](#). This made the Chiropractic Quality Assurance Commission's independent authority for its budget and staffing permanent. The report on the successful five-year pilot project that resulted in the legislation can be found here:

<https://www.doh.wa.gov/Portals/1/Documents/Pubs/641061.pdf>

[Senate Bill 5817](#) was enacted by the Washington State Legislature during the 2019 session. This law allows students in their senior year of chiropractic college to adjust patients under the supervision of a licensed chiropractor preceptor.

Rules and Policies

During Biennium 2017 - 2019, the Chiropractic Quality Assurance Commission continued to review and update the full chapter of chiropractic regulations in [246-808 WAC](#).

Dental Quality Assurance Commission

The Dental Quality Assurance Commission (commission) protects the public by credentialing and disciplining dentists, expanded-function dental auxiliaries, dental assistants, and dental anesthesia assistants. The commission regulates the professions by developing rules, policies, and guidelines. The governor appoints 16 commission members: 12 dentists, 2 expanded-function dental auxiliaries, and 2 public members. All serve four-year terms.

Four Year Disciplinary Summary

<p>Complaints</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>500</td> <td>300</td> <td>300</td> <td>180</td> </tr> <tr> <td>FY17</td> <td>480</td> <td>320</td> <td>370</td> <td>130</td> </tr> <tr> <td>FY18</td> <td>420</td> <td>310</td> <td>280</td> <td>140</td> </tr> <tr> <td>FY19</td> <td>520</td> <td>380</td> <td>290</td> <td>160</td> </tr> </tbody> </table> <p>Legend: ■ Complaints Received ■ Investigations Authorized ■ Investigations Completed —* Average Investigative Days</p>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	500	300	300	180	FY17	480	320	370	130	FY18	420	310	280	140	FY19	520	380	290	160	<p>Complaints received, investigations authorized, and investigations completed increased over the 2017-19 biennium.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
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Fiscal Year	Informal	Agreed	Default	Final																						
FY16	33	24	10	0																						
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Fiscal Year	Conduct	Standard	Mandatory																							
FY16	2	0	0																							
FY17	2	0	1																							
FY18	0	3	0																							
FY19	1	5	0																							

Rulemaking and Policy Activity

Legislation

The Washington State legislature passed Substitute Senate Bill 5380 in 2019 to adopt or amend rules establishing patient notification requirements for those prescribing opioids.

Patient Notification for opioid prescribing – [WAC 246-871-907](#). Section 4 of [SSB 5380](#), codified as [RCW 18.32.810](#), directs the commission to adopt or amend the opioid prescribing rules by January 1, 2020. This requires dentists to notify patients of their right to refuse an opioid prescription or order, and to document any refusal. Section 17 of SSB 5380, codified as [RCW 69.50.317](#), requires the prescribing practitioner to discuss the risks of opioids with the patient prior to the first opioid prescription. The practitioner must inform the patient of pain management alternatives to opioids, and provide a written copy of the warning to the patient. Commission rules may be amended to include pain management alternatives in the patient notification. The commission may consider exemptions for certain providers if prior notification is not possible.

The commission also reviewed multiple legislative bills in 2019, including:

- [SHB 1198](#) – Sexual misconduct sanction notification to patient
- [SSB 5386](#) – Telemedicine training
- [HB 1177](#) – Dental laboratories
- [HB 1554](#) – Dental Hygiene
- [HB 1753](#) – Rules affecting fees for health professions license

Rules and Policies

The commission is considering updated current dental infection control standards in [WAC 246-817-601](#) through new [246-817-660](#). The Dental Infection Control Committee held multiple open public meetings from January 2017 through August 2019 to discuss appropriate rule modifications.

The dental commission (commission) is considering amendments to [WAC 246-817-420](#) Specialty representation. The commission considered a rules petition in 2017 requesting that they recognize American Board of Dental Specialties boards/areas of practice specialty in rule. The current rule lists American Dental Association-recognized specialties only. Additional specialty areas in dentistry could be considered. The Dental Continuing Competency Committee held open public meetings with stakeholders to discuss potential rule modifications.

The dental commission is considering amendments to update general requirements for administering anesthetics for dental procedures in [WAC 246-817-701](#) through [790](#). The commission is considering 24-hour on-call availability, on-site inspections for sedation permit holders, and creating a pediatric sedation endorsement. The Dental Anesthesia Committee held open public meetings with stakeholders to discuss rule modifications.

The commission completed and implemented the following rule amendments:

- **Delegation to dental hygienist under general supervision – [WAC 246-817-550](#).**

The commission considered a rule request in July 2017 to allow dental hygienists to perform certain tasks under general, instead of close supervision. Close supervision requires the dentist to be physically present in the treatment facility during a task, while general supervision does not. The Dental Collaboration Committee held open public meetings with stakeholders to discuss the rule change to permit dental hygienists to perform certain tasks under general supervision. Those tasks are listed in [WAC 246-817-520](#). WAC 246-817-520 details tasks dental assistants can perform under close supervision. Dental hygienists currently can also perform these same tasks under close supervision. The CR103 Rule-Making Order was filed on September 4, 2019 as [WSR 19-18-095](#) and became effective October 5, 2019. The adopted changes will allow dental hygienists to perform identified tasks under general supervision of a dentist. A dentist must examine and diagnose all patients before delegating under general supervision.
- **Opioid prescribing rules – [WAC 246-817-901](#) through new [246-817-980](#).**

The Washington State legislature passed Engrossed Substitute House Bill 1427 (ESHB 1427) in 2017. The bill required five boards and commissions, including the dental commission, to adopt rules by January 1, 2019 to establish requirements for prescribing opioids. The commission worked with other regulatory entities to develop the rules for prescribing practitioners. The commission adopted the rules in December 2018.
- **Dental licensure – Initial eligibility and application requirements [WAC 246-817-110](#) and Examination content [WAC 246-817-120](#).**

The commission approved revisions to existing rules to change the name of the national written examination for licensure. The Joint Commission on National Dental Examination has developed an updated written examination to replace the current one, the National Board Dental Examination, Parts I and II, beginning in August 2020 with complete change in August 2022. The commission adopted the rules in July 2019.
- **Examination content [WAC 246-817-120](#).**

The commission adopted amendments to clarify that a complete clinical examination must be obtained by a single testing agency. Each testing agency creates its examination as a “whole examination.” The completion of a “whole examination” demonstrates the minimum competency necessary for licensure. Completing portions of examinations from multiple examination organizations may not provide a true assessment of minimum dentist competency. Additionally, the adopted rule includes acceptance of the Canada clinical examination. The commission adopted the rule in October 2017.

- **License by residency in lieu of examination** [WAC 246-817-110](#), [246-817-160](#), [246-817-155](#), and [246-817-220](#).
[Substitute House Bill 1411](#), (Chapter 100, Laws of 2017) modified [RCW 18.32.040](#) (3)(c) by changing the dentist licensure eligibility. The law allows dental residency in lieu of practical (clinical) examination. The residencies must be Commission on Dental Accreditation-approved. This includes community-based, general practice, advanced education in general dentistry, or pediatric residencies. The residency must be at least one year in length and must be in a setting that serves low-income patients in Washington State. The commission adopted the rules in December 2017.
- **Dentist continuing education requirements** [WAC 246-817-440](#).
The commission adopted amendments to clarify continuing education (CE) requirements. The amendments clarify subject matter, minimum and maximum numbers of hours for specific subject matter, and how to obtain CE, including web-based options. The dental commission adopted rule changes on April 20, 2018 that included changing the CE reporting period to three years. The new requirements began January 1, 2019. Although the CE reporting period was changed from annually to every three years, this did not change the annual renewal requirements of a dentist license. A licensed dentist must still renew their license every year, on or before their birthdate. The commission adopted the rules in June 2018.
- **Dentist suicide prevention education** [WAC 246-817-441](#).
[E2SHB 1612](#) (chapter 262, Laws of 2017) amended [RCW 43.70.442](#) directing the commission to adopt rules to establish suicide prevention education for dentists. This includes a one-time continuing education (CE) and training requirement for dentists on suicide prevention education. The commission adopted a three-hour requirement for suicide prevention education. This includes an assessment of issues related to imminent harm by lethal means. The required CE will be required after August 1, 2020. Courses taken before August 1, 2020 are acceptable for the one-time CE requirement. Approved suicide prevention courses are available on the Department of Health website. The commission adopted the rule in June 2018.

Board of Denturists

The Board of Denturists (board) protects the public by examining, credentialing and disciplining Denturists. The board regulates the profession by developing rules, policies, and guidelines. The secretary appoints 7 board members: 4 denturists, 1 dentist, and 2 public members. Neither public member may be affiliated with a health care profession or facility. At least one of the public members must be over the age of 65 to represent the senior population.

Four Year Disciplinary Summary

<p>Complaints</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>13</td> <td>8</td> <td>15</td> <td>180</td> </tr> <tr> <td>FY17</td> <td>21</td> <td>14</td> <td>13</td> <td>120</td> </tr> <tr> <td>FY18</td> <td>20</td> <td>8</td> <td>6</td> <td>130</td> </tr> <tr> <td>FY19</td> <td>27</td> <td>17</td> <td>12</td> <td>100</td> </tr> </tbody> </table> <p>Legend: ■ Complaints Received ■ Investigations Authorized ■ Investigations Completed ✱ Average Investigative Days</p>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	13	8	15	180	FY17	21	14	13	120	FY18	20	8	6	130	FY19	27	17	12	100	<p>Complaints received and the number of investigations authorized increased in the 17 – 19 biennia. With additional investigators, the average investigative days decreased in FY 2019.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
FY16	13	8	15	180																						
FY17	21	14	13	120																						
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<p>Cases</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Fiscal Year</th> <th>Informal</th> <th>Agreed</th> <th>Default</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>2</td> <td>2</td> <td>1</td> <td>0</td> </tr> <tr> <td>FY17</td> <td>0</td> <td>2</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>3</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY19</td> <td>3</td> <td>0</td> <td>0</td> <td>1</td> </tr> </tbody> </table> <p>Legend: ■ Informal ■ Agreed ■ Default ■ Final</p>	Fiscal Year	Informal	Agreed	Default	Final	FY16	2	2	1	0	FY17	0	2	0	0	FY18	3	0	0	0	FY19	3	0	0	1	<p>The board continued to conclude disciplinary cases through settlement by informal resolutions known as stipulations to informal dispositions (STIDs.)</p>
Fiscal Year	Informal	Agreed	Default	Final																						
FY16	2	2	1	0																						
FY17	0	2	0	0																						
FY18	3	0	0	0																						
FY19	3	0	0	1																						
<p>Summary Actions</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Fiscal Year</th> <th>Conduct</th> <th>Standard</th> <th>Mandatory</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY17</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY19</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>Legend: ■ Conduct ■ Standard ■ Mandatory</p>	Fiscal Year	Conduct	Standard	Mandatory	FY16	0	0	0	FY17	0	0	0	FY18	0	0	0	FY19	0	0	0	<p>There were no summary actions during the 17 – 19 biennia. This is normal for the profession.</p>					
Fiscal Year	Conduct	Standard	Mandatory																							
FY16	0	0	0																							
FY17	0	0	0																							
FY18	0	0	0																							
FY19	0	0	0																							

Rulemaking and Policy Activity

Legislation

There was no legislation passed that affects the Denturist profession.

Rules and Policies

The board reviewed and re-adopted their policies during the 2017-19 biennium. The board performed a complete chapter review of their rules during this time frame.

The board schedules two practical (clinical) exams a year; however, they require a minimum of five applicants in order to administer the practical exams. From July 1, 2017 through June 30, 2019, the board administered 5 practical exams, and staff administered 5 written (computerized) exams.

The table below depicts a five-year exam summary based on a fiscal year.

Fiscal Year	# of applicants for written exam	# passing written exam	# of applicants for practical exam	# passing practical exam
2013	4	4	0	0
2014	18	16	17	14
2015	7	7	8	7
2016	1	1	0	0
2017	14	14	14	11
2018	14	14	19	13

Board of Hearing and Speech

The Board of Hearing and Speech protects the public by credentialing and disciplining hearing and speech professions. The board develops rules, policies, and guidelines that regulate the practice of audiologists, hearing aid specialists, speech-language pathologists, and speech-language pathology assistants. The governor appoints 11 board members to serve three-year terms. The board consists of 2 audiologists, 2 hearing aid specialists, 2 speech-language pathologists, 3 public members, 1 advisory medical physician, and 1 non-voting speech-language pathology assistant.

Four Year Disciplinary Summary

<table border="1"> <caption>Complaints and Average Investigative Days Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>21</td> <td>10</td> <td>12</td> <td>155</td> </tr> <tr> <td>FY17</td> <td>28</td> <td>14</td> <td>10</td> <td>105</td> </tr> <tr> <td>FY18</td> <td>39</td> <td>13</td> <td>14</td> <td>135</td> </tr> <tr> <td>FY19</td> <td>65</td> <td>22</td> <td>19</td> <td>105</td> </tr> </tbody> </table>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	21	10	12	155	FY17	28	14	10	105	FY18	39	13	14	135	FY19	65	22	19	105	<p>The number of complaints and investigations authorized increased. The board sent more notifications to health professionals about issues to be aware of in their field and maintaining their continuing education requirements.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
FY16	21	10	12	155																						
FY17	28	14	10	105																						
FY18	39	13	14	135																						
FY19	65	22	19	105																						
<table border="1"> <caption>Cases Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Informal</th> <th>Agreed</th> <th>Default</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>1</td> <td>0</td> <td>1</td> <td>0</td> </tr> <tr> <td>FY17</td> <td>1</td> <td>0</td> <td>1</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>0</td> <td>0</td> <td>2</td> <td>0</td> </tr> <tr> <td>FY19</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Fiscal Year	Informal	Agreed	Default	Final	FY16	1	0	1	0	FY17	1	0	1	0	FY18	0	0	2	0	FY19	2	0	0	0	<p>Most cases are settled through a stipulation to informal disposition (STID), an informal resolution, or an agreed order. When the board issues a statement of charges (SOC) against a licensee, the licensee has 20 days in which to respond. If the licensee doesn't respond, it is considered a default order.</p>
Fiscal Year	Informal	Agreed	Default	Final																						
FY16	1	0	1	0																						
FY17	1	0	1	0																						
FY18	0	0	2	0																						
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<table border="1"> <caption>Summary Actions Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Conduct</th> <th>Standard</th> <th>Mandatory</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>FY17</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>FY19</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Fiscal Year	Conduct	Standard	Mandatory	FY16	0	0	1	FY17	0	0	0	FY18	0	0	1	FY19	0	0	0	<p>There was only 1 summary action during the 17-19 biennium. This is normal for the profession.</p>					
Fiscal Year	Conduct	Standard	Mandatory																							
FY16	0	0	1																							
FY17	0	0	0																							
FY18	0	0	1																							
FY19	0	0	0																							

Rulemaking and Policy Activity

Legislation

The Department of Health (department) in consultation with the Board of Hearing and Speech (board) is amending [WAC 246-828-025](#), [246-828-290](#), and creating a new section(s) to implement **ESB 5210 (chapter 183, Laws of 2019)** addressing consumer notification. The department may also consider making technical changes to improve clarity.

The federal Americans with Disabilities Act of 1990 was amended in 2010 to require assistive listening systems in public places to be hearing aid compatible. By requiring patient notification, the legislature intends to increase consumer awareness of benefits and uses of the different types of hearing instruments, their technologies, and compatibility with assistive listening systems. This could benefit the six hundred fifty thousand Washington state residents that suffer from hearing loss.

Rules and Policies

In addition to implementing ESB 5210, the board is clarifying rules to make minor updates to the following: [WAC 246-828-020](#), [246-828-025](#), [246-828-04503](#), [246-828-075](#), [246-828-300](#), and [246-828-900](#).

Board of Massage

The Board of Massage protects the public’s health and safety by regulating the competency and quality of licensed massage therapists. The governor appoints 4 massage therapists and 1 public member to four-year terms. The professional members must have at least three years of experience as a massage therapist immediately preceding appointment. The public member cannot be an employee of the state or a present or former member of another licensing board.

Four Year Disciplinary Summary

<p>Complaints</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>410</td> <td>150</td> <td>150</td> <td>150</td> </tr> <tr> <td>FY17</td> <td>290</td> <td>100</td> <td>140</td> <td>130</td> </tr> <tr> <td>FY18</td> <td>390</td> <td>130</td> <td>120</td> <td>90</td> </tr> <tr> <td>FY19</td> <td>430</td> <td>150</td> <td>150</td> <td>140</td> </tr> </tbody> </table>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	410	150	150	150	FY17	290	100	140	130	FY18	390	130	120	90	FY19	430	150	150	140	<p>The number of complaints received increased since the last biennium.</p> <p>There was also a slight increase in the number of investigations authorized, likely due to the number of cases opened for non-compliance with continuing education requirements.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
FY16	410	150	150	150																						
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Fiscal Year	Informal	Agreed	Default	Final																						
FY16	13	18	11	5																						
FY17	11	8	11	1																						
FY18	11	9	6	2																						
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Fiscal Year	Conduct	Standard	Mandatory																							
FY16	1	0	3																							
FY17	2	0	0																							
FY18	1	0	0																							
FY19	0	0	0																							

Rulemaking and Policy Activity

Legislation

[HB 2291](#) Concerning the licensure and certification of massage therapists and reflexologists was introduced in the 2018 legislative session. The bill added a requirement for massage therapists and reflexologists to have a government-issued photo ID at all times while they are practicing. It did not pass.

The same bill was reintroduced in the 2019 session as [SHB 1082](#) and [SSB 5097](#). It did not pass during this session either.

Rules and Policies

The board granted a rules petition on July 7, 2017, to open up thirteen sections of [246.830 WAC](#), and make amendments to other rules as necessary. The focus of the rulemaking was on education and training, continuing education, and standard of practice limitations.

Board of Naturopathy

The Board of Naturopathy (board) protects public health, enhances patient safety, and fosters the integrity of the naturopathic physician profession. This is accomplished through licensing, disciplinary action, rulemaking, and education. The governor appoints 7 board members: 5 naturopathic physicians and 2 public members. Neither public member may be affiliated with a health care profession or facility.

Four Year Disciplinary Summary

<p>Complaints</p> <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>68</td> <td>52</td> <td>48</td> <td>200</td> </tr> <tr> <td>FY17</td> <td>50</td> <td>32</td> <td>55</td> <td>195</td> </tr> <tr> <td>FY18</td> <td>50</td> <td>35</td> <td>30</td> <td>205</td> </tr> <tr> <td>FY19</td> <td>48</td> <td>38</td> <td>50</td> <td>215</td> </tr> </tbody> </table>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	68	52	48	200	FY17	50	32	55	195	FY18	50	35	30	205	FY19	48	38	50	215	<p>There was a significant increase in the number of complaints in FY 2016; however, it appears those numbers have leveled off and remained consistent during the last three fiscal years. The average number of days to complete an investigation appear to have increased slightly over the last biennium.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
FY16	68	52	48	200																						
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Fiscal Year	Informal	Agreed	Default	Final																						
FY16	4	1	2	3																						
FY17	4	10	0	0																						
FY18	3	5	0	0																						
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<p>Summary Actions</p> <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Conduct</th> <th>Standard</th> <th>Mandatory</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY17</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY19</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Fiscal Year	Conduct	Standard	Mandatory	FY16	1	0	0	FY17	1	0	0	FY18	0	0	0	FY19	0	0	0	<p>The board issued two summary actions during FY 2016 and FY 2017; none were issued during FY 2018 or FY 2019. The board can issue summary suspensions and/or restrictions if they feel that there is immediate risk to the public.</p>					
Fiscal Year	Conduct	Standard	Mandatory																							
FY16	1	0	0																							
FY17	1	0	0																							
FY18	0	0	0																							
FY19	0	0	0																							

Rulemaking and Policy Activity

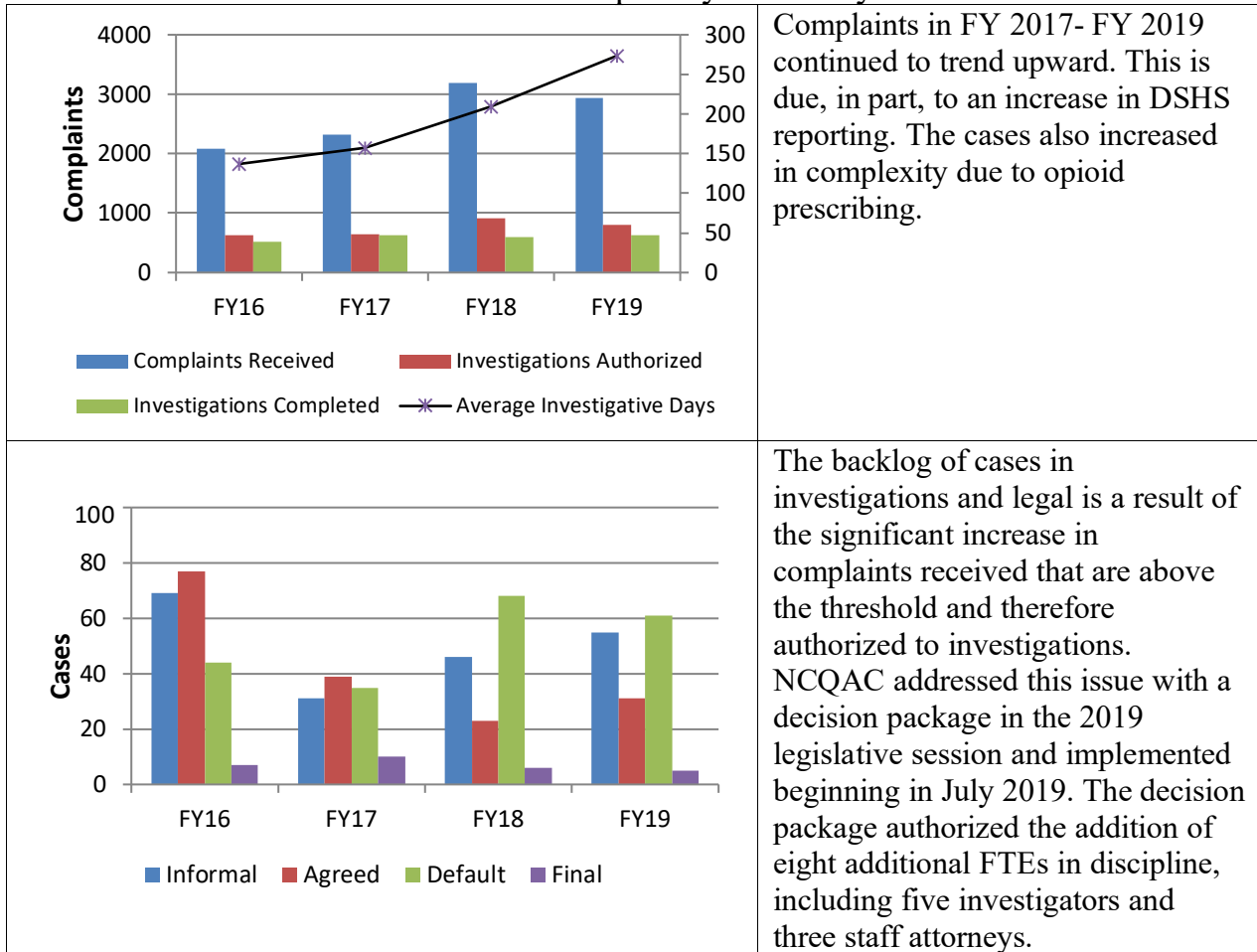
Rules and Policies

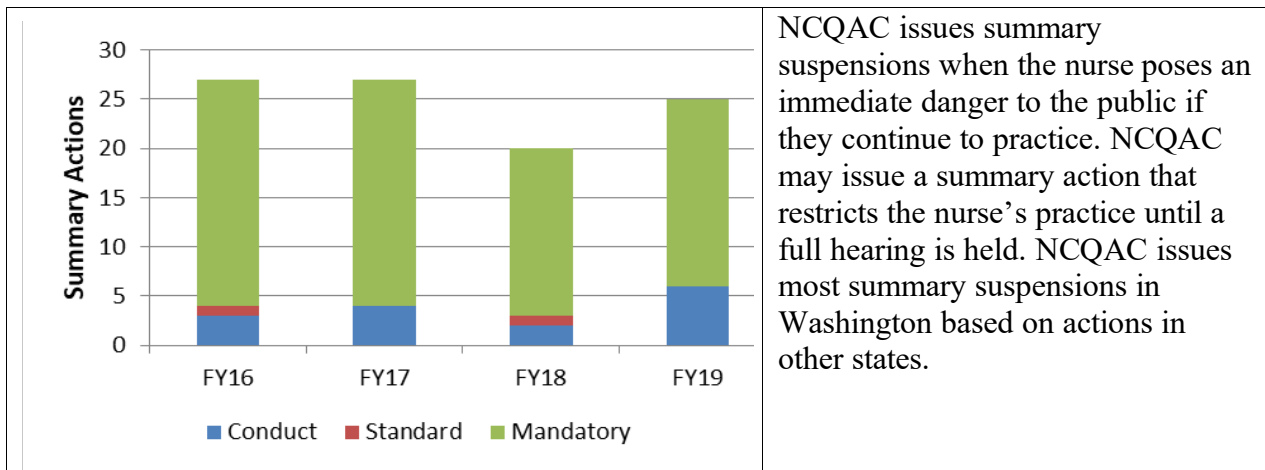
- The board is considering modification to WACs [246-836-010](#) and [210](#) to clarify the types of nonsurgical cosmetic procedures that may or may not be performed by naturopathic physicians.
- The board completed rulemaking to amend [WAC 246-836-080](#). This rulemaking clarifies acceptable continuing education (CE) requirements. It identifies approved providers and provides additional ways for naturopathic physicians to satisfy the CE requirements, such as fulfillment through other relevant health profession courses. The rulemaking also increases the required number of CE hours and changes the reporting cycle. The CE requirement of 20 hours, reportable every year increased to 60 hours, reportable every two years. These changes become effective January 1, 2021.
- The board approved [WAC 246-836-700](#) that establishes the process and criteria for temporary practice permits for military spouses or state-registered domestic partner applicants. This rule implemented [Engrossed Substitute Senate Bill 5969 \(laws of 2011\)](#). It directs state agencies to reduce the impact of military family relocation by reducing the time to obtain professional licenses and authorizes temporary practice permits.
- The board amended [WAC 246-836-330](#) and repealed WACs 246-836-340, -350, -360, -370, -380, and -390. These rule sections are redundant to the mandatory reporting requirements in [RCW 18.130.070](#) and chapter [246-16 WAC](#).
- The board made changes to [WAC 246-836-150](#) to streamline the process for nationally accredited colleges of naturopathic medicine to maintain board approval.

Nursing Care Quality Assurance Commission

The Nursing Care Quality Assurance Commission (NCQAC) protects the public’s health and safety by regulating the competency and quality of licensed practical nurses, registered nurses, advanced registered nurse practitioners, and nursing technicians. The purpose of the NCQAC includes establishing, monitoring, and enforcing licensing, consistent standards of practice, continuing competency mechanisms, and discipline. The governor appoints 15 commission members to four-year terms: 3 licensed practical nurses, 7 registered nurses, 2 advanced registered nurse practitioners, and 3 public members.

Four Year Disciplinary Summary





Washington Health Professional Services (WHPS)
2017-2019 Biennium Totals

Credential	Total Mandated	Total Voluntary	Total Enrolled in Biennium	Successful Completions
Registered Nurse	312	52	364	94
Licensed Practical Nurse	41	5	46	11
Advanced Registered Nurse Practitioner	10	3	13	4
Certified Registered Nurse Anesthetist	4	1	5	1

Nursing Education

NCQAC approves and reviews all nursing education programs in the state of Washington and relevant out-of-state distance learning programs. This includes nursing assistant training programs, alternative nursing assistant training programs, refresher courses, professional vocational relationship courses, and undergraduate and graduate nursing education programs. The total number of nursing education programs (774) includes:

❖ In-state

- 5 Licensed Practical Nurse Programs
- 26 Associate Degree Nurse Programs
- 12 Bachelor of Science in Nursing Programs
- 17 Registered Nurse to Bachelor of Science in Nursing Programs (RNB)
- 25 Post Bachelor of Science in Nursing Programs
- 2 Professional Vocational Relationship courses

❖ Out-of-state programs

- 24 Registered Nurse to Bachelor of Science in Nursing Programs (RNB)
- 2 Licensed Practical Nurse to Bachelor of Science in Nursing (LPN-BSN)
- 460 Other graduate and undergraduate tracks

❖ 201 In-state Nursing Assistant (NA) Training Programs:

- 165 Traditional Nursing Assistant (NA) programs
- 21 Home Care Aide to NA bridge programs
- 10 Medication Assistant to NA bridge programs
- 5 Medication Assistant Certification Endorsement (MACE) programs

Rulemaking and Policy Activity

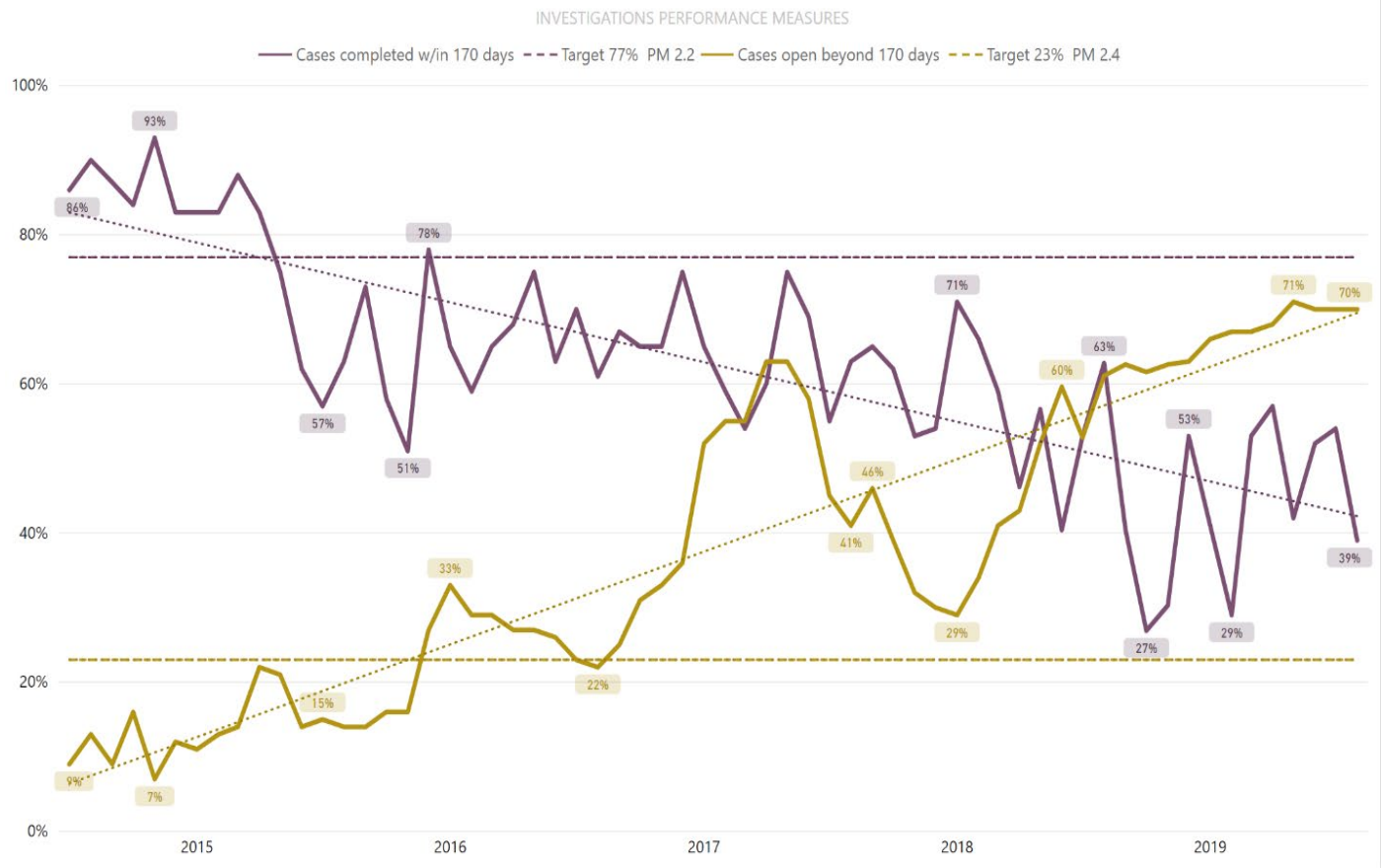
Legislation

Decision package to meet disciplinary performance objectives

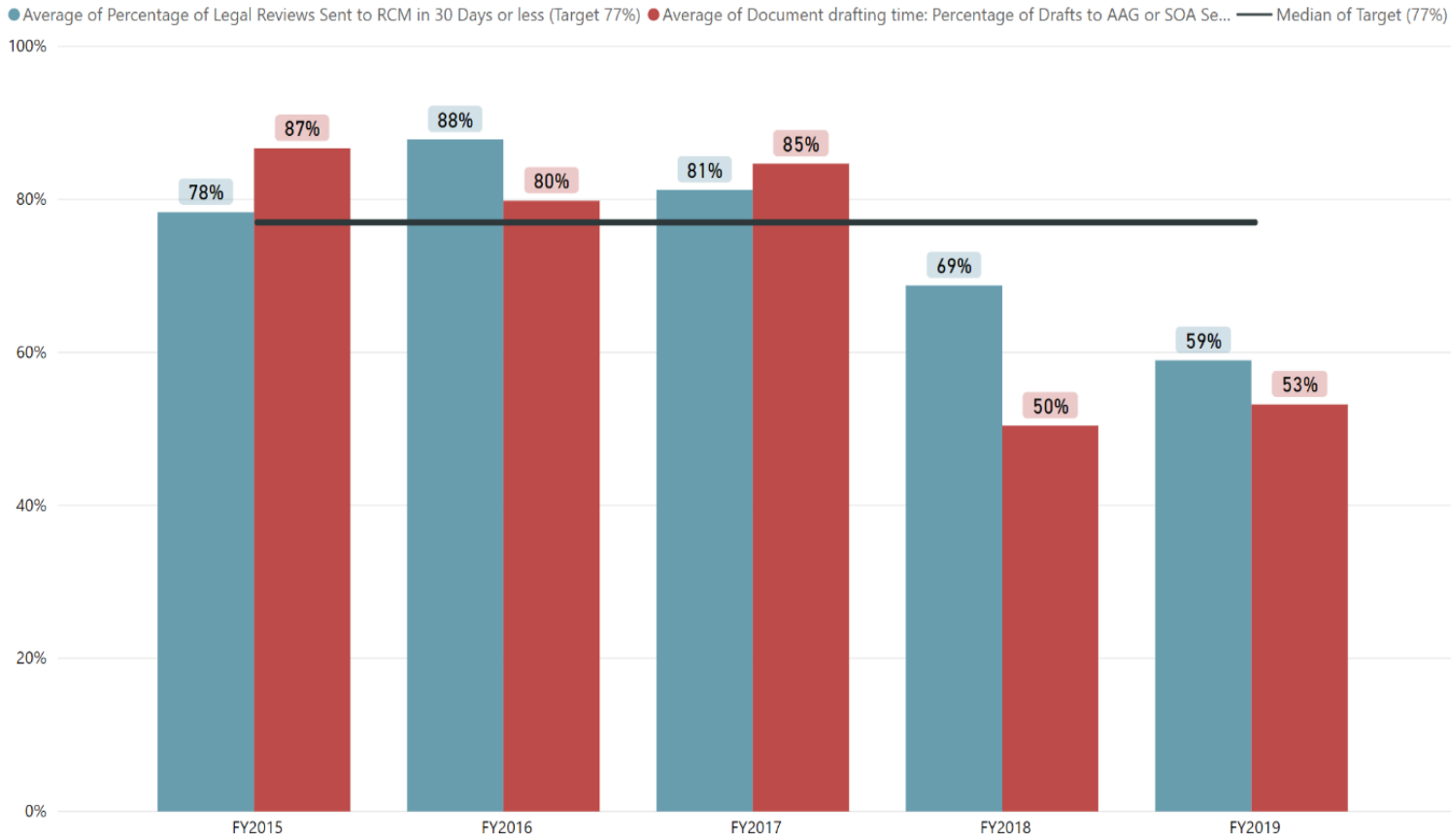
NCQAC regulates over 140,000 nurses in Washington State. In the past four years, the number of licensed nurses increased 16.3%, and complaints against nurses increased 106%. Complaints include patient deaths, serious harm, and abuse. Performance measures and legally mandated timelines are not being met. [RCW 43.70.320\(5\)](#) gives NCQAC the authority to request additional spending authority when revenues exceed fifteen percent over the department's estimated six-year spending projections. NCQAC requested, and the legislature and governor granted, additional authority to protect the public and meet timelines for disciplinary cases.

Appropriate staffing for the increased disciplinary workload helps protect the citizens of Washington. Additional staff and changes to processes will allow NCQAC to process disciplinary cases within timelines. [WAC 246-14-050](#) requires investigations be completed within 170 days (performance measure 2.2).

Performance measure 2.2 demonstrates NCQAC’s inability to meet this mandated timeline for the past three years. The trend line shows a steep decline of cases completed within timelines from 83% in FY14 to 55% in FY18. Once an investigation is completed, the case proceeds to the legal unit. The legal unit measures their performance in the number of documents drafted and sent to the state attorney general’s office. The legal performance measure is 77% for drafts served within 30 days. The legal unit met or exceeded their performance measures until FY18, when performance fell by over 30%.



LEGAL PERFORMANCE MEASURES



As a result of legislative and gubernatorial approval for the decision package, NCQAC increased discipline staff by eight FTEs. This included five health care investigators and three staff attorneys. NCQAC anticipates the additional staff dedicated to the disciplinary process will be able to clear the backlog and subsequently meet performance measures again.

Rules and Policies

Rule Sections	Title	Status
WAC 246-840-533	Preceptor Experience for Nursing Students Educated in Washington State	Effective Date: April 26, 2019
WAC 246-840-035 , WAC 246-840-048 , and WAC 246-840-340 through WAC 246-840-367	Interim Permits for Nontraditional Nursing Students and ARNPs	Effective Date: April 26, 2019
Repeal of RCW 18.79.380		
WAC 246-840-111 WAC 246-840-120 WAC 246-840-125 WAC 246-840-200 through WAC 246-840-260	Continuing Competency	CR101 In Progress
WAC 246-840-300 WAC 246-840-700 through WAC 246-840-710	Scope of Practice	CR101 In Progress
WAC 246-840-460 through WAC 246-840-4990	Opioid Prescribing Rules	ESHB 1427 Effective Date: November 1, 2019 New CR101 in Process
WAC 246-840-4651	Opioid Patient Notification (Implementing SSB 5380)	CR105 In Process
WAC 246-840-360	ARNP Practice Hour Renewal Requirement	CR101 In Process
WAC 246-840-095	Temporary Practice Permits	CR101 In Process

Board of Nursing Home Administrators

The mission and purpose of the Board of Nursing Home Administrators is to protect the health of the people of Washington. The board does this through the proper licensing of nursing home administrators, and by enforcing the nursing home administrators practice act and other laws governing the professional behavior of its licensees. The board consists of 4 licensed nursing home administrators, 4 health care professionals and 1 public member, all of which serve five-year terms.

Four Year Disciplinary Summary

<table border="1"> <caption>Complaints and Investigative Days Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>150</td> <td>70</td> <td>55</td> <td>175</td> </tr> <tr> <td>FY17</td> <td>140</td> <td>45</td> <td>70</td> <td>125</td> </tr> <tr> <td>FY18</td> <td>175</td> <td>60</td> <td>50</td> <td>135</td> </tr> <tr> <td>FY19</td> <td>135</td> <td>45</td> <td>50</td> <td>105</td> </tr> </tbody> </table>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	150	70	55	175	FY17	140	45	70	125	FY18	175	60	50	135	FY19	135	45	50	105	<p>The number of complaints received increased in FY 2018, but decreased in FY 2019. The complaints were received from several sources, including individuals, other health care professionals, facility survey reports, and complaints received by other agencies that were forwarded to the board. The time it takes to investigate these complaints decreased as staffing has increased.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
FY16	150	70	55	175																						
FY17	140	45	70	125																						
FY18	175	60	50	135																						
FY19	135	45	50	105																						
<table border="1"> <caption>Cases Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Informal</th> <th>Agreed</th> <th>Default</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY17</td> <td>4</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>2</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY19</td> <td>2</td> <td>2</td> <td>1</td> <td>3</td> </tr> </tbody> </table>	Fiscal Year	Informal	Agreed	Default	Final	FY16	2	0	0	0	FY17	4	0	0	0	FY18	2	1	0	0	FY19	2	2	1	3	<p>Much of the increase in disciplinary actions for FY 2019 is due to board action resulting from non-compliance with a mandatory continuing education class. The board expects this type of action to decrease in the future.</p>
Fiscal Year	Informal	Agreed	Default	Final																						
FY16	2	0	0	0																						
FY17	4	0	0	0																						
FY18	2	1	0	0																						
FY19	2	2	1	3																						
<table border="1"> <caption>Summary Actions Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Conduct</th> <th>Standard</th> <th>Mandatory</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY17</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY19</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Fiscal Year	Conduct	Standard	Mandatory	FY16	0	0	0	FY17	0	0	0	FY18	0	0	0	FY19	0	0	0	<p>There were no summary actions during the 17-19 biennium. This is normal for the nursing home administrator profession.</p>					
Fiscal Year	Conduct	Standard	Mandatory																							
FY16	0	0	0																							
FY17	0	0	0																							
FY18	0	0	0																							
FY19	0	0	0																							

Rulemaking and Policy Activity

Legislation

There was no legislation that passed during the 17-19 biennium that required action by the board.

Rules and Policies

The Board of Nursing Home Administrators revised rules that went into effect October 2019. Changes included acceptance of the National Association of Long-Term Care Administrators Board's Health Services Executive (HSE) as another option to meet licensure requirements. This is expected to lead to decreased time between submission of an application and issuance of a license. The update also allows a portion of another state's training program to be used toward Washington requirements in certain circumstances.

The board continues to focus on providing training regarding licensure, disciplinary processes and other important topics. Board members have presented at trainings for students and newly licensed administrators.

Board of Occupational Therapy Practice

The mandate of the Occupational Therapy Practice Board is to protect the public’s health and safety and to promote the welfare of the state by regulating the competency and quality of professional health care providers under its jurisdiction. The board accomplishes this mandate through a variety of activities working with the Department of Health, Health Systems Quality Assurance division. The governor appoints 5 members: 3 occupational therapists, 1 occupational therapy assistant, and 1 public member. The professional members must have been in active practice in occupational therapy for at least five years immediately preceding appointment. All members must be residents of Washington State.

Four Year Disciplinary Summary

<table border="1"> <caption>Complaints and Investigations Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>42</td> <td>15</td> <td>18</td> <td>180</td> </tr> <tr> <td>FY17</td> <td>38</td> <td>10</td> <td>15</td> <td>140</td> </tr> <tr> <td>FY18</td> <td>48</td> <td>12</td> <td>10</td> <td>90</td> </tr> <tr> <td>FY19</td> <td>58</td> <td>10</td> <td>12</td> <td>140</td> </tr> </tbody> </table>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	42	15	18	180	FY17	38	10	15	140	FY18	48	12	10	90	FY19	58	10	12	140	<p>The number of complaints increased the past two years. The number of authorized investigations has remained static.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
FY16	42	15	18	180																						
FY17	38	10	15	140																						
FY18	48	12	10	90																						
FY19	58	10	12	140																						
<table border="1"> <caption>Cases by Disposition</caption> <thead> <tr> <th>Fiscal Year</th> <th>Informal</th> <th>Agreed</th> <th>Default</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>1</td> <td>4</td> <td>1</td> <td>1</td> </tr> <tr> <td>FY17</td> <td>1</td> <td>1</td> <td>6</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> </tr> <tr> <td>FY19</td> <td>3</td> <td>1</td> <td>1</td> <td>0</td> </tr> </tbody> </table>	Fiscal Year	Informal	Agreed	Default	Final	FY16	1	4	1	1	FY17	1	1	6	0	FY18	0	0	1	0	FY19	3	1	1	0	<p>Most cases are settled through a stipulation to informal disposition (STID), an informal resolution, or through an agreed order. When the board issues a statement of charges (SOC) against a licensee, the licensee has 20 days in which to respond. If the licensee doesn’t respond, it is considered a default order.</p>
Fiscal Year	Informal	Agreed	Default	Final																						
FY16	1	4	1	1																						
FY17	1	1	6	0																						
FY18	0	0	1	0																						
FY19	3	1	1	0																						
<table border="1"> <caption>Summary Actions</caption> <thead> <tr> <th>Fiscal Year</th> <th>Conduct</th> <th>Standard</th> <th>Mandatory</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>FY17</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY19</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Fiscal Year	Conduct	Standard	Mandatory	FY16	0	0	1	FY17	1	0	0	FY18	0	0	0	FY19	0	0	0	<p>The board can issue summary suspensions and/or summary restrictions. A restriction allows the licensee to continue to practice but only under certain practice conditions until the outcome of a formal hearing.</p>					
Fiscal Year	Conduct	Standard	Mandatory																							
FY16	0	0	1																							
FY17	1	0	0																							
FY18	0	0	0																							
FY19	0	0	0																							

Rulemaking and Policy Activity

Legislation

There was no legislation that passed during the 17-19 biennium that required action by the board.

Rules and Policies

The board is proposing to establish [WAC 246-847-067](#)– **Application for individuals who have an expired license in another state and are seeking Washington licensure**. The new section will create requirements for applicants with a license that has been expired in another state for three to less than five years, and for five years or more.

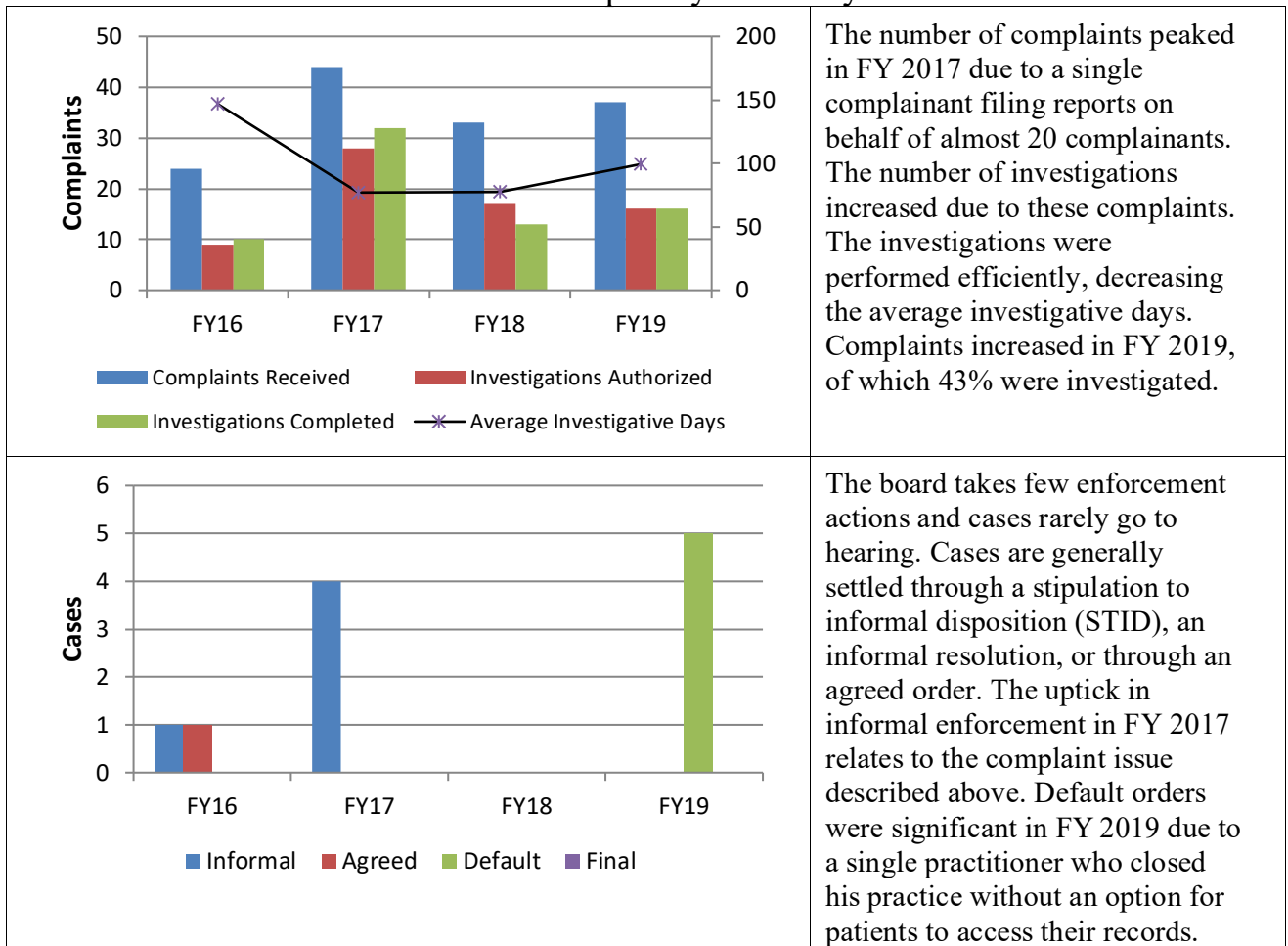
To correct this, rulemaking is required. The proposed rules implement the statute’s objectives and authority by:

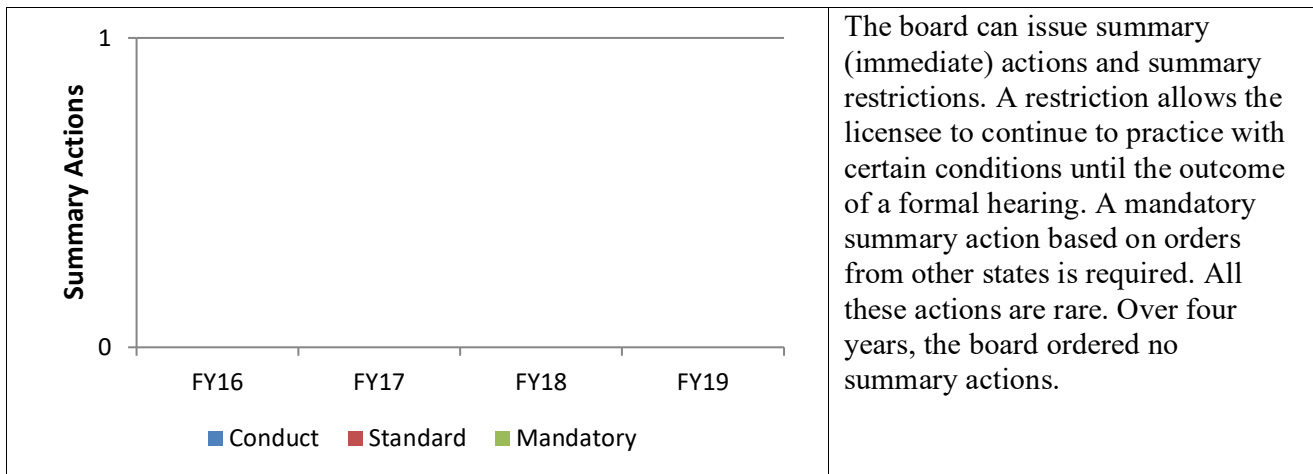
- Setting a standard for becoming licensed in Washington after a prolonged absence; and
- Supporting the goal of chapter [18.59 RCW](#) by ensuring that occupational therapy services are provided by competent, appropriately educated, and trained occupational therapists and assistants.

Board of Optometry

The Board of Optometry protects the public by credentialing and disciplining optometrists. The board regulates the profession by developing rules, policies, and guidelines. The governor appoints 6 members (5 licensed optometrists and 1 public member) to serve three-year terms with the option of a consecutive three-year term.

Four Year Disciplinary Summary





Rulemaking and Policy Activity

Legislation

There was no legislation that passed during the 17-19 biennium that required action by the board.

Rules and Policies

The following rule was adopted by the Board of Optometry (board) between July 1, 2017 and June 30, 2019:

- [WAC 246-851-580](#) through [-590](#) Drug list and guidelines**

The board adopted an amendment to the drug list in WAC 246-851-580 and drug guidelines in WAC 246-851-590 to clarify the use of adjuvant analgesics, such as gabapentin and pregabalin, for the practice of optometry. This rulemaking is in response to a question from a Washington-licensed optometrist, who asked the board if adjuvant analgesics were included under the category “analgesics” in WAC 246-851-580(j). These drugs were originally classified as anti-epileptic medications but are now more commonly prescribed to enhance treatment of pain. Adding adjuvant analgesics to the optometry drug list gives optometrists additional, safer pain treatments for addressing painful eye conditions, such as herpes zoster. Optometrists are currently authorized to prescribe hydrocodone combination products, which are potentially addictive opioids. Adjuvant analgesics by themselves do not carry the same risks for addiction.

Board of Osteopathic Medicine and Surgery

The mission and purpose of the Washington State Board of Osteopathic Medicine and Surgery is to protect the health of the people of Washington through the proper licensing of osteopathic physicians and osteopathic physician assistants. This is accomplished through the objective enforcement of the Osteopathic Medical Practice Act or other laws governing the professional behavior of its licensees. The board consists of 8 practicing osteopathic physicians, 1 practicing osteopathic physician assistant and 2 public members, all of which serve five-year terms.

Four Year Disciplinary Summary

<table border="1"> <caption>Complaints Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>105</td> <td>60</td> <td>65</td> <td>175</td> </tr> <tr> <td>FY17</td> <td>120</td> <td>75</td> <td>90</td> <td>160</td> </tr> <tr> <td>FY18</td> <td>145</td> <td>100</td> <td>80</td> <td>150</td> </tr> <tr> <td>FY19</td> <td>160</td> <td>100</td> <td>110</td> <td>145</td> </tr> </tbody> </table>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	105	60	65	175	FY17	120	75	90	160	FY18	145	100	80	150	FY19	160	100	110	145	<p>The number of complaints received, and investigations authorized continued to increase. The increased number of complaints could be explained by the growth of the profession, which has more than tripled since the board was created in 1979. Washington's only osteopathic medical school graduated its first class in 2012.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
FY16	105	60	65	175																						
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Fiscal Year	Informal	Agreed	Default	Final																						
FY16	1	3	0	3																						
FY17	2	5	1	7																						
FY18	5	6	0	0																						
FY19	3	4	0	0																						
<table border="1"> <caption>Summary Actions Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Conduct</th> <th>Standard</th> <th>Mandatory</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY17</td> <td>2</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY19</td> <td>1</td> <td>1</td> <td>0</td> </tr> </tbody> </table>	Fiscal Year	Conduct	Standard	Mandatory	FY16	0	0	0	FY17	2	0	0	FY18	0	0	0	FY19	1	1	0	<p>The board issued two summary actions this biennium. The board can issue summary suspensions or restrictions if they feel that there is an immediate risk to the public.</p>					
Fiscal Year	Conduct	Standard	Mandatory																							
FY16	0	0	0																							
FY17	2	0	0																							
FY18	0	0	0																							
FY19	1	1	0																							

Rulemaking and Policy Activity

Legislation

During the 2019 legislative session, [Substitute Senate Bill \(SSB\) 5380](#) (**chapter 314, Laws of 2019**) was passed requiring this board, the Washington Medical Commission, the Nursing Care Quality Assurance Commission, the Dental Care Quality Commission, and the Podiatric Medical Board to adopt amendments to their opioid prescribing rules. The amendments expand the patient notification requirements for prescribing opioid drugs and include the patient's right to refuse an opioid prescription or order.

Rules and Policies

- The board completed implementation of [Engrossed Substitute House Bill \(ESHB\) 1427](#) that created the framework for a multi-dimensional approach to opioid prescribing, tracking of opioid prescriptions, and access to treatment that identified specific areas of need. These included requiring the boards and commissions of health care professionals with prescriptive authority to adopt rules establishing requirements for prescribing opioid drugs, with the overall goal of increasing public health and safety by reducing the number of people who inadvertently became addicted to opioids. Specifically named were those boards and commissions listed above under "Legislation."
- The board is considering modification to [WAC 246-853-675](#) and [WAC 246-854-255](#) to implement **SSB 5380 (chapter 314, Laws of 2019)**.
- The board is considering rule amendments that include:
 - Clarification of continuing education opportunities,
 - Updating and clarifying HIV/Aids education standards,
 - Clarifying the use of public forms of advertising,
 - Updating reentry to practice requirements, and
 - Minor updates regarding use of laser, light radiofrequency, and plasma devices.
- The board will also consider a new section describing the process for issuing expedited temporary practice permits for military spouses.

Presentation to osteopathic students

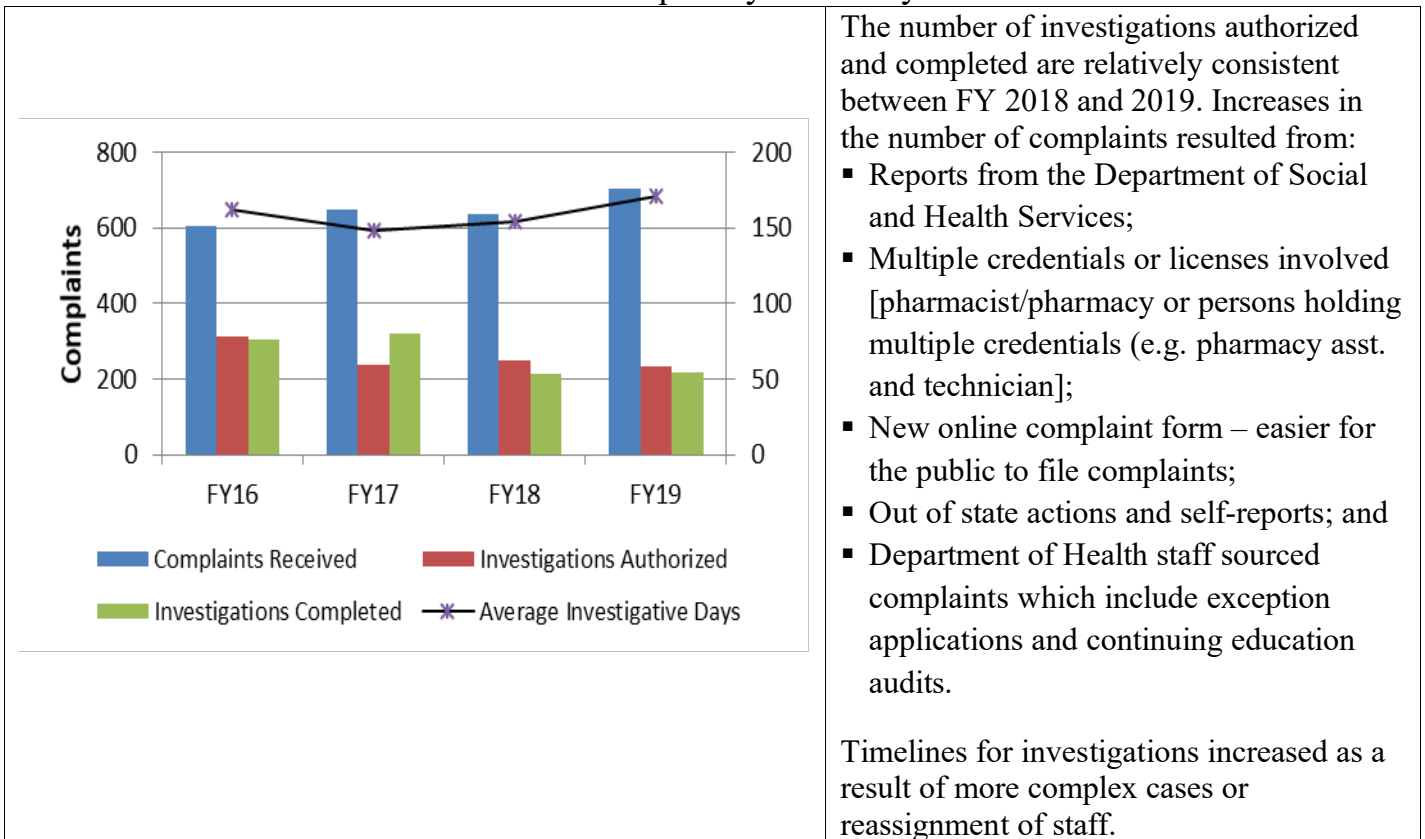
Each year, the board presents to osteopathic students at the Pacific University of Health Sciences to discuss the scope of the board's work and licensing and disciplinary issues related to osteopathic physicians.

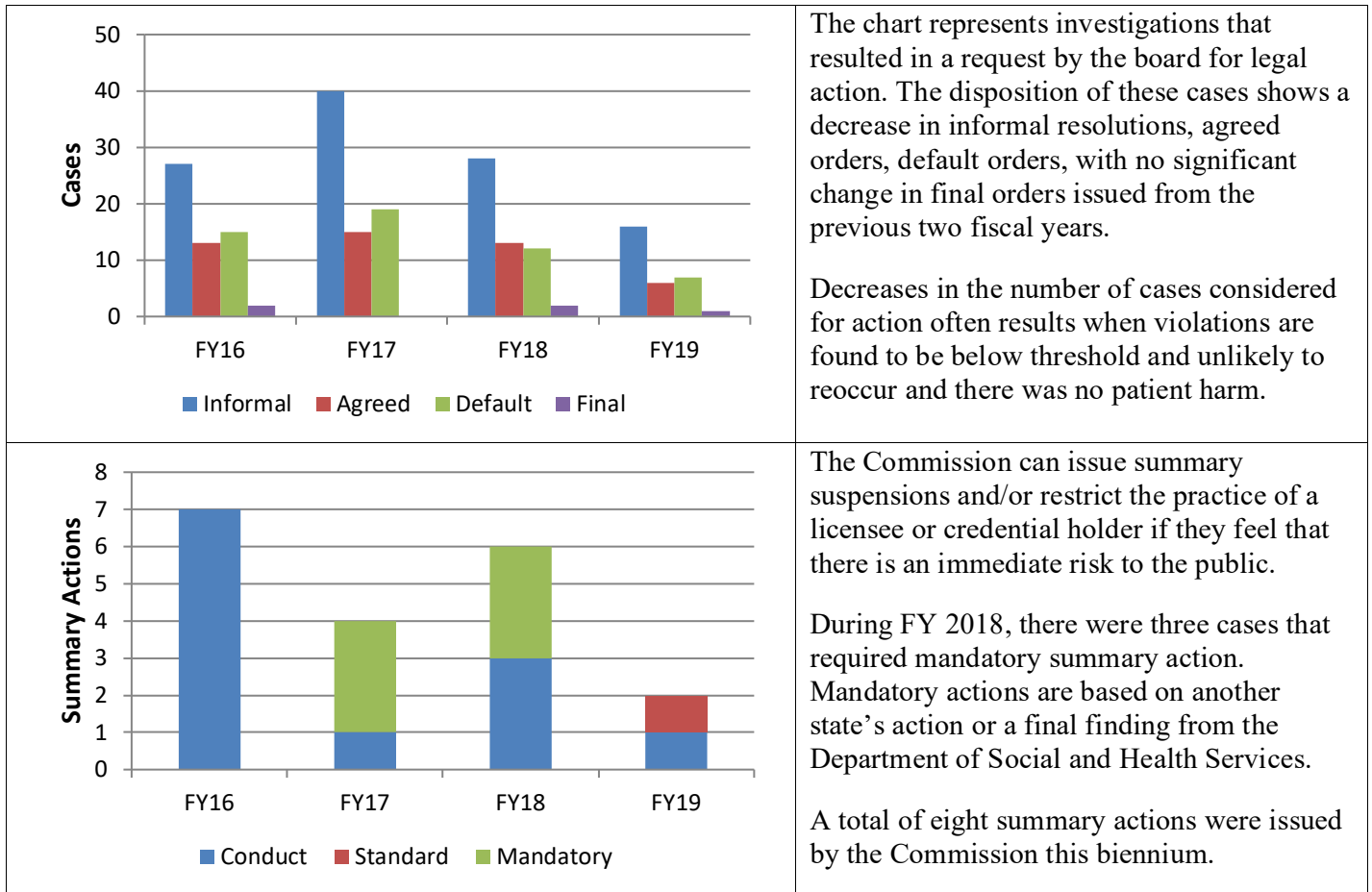
Pharmacy Quality Assurance Commission

The Pharmacy Quality Assurance Commission (Commission) protects public health, safety, and welfare through licensing, regulations, and discipline of pharmacists, pharmacy interns, pharmacy technicians, pharmacy assistants, and a variety of pharmaceutical firms. The Commission regulates the profession by adopting rules to establish qualifications, competencies, and standard of practice for dispensing, distribution, delivery, wholesaling, and manufacturing of drugs and devices.

The practice of pharmacy has evolved significantly in the last 20 years, most due to the use of new technology in the delivery of health care. The Commission is developing guidance documents for the use of innovative technology or pharmacy practices that are not specifically addressed in law or rule. Some requests may be slight variations of previous approvals. The Commission plans to re-write pharmacy rules to allow pharmacists to provide care that improves patient outcomes and protects patient safety. The rules will be broad and flexible enough to not create barriers to innovation in pharmacy practice.

Four Year Disciplinary Summary





Rulemaking and Policy Activity

Legislation

[House Bill 1412](#) (chapter 18.64 RCW) **Nonresident pharmacies. As a prerequisite to licensure and renewal, nonresident pharmacies must provide a copy of an inspection that has taken place within the last two years. The inspection must be conducted by a program approved by the commission as having substantially similar standards as those conducted by the commission.**

[Substitute Senate Bill 5380](#) (chapter 69.50 RCW) **Opioid Use Disorder treatment, prevention and related services. Specific to pharmacy practice, the law allows partial fill of opioids, and permits pharmacist to dispense opioid overdose reversal medication. The commission will no longer approve electronic prescription communication systems in use in Washington. Electronically communicated prescription information must comply with state and federal laws, rules, and regulations regarding the form, content, recordkeeping, and processing. Additionally, effective January 21, 2021, all prescriptions issued for controlled substances shall be transmitted electronically. The law includes exemptions as well as a waiver process. A pharmacist receiving a written, oral, or faxed prescription is not required to verify that a prescription meets any exemptions and may continue to dispense and deliver the medication.**

[House Bill 1726](#) (chapter 18.64 RCW) **Services provided by health care professional students. The law allows pharmacy interns and students of nursing, osteopath, and allopathic**

medicine to provide volunteer services. This requires direct supervision of a licensed pharmacist, licensed allopathic or osteopathic physician, registered nurse, or advanced registered nurse practitioner. The provided services must be within the scope of practice of the student and the supervisor. Additional conditions apply.

[Substitute House Bill 1198](#) (chapter 18.130 RCW) Disclosure Requirements. This law adds a requirement under the uniform disciplinary act that a licensed provider must disclose to patients that the license holder was sanctioned by the disciplining authority (on or after October 1, 2019) for an act of unprofessional conduct involving sexual misconduct. The law requires disclosure at or prior to the patient’s first visit, and acknowledgment by the patient or designee.

[Substitute House Bill 1049](#) (chapter 43.70 RCW and RCW 7.71) Expansion of whistleblower definitions. The law expands the definition of “whistleblower” to include a health care provider or a medical care staff at a health care facility. It provides civil remedy to nonemployee whistleblowers who have been subject to retaliatory action but limits civil actions to within two years of the date when the retaliation occurred.

Rules and Policies

Rules

Rule Rewrite Project – The Commission has drafted new rules that focus on outcomes and sets guardrails to ensure patient safety without being prescriptive. The rules are flexible to help allow for innovation in pharmaceutical care. The rules will support the contemporary and changing environment of health care delivery, encourage collaboration, and support pharmacists’ exercising the full scope of their education and professional judgement. The goal for implementation of the new rules is July 2020.

[WAC 246-901-130](#) – Pharmacist to pharmacy technician ratio. The rule eliminates the standard ratio of 3 technicians to one pharmacist for all practice settings. The rule will allow responsible pharmacy managers to use their professional judgment to determine the appropriate staffing levels for their practice setting. Staffing levels must ensure satisfactory supervision of ancillary personnel for the safe and appropriate delivery of patient care. Effective September 14, 2019.

[Chapter 246-873A WAC](#) – Hospital Pharmacy Associated Clinics (emergency rules). The Pharmacy Quality Assurance Commission (commission) is establishing standards supporting the regulation, inspection, and investigation of pharmacy services provided in individual practitioner offices and multi-practitioner clinics, owned and operated by a hospital, based on the level of risk and the type of pharmacy services provided at a particular location. Effective July 22, 2019.

Policy and Interpretive Statements

Emergency Medical Reasons – Interpretive statement clarifying the definition of emergency medical reasons and when a pharmacy is exempt from obtaining a wholesaler license when transferring prescription drugs to another pharmacy under [WAC 246-879-010](#)(10).

End State Renal Disease (ESRD) or Kidney Dialysis Center Authority to Sell, Deliver, or Possess Legend Drugs – Clarification on when and if a facility license is needed.

Inspection Process – Inspection process for in-state pharmacies.

Interim Guidance of Collaborative Drug Therapy – This guidance document assists practitioners and facilities in determining regulatory obligations pertaining to the use of collaborative drug therapy agreements.

Non-Resident Pharmacy Report Guidelines – Implementing House Bill 1412 (Chapter 25 Laws of 2019).

Opioid Overdose Medication – Distribution from Hospital Emergency Departments – implementation of SSB5380 (Chapter 314, Laws of 2019).

Regulations of the Handling of Hazardous Drugs – Early adoptions of USP<800> and <797>

Board of Physical Therapy

The mandate of the Board of Physical Therapy is to protect the public’s health and safety and to promote the welfare of the state by regulating the competency and quality of professional health care providers under its jurisdiction. The board accomplishes this through a variety of activities working with the Department of Health, Health Systems Quality Assurance division. The Board of Physical Therapy is made up of 6 governor-appointed members: 4 physical therapists, 1 physical therapist assistant, and 1 public member. The board typically meets every 8 weeks.

Four Year Disciplinary Summary

<table border="1"> <caption>Complaints Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>92</td> <td>38</td> <td>35</td> <td>98</td> </tr> <tr> <td>FY17</td> <td>80</td> <td>32</td> <td>38</td> <td>100</td> </tr> <tr> <td>FY18</td> <td>112</td> <td>38</td> <td>35</td> <td>115</td> </tr> <tr> <td>FY19</td> <td>120</td> <td>32</td> <td>32</td> <td>118</td> </tr> </tbody> </table>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	92	38	35	98	FY17	80	32	38	100	FY18	112	38	35	115	FY19	120	32	32	118	<p>For the last two fiscal years, the average number of complaints have increased. The average duration of an investigation was less than the Department’s target of 170 days for the investigative stage of the disciplinary process.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
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Fiscal Year	Informal	Agreed	Default	Final																						
FY16	14	2	2	0																						
FY17	6	1	0	2																						
FY18	7	1	1	0																						
FY19	1	0	0	1																						
<table border="1"> <caption>Summary Actions Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Conduct</th> <th>Standard</th> <th>Mandatory</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY17</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY18</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>FY19</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Fiscal Year	Conduct	Standard	Mandatory	FY16	1	0	0	FY17	0	0	0	FY18	0	0	0	FY19	0	0	0	<p>The board can issue summary suspensions and/or summary restrictions. A restriction allows the licensee to continue to practice but only under certain practice conditions until the outcome of a formal hearing. The board typically does not need to take summary action against licensees.</p>					
Fiscal Year	Conduct	Standard	Mandatory																							
FY16	1	0	0																							
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FY19	0	0	0																							

Rulemaking and Policy Activity

Legislation

In 2017, the Washington State Legislature passed a bill authorizing the state to participate in the Physical Therapy (PT) Compact. Washington was the tenth state to pass legislation and be part of the compact. Because Washington was one of the first 10 states to ratify the legislation, the state has a seat on the PT Compact Commission. The board is required to adopt the Compact Commission's rules before the state began participating in the Compact. These rules were adopted by the board and became effective July 1, 2019. Beginning Sept. 1, 2019, a physical therapist or physical therapist assistant can apply for, and purchase, a privilege to work in Washington through the PT Compact Commission website.

[HB 2446](#), amending the physical therapy laws, was passed and signed into law during the 2018 legislative session. This changed when a licensed physical therapist must reevaluate a patient who received patient care from a physical therapist assistant or other assistive personnel. Formerly, these patients were reevaluated every fifth visit. With this amendment, reevaluation could occur every fifth visit or every 30 days, whichever was later. Finally, the law changed the supervisor-assistive personnel ratio. Licensed physical therapists can now supervise three assistive personnel. The new law became effective on August 17, 2018.

Rules and Policies

The Physical Therapy board finished a review of the entire physical therapy chapter laws in order to clarify, streamline, and update the rules. Some of the rules were outdated, conflicted with current law and practice, and duplicated other rules.

The Physical Therapy board licensing and renewal fees were increased effective Feb. 1, 2019.

Podiatric Medical Board

The mission and purpose of the Podiatric Medical Board is to protect the public’s health and safety and promote the welfare of the state by regulating the competency and quality of podiatric physician and surgeons. This is accomplished by establishing and enforcing qualifications for licensure and standards of practice, and where appropriate, by disciplining and monitoring practitioners. Only individuals who meet and maintain prescribed standards of competence and conduct shall be allowed to engage in the practice of podiatry as defined and authorized by [Chapter 18.22 RCW](#). The board consists of 4 practicing podiatric physicians and 1 public member, all of which serve five-year terms and cannot serve more than two consecutive terms.

Four Year Disciplinary Summary

<table border="1"> <caption>Complaints and Investigative Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>28</td> <td>15</td> <td>16</td> <td>170</td> </tr> <tr> <td>FY17</td> <td>33</td> <td>16</td> <td>24</td> <td>175</td> </tr> <tr> <td>FY18</td> <td>33</td> <td>21</td> <td>15</td> <td>240</td> </tr> <tr> <td>FY19</td> <td>31</td> <td>24</td> <td>21</td> <td>250</td> </tr> </tbody> </table>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	28	15	16	170	FY17	33	16	24	175	FY18	33	21	15	240	FY19	31	24	21	250	<p>The number of complaints the board received was consistent over the last two biennia. The average investigative days increased over the last two fiscal years.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
FY16	28	15	16	170																						
FY17	33	16	24	175																						
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FY19	31	24	21	250																						
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Fiscal Year	Informal	Agreed	Default	Final																						
FY16	1	0	0	0																						
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Fiscal Year	Conduct	Standard	Mandatory																							
FY16	0	0	0																							
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FY19	0	0	0																							

Rulemaking and Policy Activity

Legislation

During the 2019 legislative session, [Substitute Senate Bill \(SSB\) 5380 \(chapter 314, Laws of 2019\)](#) was passed requiring this board, the Washington Medical Commission, the Nursing Care Quality Assurance Commission, the Dental Care Quality Commission, and the Board of Osteopathic Medicine and Surgery to adopt amendments to their opioid prescribing rules. The amendments expand the patient notification requirements for prescribing opioid drugs and include the patient's right to refuse an opioid prescription or order.

Rules and Policies

- The board completed implementation of [Engrossed Substitute House Bill \(ESHB\) 1427](#) that created the framework for a multi-dimensional approach to opioid prescribing, tracking of opioid prescriptions, and access to treatment that identified specific areas of need. These included requiring the boards and commissions of health care professionals with prescriptive authority to adopt rules establishing requirements for prescribing opioid drugs, with the overall goal of increasing public health and safety by reducing the number of people who inadvertently became addicted to opioids. Specifically named were those boards and commissions listed above under "Legislation."
- The board is considering modification to recently adopted [WACs 246-922-700](#), [-780](#), and [-790](#), which implemented ESHB 1427. These modifications will more closely align the board's Prescription Monitoring Program query requirement with the other board and commissions. After adoption, typographical errors were discovered in three sections of the adopted rules. The board is considering correcting these errors.
- The board is considering modification to [WAC 246-922-675](#) to implement SSB 5380 (chapter 314, Laws of 2019).
- The board approved [WAC 246-922-036](#) that established the process and criteria for temporary practice permits for military spouses or state-registered domestic partner applicants. This rule implemented [Engrossed Substitute Senate Bill 5969 \(laws of 2011\)](#) that directs state agencies to reduce the impact of military family relocation by reducing the time to obtain professional licenses and authorizes temporary practice permits.
- The board amended [WAC 246-922-130](#) and repealed WACs 246-922-140, 246-922-150, 246-922-160, 246-922-170, 246-922-180, and 246-922-190. These rule sections are redundant to the mandatory reporting requirements in [RCW 18.130.070](#) and chapter [246-16 WAC](#).

Examining Board of Psychology

The mission of the board is to protect the public. This mission is accomplished through licensing and disciplining psychologists. The board also develops rules, policies, and guidelines regulating the practice of psychology. The Governor appoints 9 board members to serve five-year terms. The board consists of 7 psychologists and 2 public members.

Four Year Disciplinary Summary

<p>Complaints</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>82</td> <td>30</td> <td>35</td> <td>200</td> </tr> <tr> <td>FY17</td> <td>108</td> <td>42</td> <td>45</td> <td>130</td> </tr> <tr> <td>FY18</td> <td>125</td> <td>60</td> <td>55</td> <td>140</td> </tr> <tr> <td>FY19</td> <td>120</td> <td>42</td> <td>50</td> <td>200</td> </tr> </tbody> </table>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	82	30	35	200	FY17	108	42	45	130	FY18	125	60	55	140	FY19	120	42	50	200	<p>The number of complaints and investigations increased in FY 2018 and decreased in FY 2019.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
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Fiscal Year	Informal	Agreed	Default	Final																						
FY16	3	1	2	1																						
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<p>Summary Actions</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th>Fiscal Year</th> <th>Conduct</th> <th>Standard</th> <th>Mandatory</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>FY17</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>FY18</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>FY19</td> <td>2</td> <td>0</td> <td>1</td> </tr> </tbody> </table>	Fiscal Year	Conduct	Standard	Mandatory	FY16	1	0	1	FY17	0	0	1	FY18	0	0	1	FY19	2	0	1	<p>The board can issue summary suspensions and/or restrictions if they feel that there is an immediate risk to the public. A mandatory summary action, based on orders from other states, is required. Over the last four years, the board has ordered 4 summary actions.</p>					
Fiscal Year	Conduct	Standard	Mandatory																							
FY16	1	0	1																							
FY17	0	0	1																							
FY18	0	0	1																							
FY19	2	0	1																							

Rulemaking and Policy Activity

Legislation

In 2019, the legislature passed [HB 1768](#), which allows psychologists who meet criteria to receive a co-occurring disorder enhancement on their psychologist license. The legislature also passed [SB 5054](#), which creates a new probationary license available to psychologists licensed in another state, with a substantially equivalent scope of practice. The board is currently working with the other impacted mental health professions to write administrative rules to implement both bills.

Rules and Policies

The CR-101 filed on August 27, 2019, for implementation of HB 1768 and SB 5054 also includes administrative rules governing telemedicine and licensure requirements for practicum, exams, and temporary permits. This improves the licensure process for applicants while ensuring consistent licensure standards for the safety of Washington state residents.

The board has considered the new optional skills exam, the Examination for the Professional Practice of Psychology Step 2 (EPPP2), which will be available through the Association of State and Provincial Psychology Boards in 2020. At this time, the board does not intend to require the EPPP2 for licensure in Washington State and will be closely watching states that are early adopters of the EPPP2.

Veterinary Board of Governors

The Veterinary Board of Governors protects the public by credentialing and disciplining veterinarians, veterinary technicians, and veterinary medication clerks. The board regulates the professions by developing rules, policies, and guidelines.

The governor appoints 7 members – 5 licensed veterinarians, 1 licensed veterinary technician, and 1 public member – to serve five-year terms.

Four Year Disciplinary Summary

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Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
FY16	150	85	80	175																						
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Fiscal Year	Informal	Agreed	Default	Final																						
FY16	10	0	0	2																						
FY17	13	3	3	0																						
FY18	23	4	0	0																						
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Fiscal Year	Conduct	Standard	Mandatory																							
FY16	0	0	0																							
FY17	0	0	0																							
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Rulemaking and Policy Activity

Legislation

House Bill 5000

With the support of the veterinarian and veterinary technician associations, the legislature passed [House Bill 5000](#) in 2019. This bill gives veterinarians and veterinary technicians access to online journals, research and other information on the UW Health Resources web portal (HEAL-WA). These veterinary practitioners will pay a \$16 fee annually with their credential renewal.

House Bill 5004

The legislature also passed [House Bill 5004](#) to expand services that registered animal control agencies and humane societies (agencies) may provide to income-qualified households. Services these agencies could previously provide were limited to vaccinations, spay/neutering, microchipping, and emergency services. The bill expands their authority to include all veterinary services. The bill requires the Veterinary Board of Governors to develop rules to establish reporting requirements to demonstrate the agencies are serving only income-qualified households.

Rules and Policies

The following rules were adopted by the Veterinary Board of Governors between July 1, 2017 and June 30, 2019:

- [WAC 246-933-295](#) **Temporary practice permit – Military spouse eligibility and issuance.** The adopted rule implements chapter [18.340 RCW](#) Military spouses— professional licensing. The board added a new section to chapter [246-933 WAC](#) to adopt the process established in [WAC 246-12-051](#) How to obtain a temporary practice permit— Military spouse. This rulemaking was necessary to expedite the credentialing process for a veterinary applicant to receive a military temporary practice permit.
- [WAC 246-937-040](#) **Training and education for veterinary medication clerks (VMC).** This rule adds the option of an educational training program instead of on-the-job training as part of the registration requirements for VMCs. The educational program must meet at least the same criteria as those in the Model Training Program. The Model Training Program is a set of guidelines for the on-the-job training option. They were developed in collaboration with the Pharmacy Quality Assurance Commission when the VMC profession was established. The adopted rules provide VMC applicants an additional option for meeting their training requirement for registration.
- [WAC 246-933-401](#) through [WAC 246-933-480](#) **continuing education (CE) rules for veterinarians.** The adopted rules provide an updated framework for veterinarians to follow when selecting CE courses to improve their practice. Major proposed changes to the rule include increasing the number of hours required, expanding the list of approved providers, allowing live-attended webinars in lieu of courses attended in person, and clarifying requirements for the CE audit process.

Washington Medical Commission

The Washington Medical Commission (WMC) promotes patient safety and enhances the integrity of the profession through licensing, discipline, rulemaking, and education. The Governor appoints 21 commission members to four-year terms: 13 physicians, 2 physician assistants and 6 public members to pursue work furthering the Governor’s goal of healthy and safe communities.

Four Year Disciplinary Summary

<p>Complaints</p> <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Complaints Received</th> <th>Investigations Authorized</th> <th>Investigations Completed</th> <th>Average Investigative Days</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>1600</td> <td>750</td> <td>800</td> <td>145</td> </tr> <tr> <td>FY17</td> <td>1600</td> <td>600</td> <td>700</td> <td>150</td> </tr> <tr> <td>FY18</td> <td>1650</td> <td>800</td> <td>650</td> <td>145</td> </tr> <tr> <td>FY19</td> <td>1428</td> <td>650</td> <td>750</td> <td>182</td> </tr> </tbody> </table>	Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days	FY16	1600	750	800	145	FY17	1600	600	700	150	FY18	1650	800	650	145	FY19	1428	650	750	182	<p>The number of complaints has historically been around 1,600; however, in FY 2019 this decreased by 11% to 1,428 received. This decrease is due in part to the decision to exclude complaints that were identified as billing disputes or obtaining medical records. On average, 50% of complaints received are authorized for investigation. The average number of days it took to complete an investigation in FY 2019 was 182 days.</p>
Fiscal Year	Complaints Received	Investigations Authorized	Investigations Completed	Average Investigative Days																						
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FY18	1650	800	650	145																						
FY19	1428	650	750	182																						
<p>Cases</p> <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Informal</th> <th>Agreed</th> <th>Default</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>73</td> <td>24</td> <td>15</td> <td>1</td> </tr> <tr> <td>FY17</td> <td>50</td> <td>13</td> <td>5</td> <td>1</td> </tr> <tr> <td>FY18</td> <td>48</td> <td>36</td> <td>15</td> <td>7</td> </tr> <tr> <td>FY19</td> <td>54</td> <td>28</td> <td>10</td> <td>9</td> </tr> </tbody> </table>	Fiscal Year	Informal	Agreed	Default	Final	FY16	73	24	15	1	FY17	50	13	5	1	FY18	48	36	15	7	FY19	54	28	10	9	<p>Over the past four fiscal years, the WMC issued an average rate of 78 formal and informal disciplinary orders. Informal orders continue to be the leading type of discipline issued, comprising 65% of the total orders issued by the WMC.</p>
Fiscal Year	Informal	Agreed	Default	Final																						
FY16	73	24	15	1																						
FY17	50	13	5	1																						
FY18	48	36	15	7																						
FY19	54	28	10	9																						
<p>Summary Actions</p> <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Conduct</th> <th>Standard</th> <th>Mandatory</th> </tr> </thead> <tbody> <tr> <td>FY16</td> <td>7</td> <td>1</td> <td>6</td> </tr> <tr> <td>FY17</td> <td>5</td> <td>1</td> <td>2</td> </tr> <tr> <td>FY18</td> <td>2</td> <td>4</td> <td>3</td> </tr> <tr> <td>FY19</td> <td>6</td> <td>2</td> <td>3</td> </tr> </tbody> </table>	Fiscal Year	Conduct	Standard	Mandatory	FY16	7	1	6	FY17	5	1	2	FY18	2	4	3	FY19	6	2	3	<p>The WMC takes summary action at an average rate of 10.5 actions per year.</p>					
Fiscal Year	Conduct	Standard	Mandatory																							
FY16	7	1	6																							
FY17	5	1	2																							
FY18	2	4	3																							
FY19	6	2	3																							

Rulemaking and Policy Activity

Legislation

[SSB 5764](#): Name legally changed from the Medical Quality Assurance Commission (MQAC) to Washington Medical Commission (WMC).

Rules and Policies

Policies

The WMC has issued or revised the following policies, procedures and guidelines:

GUI2019-01	Revised	Reentry to Practice
GUI2019-02	Revised	Reentry to Practice for Suspended Licensees
GUI2019-03	New	Medical Marijuana Authorization
PRO2019-01	Revised	Stipulation to Informal Disposition (STID)
PRO2018-03	Revised	Pro-Tem Appointment for Medical Specialties Purposes
GUI2018-04	Revised	Transmission of Time Critical Medical Information (TCMI) “Passing the Baton”
MD2015-06	New	Ownership of Clinics by Physician Assistants
GUI2018-03	New	Overlapping and Simultaneous Elective Surgeries
PRO2018-02	New	Personal Appearance Procedure
PRO2018-01	New	Processing CRP Certified Cases
GUI2018-02	New	Practitioner Competence
POL2018-01	New	Telemedicine and Continuity of Care

Rulemaking

SSB 5380: Concerning opioid use disorder treatment, prevention, and related services.

This bill was passed by the legislature in April of 2019 and mandates that the WMC adopt rules for both allopathic physicians and physician assistants. The WMC approved initiating the next step in the rulemaking process, proposed rulemaking (CR-102).

Clinical Support Program: The CR 101 for Physicians and Physician Assistants was filed with the Office of the Code Reviser on February 22, 2018 as [WSR #18-06-007](#).

The WMC is considering creating new rules and revising existing rules to establish a clinical support program (program) for allopathic physicians and physician assistants. The intent of the program is to assist practitioners with consistent standards of practice deficiencies. It will also establish continuing competency mechanisms that will proactively protect patients through education, training, and/or supervision. The WMC may resolve practice deficiencies through the program at any point in a practitioner's period of licensure.

The program would allow for quick identification of issues requiring clinical support, through practitioner or employer inquiry, referral, and including complaints that may not rise to the level of a license sanction or revocation. These issues could be resolved with voluntary participation in

the program. The WMC is considering including education, training, supervision, or a combination of the three as part of the program. Issues appropriate for clinical support would likely include, but are not limited to, practice deficiencies such as a failure to properly conduct a patient assessment or document treatment. This also allows an allopathic physician or physician assistant a structured process to quickly improve their clinical skills.

Finally, participation in this program places the WMC in an active patient safety role.

Appendices

Appendix A: Definitions is a glossary of terms used throughout this report, including clarifications and abbreviated versions of longer terms.

Appendix B: Licensee Counts by Professions details the number of licensees for each profession over the last seven fiscal years, as well as a compounded annual growth rate over four years whenever possible.

Appendix C: Alternative Programs – Chemically Impaired Practitioners depicts enrollment, both voluntary and mandatory, of health practitioners into substance abuse monitoring programs.

Appendix D: Distribution of Staff Attorney Workload provides an anonymized breakdown of the number of cases per staff attorney and by profession. It also includes the number of months each attorney worked within the biennium.

Appendix E: Distribution of Investigator Workload provides an anonymized breakdown of the number of cases per investigator and by profession. It also includes the number of months each investigator worked within the biennium.

Appendix A: Definitions

Agreed Order: The document, formally called Stipulated Findings of Fact, Conclusions of Law, and Agreed order, is a negotiated settlement between the health care provider and representatives of the agency. It states the substantiated violations of law and the sanctions being placed on the health care provider's credential. The health care provider agrees to the conditions in the order. The Agreed order is presented to the disciplinary authority and, if approved, becomes final. The order is reported to national data banks and the public through a press release.

Board or Commission: A board or commission is a part-time, statutory entity which has rule-making authority, performs quasi-judicial functions, has responsibility for the administration or policy direction of a program, or performs regulatory or licensing functions with respect to a specific profession. See also Chapter [43.03 RCW](#).

Certification: This credential demonstrates that the professional has met certain qualifications. The regulatory authority – a board, commission, or the secretary of health – sets the qualifications. With some professions, someone who isn't certified may perform the same tasks, but may not use "certified" in their title.

Default Orders: A Default order is issued when the credentialed health care provider is given notice, but either fails to answer the allegations or fails to participate in the adjudicative process as required by law.

Deterrent Sanctions: These include items such as reprimands and fines.

Final Order after Hearing: The document is formally called Findings of Fact, Conclusions of Law and Order. This document is issued after a formal hearing has been held. The hearing may be held before a health law judge representing the secretary as the decision-maker or before a panel of board or commission members with a health law judge acting as the presiding officer. The document identifies the proven facts, violations of law, and the sanctions being placed on the health care provider's credential. The health care provider has the right to ask for administrative review of an initial order. Final orders are subject to reconsideration of the decision or to appeal to a superior court. The order is reported to national data banks and released to the public through a press release.

License: This credential allows people to practice if they meet certain qualifications. Practicing without a license is illegal. Licensing regulates what practitioners are trained and authorized to do.

Notice of Decision (NOD): This document is issued, pursuant to [RCW 18.130.055](#), when the disciplining authority decides to deny an application for licensure or grant the license with conditions.

Registration: The state keeps an official register of names and addresses of the people in each profession. This credential signifies the professional is on that register. If required, a description and the location of the service are included; however, registrations do not include training, examination, or continuing education requirements.

Rehabilitative Sanctions: These include probation of license, substance abuse treatment and monitoring, remedial education, counseling, and limitations or restrictions on the practice. Sanctions involving Stipulations to Informal Dispositions are also considered rehabilitative, and are included under the Rehabilitative, Informal Disposition heading. The health care provider continues to practice with conditions imposed.

Removal from Practice: The health care provider's credential is revoked or indefinitely suspended.

Stipulation to Informal Disposition: A Stipulation to Informal Disposition (STID) is an informal resolution. If the health care provider agrees to sign the STID, he or she does not admit to unprofessional conduct, but does agree to corrective action. STIDs are reported to national data banks, but, because they are informal, they do not result in a press release.

Surrender: The health care provider relinquishes the right to practice. This type of sanction is only permitted, once a complaint is filed, through a stipulation to informal disposition or a formal order. Surrender is not used if the practitioner intends to practice in another jurisdiction or if the disciplining authority believes return to practice is reasonably possible.

**Appendix B: Licensee Counts by Profession
2017-19 Biennium**

Profession	2013	2014	2015	2016	2017	2018	2019	Annual Growth Rate
Advanced Emergency Medical Technician	391	367	362	352	367	359	364	-0.4%
Advanced Registered Nurse Practitioner	5,530	5,975	6,404	6,983	7,759	8,361	9,169	8.7%
Animal Massage Practitioner	29	45	59	67	81	92	108	15.5%
Athletic Trainer	520	548	587	642	669	744	789	8.6%
Audiologist	399	399	409	419	430	451	465	4.0%
Cardiovascular Invasive Specialist	166	188	224	253	292	328	338	7.6%
Certified Behavior Technician	-	-	-	-	-	1,659	2,435	46.8%
Chemical Dependency Professional	2,852	2,866	2,878	2,877	2,919	2,958	3,026	1.8%
Chemical Dependency Professional Trainee	1,457	1,503	1,446	1,510	1,619	1,736	1,804	5.6%
Chiropractic X-Ray Technician	210	204	209	223	218	219	206	-2.8%
Chiropractor	2,359	2,383	2,467	2,536	2,534	2,573	2,605	1.4%
Counselor, Agency Affiliated	6,334	6,615	7,611	8,322	9,354	8,703	9,092	-1.4%
Counselor, Certified	717	692	630	579	550	507	471	-7.5%
Counselor, Certified Advisor	4	2	3	5	3	4	2	-18.4%
Dental Anesthesia Assistant	-	4	117	146	174	193	215	11.2%
Dental Assistant	12,698	13,220	13,692	14,095	14,510	14,964	15,677	3.9%
Dental Hygienist	5,810	5,901	6,056	6,158	6,332	6,395	6,526	1.5%
Dentist	6,048	6,170	6,355	6,430	6,647	6,668	6,738	0.7%
Denturist	147	160	143	144	145	152	156	3.7%
Dietitian/Nutritionist	1,450	1,484	1,733	1,887	2,065	2,179	2,329	6.2%
Dispensing Optician	1,019	1,025	1,048	1,002	1,012	1,005	1,006	-0.3%
Dispensing Optician Apprentice	990	968	966	1,056	1,051	1,036	1,051	0.0%
East Asian Medicine Practitioner	1,296	1,345	1,387	1,425	1,537	1,557	1,606	2.2%
Emergency Medical Responder	468	405	394	376	371	364	342	-4.0%
Emergency Medical Technician	13,466	12,932	12,870	12,965	13,032	13,115	13,304	1.0%
Expanded Function Dental Auxiliary	188	192	212	220	240	264	286	9.2%
Genetic Counselor	105	114	136	172	220	252	298	16.4%
Health Care Assistant	21,207	-	-	-	-	-	-	-

Profession	2013	2014	2015	2016	2017	2018	2019	Annual Growth Rate
Hearing Aid Specialist	-	-	302	308	316	313	328	1.9%
Hearing Instrument Fitter and Dispenser	296	300	-	-	-	-	-	-
Home Care Aide	2,941	6,570	10,708	14,151	18,034	22,631	26,620	21.5%
Humane Society	19	19	18	18	19	19	18	-2.7%
Hypnotherapist	690	713	788	751	749	724	744	-0.3%
Licensed Assistant Behavior Analyst	-	-	-	-	-	53	85	60.4%
Licensed Behavior Analyst	-	-	-	-	-	553	733	32.5%
Licensed Practical Nurse	13,060	12,433	11,944	11,893	11,768	11,554	11,558	-0.9%
Marriage and Family Therapist	1,286	1,378	1,486	1,516	1,603	1,728	1,824	6.7%
Marriage and Family Therapist Associate	393	434	466	540	569	573	609	3.5%
Massage Therapist	13,708	13,759	13,656	13,812	13,889	13,831	13,824	-0.2%
Medical Assistant	-	27,357	31,291	32,970	35,612	36,558	38,688	4.2%
Mental Health Counselor	5,515	5,765	6,059	6,406	6,803	7,149	7,646	6.0%
Mental Health Counselor Associate	1,482	1,656	1,789	1,788	1,813	1,895	2,014	5.4%
Midwife	123	140	161	165	175	178	182	2.0%
Naturopathic Physician	1,146	1,186	1,231	1,293	1,398	1,424	1,474	2.7%
Nursing Assistant	75,555	75,346	76,056	76,175	76,173	75,421	75,231	-0.6%
Nursing Home Administrator	459	439	441	423	441	441	439	-0.2%
Nursing Pool Operator	157	147	158	164	189	257	284	22.6%
Nursing Technician	331	355	396	504	488	525	558	6.9%
Occupational Therapist	3,078	3,174	3,271	3,390	3,565	3,732	3,909	4.7%
Occupational Therapy Assistant	762	873	956	1,024	1,090	1,156	1,189	4.4%
Ocularist	10	10	10	10	11	10	11	0.0%
Optometrist	1,486	1,513	1,547	1,623	1,637	1,643	1,676	1.2%
Orthotist/ Prosthetist	301	313	330	310	334	344	350	2.4%
Osteopathic Physician	1,437	1,598	1,769	1,915	2,194	2,344	2,624	9.4%
Osteopathic Physician Assistant	52	53	59	72	88	102	128	20.6%
Paramedic	2,525	2,548	2,568	2,629	2,662	2,695	2,760	1.8%
Pharmacies and Other Pharmaceutical Firms	4,306	4,024	4,190	4,532	4,544	4,808	4,985	4.7%
Pharmacist	9,289	9,391	9,627	9,877	10,232	10,490	10,716	2.3%
Pharmacist Intern	1,419	1,413	1,394	1,476	1,579	1,658	1,777	6.1%

Profession	2013	2014	2015	2016	2017	2018	2019	Annual Growth Rate
Pharmacy Assistant	9,284	9,658	10,299	10,494	10,546	9,231	7,422	-16.1%
Pharmacy Technician	9,482	9,108	8,867	8,863	8,910	8,829	8,748	-0.9%
Physical Therapist	5,798	5,966	6,188	6,455	6,795	7,167	7,507	5.1%
Physical Therapist Assistant	1,779	1,866	1,971	2,098	2,271	2,382	2,455	4.0%
Physician	26,536	27,044	27,692	28,732	29,532	30,114	30,450	1.5%
Physician Assistant	2,691	2,814	3,018	3,260	3,587	3,829	4,091	6.8%
Podiatric Physician	317	335	353	359	377	373	377	0.0%
Psychologist	2,579	2,673	2,796	2,908	2,996	3,083	3,254	4.2%
Radiological Technologist	5,975	6,071	6,200	6,397	6,415	6,600	6,685	2.1%
Radiologist Assistant	7	8	8	7	8	9	9	6.1%
Recreational Therapist	134	134	146	135	144	157	168	8.0%
Registered Nurse	86,091	87,359	87,097	95,786	99,474	102,210	106,569	3.5%
Reflexologist	-	174	248	257	255	259	260	1.0%
Respiratory Care Practitioner	2,657	2,692	2,794	2,860	2,915	2,939	3,028	1.9%
Retired Volunteer Medical Worker	7	4	4	3	2	2	1	-29.3%
Sex Offender Treatment Provider	101	102	99	75	97	94	97	0.0%
Sex Offender Treatment Provider Affiliate	37	33	30	25	26	21	27	1.9%
Social Worker Advanced	100	114	119	121	139	150	154	5.3%
Social Worker Associate Advanced	207	207	201	228	210	228	247	8.5%
Social Worker Associate Independent Clinical	974	1,114	1,346	1,515	1,632	1,799	1,952	9.4%
Social Worker Independent Clinical	3,578	3,736	3,858	4,051	4,173	4,455	4,712	6.3%
Speech Language Pathologist	2,113	2,377	2,508	2,637	2,835	3,064	3,249	7.1%
Speech Language Pathology Assistant	206	206	209	214	230	243	242	2.6%
Surgical Technologist	2,923	2,898	2,980	3,017	3,062	3,085	3,141	1.3%
Veterinarian	3,417	3,481	3,586	3,697	3,843	3,971	4,076	3.0%
Veterinary Medication Clerk	656	739	825	926	1,086	1,182	1,347	11.4%
Veterinary Technician	1,817	1,886	2,027	2,105	2,183	2,212	2,302	2.7%
X-Ray Technician	1,567	1,551	1,580	1,563	1,509	1,583	1,563	1.8%
Total*	398,719	412,964	428,118	449,367	467,358	480,918	497,525	3.8%

*Total counts for 2013-2015 were adjusted from the totals reported in previous UDA reports in order to include the Ocularist Apprentice licensee counts.

**Appendix C: Alternative Programs – Chemically Impaired Practitioners
2017-19 Biennium**

The law provides a way to assure practitioners provide services according to regulatory standards. RCW 18.130.175 allows disciplining authorities to refer a practitioner to a voluntary substance abuse monitoring program instead of disciplinary action. The disciplining authority can also require that a chemically dependent health care provider participate in a substance abuse program.

Profession	Program	Total Mandated	Total Voluntary*	Total Enrolled in Biennium	Successful Completions
Advanced Emergency Medical Technician	WRAMP	0	0	0	0
Advanced Registered Nurse Practitioner	WHPS	10	3	13	4
Animal Massage Practitioner	WRAMP	0	0	0	0
Athletic Trainer	WRAMP	0	0	0	0
Audiologist	WRAMP	0	0	0	0
Cardiovascular Invasive Specialist	WRAMP	0	0	0	0
Certified Behavior Technician	WRAMP	0	0	0	0
Chemical Dependency Professional/ Trainee	WRAMP	61	3	64	19
Chiropractic X-Ray Technician	WRAMP	0	0	0	0
Chiropractor	WRAMP	2	0	2	1
Counselor, Certified/ Agency Affiliated	WRAMP	22	2	24	6
Dental Anesthesia Assistant	WRAMP	0	0	0	0
Dental Assistant	WRAMP	10	0	10	2
Dental Hygienist	WRAMP	0	1	1	1
Dentist	WPHP	0	5	5	4
Denturist	WRAMP	0	0	0	0
Dietitian/Nutritionist	WRAMP	0	0	0	0
Dispensing Optician/ Apprentice	WRAMP	0	0	0	0
East Asian Medicine Practitioner	WRAMP	0	0	0	0
Emergency Medical Responder	WRAMP	0	0	0	0
Emergency Medical Technician	WRAMP	2	0	2	0
Expanded Function Dental Auxiliary	WRAMP	0	0	0	0
Genetic Counselor	WRAMP	0	0	0	0
Hearing aid Specialist	WRAMP	0	0	0	0
Home Care Aide	WRAMP	6	0	6	0
Hypnotherapist	WRAMP	0	0	0	0
Licensed Behavior Analyst/ Assistant	WRAMP	0	0	0	0
Licensed Practical Nurse	WHPS	41	5	46	11
Marriage and Family Therapist	WRAMP	0	0	0	0
Massage Therapist/ Reflexologist	WRAMP	3	0	3	1
Medical Assistant	WRAMP	5	0	5	4

Profession	Program	Total Mandated	Total Voluntary*	Total Enrolled in Biennium	Successful Completions
Mental Health Counselor/ Associate	WRAMP	0	0	0	0
Midwife	WRAMP	0	0	0	0
Naturopathic Physician	WRAMP	0	0	0	0
Nursing Assistant	WRAMP	17	0	17	4
Nursing Home Administrator	WRAMP	1	0	1	0
Nursing Pool Operator	WRAMP	0	0	0	0
Nursing Technician	WRAMP	0	0	0	0
Occupational Therapist/ Assistant	WRAMP	1	0	1	1
Ocularist	WRAMP	0	0	0	0
Optometrist	WRAMP	0	0	0	0
Orthotist/ Prosthetist	WRAMP	0	0	0	0
Osteopathic Physician	WPHP	0	10	10	5
Paramedic	WRAMP	1	0	1	1
Pharmacist	WRAPP	9	19	28	13
Pharmacist Intern	WRAPP	0	1	1	0
Pharmacy Assistant	WRAPP	0	0	0	0
Pharmacy Technician	WRAPP	3	16	19	9
Physical Therapist/ Assistant	WRAMP	3	0	3	1
Physician	WPHP	4	96	100	88
Physician Assistant (Medical and Osteopathic)	WPHP	0	11	11	15
Podiatric Physician	WPHP	0	0	0	0
Psychologist	WRAMP	0	0	0	1
Radiological Technologist/ Assistant	WRAMP	2	0	2	2
Recreational Therapist	WRAMP	0	0	0	0
Registered Nurse	WHPS	316	53	369	95
Respiratory Care Practitioner	WRAMP	1	1	2	1
Sex Offender Treatment Provider/ Affiliate	WRAMP	0	0	0	0
Social Worker	WRAMP	1	0	1	0
Speech Language Pathologist/ Assistant	WRAMP	0	0	0	0
Surgical Technologist	WRAMP	0	0	0	1
Veterinarian	WPHP	0	4	4	3
Veterinary Medication Clerk/ Technician	WRAMP	0	1	1	0
X-Ray Technician	WRAMP	0	0	0	0
Totals		521	231	752	293

* Includes Voluntary and In-lieu of Discipline enrollments

**Appendix D: Distribution of Staff Attorney Workload
2017-19 Biennium**

Profession	Attorney											
	1	2	3	4	5	6	7	8	9	10	11	12
Advanced Emergency Medical Technician	0	0	0	0	0	0	0	0	0	0	0	0
Advanced Registered Nurse Practitioner	0	35	31	0	0	0	1	0	0	0	1	0
Animal Massage Practitioner	0	0	0	0	0	1	0	0	0	0	0	0
Athletic Trainer	0	0	0	0	0	0	0	0	0	1	0	0
Audiologist	0	0	0	0	0	0	0	0	0	0	0	0
Cardiovascular Invasive Specialist	0	0	0	0	0	1	0	0	0	0	0	0
Certified Behavior Technician	0	0	0	0	0	1	1	0	0	1	0	0
Chemical Dependency Professional	4	0	0	0	0	4	9	0	0	10	10	0
Chemical Dependency Professional Trainee	12	0	0	0	0	11	24	0	0	17	6	0
Chiropractic X-Ray Technician	0	0	0	0	0	0	0	0	0	0	0	0
Chiropractor	1	0	0	0	0	0	8	30	0	84	1	0
Counselor, Agency Affiliated	4	0	0	0	0	6	12	1	0	12	11	0
Counselor, Certified	0	0	0	0	0	0	1	0	0	1	1	0
Counselor, Certified Advisor	0	0	0	0	0	0	0	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0	0	0	0	0	0	0	0
Dental Assistant	4	0	0	0	0	6	8	0	0	0	6	0
Dental Hygienist	0	0	0	0	0	1	0	0	0	0	0	0
Dentist	65	0	0	0	0	12	70	0	0	1	45	1
Denturist	1	0	0	0	0	0	8	0	0	1	0	0
Dietitian/Nutritionist	0	0	0	0	0	0	0	0	0	0	0	0
Dispensing Optician	0	0	0	0	0	0	0	0	0	0	0	0
Dispensing Optician Apprentice	0	0	0	0	0	0	0	0	0	0	0	0
East Asian Medicine Practitioner	0	0	0	0	0	2	3	0	0	3	1	0
Emergency Medical Responder	0	0	0	0	0	0	0	0	0	0	0	0
Emergency Medical Technician	5	0	0	0	0	10	0	0	0	0	16	0
Expanded Function Dental Auxiliary	1	0	0	0	0	0	0	0	0	0	0	0
Genetic Counselor	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid Specialist	1	0	0	0	0	0	0	0	0	0	0	0
Home Care Aide	14	0	0	0	0	8	19	1	0	2	21	0
Humane Society	0	0	0	0	0	0	0	0	0	0	0	0
Hypnotherapist	0	0	0	0	0	1	0	0	0	0	0	0
Licensed Assistant Behavior Analyst	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Behavior Analyst	0	0	0	0	0	0	1	0	0	0	0	0
Licensed Practical Nurse	0	60	67	0	0	0	0	0	0	0	1	0
Marriage and Family Therapist	0	0	0	0	0	1	2	0	0	1	2	0
Marriage and Family Therapist Associate	4	0	0	0	0	1	4	0	0	0	1	0
Massage Therapist	12	0	0	0	0	13	17	5	0	12	14	0
Medical Assistant	7	0	0	0	0	4	8	0	0	13	10	0
Mental Health Counselor	4	0	0	0	0	2	7	0	0	9	9	0
Mental Health Counselor Associate	0	0	0	0	0	1	3	0	0	1	2	0
Midwife	0	0	0	0	0	0	0	0	0	0	0	0
Naturopathic Physician	1	0	0	0	0	2	7	0	0	5	11	0

Profession	1	2	3	4	5	6	7	8	9	10	11	12
Nursing Assistant	18	0	0	0	0	19	44	2	0	3	63	0
Nursing Home Administrator	32	0	0	0	0	0	0	0	0	0	0	0
Nursing Pool Operator	0	0	0	0	0	0	0	0	0	0	0	0
Nursing Technician	0	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapist	0	0	0	0	0	1	1	0	0	0	7	0
Occupational Therapy Assistant	0	0	0	0	0	0	0	0	0	0	7	0
Ocularist	0	0	0	0	0	0	0	0	0	0	0	0
Optometrist	0	0	0	0	0	0	0	0	0	0	1	0
Orthotist/ Prosthetist	0	0	0	0	0	0	0	0	0	0	0	0
Osteopathic Physician	0	0	0	0	0	0	2	10	0	0	32	0
Osteopathic Physician Assistant	0	0	0	0	0	0	0	0	0	0	4	0
Paramedic	2	0	0	0	0	14	0	0	0	0	8	0
Pharmacies and Other Pharmaceutical Firms	11	0	0	0	0	0	0	0	0	21	0	0
Pharmacist	42	0	0	0	0	0	0	0	0	76	0	2
Pharmacist Intern	0	0	0	0	0	0	0	0	0	3	0	0
Pharmacy Assistant	2	0	0	0	0	0	0	0	0	18	0	0
Pharmacy Technician	2	0	0	0	0	0	0	0	0	9	0	0
Physical Therapist	0	0	0	0	0	2	0	0	0	0	38	0
Physical Therapist Assistant	0	0	0	0	0	2	0	0	0	0	9	0
Physician	43	0	1	230	215	0	0	1	72	0	4	202
Physician Assistant	5	0	0	23	20	0	0	0	16	0	1	21
Podiatric Physician	0	0	0	0	0	3	0	0	0	0	13	0
Psychologist	0	0	0	0	0	0	38	2	0	0	0	0
Radiological Technologist	0	0	0	0	0	0	1	0	0	1	2	0
Radiologist Assistant	0	0	0	0	0	0	0	0	0	0	0	0
Recreational Therapist	0	0	0	0	0	0	0	0	0	0	0	0
Reflexologist	0	0	0	0	0	0	0	0	0	0	0	0
Registered Nurse	0	221	209	0	0	0	3	0	0	0	4	0
Respiratory Care Practitioner	1	0	0	0	0	1	0	0	0	0	2	0
Retired Volunteer Medical Worker	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider Affiliate	0	0	0	0	0	0	0	0	0	0	1	0
Social Worker Advanced	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Associate Advanced	0	0	0	0	0	0	0	0	0	0	1	0
Social Worker Associate Independent Clinical	0	0	0	0	0	0	0	0	0	0	8	0
Social Worker Independent Clinical	1	0	0	0	0	0	6	0	0	2	1	0
Speech Language Pathologist	0	0	0	0	0	0	0	0	0	0	0	0
Speech Language Pathology Assistant	0	0	0	0	0	0	0	0	0	0	0	0
Surgical Technologist	0	0	0	0	0	1	0	0	0	0	3	0
Veterinarian	0	0	0	0	0	1	28	0	0	0	1	0
Veterinary Medication Clerk	0	0	0	0	0	0	2	0	0	0	0	0
Veterinary Technician	0	0	0	0	0	0	8	0	0	0	0	0
X-Ray Technician	1	0	0	0	0	0	0	0	0	2	1	1
Totals	300	316	308	253	235	132	346	52	88	309	380	227
Months Worked in Biennium	24	24	24	24	24	8	24	5	24	24	24	24

Profession	13	14	15	16	17	18	19	20	21	22	23	24
Advanced Emergency Medical Technician	0	0	0	0	0	0	0	0	0	0	0	0
Advanced Registered Nurse Practitioner	0	0	0	0	1	0	0	32	0	0	0	1
Animal Massage Practitioner	0	0	0	0	0	0	0	0	0	0	0	1
Athletic Trainer	0	0	0	0	1	0	0	0	0	0	0	0
Audiologist	0	1	1	0	0	0	0	0	0	0	2	0
Cardiovascular Invasive Specialist	0	0	0	0	0	1	0	0	0	0	0	0
Certified Behavior Technician	0	0	0	0	1	1	0	0	0	0	0	0
Chemical Dependency Professional	6	6	3	0	4	4	0	0	8	3	14	4
Chemical Dependency Professional Trainee	21	6	0	0	18	7	0	1	8	3	13	6
Chiropractic X-Ray Technician	0	0	0	0	0	0	0	0	0	0	0	0
Chiropractor	0	0	2	0	20	1	0	0	0	10	0	51
Counselor, Agency Affiliated	13	6	2	0	26	13	0	0	6	1	12	8
Counselor, Certified	1	0	0	0	1	0	0	0	0	0	0	0
Counselor, Certified Advisor	0	0	0	0	0	0	0	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0	0	0	0	0	0	0	0
Dental Assistant	16	6	0	0	10	4	0	0	0	0	5	0
Dental Hygienist	0	1	0	0	1	0	0	0	0	0	3	0
Dentist	40	37	0	0	34	11	0	0	0	0	34	46
Denturist	1	6	0	0	1	0	0	0	0	0	0	1
Dietitian/Nutritionist	0	0	0	0	0	0	0	0	0	0	0	0
Dispensing Optician	0	0	0	0	0	0	0	0	0	0	0	0
Dispensing Optician Apprentice	5	0	0	0	0	0	0	0	0	0	2	0
East Asian Medicine Practitioner	0	0	0	0	0	1	0	0	0	0	0	0
Emergency Medical Responder	0	0	0	0	0	0	0	0	0	0	0	0
Emergency Medical Technician	1	0	0	0	0	0	0	0	0	2	0	2
Expanded Function Dental Auxiliary	0	0	0	0	0	0	0	0	0	0	0	0
Genetic Counselor	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid Specialist	0	0	0	0	1	0	0	0	0	0	3	0
Home Care Aide	1	10	19	0	14	5	0	0	7	1	19	21
Humane Society	0	0	0	0	0	0	0	0	0	0	0	0
Hypnotherapist	0	1	0	0	0	0	0	0	0	0	0	0
Licensed Assistant Behavior Analyst	1	0	0	0	0	0	0	0	0	0	0	0
Licensed Behavior Analyst	1	0	0	0	0	0	0	0	0	0	0	0
Licensed Practical Nurse	0	0	0	0	0	0	0	61	0	0	0	0
Marriage and Family Therapist	0	1	0	0	1	6	0	0	1	0	0	0
Marriage and Family Therapist Associate	0	0	0	0	6	1	0	0	0	0	2	0
Massage Therapist	5	19	1	0	6	17	0	0	4	2	4	12
Medical Assistant	18	8	4	0	2	3	0	1	8	5	12	6
Mental Health Counselor	4	5	0	0	3	7	0	0	0	0	4	9
Mental Health Counselor Associate	0	4	0	0	2	4	0	1	1	0	2	0
Midwife	0	0	5	0	1	0	0	0	0	0	0	3
Naturopathic Physician	15	0	0	0	0	12	0	0	0	0	0	1
Nursing Assistant	2	15	26	0	52	19	0	0	15	4	48	52
Nursing Home Administrator	0	1	11	0	1	0	0	0	18	0	0	0
Nursing Pool Operator	0	0	0	0	0	0	0	0	0	0	0	0

Profession	13	14	15	16	17	18	19	20	21	22	23	24
Nursing Technician	0	0	0	0	0	0	0	1	0	0	0	0
Occupational Therapist	0	2	0	0	0	0	0	0	0	0	0	0
Occupational Therapy Assistant	0	1	0	0	0	0	0	0	0	0	1	0
Ocularist	0	0	0	0	0	0	0	0	0	0	0	0
Optometrist	1	0	0	0	2	0	0	0	0	0	4	0
Orthotist/ Prosthetist	0	0	0	0	0	0	0	0	0	0	0	0
Osteopathic Physician	0	0	7	0	28	17	0	0	0	0	0	0
Osteopathic Physician Assistant	0	0	0	0	1	3	0	0	0	0	0	0
Paramedic	0	0	0	0	0	0	0	0	0	1	0	0
Pharmacies and Other Pharmaceutical Firms	0	0	0	0	0	0	0	0	18	5	35	26
Pharmacist	0	0	0	0	0	0	0	2	27	37	58	52
Pharmacist Intern	0	0	0	0	0	0	0	0	1	4	5	2
Pharmacy Assistant	0	0	0	0	0	0	0	0	5	13	9	14
Pharmacy Technician	0	0	0	0	0	0	0	0	16	11	15	19
Physical Therapist	2	11	0	0	0	0	0	0	0	0	0	0
Physical Therapist Assistant	1	3	0	0	0	0	0	0	0	0	0	0
Physician	0	5	0	204	13	3	87	0	0	0	3	1
Physician Assistant	0	0	0	22	0	0	11	0	0	0	0	0
Podiatric Physician	3	0	0	0	0	0	0	0	0	0	0	0
Psychologist	0	25	9	0	4	0	0	0	0	0	0	0
Radiological Technologist	0	1	0	0	0	1	0	0	0	0	1	0
Radiologist Assistant	0	0	0	0	0	0	0	0	0	0	0	0
Recreational Therapist	0	0	0	0	0	0	0	0	0	0	0	0
Reflexologist	0	0	0	0	0	0	0	0	0	0	0	1
Registered Nurse	0	2	0	0	2	1	0	187	1	0	0	3
Respiratory Care Practitioner	0	0	1	0	0	0	0	0	0	1	0	2
Retired Volunteer Medical Worker	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider Affiliate	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Advanced	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Associate Advanced	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Associate Independent Clinical	0	1	0	0	2	0	0	0	3	0	1	0
Social Worker Independent Clinical	1	0	0	0	1	4	0	0	0	0	0	3
Speech Language Pathologist	0	0	2	0	1	0	0	0	0	0	0	0
Speech Language Pathology Assistant	0	0	0	0	0	0	0	0	0	0	0	0
Surgical Technologist	2	0	0	0	2	0	0	0	1	0	0	0
Veterinarian	2	0	16	0	0	0	0	0	0	0	0	2
Veterinary Medication Clerk	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Technician	0	0	21	0	0	1	0	0	0	0	0	0
X-Ray Technician	0	1	0	0	0	0	0	0	0	0	0	0
Totals	163	185	130	226	263	147	98	286	148	103	311	349
Months Worked in Biennium	24	12	24	24	12	6	10	24	9	24	24	24

Profession	25	26	27	28	29	30	31	32
Advanced Emergency Medical Technician	0	0	0	0	0	0	0	0
Advanced Registered Nurse Practitioner	0	0	0	45	0	0	0	0
Animal Massage Practitioner	0	0	0	0	0	1	0	0
Athletic Trainer	0	0	0	0	0	0	0	0
Audiologist	0	8	0	0	0	0	0	0
Cardiovascular Invasive Specialist	0	0	0	0	0	0	0	0
Certified Behavior Technician	0	1	0	0	0	1	0	0
Chemical Dependency Professional	11	32	0	0	9	8	0	0
Chemical Dependency Professional Trainee	16	20	0	0	8	30	0	0
Chiropractic X-Ray Technician	0	0	0	0	0	0	0	0
Chiropractor	0	0	0	0	21	0	0	0
Counselor, Agency Affiliated	17	18	0	0	5	29	0	0
Counselor, Certified	2	0	0	0	0	4	0	0
Counselor, Certified Advisor	0	0	0	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0	0	0	0
Dental Assistant	0	0	0	0	8	0	0	0
Dental Hygienist	0	1	0	0	0	0	0	0
Dentist	5	0	0	0	51	0	0	0
Denturist	0	0	0	0	4	0	0	0
Dietitian/Nutritionist	0	5	0	0	0	0	0	0
Dispensing Optician	0	2	0	0	0	1	0	0
Dispensing Optician Apprentice	0	4	0	0	0	0	0	0
East Asian Medicine Practitioner	0	1	0	0	3	1	0	0
Emergency Medical Responder	0	0	0	0	0	0	0	0
Emergency Medical Technician	0	0	0	0	0	0	0	0
Expanded Function Dental Auxiliary	0	0	0	0	0	0	0	0
Genetic Counselor	0	0	0	0	0	0	0	0
Hearing aid Specialist	0	3	0	0	0	0	0	0
Home Care Aide	2	5	0	0	6	1	0	0
Humane Society	0	0	0	0	0	0	0	0
Hypnotherapist	0	2	0	0	0	1	0	0
Licensed Assistant Behavior Analyst	0	0	0	0	0	0	0	0
Licensed Behavior Analyst	0	0	0	0	0	0	0	0
Licensed Practical Nurse	0	4	0	51	0	0	0	0
Marriage and Family Therapist	11	4	0	0	0	1	0	0
Marriage and Family Therapist Associate	7	0	0	0	0	2	0	0
Massage Therapist	20	24	0	0	6	19	0	0
Medical Assistant	8	11	0	0	1	25	0	0
Mental Health Counselor	20	16	0	0	1	3	0	0
Mental Health Counselor Associate	5	9	0	0	0	4	0	0
Midwife	0	11	0	0	0	0	0	0
Naturopathic Physician	2	1	0	0	13	37	0	0
Nursing Assistant	5	2	0	0	27	0	0	0

Profession	25	26	27	28	29	30	31	32
Nursing Home Administrator	41	0	0	0	0	0	0	0
Nursing Pool Operator	0	0	0	0	0	0	0	0
Nursing Technician	0	0	0	1	0	0	0	0
Occupational Therapist	5	0	0	0	0	0	0	0
Occupational Therapy Assistant	3	0	0	0	0	0	0	0
Ocularist	0	0	0	0	0	0	0	0
Optometrist	0	12	0	0	0	0	0	0
Orthotist/ Prosthetist	0	0	0	0	0	0	0	0
Osteopathic Physician	39	71	0	0	0	0	0	0
Osteopathic Physician Assistant	1	4	0	0	0	0	0	0
Paramedic	0	0	0	0	0	0	0	0
Pharmacies and Other Pharmaceutical Firms	0	0	0	0	0	0	0	0
Pharmacist	0	0	0	0	0	0	0	0
Pharmacist Intern	0	0	0	0	0	0	0	0
Pharmacy Assistant	0	0	0	0	0	0	0	0
Pharmacy Technician	0	0	0	0	0	0	0	0
Physical Therapist	17	0	0	0	0	1	0	0
Physical Therapist Assistant	6	0	0	0	0	0	0	0
Physician	1	0	107	0	0	6	69	212
Physician Assistant	0	0	6	0	0	0	8	17
Podiatric Physician	0	0	0	0	1	32	0	0
Psychologist	23	0	0	0	0	24	0	0
Radiological Technologist	1	1	0	0	0	0	0	0
Radiologist Assistant	0	0	0	0	0	0	0	0
Recreational Therapist	0	0	0	0	0	0	0	0
Reflexologist	0	0	0	0	0	0	0	0
Registered Nurse	1	2	0	207	0	0	0	0
Respiratory Care Practitioner	1	3	0	0	0	0	0	0
Retired Volunteer Medical Worker	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider	0	0	0	0	0	1	0	0
Sex Offender Treatment Provider Affiliate	1	0	0	0	0	0	0	0
Social Worker Advanced	0	1	0	0	0	0	0	0
Social Worker Associate Advanced	0	0	0	0	0	0	0	0
Social Worker Associate Independent Clinical	3	3	0	0	0	1	0	0
Social Worker Independent Clinical	6	1	0	0	3	3	0	0
Speech Language Pathologist	0	10	0	0	0	0	0	0
Speech Language Pathology Assistant	0	1	0	0	0	0	0	0
Surgical Technologist	0	0	0	0	0	1	0	0
Veterinarian	64	0	0	0	0	70	0	0
Veterinary Medication Clerk	0	0	0	0	0	2	0	0
Veterinary Technician	6	1	0	0	0	10	0	0
X-Ray Technician	3	1	0	0	0	3	0	0
Totals	353	295	113	304	167	322	77	229
Months Worked in Biennium	24	24	14	24	12	24	10	24

**Appendix E: Distribution of Investigator Workload
2017-19 Biennium**

Profession	Investigator														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Advanced Emergency Medical Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advanced Registered Nurse Practitioner	21	0	0	0	0	0	0	0	0	22	3	0	0	0	0
Animal Massage Practitioner	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Athletic Trainer	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Audiologist	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Cardiovascular Invasive Specialist	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Certified Behavior Technician	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Chemical Dependency Professional	0	2	5	2	7	0	13	2	0	0	0	0	0	5	0
Chemical Dependency Professional Trainee	0	0	0	3	5	0	1	2	0	0	0	0	0	1	3
Chiropractic X-Ray Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chiropractor	0	2	3	11	5	0	14	5	0	0	0	1	0	7	1
Counselor, Agency Affiliated	3	1	5	8	10	0	7	6	0	0	0	3	0	3	0
Counselor, Certified	0	0	1	1	1	0	0	1	0	0	0	0	0	1	0
Counselor, Certified Advisor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Assistant	0	1	4	4	2	0	3	2	0	0	0	1	0	5	0
Dental Hygienist	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0
Dentist	1	2	6	6	8	0	29	7	0	0	0	10	0	23	2
Denturist	1	0	0	0	4	0	0	0	0	0	0	2	0	0	0
Dietitian/Nutritionist	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0
Dispensing Optician	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0
Dispensing Optician Apprentice	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
East Asian Medicine Practitioner	0	0	1	1	1	0	1	0	0	0	0	0	0	1	0
Emergency Medical Responder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Emergency Medical Technician	1	1	8	0	2	0	0	0	0	0	0	2	0	3	1
Expanded Function Dental Auxiliary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Genetic Counselor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid Specialist	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Home Care Aide	12	3	5	11	11	0	2	22	0	0	0	2	0	2	2
Humane Society	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hypnotherapist	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0
Licensed Assistant Behavior Analyst	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Behavior Analyst	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0
Licensed Practical Nurse	20	0	0	0	0	0	0	0	0	46	13	0	0	0	0
Marriage and Family Therapist	1	1	1	3	0	0	5	1	0	0	0	0	0	2	0
Marriage and Family Therapist Associate	0	0	0	1	1	0	0	1	0	0	0	1	0	1	0
Massage Therapist	4	1	7	6	47	0	21	20	0	0	0	3	0	14	1
Medical Assistant	1	0	2	7	2	0	14	6	0	0	0	2	0	11	0
Mental Health Counselor	3	2	4	2	10	0	7	2	0	0	0	1	0	5	0
Mental Health Counselor Associate	2	1	6	2	1	0	4	1	0	0	0	0	0	0	0
Midwife	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Naturopathic Physician	0	1	3	4	2	0	2	4	0	0	0	3	0	5	1

Profession	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Nursing Assistant	8	4	24	39	25	0	22	41	0	0	0	6	0	19	19
Nursing Home Administrator	1	1	2	6	0	0	1	3	0	0	0	1	0	0	0
Nursing Pool Operator	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Nursing Technician	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Occupational Therapist	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0
Occupational Therapy Assistant	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Ocularist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Optometrist	0	0	1	1	0	0	2	0	0	0	0	2	0	2	0
Orthotist/ Prosthetist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Osteopathic Physician	0	0	2	2	6	0	8	4	0	0	0	3	0	3	0
Osteopathic Physician Assistant	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0
Paramedic	1	0	1	0	2	0	0	1	0	0	0	0	0	0	0
Pharmacies and Other Pharmaceutical Firms	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacist Intern	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Physical Therapist	0	0	0	2	3	0	0	2	0	0	0	0	0	4	0
Physical Therapist Assistant	0	0	0	0	1	0	1	0	0	0	0	1	0	1	0
Physician	0	1	1	0	0	75	3	0	5	0	0	0	30	2	1
Physician Assistant	0	0	0	0	0	10	0	0	0	0	0	0	5	0	0
Podiatric Physician	0	0	3	3	1	0	0	0	0	0	0	2	0	1	0
Psychologist	0	0	4	1	2	0	6	2	0	0	0	0	0	4	1
Radiological Technologist	0	0	0	2	0	0	1	0	0	0	0	0	0	2	0
Radiologist Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Recreational Therapist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Reflexologist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Registered Nurse	82	0	0	2	0	0	3	0	0	162	32	0	0	0	0
Respiratory Care Practitioner	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Retired Volunteer Medical Worker	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Sex Offender Treatment Provider Affiliate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Advanced	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Associate Advanced	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Associate Independent Clinical	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Social Worker Independent Clinical	0	0	1	0	0	0	3	0	0	0	0	2	0	1	0
Speech Language Pathologist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Speech Language Pathology Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Surgical Technologist	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Veterinarian	2	0	4	2	5	0	12	5	0	0	0	1	0	9	0
Veterinary Medication Clerk	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Veterinary Technician	0	0	1	0	2	0	1	1	0	0	0	0	0	2	2
X-Ray Technician	0	0	2	0	3	0	1	0	0	0	0	0	0	0	0
Grand Total	165	25	111	137	174	85	196	142	5	231	48	52	35	144	34
Months Worked	12	7	24	24	24	7	24	24	3	24	12	5	17	24	24

Profession	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Advanced Emergency Medical Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advanced Registered Nurse Practitioner	0	0	2	9	0	0	0	0	0	0	0	0	0	0	0
Animal Massage Practitioner	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Athletic Trainer	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Audiologist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cardiovascular Invasive Specialist	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Certified Behavior Technician	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Chemical Dependency Professional	0	0	4	0	0	0	4	2	0	0	0	0	0	0	0
Chemical Dependency Professional Trainee	0	0	1	0	0	0	2	3	0	0	0	0	0	0	0
Chiropractic X-Ray Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chiropractor	0	0	3	0	0	0	5	3	0	0	0	0	0	0	0
Counselor, Agency Affiliated	0	0	10	0	0	0	16	7	0	0	0	0	0	0	0
Counselor, Certified	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0
Counselor, Certified Advisor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Assistant	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0
Dental Hygienist	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0
Dentist	0	0	12	0	0	0	10	3	0	0	0	0	0	0	0
Denturist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitian/Nutritionist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dispensing Optician	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0
Dispensing Optician Apprentice	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
East Asian Medicine Practitioner	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0
Emergency Medical Responder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Emergency Medical Technician	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0
Expanded Function Dental Auxiliary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Genetic Counselor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid Specialist	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Home Care Aide	0	0	5	0	0	0	1	25	0	0	0	0	0	0	0
Humane Society	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hypnotherapist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Assistant Behavior Analyst	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Behavior Analyst	0	0	0	0	0	0	10	2	0	0	0	0	0	0	0
Licensed Practical Nurse	0	0	7	2	0	0	0	0	0	0	0	0	0	0	0
Marriage and Family Therapist	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Marriage and Family Therapist Associate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Massage Therapist	0	0	1	0	0	0	2	3	0	0	0	0	0	0	0
Medical Assistant	0	0	10	0	0	0	7	5	0	0	0	0	0	0	0
Mental Health Counselor	0	0	10	0	0	0	8	5	0	0	0	0	0	0	0
Mental Health Counselor Associate	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Midwife	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Naturopathic Physician	0	0	4	0	0	0	1	0	0	0	0	0	0	0	0
Nursing Assistant	0	0	27	0	0	1	8	65	0	0	0	0	0	0	0

Profession	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Nursing Home Administrator	0	0	1	0	0	0	2	7	0	0	0	0	0	0	0
Nursing Pool Operator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nursing Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapy Assistant	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Ocularist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Optometrist	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0
Orthotist/ Prosthetist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Osteopathic Physician	0	0	4	0	0	0	5	12	0	0	0	0	0	0	0
Osteopathic Physician Assistant	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0
Paramedic	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacies and Other Pharmaceutical Firms	0	0	0	0	21	0	0	0	0	11	34	0	3	3	0
Pharmacist	0	0	0	0	42	0	0	0	0	22	46	0	8	8	0
Pharmacist Intern	0	0	0	0	1	0	0	0	0	3	1	0	0	0	0
Pharmacy Assistant	0	0	1	0	5	0	0	0	0	2	6	0	5	0	0
Pharmacy Technician	0	0	0	0	9	0	0	0	0	2	12	0	3	1	0
Physical Therapist	0	0	4	0	0	0	3	2	0	0	0	0	0	0	0
Physical Therapist Assistant	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Physician	107	45	11	0	0	0	66	0	138	0	0	0	0	0	120
Physician Assistant	7	13	0	0	0	0	6	0	15	0	0	0	0	0	6
Podiatric Physician	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0
Psychologist	0	0	5	0	0	0	1	0	0	0	0	0	0	0	0
Radiological Technologist	0	0	2	0	0	0	0	2	0	0	0	0	0	0	0
Radiologist Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Recreational Therapist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Reflexologist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Registered Nurse	0	0	14	28	0	0	0	1	0	0	0	1	0	0	0
Respiratory Care Practitioner	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Retired Volunteer Medical Worker	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider Affiliate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Advanced	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Associate Advanced	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Social Worker Associate Independent Clinical	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Social Worker Independent Clinical	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0
Speech Language Pathologist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Speech Language Pathology Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Surgical Technologist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinarian	0	0	11	0	0	0	27	3	0	0	0	0	0	0	0
Veterinary Medication Clerk	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Veterinary Technician	0	0	3	0	0	0	1	0	0	0	0	0	0	0	0
X-Ray Technician	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Grand Total	114	58	169	39	78	1	200	162	153	40	99	1	19	12	126
Months Worked	24	20	24	8	24	8	24	24	24	24	24	24	11	24	19

Profession	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45
Advanced Emergency Medical Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advanced Registered Nurse Practitioner	3	0	0	22	1	0	0	0	5	0	0	1	4	0	0
Animal Massage Practitioner	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Athletic Trainer	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Audiologist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Cardiovascular Invasive Specialist	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0
Certified Behavior Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chemical Dependency Professional	6	6	3	0	0	0	3	3	1	0	0	5	0	4	17
Chemical Dependency Professional Trainee	9	1	2	0	0	0	4	0	0	0	0	0	0	4	7
Chiropractic X-Ray Technician	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chiropractor	10	3	2	0	0	0	5	4	0	0	0	3	0	2	4
Counselor, Agency Affiliated	6	3	1	0	0	0	13	5	0	0	0	4	0	8	3
Counselor, Certified	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
Counselor, Certified Advisor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Assistant	1	1	0	0	0	0	0	1	0	0	0	1	0	1	3
Dental Hygienist	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Dentist	8	7	4	0	0	0	21	8	2	0	0	9	0	19	17
Denturist	3	0	0	0	0	0	0	1	0	0	0	1	0	2	0
Dietitian/Nutritionist	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Dispensing Optician	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0
Dispensing Optician Apprentice	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
East Asian Medicine Practitioner	1	7	0	0	0	0	0	0	0	0	0	0	0	1	0
Emergency Medical Responder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Emergency Medical Technician	2	1	0	0	0	0	2	0	0	0	0	0	0	2	2
Expanded Function Dental Auxiliary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Genetic Counselor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid Specialist	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0
Home Care Aide	10	1	2	0	0	2	5	6	3	0	0	11	0	16	9
Humane Society	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hypnotherapist	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Licensed Assistant Behavior Analyst	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Behavior Analyst	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Licensed Practical Nurse	5	0	1	27	0	0	0	0	14	0	0	0	3	0	0
Marriage and Family Therapist	1	7	1	0	0	0	1	2	0	0	0	3	0	2	1
Marriage and Family Therapist Associate	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1
Massage Therapist	8	13	1	0	0	0	2	3	0	0	0	6	0	6	3
Medical Assistant	2	5	5	0	0	0	5	11	0	0	0	1	0	4	4
Mental Health Counselor	6	3	2	0	0	0	5	10	1	0	0	4	0	5	9
Mental Health Counselor Associate	1	0	0	0	0	0	0	0	0	0	0	3	0	2	2
Midwife	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0
Naturopathic Physician	4	0	0	0	0	0	5	2	0	0	0	1	0	2	1
Nursing Assistant	22	19	8	0	0	0	26	28	3	0	0	26	0	34	43
Nursing Home Administrator	11	9	2	0	0	0	4	4	0	0	0	1	0	1	4

Profession	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45
Nursing Pool Operator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nursing Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapist	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Occupational Therapy Assistant	0	0	2	0	0	0	1	0	0	0	0	2	0	1	0
Ocularist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Optometrist	0	0	1	0	0	0	0	1	0	0	0	1	0	7	0
Orthotist/ Prosthetist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Osteopathic Physician	3	4	4	0	0	0	11	3	0	0	0	12	0	5	15
Osteopathic Physician Assistant	0	1	1	0	0	0	0	0	0	0	0	2	0	0	1
Paramedic	1	12	0	0	0	0	0	0	0	0	0	0	0	3	0
Pharmacies and Other Pharmaceutical Firms	0	0	0	0	0	0	0	0	0	27	0	0	0	0	0
Pharmacist	0	0	0	0	0	0	1	0	0	33	0	0	0	0	1
Pharmacist Intern	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Pharmacy Assistant	0	0	0	0	0	0	1	0	0	5	0	0	0	0	0
Pharmacy Technician	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0
Physical Therapist	2	0	0	0	0	0	2	0	0	0	0	0	0	4	5
Physical Therapist Assistant	2	0	0	0	0	0	2	1	0	0	0	1	0	0	2
Physician	1	3	0	0	0	0	0	1	0	0	169	1	1	2	4
Physician Assistant	0	0	0	0	0	0	0	0	0	0	6	0	0	0	1
Podiatric Physician	2	2	0	0	0	0	2	2	0	0	0	0	0	0	4
Psychologist	2	4	1	0	0	0	4	2	1	0	0	1	0	3	4
Radiological Technologist	0	1	0	0	0	0	0	2	0	0	0	0	0	0	2
Radiologist Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Recreational Therapist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Reflexologist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Registered Nurse	16	6	1	128	2	0	2	2	34	0	0	2	28	1	1
Respiratory Care Practitioner	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0
Retired Volunteer Medical Worker	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider Affiliate	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Social Worker Advanced	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Associate Advanced	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Associate Independent Clinical	0	4	0	0	0	0	0	1	0	0	0	0	0	1	4
Social Worker Independent Clinical	3	0	2	0	0	0	3	2	1	0	0	1	0	2	1
Speech Language Pathologist	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0
Speech Language Pathology Assistant	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Surgical Technologist	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1
Veterinarian	1	1	2	0	0	0	6	15	0	0	0	4	0	3	9
Veterinary Medication Clerk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Veterinary Technician	0	0	0	0	0	0	2	1	0	0	0	0	0	0	2
X-Ray Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grand Total	155	127	49	177	3	2	154	126	65	72	175	111	36	153	192
Months Worked	24	24	6	24	19	24	24	24	24	24	24	24	19	24	24

Profession	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
Advanced Emergency Medical Technician	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Advanced Registered Nurse Practitioner	0	0	0	0	0	0	2	16	0	0	0	0	3	0	0
Animal Massage Practitioner	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Athletic Trainer	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Audiologist	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Cardiovascular Invasive Specialist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Certified Behavior Technician	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0
Chemical Dependency Professional	17	0	1	0	0	3	0	0	0	2	0	0	2	2	0
Chemical Dependency Professional Trainee	13	0	1	0	0	2	0	0	1	1	0	0	4	3	0
Chiropractic X-Ray Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chiropractor	3	0	11	0	0	1	0	0	1	1	0	0	8	4	0
Counselor, Agency Affiliated	9	0	5	0	0	15	0	0	0	1	0	0	4	9	0
Counselor, Certified	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0
Counselor, Certified Advisor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Assistant	1	0	0	0	0	2	0	0	0	6	0	0	4	1	0
Dental Hygienist	0	0	2	0	0	1	0	0	0	3	0	0	3	0	0
Dentist	21	0	14	0	0	15	0	0	23	48	0	0	46	17	0
Denturist	0	0	0	0	0	0	0	0	0	2	0	0	2	0	0
Dietitian/Nutritionist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dispensing Optician	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0
Dispensing Optician Apprentice	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
East Asian Medicine Practitioner	0	0	0	0	0	0	0	0	1	1	0	0	1	3	0
Emergency Medical Responder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Emergency Medical Technician	1	0	1	0	0	1	0	0	0	0	0	0	0	3	0
Expanded Function Dental Auxiliary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Genetic Counselor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid Specialist	2	0	0	0	0	1	0	0	0	0	0	0	0	1	0
Home Care Aide	11	0	3	0	0	10	0	0	2	0	0	0	2	2	0
Humane Society	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hypnotherapist	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Assistant Behavior Analyst	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Behavior Analyst	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0
Licensed Practical Nurse	0	0	0	0	0	2	1	25	0	0	0	0	18	0	0
Marriage and Family Therapist	1	0	0	0	0	1	0	0	1	0	0	0	0	2	0
Marriage and Family Therapist Associate	0	0	1	0	0	1	0	0	0	1	0	0	0	1	0
Massage Therapist	8	0	13	0	0	9	0	0	0	1	0	0	7	4	0
Medical Assistant	4	0	7	0	0	3	0	0	5	7	0	0	2	8	0
Mental Health Counselor	13	0	4	0	0	6	0	0	3	1	0	0	11	4	0
Mental Health Counselor Associate	3	0	0	0	0	3	0	0	0	0	0	0	1	2	0
Midwife	0	0	0	0	0	6	0	0	0	5	0	0	0	0	0
Naturopathic Physician	2	0	2	0	0	2	0	0	0	3	0	0	2	3	0
Nursing Assistant	20	0	11	0	0	32	0	0	14	6	0	0	11	13	0
Nursing Home Administrator	4	0	1	0	0	5	0	0	2	2	0	0	1	5	0

Profession	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
Nursing Pool Operator	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Nursing Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapist	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapy Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ocularist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Optometrist	0	0	2	0	0	1	0	0	0	0	0	0	2	0	0
Orthotist/ Prosthetist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Osteopathic Physician	9	0	7	0	0	12	0	0	9	0	0	0	7	3	0
Osteopathic Physician Assistant	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0
Paramedic	1	0	0	0	0	2	0	0	1	0	0	0	1	0	0
Pharmacies and Other Pharmaceutical Firms	1	13	0	3	0	0	0	0	0	0	4	0	0	0	0
Pharmacist	0	28	0	11	0	1	0	0	0	0	14	0	0	0	0
Pharmacist Intern	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0
Pharmacy Assistant	0	2	0	0	1	0	0	0	1	0	2	0	0	0	0
Pharmacy Technician	0	12	0	2	0	0	0	0	0	0	7	0	0	0	0
Physical Therapist	1	0	2	0	0	4	0	0	0	0	0	0	0	3	0
Physical Therapist Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Physician	2	0	4	0	0	3	0	0	0	1	0	103	1	50	48
Physician Assistant	0	0	0	0	0	0	0	0	0	0	0	11	0	3	3
Podiatric Physician	0	0	5	0	0	1	0	0	1	1	0	0	1	0	0
Psychologist	3	0	7	0	0	12	0	0	0	2	0	0	3	3	0
Radiological Technologist	1	0	4	0	0	3	0	0	0	0	0	0	0	0	0
Radiologist Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Recreational Therapist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Reflexologist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Registered Nurse	1	0	0	0	0	0	7	171	0	0	0	0	31	1	0
Respiratory Care Practitioner	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Retired Volunteer Medical Worker	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider Affiliate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Advanced	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Associate Advanced	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Social Worker Associate Independent Clinical	1	0	0	0	0	5	0	0	0	0	0	0	0	1	0
Social Worker Independent Clinical	1	0	3	0	0	12	0	0	0	1	0	0	1	5	0
Speech Language Pathologist	0	0	0	0	0	7	0	0	0	0	0	0	0	0	0
Speech Language Pathology Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Surgical Technologist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinarian	11	0	3	0	0	6	0	0	2	6	0	0	1	1	0
Veterinary Medication Clerk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Technician	0	0	2	0	0	5	0	0	0	1	0	0	0	0	0
X-Ray Technician	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0
Grand Total	169	55	124	18	2	203	10	212	70	103	27	114	181	159	51
Months Worked	24	24	24	24	18	24	12	24	14	24	24	9	24	24	8

Profession	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75
Advanced Emergency Medical Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advanced Registered Nurse Practitioner	0	0	48	0	0	0	30	0	0	0	0	1	1	0	0
Animal Massage Practitioner	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Athletic Trainer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Audiologist	0	0	0	0	0	0	0	0	0	2	0	1	1	0	0
Cardiovascular Invasive Specialist	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Certified Behavior Technician	0	0	0	0	3	0	0	0	0	0	0	0	3	0	0
Chemical Dependency Professional	0	0	0	0	2	0	2	1	0	4	8	0	2	0	0
Chemical Dependency Professional Trainee	0	0	0	0	2	0	1	0	0	5	2	9	5	0	0
Chiropractic X-Ray Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chiropractor	0	0	0	0	3	0	2	3	0	3	0	5	5	0	0
Counselor, Agency Affiliated	0	0	0	0	3	0	3	1	0	8	3	18	7	0	0
Counselor, Certified	0	0	0	1	0	0	0	0	0	1	1	0	1	0	0
Counselor, Certified Advisor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Anesthesia Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Assistant	0	0	0	0	0	0	0	0	0	4	2	0	1	0	0
Dental Hygienist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dentist	0	0	0	1	7	0	1	3	0	23	7	5	28	0	0
Denturist	0	0	0	0	2	0	0	0	0	1	0	1	0	0	0
Dietitian/Nutritionist	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0
Dispensing Optician	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Dispensing Optician Apprentice	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
East Asian Medicine Practitioner	0	0	0	0	0	0	1	0	0	0	1	1	0	0	0
Emergency Medical Responder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Emergency Medical Technician	0	0	0	0	2	0	0	0	0	0	0	7	1	0	0
Expanded Function Dental Auxiliary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Genetic Counselor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid Specialist	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0
Home Care Aide	0	0	0	0	2	0	6	0	0	6	2	9	15	0	0
Humane Society	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hypnotherapist	0	0	0	0	1	0	0	0	0	0	0	0	3	0	0
Licensed Assistant Behavior Analyst	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Behavior Analyst	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Practical Nurse	2	0	31	0	0	0	54	0	0	0	0	1	11	0	0
Marriage and Family Therapist	0	0	0	0	1	0	0	0	0	0	1	3	4	0	0
Marriage and Family Therapist Associate	0	0	0	0	0	0	0	0	0	0	0	7	2	0	0
Massage Therapist	0	0	0	2	1	0	3	1	0	29	3	3	10	0	0
Medical Assistant	0	0	0	0	3	0	2	0	0	3	5	2	2	0	0
Mental Health Counselor	0	0	0	0	0	0	1	2	0	10	4	4	1	0	0
Mental Health Counselor Associate	0	0	0	0	0	0	0	0	0	2	3	0	0	0	0
Midwife	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Naturopathic Physician	0	0	0	0	1	0	1	0	0	7	1	1	1	0	0
Nursing Assistant	0	0	0	2	8	0	22	12	0	25	6	50	33	0	0
Nursing Home Administrator	0	0	0	0	8	0	3	1	0	1	3	0	1	0	0

Profession	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75
Nursing Pool Operator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nursing Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapist	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0
Occupational Therapy Assistant	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
Ocularist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Optometrist	0	0	0	0	0	0	0	2	0	1	2	0	0	0	0
Orthotist/ Prosthetist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Osteopathic Physician	0	0	0	0	6	0	2	1	0	4	1	1	7	0	0
Osteopathic Physician Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedic	0	0	0	0	3	0	0	0	0	0	0	1	1	0	0
Pharmacies and Other Pharmaceutical Firms	0	0	0	0	0	1	0	0	0	1	0	0	2	4	0
Pharmacist	0	0	0	0	0	8	0	0	0	0	0	0	1	15	0
Pharmacist Intern	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Pharmacy Assistant	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0
Pharmacy Technician	0	0	0	0	0	1	0	0	0	0	0	0	1	2	0
Physical Therapist	0	0	0	0	1	0	0	1	0	4	0	1	2	0	0
Physical Therapist Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Physician	0	77	0	0	0	0	0	0	82	1	1	2	3	0	141
Physician Assistant	0	1	0	0	0	0	0	0	4	0	0	0	0	0	16
Podiatric Physician	0	0	0	0	3	0	0	0	0	1	0	5	1	0	0
Psychologist	0	0	0	0	1	0	1	0	0	6	0	9	4	0	0
Radiological Technologist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiologist Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Recreational Therapist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Reflexologist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Registered Nurse	2	0	151	0	1	0	121	0	0	1	1	4	32	0	0
Respiratory Care Practitioner	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0
Retired Volunteer Medical Worker	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider Affiliate	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Social Worker Advanced	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0
Social Worker Associate Advanced	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Worker Associate Independent Clinical	0	0	0	0	2	0	0	0	0	4	1	1	1	0	0
Social Worker Independent Clinical	0	0	0	1	1	0	1	0	0	2	0	1	2	0	0
Speech Language Pathologist	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
Speech Language Pathology Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Surgical Technologist	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Veterinarian	0	0	0	1	1	0	1	2	0	6	6	3	9	0	0
Veterinary Medication Clerk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Technician	0	0	0	0	0	0	0	0	0	2	0	0	3	0	0
X-Ray Technician	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0
Grand Total	4	78	230	9	71	11	259	33	86	173	68	160	209	23	157
Months Worked	7	8	24	24	5	22	24	11	13	24	5	24	24	17	24

Profession	76	77	78
Advanced Emergency Medical Technician	0	0	0
Advanced Registered Nurse Practitioner	0	1	13
Animal Massage Practitioner	0	0	0
Athletic Trainer	0	0	0
Audiologist	1	0	0
Cardiovascular Invasive Specialist	0	0	0
Certified Behavior Technician	0	0	0
Chemical Dependency Professional	7	0	0
Chemical Dependency Professional Trainee	5	0	0
Chiropractic X-Ray Technician	0	0	0
Chiropractor	5	0	0
Counselor, Agency Affiliated	14	0	2
Counselor, Certified	0	0	0
Counselor, Certified Advisor	0	0	0
Dental Anesthesia Assistant	0	0	0
Dental Assistant	2	0	0
Dental Hygienist	0	0	0
Dentist	19	0	5
Denturist	2	0	0
Dietitian/Nutritionist	0	0	0
Dispensing Optician	0	0	0
Dispensing Optician Apprentice	0	0	0
East Asian Medicine Practitioner	0	0	0
Emergency Medical Responder	0	0	0
Emergency Medical Technician	3	0	0
Expanded Function Dental Auxiliary	0	0	0
Genetic Counselor	0	0	0
Hearing aid Specialist	1	0	0
Home Care Aide	9	0	7
Humane Society	0	0	0
Hypnotherapist	0	0	0
Licensed Assistant Behavior Analyst	0	0	0
Licensed Behavior Analyst	0	0	0
Licensed Practical Nurse	2	4	29
Marriage and Family Therapist	5	0	0
Marriage and Family Therapist Associate	1	0	0
Massage Therapist	10	0	0
Medical Assistant	10	0	1
Mental Health Counselor	8	0	1
Mental Health Counselor Associate	4	0	0
Midwife	1	0	0
Naturopathic Physician	1	0	0
Nursing Assistant	37	0	8
Nursing Home Administrator	3	0	0

Profession	76	77	78
Nursing Pool Operator	0	0	0
Nursing Technician	0	0	0
Occupational Therapist	1	0	0
Occupational Therapy Assistant	0	0	0
Ocularist	0	0	0
Optometrist	2	0	0
Orthotist/ Prosthetist	0	0	0
Osteopathic Physician	8	0	0
Osteopathic Physician Assistant	0	0	0
Paramedic	3	0	0
Pharmacies and Other Pharmaceutical Firms	0	0	0
Pharmacist	1	0	0
Pharmacist Intern	2	0	0
Pharmacy Assistant	0	0	0
Pharmacy Technician	0	0	0
Physical Therapist	4	0	1
Physical Therapist Assistant	0	0	0
Physician	5	0	0
Physician Assistant	0	0	0
Podiatric Physician	1	0	0
Psychologist	4	0	0
Radiological Technologist	0	0	0
Radiologist Assistant	0	0	0
Recreational Therapist	0	0	0
Reflexologist	0	0	0
Registered Nurse	2	8	97
Respiratory Care Practitioner	0	0	0
Retired Volunteer Medical Worker	0	0	0
Sex Offender Treatment Provider	0	0	0
Sex Offender Treatment Provider Affiliate	0	0	0
Social Worker Advanced	1	0	0
Social Worker Associate Advanced	0	0	1
Social Worker Associate Independent Clinical	1	0	0
Social Worker Independent Clinical	3	0	0
Speech Language Pathologist	0	0	0
Speech Language Pathology Assistant	0	0	0
Surgical Technologist	2	0	0
Veterinarian	4	0	0
Veterinary Medication Clerk	0	0	0
Veterinary Technician	0	0	0
X-Ray Technician	0	0	0
Grand Total	194	13	165
Months Worked	24	24	15