

Health Professions Council

Annual Report

To the

Governor
Lieutenant Governor
Speaker of the House of Representatives



February 1, 2009

Board of Nursing
Board of Pharmacy
Texas Medical Board
Office of the Governor
Texas Optometry Board
Board of Dental Examiners
Funeral Services Commission
Board of Chiropractic Examiners
Board of Examiners of Psychologists
Board of Physical Therapy Examiners
Board of Podiatric Medical Examiners
Board of Veterinary Medical Examiners
Board of Occupational Therapy Examiners
Department of State Health Services, Professional Licensing and Certification Unit



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for 2008

An Efficient Model for Licensing and Regulation

Members

Katherine Thomas

Board of Nursing

Gay Dodson

Texas State Board of Pharmacy

Mari Robinson

Texas Medical Board

Sherri Sanders-Meek

Texas State Board of Dental

Examiners

Dewey Helmcamp

Texas State Board of Veterinary

Medical Examiners

Sherry Lee,

Texas State Board of Examiners of

Psychologists

John Maline,

Executive Council of Physical

Therapy and Occupational

Therapy Examiners

Hemant Makan

Texas State Board of Podiatric

Medical Examiners

Glenn Parker

Texas Board of Chiropractic

Examiners

Chris Kloeris

Texas Optometry Board

Chet Robbins

Texas Funeral Services

Commission

Cindy Bourland

Department of State Health

Services

Barabara Deane

Office of the Attorney General

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The Texas Health Professions Council (HPC) provides a unique solution for the multiple challenges of state regulation of health professions. The State of Texas created HPC to achieve the potentially desirable outcomes of consolidation of small independent health licensing and regulatory agencies without sacrificing the quality, independence, accessibility and accountability of individual boards. Established in 1993, the Council has a membership of 15 agencies currently representing 35 professional licensing boards, certification programs, documentation programs, permit programs or registration programs and the Governor's office. The Executive Directors of each of the member agencies sit on the Health Professions Council. Together they represent 35 licensing boards, certification, permit and registration programs. The Health Professions Council has realized economies of scales in the areas of Information Technology, human resources and training. The framework for the Council allows for the development of regulatory best practices. Most importantly, the spirit of cooperation has allowed all agencies to reach constituencies and better serve the citizenry of Texas while at the same time allowing agencies to focus on their core missions.

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Framework

- Members
- Statutory Requirements
- Staffing/Funding

The Texas Health Professions Council (HPC) provides a unique solution for the multiple challenges of state regulation of health professions. The State of Texas created HPC to achieve the potentially desirable outcomes of consolidation of small independent health licensing and regulatory agencies without sacrificing the quality, independence, accessibility and accountability of individual boards.

Members: The Council consists of one representative from each of the following:

- (1) the Texas Board of Chiropractic Examiners;
- (2) the State Board of Dental Examiners;
- (3) the Texas Optometry Board;
- (4) the State Board of Pharmacy;
- (5) the Texas State Board of Podiatric Medical Examiners;
- (6) the State Board of Veterinary Medical Examiners;
- (7) the Texas Medical Board;
- (8) the Texas Board of Nursing;
- (9) the Texas State Board of Examiners of Psychologists;
- (10) the Texas Funeral Service Commission;
- (11) the entity that regulates the practice of physical therapy;
- (12) the entity that regulates the practice of occupational therapy;
- (13) the Texas Department of State Health Service's Professional Licensing and Certification Unit
- (14) the Governor's office.
- (15) Office of the Attorney General

The Council elects from its members a presiding officer and an assistant presiding officer to conduct the business of the Council. Currently, the presiding officer (Chair) is Katherine A. Thomas, Executive Director for the Board of Nursing. The assistant presiding officer (Vice-Chair) is Gay Dodson, Executive Director for the State Board of Pharmacy. Council officers serve two-year terms ending August 31 of odd numbered years.

Rules: Although member agencies license and regulate health professionals, the Health Professions Council does not license or regulate health professionals. The Council meets at least four times a year. Meetings are open to the public and are posted with the Office of the Secretary of State.

The Health Professions Council was created on the recommendation of the Texas Sunset Commission to achieve the efficiency and effectiveness goals of consolidation while avoiding the creation of a new bureaucracy. Repeated efforts to consolidate boards under one umbrella agency had received only varied support while generating heated opposition from the professional associations. Experience in other states had shown that large umbrella agencies sometimes failed to meet the perceived benefits and desired objectives of improved consumer service and decreased costs (fig 1). Problems of consolidation included increased response time for services, decreased quality of services, lack of expertise in regulated professions, and decreased disciplinary actions against licensees. Studies show consolidations often failed to achieve economies of scale.

The Council has mitigated problems of competition and conflict among the licensed professions by fostering an atmosphere of communication and cooperation. It has provided a forum for discussion of issues and allowed a coordinated response to legislative issues when requested by elected officials. The Council has no authority over member agencies. The Council was cited as an innovation by the Pew Health Professions Commission in its December, 1995 report *Reforming Health Care Workforce Regulation*.

Staffing/Funding: The Health Professions Council employs a small staff (currently 2 FTEs are assigned to the agency), to coordinate and or complete the tasks of the Council. The HPC staff are organized as a separate state agency (#364). Its staff report to the Council directly through supervision of its manager, the Administrative Officer, by the Council Chair. The Council utilizes its staff, along with committees consisting of staff from member agencies to carry out its activities. Operating with a budget of \$149,662 (fiscal year 2007), the Council is funded entirely by transfer of funds from member agencies. A rider in the biennial appropriations bill specifies prorated amounts. Additional amounts are transferred by member agencies to pay for shared services such as technology support and toll-free phone service on a usage basis. A report of financial support by member agencies is provided on page fourteen of this report.

With the exception of the Texas Department of Health, Professional Licensing and Certification Division, member agencies are collocated in the William P. Hobby Building at 333 Guadalupe St. to facilitate resource sharing.

Economies of Scale

- Information Technology Sharing
- Human Resources Program
- Training Opportunities

The Council has developed areas to realize cost savings across agencies. These economies of scale have been found primarily in the area of information technology. Other areas that undergo regular review to ensure best practices are incorporated in all of the regulatory agencies that the Council supports include Human Resources and employee training.

Employees benefit through increased training opportunities, access to employee assistance programs, and opportunities to refine job skills as administrative sharing allows greater staff specialization. The Council network provides opportunities for communication, shared expertise and joint problem-solving.

Shared Database System: In July 2006, the Texas Department of Information Resources notified agencies that they will no longer be providing cold site recovery floor space as part of their Master Service Agreement. Agencies were left to determine their own course of action in the case of a disaster.

The Council's IT Committee along with members of the Council's ITSS met with representatives from the Department of Information Resources to discuss issues related to database hardware and software. This meeting stemmed from conversations regarding how to proceed with the purchase and design of new database systems for member agencies. The Council wrote a letter to DIR leadership requesting a meeting to discuss future plans. At the Council's request, leadership at DIR was asked to respond to concerns regarding legacy systems. DIR created a Task Force to develop recommendations. The Task Force was further divided into three groups. One of those groups, the Licensing Workgroup is chaired by the Council's own Administrative Officer and currently oversees the development of recommendations to DIR. The group includes both HPC agencies as well as agencies outside the Council. DIR began evaluating database vendors who responded to DIR's Request For Offer DIR-SDD-TMP-110. DIR's purchasing group will select vendors who will become statewide providers of regulatory licensing software.

Due to the timeline created by the LBB for the submissions of Legislative Appropriations Requests, the Licensing Workgroup determined that they would need to conduct their own analysis of current vendors of regulatory licensing software. Through an information request to DIR the Council received the names of their respondents to DIR's RFO DIR-SDD-TMP-110. Upon receipt of the list the Council contacted the seven

respondents to request more information. Of the seven, four, responded to this request. Three agreed to travel to Austin for on site demonstrations, while one responded via email.

During this time various member agencies along with Council staff developed an information schematic to help inform agencies of the needs of all other member agencies. As the deadline for submission to DIR's RFO DIR-SDD-TMP-110 passed, the Council sent an IT staff member from the Council to assist in their evaluation of the vendors. Discussions and meetings with DIR have continued during this process. It should be noted that no one involved in the evaluation of the RFO discussed the project with members of HPC.

After the Workgroups analysis of the vendor submissions, the group narrowed the list down to two. The vendors were invited back for them to get additional information to help determine their ability to complete a project of this magnitude. Another round of meetings with both vendors resulted in the workgroup selecting one vendor. At the time this was written, the task force workgroup has finished their review and is in the process of pricing out ancillary software and hardware. The Council has requested appropriations for this project in their current Legislative Appropriations Request.

Information Technology Sharing: The Council has studied the resources and needs of member agencies for Information Technology support. The Council found that although some of its larger members (the Medical Board, the Board of Pharmacy, and the Board of Nursing) had resources devoted to meet its Information Technology support needs (or at least to address their needs in a prioritized fashion), some of the other smaller members struggled to meet their needs. In the past, only limited Network Manager Services had been shared by members of the Council.

Some agencies had planned to cut back on already inadequate resources devoted to this area in order to absorb cuts in their budget in the FY 04/05 biennium. The Council created a Shared Services Committee and assigned that committee to investigate models to provide member agencies the most efficient IT support possible. The Committee developed a program that facilitates sharing of information technology knowledge and resources among all of the member agencies in the Hobby building through its Technology Committee. The program also utilizes two staff (one from the Texas State Board of Dental Examiners and one from the Texas Optometry Board) to provide direct ongoing services to eight (8) of the smaller member agencies in the Hobby Building. The staff positions are funded through contributions from the eight member agencies. This aspect of the program began officially November 1, 2003. The 76th Legislature appropriated funds for a document imaging system.

All of the member agencies located in the Hobby Building are utilizing the imaging system. Recently, with no additional appropriations the Shared Document Imaging System was completely updated with new hardware and software. This has allowed member agencies the ability to begin transferring archive records to electronic format. The new system is much more intuitive than the older system. Additionally, agencies are

able to scan images remotely and upload them to the server with little or no interruption of staff scheduling.

Human Resources Pilot Program: The Human Resources Committee studied the needs of member agencies to determine what, if any, assistance the Council staff could provide in the area of Human Resources. The Council has developed a pilot program to take a role in the HR functions of member agencies. The recommended program includes the basic job tasks of a Human Resource Specialist I. Specifically, it allows for the coordinating and processing of newly hired and terminating employees. It also includes the administration of employment screenings, evaluation of candidates and background checks.

In discussing this pilot program, the committee felt that these functions could be implemented into the current role of HPC. This would result in zero cost to the members. After the program is running smoothly, it is the belief of the committee that further more detailed Human Resources duties could be carried out by a Human Resource Specialist I. The Council believes that an employee sharing program such as the model designed for Information Technology would result in savings to members. In this scenario, a Memorandum of Understanding would be designed and a new FTE employee would be hired to carry out more complex duties of Human Resources. To date over half of the member agencies have participated in the program at varying levels. A future review will determine the success of the program and explore further opportunities for human resource assistance by Council staff.

Training/Information Dissemination Opportunities: The member agencies share training opportunities for member agencies. One member agency staff member from the Board of Nursing offers new employee EEO training. HPC staff handle the coordination and documentation of the training. HPC staff have also coordinated training opportunities available through the State Auditor's Office. The SAO offers training to agencies when the number of attendees is at or above minimums needed to justify providing the training at another location. HPC provides a regular forum for the Employee's Retirement System staff to give presentations to member agency employees on investments through the Citistreet program.

HPC also works with the National Certified Investigator/Inspector Training (NCIT) program of the Council on Licensure, Enforcement, and Regulation (CLEAR) to provide training locally approximately once a year, providing the highest quality training at the lowest possible cost for HPC members and other state agencies employing investigators. Periodically, throughout the year CLEAR provides remote access training through the use of webinars. HPC has regularly provided access to these webinars on behalf of the members.

During the last session, the Health Professions Council worked with the Legislative Budget Board and the Governor's Office to develop a performance measure directly related to training member employees. Fiscal Year 2008 was the first year in which the number of people trained through HPC training opportunities will be measured. During the first half of the FY 2008 the Council has been able to provide onsite training on topics such as Accounting, the Texas Register, Equal Employment Opportunity, Risk Management, and Board Member Training. Holding training onsite has been a great

convenience to member agencies. The Council fully expects to meet the goals set forth by the legislature.

Courier Services: The Texas Medical Board (TMB) coordinates the sharing of a courier service with all of the member agencies in the Hobby building to facilitate movement of priority communication, and deposits, etc. with the Comptroller's office. TMB coordinates the contract, pays the vendor, and bills agencies based on use. Other non-HPC member small state agencies located in the Hobby building participate in this sharing as well.

Employee Assistance Program: HPC member agencies participate as a group in an employee assistance program (EAP).

Legislative Tracking: HPC member agencies have worked together to improve member agencies' Legislative Tracking. Smaller agencies that could not afford to purchase the services of Legislative Tracking Services, such as Texas Legislative Service or Gallery Watch, have gained access to that service at a much lower cost by sharing the service. In addition, the HPC Administrative Officer tracks legislation and keeps member agencies aware of legislation that could affect member agencies as a group.

Regulatory Best Practices

- Criminal Background Checks
- Improved Customer Service
- Board Member Training Program

The Council regularly brings new topics for members to discuss and review. This allows new ideas and practices to be thoroughly vetted prior to implementation. This saves both time and money. By allowing all agencies access to the expertise of both large and small agencies, ideas are reviewed with a depth of knowledge not often found in a single umbrella agency structure. This cooperation requires little, if any, additional appropriations or significant time commitments from any single agency and the results are available to all of the member agencies. The Council meetings serve further as a forum for member agency Executive Directors to identify common issues faced in licensing and regulation, share perspectives, and often move toward consistent policy stances.

Below are examples where agencies have found opportunities to implement regulatory best practices.

Criminal Background Checks: The Council is in the process of developing a uniform policy regarding the processing of criminal background checks for the member agencies. The Texas Board of Nursing has taken the lead on sharing their experience in implementing background checks on both initial licensees and renewals. That experience will help smaller agencies develop well thought out procedures.

Improved Customer Service: The Council has also created a resource list of member agency staff that can communicate in languages other than English. Member agencies have agreed to share staff when it is needed to communicate effectively with customers.

Board Member Training Program: The Council has established a training program for the governing bodies (boards) of member agencies. The training has been compiled into a training manual. Each agency must customize the basic training program to include agency/board specific information. The training manual is updated every two years, following the Regular Legislative session.

Policy and Procedure Development: In the past the Council, through its committees has developed model policies and procedures for risk management, disaster recovery, and workforce policy/procedures. When new reporting requirements are mandated member agency staff meet on an ad hoc basis to review the requirements and instructions. As a group, they clarify expectations and seek further clarification to facilitate quality reporting.

Minimum Data Set: The Statewide Health Coordinating Council's recommends that the licensing boards for those professions named should change their licensing forms and data systems to include the collection of the minimum data set on an annual or biennial basis. During the last session significant progress was made in this direction. Senate Bill 29 (80th Regular) provided for the collection of the data needed for statistical analysis by the Health Profession Resource Center, a division of the Statewide Health Coordinating Council which is located in the Texas Department of State Health Services.

Presently, Council staff is working diligently with the HPRC and DIR to implement the provisions of SB 29. An evaluation of the system is not available at this time. Council members are proud of their work in this area and are pleased to provide the information to HPRC.

Peer-to-Peer Sharing/General Sharing: Member agencies back up each other in administrative functions such as accounting, purchasing, and payroll. These back up arrangements are typically short term in nature, such as for occasions when employees are out on illnesses, vacations or other short terms. However, in some cases, agencies may provide these services to one another for longer periods of time (such as for an extended vacancy) with or without compensation through interagency contract. Agencies with certified purchasers assist agencies that are too small to have staff on board with such expertise through a "purchasing pool." Member agency employees consult with one another, peer to peer, throughout the administrative and regulatory departments and divisions. There is a cost savings to member agencies when their staff share their efforts that cannot be specifically calculated. For example, agency financial staff routinely consult each other when preparing major financial reports such as the Annual Financial Report and the Legislative Appropriations Request. As a result of this relationship between member agency staff, reports are completed quicker, procedures are developed more efficiently, and other state agencies enjoy a reduction in inquiries and clarifications on required reports and procedures. HPC member agencies embrace the spirit of cooperation within the Health Professions Council. The larger member agencies often allow their staff to assist smaller agencies with tasks that the larger agencies are better equipped to handle. Although it cannot be quantified, it is expected that the assistance provided by larger agencies has prevented smaller agencies from having to request additional funding for staff to handle the routine administrative requirements of being a state agency.

Annual Report: The Council prepares an annual report that includes a statistical compilation of numbers of licensees, numbers of complaints and enforcement actions taken by member agencies/boards. The annual report also includes a summary of the Council's activities over the past year and recommendations for statutory changes to improve the regulation of health care professionals.

Member Agency Complaint Process Study: The 77th Legislature passed HB 2408, sponsored by Representative Glen Maxey. The bill required HPC to study the process by which complaints are compiled, handled, adjudicated, and the extent to which complaint information is made available to the public. The report was to include recommendations for a standard procedure for the handling of complaints and a method that provided the most complete public access to complaint information.

The study was completed and submitted to the Lieutenant Governor, Speaker of the House, and members of the House Public Health Committee and the Senate Health and Human Services Committee on January 31, 2002. At the time the study, along with other emerging issues, led to the creation of the Office of Patient Protection which is now closed.

Responsiveness

- Toll Free Complaint Line
- Representation in Statewide Forums

The Health Professions Council serves a wide variety of constituents. First and foremost it serves the citizens of Texas. The shared toll-free complaint line directly benefits consumers who can place one toll-free call to obtain information or initiate a complaint against any licensed health professional. Many consumers lack information necessary to determine which board to go to with their complaint. The greatest benefit to consumers is preservation of independent boards with specific expertise in investigation and resolution of consumer problems. Consumers and taxpayers benefit indirectly from improved efficiency and from cooperation among agencies, which produces cooperative rulemaking and less reliance on the administrative law system to resolve conflicts.

Licenses benefit from retention of independent boards, which are more responsive and accessible to licensees, and from increased efficiency of the agencies. As more administrative tasks are shared, staff with specific expertise are more available to respond to needs of licensees and consumers. The Council goes to great lengths to ensure that all of their customers are served.

Telephone Complaint System: The Council operates a complaint system, which allows consumers to file complaints against any state-licensed health professional by calling one toll-free number. The shared complaint line improves effectiveness and efficiency by providing easy “one-stop” access for consumers and significant cost-savings for individual agencies. The 1-800 line receives an average of 2,250 calls per month, of those calls approximately 500 are routed to HPC staff. HPC receives a variety of inquiries. Many times we refer the public to one of our boards, but we also receive inquiries that we refer to other state agencies. The cost of the system is shared by member agencies, which split the cost of equipment and lines and pay for long distance charges based on the percentage of calls assigned to each agency each month.

Representation in statewide forums: The Council has assigned the Administrative Officer to represent HPC member agencies at meetings involving statewide forums. The Administrative Officer represents the views of member agencies in their licensing/regulatory role, generally. The Administrative Officer communicates back to the member agencies. Member agencies may increase their own participation in these forums, depending on the nature of the issues. The Council, through the HPC Chair also assigns member agencies to “outside” committees, as appropriate. Examples of the forums include the Texas Health Care Policy Council, the Statewide Health Coordinating Council (SHCC) planning sessions for the state health plan and the East Texas Rural Access Program (ETRAP). This approach allows member agencies to achieve representation and input into these processes more efficiently.

During previous session's, the Health Professions Council worked with the Legislative Budget Board and the Governor's Office to develop a performance measure directly related to representing members at various statewide forums. Fiscal Year 2008 was the first year in which this has been quantified. The Council met their requirement and will continue to seek areas to represent the Council.

Future Opportunities

The Health Professions Council's activities are mandated legislatively, identified by the Council to provide means for member regulatory agencies to coordinate administrative and regulatory efforts; or requested by various legislative entities or oversight bodies, such as the Governor's office, individual members of the Texas Senate or House of Representatives, the LBB, Comptroller's office, etc.

As agencies continue to align solutions with their own business processes there is a strong desire within the Council to anticipate future opportunities. As mentioned before the Council regularly reviews areas where agencies could improve services while still focusing on their core missions. Texas is growing rapidly, which indicates that the agencies will see increased workloads in the near future. Meeting the challenges of that increased workload is an opportunity the Council looks forward to in 2009.

Cost of Regulation Comparison between Texas and Florida (fig 1)

PROFESSION	TEXAS			FLORIDA ***			COMPARISON OF FLORIDA TO TEXAS		
	FY2008* ESTIMATED	NUMBER ** OF LICENSEES	COST PER LICENSEE	FY2008 EXPENDITURES	NUMBER OF LICENSEES	COST PER LICENSEE	FY2008 EXPENDITURES	NUMBER OF LICENSEES	COST PER LICENSEE
CHIROPRACTIC	\$497,570	8,988	\$55.36	\$2,168,135	6,806	\$318.56	\$1,670,565	(2,182)	\$263.20
DENTAL	\$1,925,162	33,237	\$57.92	\$4,455,832	24,298	\$183.38	\$2,530,670	(8,939)	\$125.46
MEDICAL (1)	\$9,713,044	71,998	\$134.91	\$19,104,246	67,529	\$282.90	\$9,391,202	(4,469)	\$148.00
NURSE & LVN (2)	\$5,320,776	283,793	\$18.75	\$11,216,833	285,930	\$39.23	\$5,896,057	2,137	\$20.48
OPTOMETRY	\$473,092	3,641	\$129.93	\$625,596	3,645	\$171.63	\$152,504	4	\$41.70
PT/OT (3)	\$980,094	22,918	\$42.77	\$1,391,684	25,563	\$54.44	\$411,590	2,645	\$11.68
PHARMACY	\$4,032,273	72,759	\$55.42	\$4,801,270	35,151	\$136.59	\$768,997	(37,608)	\$81.17
PODIATRIC	\$249,274	1,206	\$206.69	\$545,810	1,995	\$273.59	\$296,536	789	\$66.89
PSYCHOLOGISTS	\$856,549	7,653	\$111.92	\$777,267	3,966	\$195.98	\$(79,282)	(3,687)	\$84.06
Totals	\$24,047,834	506,193	\$47.51	\$45,086,673	454,883	\$99.12	\$21,038,839	(51,310)	\$51.61
2002 Totals	\$22,593,310	397,689	57	\$41,260,795	373,416	111	18667485	24273	53.68

(1) For the purpose of comparison, the expenditures and number of licensees for Florida Acupuncture, Medicine, Osteopathic, and Physician Assistants are combined since they are combined in Texas.

(2) For purposes of comparison the expenditures and number of licensees for the Texas Board of Nurse Examiners and the Texas Board of Vocational Nurse Examiners are combined since they are combined in Florida.

(3) For the purpose of comparison, the expenditures and number of licensees for the Florida Physical and Occupational Therapy are combined since they are combined in Texas.

* Source: This is an estimate of agency FY2002 expenditures calculated by adding the FY2005 expenditures from the Legislative Budget Estimates 2004-2005 Biennium to the indirect costs listed in the General Appropriations Act - 80th Leg., R.S.

** Source: Health Professions Council Annual Report, February 1, 2008

*** Source: Florida Department of Health Division of Medical Quality Assurance 2007-2008 Annual Report.

**Health Professions Council
Administrative Office Budget**

	2008 Expended
Salaries and Wages	\$88,022
Other Personnel Costs	\$6,817
Professional Fees and Services	\$40,179
Consumable	\$1,067
Utilities	\$3,475
Other Operating Expenditures	\$20,168
<i>TOTAL</i>	\$159,764
Board of Chiropractic Examiners	\$5,309
Board of Dental Examiners	\$19,218
Texas Medical Board	\$25,050
Board of Nursing	\$22,112
Executive Council of Occupational Therapy and Physical Therapy Examiners	\$10,748
Texas Optometry Board	\$5,354
Board of Pharmacy	\$19,911
Board of Podiatric Medical Examiners	\$4,764
Texas Department of State Health Services: Professional Licensing and Certification Division	\$11,151
Board of Examiners of Psychologists	\$8,871
Board of Veterinary Medical Examiners	\$7,983
Texas Funeral Service Commission	\$8,271
TOTAL MEMBER AGENCY TRANSFERS	\$149,662

Appendix A – Health Professions Council Disciplinary Data

Texas Board of Chiropractic Examiners

1. Total number of licensees:		9,141
Doctors of Chiropractic (DCs) – Active	4,609	
Doctors of Chiropractic (DCs) – Expired, eligible to renew	304	
Doctors of Chiropractic (DCs) – Inactive, eligible to renew	613	
Chiropractic Radiologic Technologists – Active	95	
Chiropractic Radiologic Techs – Expired, eligible to renew	0	
Chiropractic Clinics – Active	3,224	
Chiropractic Clinics – Expired, eligible to renew	296	
2. Number of new licenses issued:		678
Doctors of Chiropractic	261	
Chiropractic Radiologic Technologists	31	
Chiropractic Clinics	386	
3. Number of licenses renewed:		8,737
Doctors of Chiropractic	5,479	
Chiropractic Radiologic Technologists	64	
Chiropractic Clinics	3,194	
4. Complaints received (jurisdictional):		225
Total number of complaints received	281	
Less: Non-jurisdictional complaints received	(56)	
Number of jurisdictional complaints received	225	
5. Jurisdictional complaints resolved:		
Total number of jurisdictional complaints resolved		240
Total number of complaints resolved with disciplinary action		51
Percent of jurisdictional complaints resolved with disciplinary action		21.25%
6. Disciplinary actions taken:		51
License Revoked	4	
License Suspended – No Probation	1	
License Suspended, Probation plus Fine/Stipulations	8	
Cease & Desist Order Issued	1	
Cease & Desist Order + Fine	2	
Formal Letter of Reprimand Only	8	
Formal Letter of Reprimand plus Fine/Stipulations	2	
Fine Only	19	
Fine plus Stipulations	6	

Statutory Authority: Texas Occupation Code Chapter 201

Statutory Authority: Texas Occupations Code, Chapter 201

Texas State Board of Dental Examiners

1.	Total number of licensees:		44,590
	Dentists:	15,389	
	Dental Hygienists:	11,607	
	Dental Laboratories:	1,087	
	Dental Assistants	16,507	
2.	Total number of new licenses issued:		12,031
	Dentists:	546	
	Dental Hygienists:	548	
	Dental Laboratories:	58	
	Dental Assistants	10,879	
3.	Total number of renewal licenses issued:		27,606
	Dentists:	12,710	
	Dental Hygienists:	9,916	
	Dental Laboratories:	953	
	Dental Assistants	4,027	
4.	Total number of complaints received:		945
5.	Total number of jurisdictional complaints received:		803
6.	Total number of jurisdictional complaints resolved:		674
7.	Average length of time required for jurisdictional complaint resolution:		377 days
8.	Total number and types of board-approved disciplinary actions taken:		80
	Suspension/probated:	36	
	Suspension/downtime:	0	
	Reprimand:	9	
	Surrender:	5	
	Warning:	26	
	Revocation:	4	

Statutory Authority: Texas Occupations Code, Title 3-D, Vernon 2000.

Texas Medical Board

1.	Total number of licensees:			74,840
	Physicians:	69,030		
	Acupuncturists:	884		
	Physician Assistant:	4,667		
	Surgical Assistant:	259		
2.	Total number of new licenses issued:	7,085		
	Physicians:	6,530		
	Acupuncturists:	50		
	Physician Assistant:	488		
	Surgical Assistant:	17		
3.	Total number of renewal licenses issued:			36,608
	Physicians:	31,279		
	Acupuncturists:	850		
	Physician Assistant:	4,352		
	Surgical Assistant:	127		
4.	Total number of complaints received:	6,514		
5.	Total number of jurisdictional complaints received:			2,725
	Physicians:	2,614		
	Acupuncturists:	6		
	Physician Assistant:	111		
	Other:	12		
6.	Total number of jurisdictional complaints resolved:			2,896
	Physicians:	2,736		
	Acupuncturists:	7		
	Physician Assistant:	141		
	Surgical Assistant:	3		
	Unknown/Other:	9		
7.	Average length of time required for jurisdictional complaint resolution:			
		Physicians – 294 days		
		Acupuncturists – 259 days		
		Physician Assistants - 237 days		
		Surgical Assistants – 194 days		
8.	Total number and types of board-approved disciplinary actions taken:			361
		2008		
		<u>Physician</u>	<u>Acupuncturists</u>	<u>Physician Assist.</u>
	Temporary Suspension & Restriction	11	0	0
	Revocation/Surrender	26	0	4
	Suspension	23	0	0
	Restriction	161	2	2
	Reprimand	28	0	0
	Administrative Penalty	100	1	1
	Cease and Desist	2	0	0
	Total number of disciplinary actions	351	3	7

Statutory Authority: Physicians-Texas Occupations Code Annotated, Chapter 164
Physicians Assistants-Texas Occupations Code Annotated, Chapter 204
Acupuncturists-Texas Occupations Code Annotated, Chapter 205

Board of Nurse Examiners – RN Statistics

Total number of licensees:	209,588
Total number of new licenses issued:	13,382
Total number of renewal licenses issued:	97,702
Total number of complaints received:	5,743
Total number of jurisdictional complaints received:	5,634
Total number of jurisdictional complaints resolved:	4,851
Ave. length of time required for jurisdictional complaint resolution:	173 Days

Total number (licensees) and types of board-approved	
Disciplinary sanctions imposed:	860
Applicant/Petitioner - w/Stipulations	
(GS, GSX, GTO, TS, TSX, TTO)	181
Applicant Denied (GD)	3
Compact - Voluntary Surrender	0
Cease and Desist Order (CDO)	1
Denied Reinstatement (DR)	14
Enforced Suspension	4
Exception Denied (ED)	1
Fine (FI)	0
Fine W/Remedial Education (FR)	102
License Denied (LD)	0
Limited License (LI)	7
Peer Assistance Order (PAO)	1
Probation (PR)	0
Reinstated-Clear (RC)	0
Reinstated-W/Stipulations (RI)	31
Remedial Education (RE)	71
Reprimand W/Stipulations (RS)	54
Reprimand (RP)	0
Revocation (RV)	76
Stipulation Only (ST)	0
Stipulation - Exec (STX)	0
Suspend/Probate (SP)	44
Suspension (S) (SU)	36
TPAPN Order (TPO)	46
Voluntary Surrender (VS)	78
Warning (W) (WA)	0
Warning W/Stipulation (WS)	110
Warning-Delinquent (WD)	0

Statutory Authority:

Texas Occupations Code, Chapters 301, 303 and 304.

Board of Nurse Examiners – LVN Statistics

Total number of licensees:	85,977
Total number of new licenses issued:	5,776
Total number of renewal licenses issued:	39,424
Total number of complaints received:	4,903
Total number of jurisdictional complaints received:	4,851
Total number of jurisdictional complaints resolved:	4,311
Ave. length of time required for jurisdictional complaint resolution:	165 days
Total number (licensees) and types of board-approved Disciplinary sanctions imposed:	820
Applicant/Petitioner - w/Stipulations (GS, GSX, GTO, TS, TSX, TTO)	189
Denied Reinstatement (DR)	13
Enforced Suspension	2
Fine (FI)	0
Fine and Remedial Education	80
License Denied (LD)	2
Limited License (LL)	2
Probation (PR)	0
Reinstated-W/Stipulations (RI)	23
Remedial Education (RE)	51
Reprimand w/Stipulations (RS)(CS)	41
Reprimand (RP)	0
Revocation (RV)	95
Suspend/Probate (SP)	38
Suspension (S) (SU)	36
Stipulations (ST)	3
TPAPN Order (TPO)	36
Voluntary Surrender (VS)	99
Warning W/Stipulation (WS)	110
Warning (W) (WA)	0

Statutory Authority:

- 09/2003 - Texas Occupations Code, Chapters 302, 303 and 304.
- 02/2004 - Texas Occupations Code, Chapters 301, 303 and 304.

Texas State Board of Physical Therapy Examiners

1.	Total number of licensees:	15,248
2.	Total number of new licenses issued:	1,104
3.	Total number of renewal licenses issued:	6,810
4.	Total number of complaints received:	327
5.	Total number of jurisdictional complaints received:	327
6.	Total number of jurisdictional complaints resolved:	214
7.	Average length of time required for jurisdictional complaint resolution:	109 days
8.	Total number and types of board-approved disciplinary actions taken:	52
	Letter of Reprimand:	0
	Community Service:	35
	Suspension:	16
	Revocation/Surrender:	1
	Fine:	0

Statutory Authority: Title 3, Subtitle H, Chapter 454, Occupations Code.

“Sec. 452.351. GROUNDS FOR DENIAL OF LICENSE OR DISCIPLINE OF LICENSE HOLDER.

(a) The board may deny, suspend, or revoke a license, place a license holder on probation, reprimand a license holder, impose an administrative penalty, or otherwise discipline a license holder if the applicant or license holder has:

(b) The board shall revoke or suspend a license, place on probation a person whose license has been suspended, or reprimand a license holder for a violation of this chapter or a rule adopted by the board.

Texas State Board of Occupational Therapy Examiners

1.	Total number of licensees:	8,776
2.	Total number of new licenses issued:	637
3.	Total number of renewal licenses issued:	3,810
4.	Total number of complaints received:	132
5.	Total number of jurisdictional complaints received:	132
6.	Total number of jurisdictional complaints resolved:	118
7.	Average length of time required for jurisdictional complaint resolution:	115 Days
8.	Total number and types of board-approved disciplinary actions taken:	25
	Letter of Reprimand:	0
	Community Service:	13
	Suspension:	12
	Revocation/Surrender:	0
	Fine:	0

Statutory Authority:

Title 3, Subtitle H, Chapter 454, Occupations Code:

“Sec. 454.301. GROUNDS FOR DENIAL OF LICENSE OR DISCIPLINE OF LICENSE HOLDER.

(a) The board may deny, suspend or revoke a license, or take other disciplinary action against a license holder if the applicant or license holder has:

(b) The board shall revoke or suspend a license, place on probation a person whose license has been suspended, or reprimand a license holder for a violation of this chapter or a rule adopted by the board

Texas Optometry Board

1.	Total number of licensees:	3,714
2.	Total number of new licenses issued:	153
3.	Total number of renewal licenses issued:	3,561
4.	Total number of complaints received:	159
5.	Total number of jurisdictional complaints received:	146
6.	Total number of jurisdictional complaints resolved:	144
7.	Average length of time required for jurisdictional complaint resolution:	104.72 days
8.	Total number and types of board-approved disciplinary actions taken:	14
	License Suspended:	0
	Informal Reprimands:	1
	Administrative Penalty:	13
	Revocation:	0

Statutory Authority: Chapter 351.501, Occupations Code: Board may refuse to issue a license to an applicant, revoke or suspend a license, place on probation a person whose license has been suspended, impose a fine, impose a stipulation, limitation, or condition, relating to continued practice, including conditioning practice on counseling or additional education, or reprimand a licensee.

Texas State Board of Pharmacy

1.	Total number of licensees:		82,017
	Pharmacists:	24,586	
	Pharmacies:	6,424	
	Pharmacy Technicians:	32,914	
	Pharmacy Technician trainees:	18,093	
2.	Total number of new licenses issued:		17,268
	Pharmacists:	1,058	
	Pharmacies:	454	
	Pharmacy Technicians:	4,376	
	Pharmacy Technician trainees:	11,380	
3.	Total number of renewal licenses issued:		27,066
	Pharmacists:	12,260	
	Pharmacies:	3,105	
	Pharmacy Technicians:	11,701	
4.	Total number of complaints received:		5,737
5.	Total number of jurisdictional complaints received:		5,687
6.	Total number of jurisdictional complaints resolved:		5,303
7.	Average length of time required for jurisdictional complaint resolution:		197 days

PHARMACISTS, PHARMACIES, INTERNS, AND APPLICANTS FOR LICENSURE

Revoke	22
Retire (unable to apply for reinstatement)	4
Restrict	3
Suspension	1
Suspension with Conditions	21
Suspension and Fine	0
Suspension/Probation	7
Suspension/Probation with Conditions	26
Suspension/Probation and Fine	2
Suspension/Probation/Fine with Conditions	8
Grant License or Intern Registration with Suspension	1
Grant License or Intern Registration with Restrictions	1
Grant License or Intern Registration with Probation/Fine/Conditions	1
Grant License or Intern Registration with Probation	12
Grant License or Intern Registration with Probation and Conditions	7
Grant License or Intern Registration with Reprimand and Fine	1
Grant License or Intern Registration with Reprimand	3
Grant License or Intern Registration with Fine	6
Grant Reinstatement with Probation/Conditions	4
Deny Reinstatement	1
Fine	35
Fine and Conditions	28
Find and Reprimand	3
Fine and Reprimand with Conditions	23
Reprimand with Conditions	22
Reprimand	5
Grant Modification of Previously Entered Order	6
Total	253

TECHNICIANS, TECHNICIAN TRAINEES AND APPLICANTS FOR TECHNICIAN OR
TECHNICIAN TRAINEE REGISTRATION

Revoke	65
Retire (unable to apply for reinstatement)	1
Restrict	0
Suspension	0
Suspension with Conditions	4
Suspension with Conditions and Fine	3
Suspension with Conditions, followed by Probation	16
Suspension/Probation with Conditions	13
Suspension/Probation with Conditions and Fine	1
Fine	19
Fine and Reprimand	1
Reprimand	7
Grant Registration with Suspension	0
Grant Registration with Suspension and Fine	1
Grant Registration with Suspension and Fine, followed by Probation	1
Grant Registration with Suspension, followed by Probation/Conditions	2
Grant Registration with Suspension and Reprimand	0
Grant Registration with Probation/Conditions	76
Grant Registration with Probation/Conditions and Fine	11
Grant Registration with Fine	24
Grant Registration with Fine and Reprimand	12
Grant Registration with Reprimand	52
Deny Registration	1
Total	310

Statutory Authority: Chapter 565 and Chapter 568, Occupations Code. The Board may in its discretion refuse to issue or renew a license or registration (applicant for or holder of license to practice pharmacy, applicant for or holder of pharmacy license, applicant for or holder of a pharmacy technician registration) or may assess a penalty, reprimand, revoke, restrict, cancel, retire, or suspend any license or registration granted by the board and may probate any license or registration suspension.

Texas State Board of Podiatric Medical Examiners

1.	Total number of licensees: Radiology Technologists	938 273
2.	Total number of new licenses issued:	40
3.	Total number of renewal licenses issued:	938
4.	Total number of complaints received:	90
5.	Total number of jurisdictional complaints received:	87
6.	Total number of jurisdictional complaints resolved:	107
7.	Average length of time required for jurisdictional complaint resolution:	416 days
8.	Total number and types of board-approved disciplinary actions taken:	6
	Continuing Education:	3
	Revocation:	1
	Unlicensed Practice:	1
	Impaired Physician:	1

Statutory Authority: Texas Occupations Code, Chapter 202

Texas State Board of Examiners of Psychologists

1.	Total number of licensees:	7,830
2.	Total number of new licenses issued:	537
3.	Total number of renewal licenses issued:	7,184
4.	Total number of complaints received:	208
5.	Total number of jurisdictional complaints received:	207
6.	Total number of jurisdictional complaints resolved:	238
7.	Average length of time required for jurisdictional complaint resolution:	255 days
8.	Total number and types of board-approved disciplinary actions taken:	67
	Revocations:	6
	Suspension:	1
	Suspend/Probation	1
	Reprimand/Probation	2
	Reprimand	12
	Resignation in Lieu of Adjudication:	6
	Eligibility Order:	12
	Administrative Penalty	27

Statutory Authority: Occupations Code, Title 3, Subtitle I, Chapter 501.
Psychologists, Section 501.401, the Board shall revoke or suspend a license, place on probation a person whose license has been suspended, or reprimand a license, and, if a license is probated, the Board may require the licensee to report regularly to the Board, limit practice to areas prescribed by the Board or continue or review professional education until the licensee attains a degree of skill satisfactory to the Board.
Section 501.451, the Board may impose an administrative penalty against a person licensed or regulated by the Act who violates this Act or a rule or order adopted under the Act.
Section 501.404, the Board shall adopt a broad schedule of sanctions for violations of the Act.

Texas State Board of Veterinary Medical Examiners

1.	Total number of licensees: ¹	7,114
2.	Total number of new licenses issued: ¹	355
3.	Total number of renewal licenses issued: ¹	6,643
4.	Total number of complaints received:	494
5.	Total number of jurisdictional complaints received:	469
6.	Total number of non-jurisdictional complaints received: ²	25
7.	Total number of jurisdictional complaints resolved:	346
8.	Average length of time required for jurisdictional complaint resolution:	150 days
9.	Total number and types of <u>board-approved</u> disciplinary actions taken:	84
	Revocation:	0
	Voluntary Surrender:	1
	Reprimand	16
	Reprimand, with fine:	8
	Fine Only:	59

Statutory Authority: Occupation Code, Sec. 801.401. The Board may revoke or suspend a license, impose a civil penalty, place a licensee or person whose license has been suspended on probation, or reprimand a licensee. The Board may require that a licensee who violates this Act participate in continuing education programs. The Board may also require a suspended licensee on probation to report regularly to the Board or limit practice to the areas prescribed by the Board.

1 As of end of Fiscal Year 2008 (08-31-2008), includes provisional license. This includes retire licensees who will be removed from the database.

2 Non-jurisdictional complaints are not included in resolution time.

Texas Funeral Service Commission

1. Number of licenses:		
Total number of individuals licensed:		4,874
Total number of establishments licensed:		1,354
2. Total number of new licenses issued:		
Individuals:		367
Establishments		105
3. Total number of renewal licenses issued:		
Individuals:		2,229
Facilities:		1,342
4. Total number of jurisdictional complaints received:		158
5. Total number of jurisdictional complaints resolved:		225
6. Average length of time required for jurisdictional complaint resolution:	125.2 days	
7. Total number and types of Board Approved disciplinary actions taken:		
Individual licenses revoked:		0
Total number of establishments revoked		0

Statutory Authority: Texas Occupations Code, Chapter 651

**DEPARTMENT OF STATE HEALTH SERVICES (DSHS)
DIVISION FOR REGULATORY SERVICES
HEALTH CARE QUALITY SECTION
PROFESSIONAL LICENSING AND CERTIFICATION UNIT**

The following licensing boards and regulatory programs are organizationally placed within the DSHS Professional Licensing and Certification Unit:

Advisory Board of Athletic Trainers
Chemical Dependency Counselor Licensing Program
Code Enforcement Officer Registration Program
Contact Lens Permit Program
Council on Sex Offender Treatment
Texas State Board of Examiners of Dietitians
State Committee of Examiners in the Fitting and Dispensing of Hearing Instruments
Texas State Board of Examiners of Marriage and Family Therapists
Massage Therapy Licensing Program
Medical Radiologic Technologist Certification Program
Texas Board of Licensure for Professional Medical Physicists
Texas Midwifery Board
Offender Education Program
Opticians' Registry Programs
Texas Board of Orthotics and Prosthetics
Perfusionist Licensing Program
Personal Emergency Response System (PERS) Provider Licensing Program
Texas State Board of Examiners of Professional Counselors
Respiratory Care Practitioner Certification Program
Sanitarian Registration Program
Texas State Board of Social Worker Examiners
State Board of Examiners for Speech-Language Pathology and Audiology

Advisory Board of Athletic Trainers

1.	Total number of licensees:		2,372
	Athletic Trainers:	2,298	
	Temporary Athletic Trainers:	74	
2.	Total number of new licenses issued:		200
3.	Total number of renewal licenses issued:		940
4.	Total number of complaints received:		10
5.	Total number of jurisdictional complaints received:		9
6.	Total number of jurisdictional complaints resolved:		6
7.	Average length of time required for jurisdictional complaint resolution:		243 days
8.	Total number and types of board-approved disciplinary actions taken:		6
	Cease and Desist	4	
	Warning Letter	2	
	Administrative Penalty	0	

Statutory Authority: Occupations Code, Chapter 451

Chemical Dependency Counselor Licensing Program

1.	Total number of licensees:		7,509
	Licensed Chemical Dependency Counselors:	4,423	
	Registered Counselor Interns:	2,857	
	Clinical Training Institutions:	208	
	Certified Clinical Supervisor	1	
2.	Total number of new licenses issued:		970
3.	Total number of renewal licenses issued:		2,225
4.	Total number of complaints received:		116
5.	Total number of jurisdictional complaints received:		106
6.	Total number jurisdictional complaints resolved:		113
7.	Average length of time required for jurisdictional complaint resolution:		190 days
8.	Total number and types of disciplinary actions taken:		71
	Warning Letter	35	
	Administrative Penalty	2	
	Probated Suspension	6	
	Revocation	4	
	Reprimand	7	
	Denial	0	
	Suspension	0	
	Emergency Suspension	14	
	Surrender	0	
	Cease and Desist	3	

Statutory Authority: Occupations Code, Chapter 504

Code Enforcement Officer Registration Program

1.	Total number of registrants:		1,885
	Code Enforcement Officer	1,733	
	Code Enforcement Officers in Training	152	
2.	Total number of new licenses issued:		379
3.	Total number of renewal licenses issued:		761
4.	Total number of complaints received:		1
5.	Total number of jurisdictional complaints received:		1
6.	Total number of jurisdictional complaints resolved:		4
7.	Average length of time required for jurisdictional complaint resolution:		284 days
8.	Total number and type of disciplinary actions taken:		1
	Warning Letter	1	

Statutory Authority: Occupations Code, Chapter 1952

Contact Lens Permit Program:

1.	Total number of permit holders:		187
	Contact Lens Dispensers - Individual:	118	
	Contact Lens Dispensers - Business:	69	
2.	Total number of new permits issued:		25
3.	Total number of renewal permits issued:		57
4.	Total number of complaints received:		10
5.	Total number of jurisdictional complaints received:		10
6.	Total number of jurisdictional complaints resolved:		5
7.	Average length of time required for jurisdictional complaint resolution:		288 days
8.	Total number and types of disciplinary actions taken:		5
		Administrative Penalty	0
		Cease and Desist	3
		Revocation	1
		Warning Letter	1
	Statutory Authority:	Occupations Code, Chapter 353	

Council on Sex Offender Treatment

1.	Total number of licensees:		430
	Sex Offender Treatment Providers:	404	
	Affiliate Sex Offender Treatment Providers:	17	
	Provisional Sex Offender Treatment Providers	9	
2.	Total number of new licenses issued:		29
3.	Total number of renewal licenses issued:		154
4.	Total number of complaints received:		15
5.	Total number of jurisdictional complaints received:		13
6.	Total number of jurisdictional complaints resolved:		8
7.	Average length of time required for jurisdictional complaint resolution:		127 days
8.	Total number of board-approved disciplinary actions taken:		1
	Warning Letter:	1	

Statutory Authority: Occupations Code, Chapter 110

Texas State Board of Examiners of Dietitians

1.	Total number of licensees:		4,140
	Licensed Dietitian:	4,123	
	Provisional Licensed Dietitian:	17	
2.	Total number of new licenses issued:		338
3.	Total number of renewal licenses issued:		1,877
4.	Total number of complaints received:		3
5.	Total number of jurisdictional complaints received:		3
6.	Total number of jurisdictional complaints resolved:		1
7.	Average length of time required for jurisdictional complaint resolution:		160 days
8.	Total number of board-approved disciplinary actions taken:		0

Statutory Authority: Occupations Code, Chapter 701

State Committee of Examiners in the Fitting and Dispensing of Hearing Instruments

1.	Total number of licensees:		574
	Fitter/Dispenser of Hearing Instruments:	442	
	Temporary Training Permits:	74	
	Apprenticeship Permits:	58	
2.	Total number of new licenses issued:		102
3.	Total number of temporary licenses issued:	81	
4.	Total number of renewal licenses issued:	186	
5.	Total number of complaints received:		33
6.	Total number of jurisdictional complaints received:		32
7.	Total number of jurisdictional complaints resolved:		21
8.	Average length of time required for jurisdictional complaint resolution:		219 days
9.	Total number and types of board-approved disciplinary actions taken:		5
	Administrative Penalty	1	
	Warning Letter	4	
	Probated Suspension	0	

Statutory Authority:

Occupations Code, Chapter 402

Texas State Board of Examiners of Marriage and Family Therapists

1.	Total number of licensees:		3,069
	Marriage and Family Therapists:	2,812	
	Marriage and Family Therapist Associates:	257	
2.	Total number of new licenses issued:		193
3.	Total number of renewal licenses issued:		1,399
4.	Total number of complaints received:		35
5.	Total number of jurisdictional complaints received:		33
6.	Total number of jurisdictional complaints resolved:		41
7.	Average length of time required for jurisdictional complaint resolution:		331 days
8.	Total number and types of board-approved disciplinary actions taken:		18
	Cease and Desist	1	
	Probated Suspension	1	
	Warning Letter	13	
	Administrative Penalty	1	
	Revocation	1	
	Civil Penalty	1	

Statutory Authority: Occupations Code, Chapter 502

Massage Therapy Licensing Program

1.	Total number of licensees:		28,297
	Massage Therapists:	26,369	
	Massage Therapy School/Training Programs:	65	
	Massage Therapy Instructors:	1,184	
	Massage Therapy Establishments:	679	
2.	Total number of new licenses issued:		4,275
3.	Total number of renewal licenses issued:		11,257
4.	Total number of complaints received:		271
5.	Total number of jurisdictional complaints received:		262
6.	Total number of jurisdictional complaints resolved:		206
7.	Average length of time required for jurisdictional complaint resolution:		184 days
8.	Total number and types of disciplinary actions taken:		149
	Administrative Penalty	19	
	Cease and Desist	76	
	Denial	11	
	Surrender	7	
	Warning Letter	16	
	Probated Suspension	4	
	Reprimand	1	
	Emergency Suspension	1	
	Revocation	10	
	Civil Penalty	4	

Statutory Authority:

Occupations Code, Chapter 455

Medical Radiologic Technologist Certification Program

1.	Total number of licensees:		25,269
	Medical Radiologic Technologists:	20,203	
	Temp Medical Radiologic Technologists:	618	
	Limited Medical Radiologic Technologists:	414	
	Temp Limited Medical Radiologic Technologists:	303	
	Non-Certified Technicians:	3,253	
	Limited Curriculum Providers:	3	
	Non-Certified Technician Programs:	16	
	Hardship Exemptions:	459	
2.	Total number of new licenses issued:		3,194
3.	Total number of renewal licenses issued:		11,470
4.	Total number of complaints received:		61
5.	Total number of jurisdictional complaints received:		58
6.	Total number of jurisdictional complaints resolved:		74
7.	Average length of time required for jurisdictional complaint resolution:		195 days
8.	Total number and types of disciplinary actions taken:		54
	Administrative Penalty	7	
	Cease and Desist	30	
	Suspension	2	
	Revocation	3	
	Reprimand	5	
	Denial	1	
	Warning Letter	5	
	Civil Penalty	1	

Statutory Authority:

Occupations Code, Chapter 601

Texas Board of Licensure for Professional Medical Physicists

1.	Total number of licensees:		532
	Medical Physicists:	412	
	Temp Medical Physicists:	120	
2.	Total number of new licenses issued:		41
3.	Total number of renewal licenses issued:		280
4.	Total number of complaints received:		1
5.	Total number of jurisdictional complaints received:		1
6.	Total number of jurisdictional complaints resolved:		0
7.	Average length of time required for jurisdictional complaint resolution: days		0
8.	Total number and types of board-approved disciplinary actions taken:		0

Statutory Authority:

Occupations Code, Chapter 602

Texas Midwifery Board

1.	Total number of licensees:		196
	Midwives:	195	
	Approved Midwifery Courses:	1	
2.	Total number of new licenses:		24
3.	Total number of renewals:		80
4.	Total number of complaints received:		15
5.	Total number of jurisdictional complaints received:		12
6.	Total number of jurisdictional complaints resolved:		7
7.	Average length of time required for jurisdictional complaint resolution:		356 days
8.	Total number and types of board-approved disciplinary actions taken:		4
	Administrative Penalty	3	
	Civil Penalty	1	

Statutory Authority: Occupations Code, Chapter 203

Offender Education Programs

1.	Total number of certificate holders:	4,032
	DWI Education Instructor:	732
	DWI Intervention Instructor:	740
	Alcohol Education Program for Minor Instructor:	1,063
	Drug Offender Education Program Instructor:	617
	DWI Education Program:	231
	DWI Intervention Program:	171
	Alcohol Education Program for Minors:	248
	Drug Offender Education Program:	230
2.	Total number of new certificates issued:	459
3.	Total number of renewal registrations issued:	419
4.	Total number of complaints received:	3
5.	Total number of jurisdictional complaints received:	3
6.	Total number of jurisdictional complaints resolved:	2
7.	Average length of time required for jurisdictional complaint resolution:	80 days
8.	Total number and types of disciplinary actions taken:	0

Statutory Authority:

Drug Offender Education Programs
Transportation Code §§ 521.371 – 521.377

DWI Education Programs
Code of Criminal Procedure, Art. 42.12, §13(h)

DWI Intervention Programs
Code of Criminal Procedure, Art. 42.12, §13(j)

Alcohol Education Programs for Minors
Alcoholic Beverage Code, §106.115

Opticians' Registry Program

1.	Total number of registrants:		180
	Opticians-Dual:	56	
	Registered Contact Lens Technicians:	13	
	Registered Spectacle Dispensers:	111	
2.	Total number of new registrations issued:		6
3.	Total number of renewal registrations issued:		72
4.	Total number of complaints received:		1
5.	Total number of jurisdictional complaints received:		1
6.	Total number of jurisdictional complaints resolved:		1
7.	Average length of time for jurisdictional complaint resolution:		29 days
8.	Total number of disciplinary actions taken:		1
	Cease and desist:		1

Statutory Authority: Occupations Code, Chapter 352

Texas Board of Orthotics and Prosthetics

1.	Total number of licensees:		711
	Licensed Prosthetist/Orthotists:	391	
	Registered Prosthetist/Orthotist Students:	34	
	Temporary Prosthetist/Orthotists:	2	
	Registered Prosthetist/Orthotist Technicians:	21	
	Licensed Prosthetist/Orthotist Assistants:	45	
	Accredited Prosthetic/Orthotic Facility:	218	
2.	Total number of new licenses issued:		94
3.	Total number of renewal licenses issued:		249
4.	Total number of complaints received:		13
5.	Total number of jurisdictional complaints received:		10
6.	Total number of jurisdictional complaints resolved:		3
7.	Average length of time required for jurisdictional complaint resolution:		455 days
8.	Total number and types of board-approved disciplinary actions taken:		0

Statutory Authority:

Occupations Code, Chapter 605

Perfusionist Licensing Program

1.	Total number of licensees:		338
	Licensed Perfusionists:	317	
	Provisional Licensed Perfusionists:	21	
2.	Total number of new licenses issued:		18
3.	Total number of renewal licenses issued:		167
4.	Total number of complaints received:		1
5.	Total number of jurisdictional complaints received:		1
6.	Total number of jurisdictional complaints resolved:		1
7.	Average length of time required for jurisdictional complaint resolution:		170 days
8.	Total number of disciplinary actions taken:		1
	Surrender:		1

Statutory Authority: Occupations Code, Chapter 603

Personal Emergency Response System (PERS) Licensing Program

1. Total number of licensees:	51
2. Total number of registrants:	343
3. Total number of renewals (licensees and registrants):	110
4. Total number of new applications (licensees and registrants):	166
5. Total number of complaints received:	1
6. Total number of jurisdictional complaints received:	1
7. Total number of jurisdictional complaints resolved:	1
8. Average length of time for jurisdictional complaint resolution:	84 days
9. Total number of approved disciplinary actions taken:	0

Statutory Authority: Health and Safety Code, Chapter 781

Texas State Board of Examiners of Professional Counselors

1.	Total number of licensees:		15,756
	Licensed Professional Counselors:	13,547	
	Professional Counselor Interns:	2,209	
2.	Total number of new licenses issued:		1,800
3.	Total number of renewal licenses issued:		6,461
4.	Total number of complaints received:		157
5.	Total number of jurisdictional complaints received:		147
6.	Total number of jurisdictional complaints resolved:		105
7.	Average length of time required for jurisdictional complaint resolution:		271 days
8.	Total number and types of board-approved disciplinary actions taken:		40
	Warning Letter	21	
	Probated Suspension	4	
	Revocation	3	
	Reprimand	5	
	Cease and Desist	4	
	Denial	1	
	Surrender	1	
	Suspension	1	

Statutory Authority: Occupations Code, Chapter 503

Respiratory Care Practitioner Certification Program

1.	Total number of licensees:		12,440
	Respiratory Care Practitioners:	12,268	
	Temporary Respiratory Care Practitioners:	172	
2.	Total number of new licenses issued:		1095
3.	Total number of renewal licenses issued:		5,364
4.	Total number of complaints received:		22
5.	Total number of jurisdictional complaints received:		19
6.	Total number of jurisdictional complaints resolved:		24
7.	Average length of time required for jurisdictional complaint resolution:		279 days
8.	Total number and types of disciplinary actions taken:		12
	Warning Letter	2	
	Probated Suspension	1	
	Cease and Desist	1	
	Revocation	6	
	Reprimand	2	

Statutory Authority: Occupations Code, Chapter 604

Sanitarian Registration Program

1.	Total number of registrants:		1,272
	Registered Professional Sanitarians:	1,236	
	Registered Sanitarians in Training:	36	
2.	Total number of new licenses issued:		101
3.	Total number of renewal licenses issued:		581
4.	Total number of complaints received:		1
5.	Total number of jurisdictional complaints received:		1
6.	Total number of jurisdictional complaints resolved:		0
7.	Average length of time required for jurisdictional complaint resolution:		0 days
8.	Total number and type of disciplinary actions taken:		0

Statutory Authority:

Occupations Code, Chapter 1953

Texas State Board of Social Worker Examiners

1.	Total number of licensees:		20,621
	Licensed Clinical Social Workers:	6,236	
	Licensed Master Social Workers- Advanced Practitioner:	444	
	Licensed Master Social Workers:	7,325	
	Temp Licensed Master Social Workers:	146	
	Licensed Baccalaureate Social Workers:	6,386	
	Temp Licensed Baccalaureate Social Workers:	84	
2.	Total number of new licenses issued:		1,452
3.	Total number of renewal licenses processed:		9,283
4.	Total number of complaints received:		108
5.	Total number of jurisdictional complaints received:		100
6.	Total number of jurisdictional complaints resolved:		110
7.	Average length of time required for jurisdictional complaint resolution:		281 days
8.	Total number and types of board-approved disciplinary actions taken:		39
	Revocation	2	
	Reprimand	1	
	Warning Letter	30	
	Probated Suspension	3	
	Denial	1	
	Surrender	2	

Statutory Authority: Occupations Code, Chapter 505

State Board of Examiners for Speech-Language Pathology and Audiology

1.	Total number of licensees:		12,359
	Speech Language Pathologists:	9,043	
	Temp Speech Language Pathologists:	4	
	Speech Language Pathologist Interns:	584	
	Speech Language Pathologist Assistants:	1,690	
	Audiologists:	993	
	Audiologist Interns:	41	
	Audiologist Assistants:	4	
2.	Total number of new licenses issued:		1,754
3.	Total number of renewal licenses issued:		4,965
4.	Total number of complaints received:		39
5.	Total number of jurisdictional complaints received:		37
6.	Total number of jurisdictional complaints resolved:		32
7.	Average length of time required for jurisdictional complaint resolution:	305 days	
8.	Total number and types of board-approved disciplinary actions taken:		15
	Warning Letter	7	
	Administrative Penalty	6	
	Cease and Desist	1	
	Probated Suspension	1	

Statutory Authority: Occupations Code, Chapter 401