

*Health Professions
Quality Assurance Division*

**1991-93 Biennial Report
of
The Health Professions
Disciplinary Activities**

July 1993



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**Bruce A. Miyahara
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STATE OF WASHINGTON

DEPARTMENT OF HEALTH

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December 9, 1993

The Honorable Mike Lowry
Governor of Washington
Legislative Building
Olympia, Washington 98504

Dear Governor Lowry:

The Washington State Department of Health (DOH) is pleased to present to you the second Biennial Report of the Disciplinary Process, as required by RCW 18.130.310.

The department's Health Professions Quality Assurance Division is responsible for promoting the effective partnership among DOH, the Professional Licensing Boards, the public, and the health professions by: setting professional standards; examining applicants for licensure; reviewing applicant qualifications and background; receiving and processing complaints; conducting investigations, audits, and inspections; supporting licensing board hearings, meetings, and disciplinary processes; developing and implementing administrative rules; and developing and implementing legislation.

This report provides information on disciplinary activities for all health professions, including tables for easy reference. The data submitted is for the 1991-93 biennium.

During the upcoming biennium we will be focusing on implementing 1993 legislation. Major emphasis will be placed on enhancing the disciplinary process and other quality assurance issues related to Health Care Reform.

Sincerely,

A handwritten signature in black ink, appearing to read "Bruce A. Miyahara", with a long horizontal flourish extending to the right.

BRUCE A. MIYAHARA
Secretary

Enclosure



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1991-93 Biennial Report Of The Disciplinary Process

This is the second report of the Department of Health on disciplinary actions for regulated health care professions as required under the Uniform Disciplinary Act, RCW 18.130.310.

Expectations on the part of consumers continue to increase and the workload of the programs has increased dramatically since the Uniform Disciplinary Act was adopted in 1984. The department and the boards in partnership are working to evaluate and revise administrative systems for accomplishing necessary work. Continued careful attention to funding and staffing of the programs will be necessary to maintain the benefits achieved in the past two years.

The disciplinary process has and continues to evolve into a sophisticated legal process. The legislative and legal communities emphasis on uniformity has resulted in the establishment of an Office of Professional Standards, and the establishment of uniform procedures. Profession program expenditures on the disciplinary process (investigations, Assistant Attorney General support, Review Judges and disciplinary hearings) continue to increase.

This document provides summary charts which illustrate activities for all health professions and the various aspects of the disciplinary system. These include the regulatory acts that affect health care and the disciplinary framework; a listing of the professions and their disciplining authority; and a simplified disciplinary process chart.

During the last biennium, we transitioned into a new licensing system. Workload indicators were also revised during this time to better reflect current practices. Since the type of information we are gathering changed mid-stream, we are unable to provide the charts used in the previous reports.

During the 1993 legislative session the Department of Health received recommendations for improvements to the disciplinary process from the legislature. The Department and the disciplinary boards are in the process of developing uniform procedures for conducting investigations, responding to public inquiries, informal resolution to allegations of unprofessional conduct, and the use of hearing officers.

During the 1991-1993 biennium, Uniform Disciplinary Guidelines and Model Procedural Rules were drafted. These are being presented to all disciplinary boards for review and recommendation. To date, both the disciplinary guidelines and model procedural rules have been viewed favorably by the boards.

Health Professions Quality Assurance Division

Mission Promote an effective partnership among the Department of Health, Boards and Committees, health professions, and the public which improves the quality of health care in the state of Washington.

Overview The Health Professions Quality Assurance Division regulates professional licensing programs to promote access to high quality, cost-effective health services. Division personnel work to promote and maintain open and continuing consultation and partnership with Boards, Committees, professional associations, other interested organizations and the public to achieve program goals and objectives, and assure health care consumer protection, including protection from impaired providers.

Relationship With Boards and Committees Especially important to the Division's success are close and open working relationships with the 34 Boards and Committees. The Boards and Committees provide a critical link to over 160,000 health care professionals either licensed, certified or registered by the state. Recruitment and development of well qualified Board and Committee members, including members who represent the public at large, is a high priority, and the Division works closely in this area with provider associations, other interested organizations and the Governor's office.

Division Activities The Division achieves its mission through a variety of activities, which include:

- Supporting Board and Committee hearings and meetings.
- Reviewing applicant qualifications and background.
- Examining applicants for licensure.
- Receiving and processing complaints.
- Conducting investigations, audits and inspections.
- Processing disciplinary actions.
- Researching, developing and implementing rules and policies.
- Providing education services and disseminating information.
- Developing and monitoring proposed legislation.

**Department of Health
Board Authority
Appointed by the Governor**

Board	Members
Chiropractic Disciplinary	7 Members • 6 Chiropractors • 1 Public Member
Chiropractic Examiners	6 Members • 5 Chiropractors • 1 Public Member
Dental Disciplinary	6 Members • 5 Dentists • 1 Public Member
Dental Examiners	10 Members • 9 Dentists • 1 Public Member
Hearing Aid Fitters & Dispenser & Trainee	7 Members • 4 Hearing Aid Fitters • 1 Physician • 2 Public Members
Massage Therapist	5 Members • 4 Massage Therapists • 1 Public Member
Medical Disciplinary	14 Members • 9 Physicians • 1 Physician Assistant • 4 Public Members
Medical Examiners	9 Members • 6 Physicians • 1 Physician Assistant • 2 Public Members
Nursing Home Administrator	9 Members • 4 Nursing Home Administrators • 4 Reps. of Health Care Profession • 1 Public Member
Occupational Therapist & Assistant	5 Members • 3 Occupational Therapists • 1 Occupational Therapy Assistant • 1 Public Member

**Department of Health
Board Authority
Appointed by the Governor**

Board	Members
Optometrist	6 Members <ul style="list-style-type: none"> • 5 Optometrists • 1 Public Member
Osteopathic Physician & Surgeon Physician Assistant	7 Members <ul style="list-style-type: none"> • 6 Osteopathic Physicians • 1 Public Member
Pharmacy	7 Members <ul style="list-style-type: none"> • 5 Registered Pharmacists • 2 Public Members
Physical Therapist	5 Members <ul style="list-style-type: none"> • 4 Physical Therapists • 1 Public Member
Podiatrist	5 Members <ul style="list-style-type: none"> • 4 Podiatrists • 1 Public Member
Practical Nurse	5 Members <ul style="list-style-type: none"> • 2 Licensed Practical Nurses • 2 Registered Nurses • 1 Public Member
Psychologist	9 Members <ul style="list-style-type: none"> • 7 PhD • 2 Public Members
Registered Nurse	7 Members <ul style="list-style-type: none"> • 6 Registered Nurses • 1 Public Member
Veterinarian & Animal Technician	6 Members <ul style="list-style-type: none"> • 5 Veterinarians • 1 Public Member

**Department of Health
Secretary Authority
Appointed by the Secretary**

Committee	Members
Acupuncture	5 Members <ul style="list-style-type: none"> • 3 Acupuncturists • 1 Physician • 1 Public Member
Counselor Marriage & Family	5 Members <ul style="list-style-type: none"> • 4 Counselors • 1 Public Member
Counselor Mental Health	5 Members <ul style="list-style-type: none"> • 4 Counselors • 1 Public Member
Counselor Social Worker	5 Members <ul style="list-style-type: none"> • 4 Counselors • 1 Public Member
Dental Hygiene	4 Members <ul style="list-style-type: none"> • 3 Dental Hygienists • 1 Public Member
Dietitian & Nutritionist	5 Members <ul style="list-style-type: none"> • 2 Dietitians • 2 Nutritionists • 1 Public Member
Dispensing Optician & Apprentice	3 Members <ul style="list-style-type: none"> • 3 Dispensing Opticians • No Public Members
Health Care Assistant	4 Members <ul style="list-style-type: none"> • 1 Registered Nurse • 1 Podiatrist • 1 Osteopathic Physician • 1 Physician
Midwife	7 Members <ul style="list-style-type: none"> • 1 Certified Nurse Midwife • 2 Physicians • 3 Licensed Midwife • 1 Public Member
Naturopath	5 Members <ul style="list-style-type: none"> • 3 Naturopath • 2 Public Members

**Department of Health
Secretary Authority
Appointed by the Secretary**

Committee	Members
Nursing Assistant	10 Members <ul style="list-style-type: none"> • 1 Nursing Assistant • 1 Representative of Nursing Homes • 1 Representative of Superintendent of Public Instruction • 1 Representative of community College • 1 Representative of Social & Health Services • 1 Consumer • 1 Representative of Acute Care Hospital • 1 Representative of Home Health Care • 1 Registered Nurse • 1 Licensed Practical Nurse
Ocularist	3 Members <ul style="list-style-type: none"> • 3 Ocularists • No Public Members
Radiologic Technologists	7 Members <ul style="list-style-type: none"> • 3 Radiologic Technologists • 2 Radiologists • 2 Public Members
Respiratory Care Practitioner	5 Members <ul style="list-style-type: none"> • 3 Respiratory Therapists • 1 Physician • 1 Public Member
Sex Offender Treatment Provider	9 Members <ul style="list-style-type: none"> • 3 Sexual Offender Treatment Providers • 1 Mental Health Practitioner • 1 Defense Attorney • 1 Representative of Prosecuting Attorney • 1 Representative of DSHS • 1 Representative of Dept. of Corrections • 1 Superior Court Judge

The Governor and the Secretary are committed to achieving ethnic, gender and geographic diversity on all boards and committees.

**Significant Accomplishments of Boards and Programs
During the 1991-1993 Biennium**

***Quality
Assurance***

- Adopted a written policy to protect the public from sexual misconduct by health care professionals.
 - Adopted infection control policies and procedures for dental health care workers.
 - Completed transition of all health professions to a new automated data system.
 - Conducted a statewide anti-tampering drug education campaign.
 - Implemented disciplinary guidelines for Pharmacists.
 - Implemented detailed, comprehensive ethics policy for Board and Committee activities.
 - Implemented the Chiropractic X-Ray Technician program.
 - Developed practice standards for Sex Offender Treatment Providers.
 - Updated code of ethics rule for Psychologists to include ethics and sanctions relative to sexual misconduct.
 - Developed a contract between the Pharmacy Board and the Food and Drug Administration to inspect medical gas fillers and provide related education on safe practices.
 - Revised conditions for probation for Practical Nurses to help assure compliance with Board intent.
 - Provided pharmacology education and training to update Doctors of Naturopathy in the use of drugs they are authorized to prescribe.
- Improving
Access to Care***
- Expanded the substance abuse treatment and monitoring services of Washington Health Professional Services from 4 to 26 professions, promoting the retention of professionals in practice while protecting public safety.

- Amended laws regulating Physician Assistants to authorize either the Board of Medical Examiners or the Board of Osteopathic Medicine and Surgery to approve either alternate supervisors.
- Approved new education programs for Dental Hygienists and Practical Nurses, promoting the goal of graduates' successful compliance with licensing requirements.
- Expanded scope of practice of Dental Hygiene to reduce supervision required for the application of sealants, promoting access for school sealant programs.
- Increased frequency of examinations to expedite entry of new professionals into areas of need.
- Developed and implemented new credentialing programs for Dentists, Optometrists and Midwives.

***Cost
Containment,
Efficiency and
Productivity***

- Increased use of settlements, resulting in more effective use of Board hearings.
- Conducted staff development training on topics of impaired practice, cultural diversity, the Americans with Disabilities Act, public disclosure, sexual harassment, media relations, Total Quality Management, and ethics.
- Developed a written policy for use of staff attorneys and began using staff attorneys to reduce AAG costs and increase productivity.
- Developed a pre-hearing process and established the Office of Professional Standards to improve timely disposition of disciplinary cases and assist in alleviating Board workloads.

***Outreach and
Collaboration
with Boards,
Committees,
and
Stakeholders***

- Developed and distributed newsletters providing timely and educational information concerning program activities, policies, and other news.
- Participated in community focus groups on topics including practice issues, impaired practitioners, and regulatory practices.
- Expanded presentations to educators and associations, promoting better understanding and compliance with program requirements.

Health Professions Quality Assurance Division has developed the following initiatives for 1993-95 related to disciplinary activity, quality assurance and health care reform:

Quality Assurance

- Increase outreach and education forums and public service projects.
- Continue to develop Health Professions Quality Assurance role in quality assurance and health care reform, including practice parameters and guidelines.
- Devise strategies to address scope of practice issues and decisions.
- Design process to address regulatory responsibilities related to health care workers with HIV/AIDS.
- Continue to streamline and standardize the disciplinary process.
- Enhance relations with assistant attorney generals.

Development and Pilot Implementation of Uniform Complaint Assessment, Investigation and Disciplinary Process

- Develop a centralized framework for the review of proposed rules, legislation, health policies, and intra board communication.
- Develop uniform procedural rules to respond to public inquiries.
- Develop a method by which license holders or applicants may request a "good cause" time extension to respond to statement of charges.
- Develop a plan for implementing model procedural rules for the disciplinary process.
- Develop and implement uniform procedures for conducting investigations.
- Develop a plan for implementing the presiding officer concept for boards.
- Incorporate the Health Care Assistants and Pharmacy professions within the Uniform Disciplinary Act.

- Efforts to Improve Coordination and Achievement of Mutual Goals and Activities by Boards and Committees***
- Develop uniform procedures and forms to implement informal resolutions to allegations of unprofessional conduct by health care professionals.
 - Develop uniform procedures and identify organizational resources to conduct unlicensed practice investigations and actions.
 - Develop and implement uniform disciplinary guidelines and principles for all professions.
 - Develop a self assessment plan for boards and committees.

The legislature intends that state government policy stabilize health services costs, assure access to essential services for all residents, actively address the health care needs of persons of color, improve the public's health, and reduce unwarranted health services costs to preserve the viability of non health care businesses.

- Health Care Reform***
- Provide assistance to Health Services Commission (HSC) in designing a personal health care data system; Department of Health will be repository for data with policy and oversight by the HSC.
 - Establish procedures for pharmacists to advise physicians and other health care providers of the costs of prescription medications.
 - Consult with HSC to establish standards and monetary penalties for prohibiting provider investment and referrals that present a conflict of interest resulting from inappropriate financial gain for the provider or his or her immediate family.
 - Identify specific practice areas where practice indicators and risk management protocols have been developed, and recommend their use to the HSC.
 - Develop rule listing professions with independent practice including the availability and appropriate level of malpractice insurance.

Statutes Impacting Regulatory Process

Department of Health

Operating Framework

- ❖ **Administrative Procedures Act (RCW 34.05)**
- ❖ **Professions Practice Acts (various chapters in Title 18)**
- ❖ **Department of Health Act (RCW 43.70)**
- ❖ **Health Services Act (WA Laws of 1993 Chapters 492 and 494)**
- ❖ **Open Public Meetings Act (RCW 42.30)**
- ❖ **Public Disclosure Act (RCW 42.17)**
- ❖ **Uniform Disciplinary Act (RCW 18.130)**

**Health Professions Regulated By
Health Professions Quality Assurance Division**

Effective July 1, 1993, Professional Licensing Services revised its name to Health Professions Quality Assurance Division and reorganized its structure. Health Professions Quality Assurance Division consists of 7 sections including: Health Professions Sections 1 through 6 and the Operations and Support section.

- Health Professions Section One**
- Acupuncturists
 - Investigation Services Unit
 - Licensed Midwives
 - Naturopathic Physicians
 - Occupational Therapists
 - Osteopathic Physicians and Surgeons
 - Physical Therapists
 - Podiatric Physicians and Surgeons
 - Respiratory Therapists

- Health Professions Section Two**
- Counselors
 - Hearing Aid Fitters/Dispensers
 - Hypnotherapists
 - Marriage and Family Therapists
 - Massage Therapists
 - Mental Health Counselors
 - Nursing Home Administrators
 - Psychologists
 - Sex Offender Treatment Providers
 - Social Workers

- Health Professions Section Three**
- Chiropractic Disciplinary
 - Chiropractic Examining
 - Chiropractic Peer Review
 - Dental Disciplinary
 - Dental Examiners
 - Dental Hygienists
 - Dieticians/Nutritionists
 - Radiation Technologists

**Health
Professions
Section Four**

- Dispensing Opticians
- Ocularists
- Optometrists
- Pharmacists/Pharmacist Assistants, Pharmacies, Drug Manufacturers, Drug Investigations, Bio-Tech Research, Food & Drug Act, Controlled Substance Acts
- Unlicensed Practices Investigations

**Health
Professions
Section Five**

- Health Care Assistants
- Medical Disciplinary
- Medical Examiners
- Physician Assistants
- Veterinarians/Animal Technicians

**Health
Professions
Section Six**

- Certified Nursing Assistants
- Licensed Practical Nurses
- Nursing Pools
- Registered Nurses

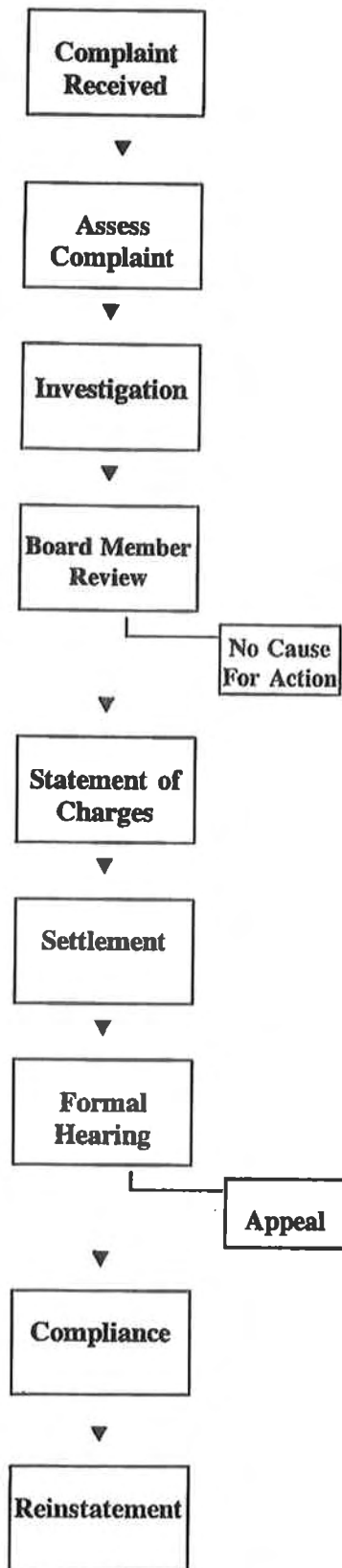
**Health
Professions
Operations and
Support**

- Accounting Services
- Emergency Management Services
- Facility Support Services
- Office of Professional Standards
- Professional Licensing Services-Information Systems
- Receptionist Services
- Word Processing Services

**Health
Professions
Directors
Office**

- Division Administration
- Health Reform Project
- Program Studies and Analysis
- Washington Health Professional Services-Substance/Chemical, Abuse Intervention, Assessment Plan, Monitoring.

Disciplinary Process



Complaints are received from a variety of sources and reflect widely varying degrees of seriousness.

Upon receipt of a complaint, a file is set up, licensure status is checked and former cases are traced.

Cases requiring investigation are forwarded to a health professional investigator to gather the facts surrounding the case.

Individual members of the disciplinary authority receive cases and make recommendations for no cause for action or a decision regarding the issuance of a statement of charges.

Allegations failed as a result of information obtained in an investigation.

Settlement conference is made available to all respondents who have formally received a statement of charges. The desired outcome of the settlement conference is a mutually agreed upon Stipulation and Agreed Order which can be presented to the disciplining authority for approval.

The cases are presented by an Assistant Attorney General or in written form by the Administrative Law Judge. Final orders called Findings of Fact, Conclusion of Law may mandate revocation, suspension, restriction or limitation. All statement of charges and final orders are publicly disclosed. The respondent has the right to appeal the decision of the disciplining authority to the superior court.

The monitoring of the conditions stipulated in the final order such as practice reviews, urinalysis reports, patient notification progress reports, and continuing education.

When conditions of compliance are met, the respondent requests a removal of the disciplining authorities jurisdiction and the license becomes unincumbered.

Exhibits

The following exhibits contain data collected on disciplinary and licensing workload indicators, and disciplinary actions for all professions for the 1991 - 1993 biennium.

**Disciplinary Workload
All Professions
July 1, 1991 through June 30, 1993**

The number of cases received between July 1, 1991 and June 30, 1993 was about 9,000. Of this number about 80-85% of the cases result in no formal disciplinary action. After intake, review and investigation, the disciplining authorities have determined no violation has been committed and the case is closed.

Profession	# of Active Licenses	Complaints	Disciplinary Actions	Compliance & Monitoring	Public Disclosure Requests
Acupuncture	135	3	3	0	0
Chiropractic	1,534	325	74	41	65
Chiropractic X-Ray Technician	147	0	0	0	0
Counselor	12,816	292	53	36	57
Dental Hygiene	3,184	9	2	2	31
Dentistry	4,057	754	92	97	162
Dietician/Nutritionist	622	1	0	0	0
Dispensing Optician	768	25	0	0	7
Apprentice Dispensing Optician	925	4	0	0	0
Hearing Aid Fitters	355	76	7	4	4
Hypnotherapy	363	7	0	0	2
Marriage & Family Therapy	727	30	3	2	8
Massage	3,734	74	12	3	17
Medical	16,335	1685	186	211	2864
Mental Health Counselor	2,023	64	5	6	15
Midwifery	96	11	0	3	1
Naturopathy	245	33	2	0	2
Nursing Assistant	29,706	1860	95	112	11

Nursing Home Administrator	496	29	4	1	6
Nursing Pools	99	1	0	0	1
Occupational Therapy	1,486	63	27	0	0
Occupational Therapist Assistant	298	14	3	0	0
Ocularist	7	0	0	0	0
Optometry	1,137	90	6	3	3
Osteopathy	573	156	9	2	16
Osteopathic Physician Assistant	30	0	0	0	0
Pharmacy	5,309	171	76	29	11
Pharmacy Assistant	2,646	17	27	6	0
Pharmacy Firms	1,308	25	6	4	0
Physical Therapy	2,891	136	32	0	0
Podiatry	218	59	9	5	0
Practical Nurse	13,953	458	315	80	117
Psychology	1,194	151	28	10	169
Radiologic and X-Ray Technologists	3,705	16	0	4	0
Registered Nurse	52,970	2,214	513	995	12
Respiratory Therapy	1,600	2	1	0	0
Sex Offender Treatment Provider	87	24	5	0	3
Social Worker	1,961	38	5	0	16
Veterinary	2,237	110	29	26	39
Animal Technician	348	0	0	1	0
Totals	172,325	9,027	1,629	1,683	3,639

**Disciplinary Actions
All Professions
July 1, 1991 through June 30, 1993**

Profession	Findings Of Fact/ Final Order	Stipulated Order	Assurance Of Discontinuance	Treatment Self Referral	Treatment Board Referral	Summary Suspensions	Revocation
Acupuncture	0	2	1	0	0	0	0
Chiropractic	17	1	53	0	0	2	1
Chiropractic X-Ray Technician	0	0	0	0	0	0	0
Counselor	7	27	7	0	0	0	12
Dental Hygiene	0	0	2	0	0	0	0
Dentistry	22	15	45	10	5	2	8
Dietician/Nutritionist	0	0	0	0	0	0	0
Dispensing Optician	0	0	0	0	0	0	0
Apprentice Dispensing Optician	0	0	0	0	0	0	0
Hearing Aid Fitters	3	0	4	0	0	1	2
Hypnotherapy	0	0	0	0	0	0	0
Marriage & Family Therapy	0	2	1	0	0	0	0
Massage	7	4	1	0	0	0	0
Medical	19	54	46	0	0	21	4
Mental Health Counselor	0	5	0	0	0	0	0
Midwifery	0	0	0	0	0	0	0
Naturopathy	2	0	0	0	0	0	0
Nursing Assistant	0	44	28	0	0	0	23

Nursing Home Administrator	3	1	0	0	0	0	0	0	0	0	0	0	0
Nursing Pools	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapy	27	0	0	0	0	0	0	0	1	0	0	0	0
Occupational Therapist Assistant	3	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
Optometry	2	0	3	0	0	0	0	0	0	0	0	0	1
Osteopathy	3	5	1	0	0	0	0	0	0	0	0	0	0
Osteopathic Physician Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	35	35	0	10	27	6	6	6	6	6	6	6	6
Pharmacy Assistant	19	8	0	0	4	0	1	1	0	0	0	0	1
Pharmacy Firms	6	1	0	0	0	0	0	0	0	0	0	0	1
Physical Therapy	32	0	0	2	0	0	0	0	0	0	0	0	0
Podiatry	1	7	1	0	0	0	0	0	0	0	0	0	0
Practical Nurse	189	54	31	7	8	9	32	32	8	9	9	9	32
Psychology	7	11	5	0	0	0	3	3	0	0	0	0	3
Radiologic and X-Ray Technologists	0	0	0	0	0	0	0	0	0	0	0	0	0
Registered Nurse	124	45	11	17	118	5	36	36	118	5	5	5	36
Respiratory Therapy	1	0	0	0	0	0	0	0	0	0	0	0	0
Sex Offender Treatment Provider	0	1	4	0	0	0	0	0	0	0	0	0	0
Social Worker	4	1	0	0	0	0	0	0	0	0	0	0	0
Veterinary	18	7	4	1	6	1	1	1	6	1	1	1	1
Animal Technician	0	0	0	0	3	0	0	0	3	0	0	0	0
Totals	551	330	248	47	169	46	131	131	169	46	46	46	131

Licensing Workload
 All Professions
 July 1, 1991 through June 30, 1993

Profession	# Of Original Licenses Issued	# Of Renewals	Public Disclosure Requests	Denial/Conditional License
Acupuncture	63	210	0	0
Chiropractic	277	3,231	37	0
Chiropractic X-Ray Technician	206	130	0	0
Counselor *	5,874	8,245	44	35
Dental Anesthesia Permits **	91	0	0	0
Dental Hygiene	308	5,801	31	1
Dentistry	397	6,500	30	3
Dietician/Nutritionist	154	985	1	0
Dispensing Optician	567	1,470	8	0
Apprentice Dispensing Optician	595	0	1	0
Health Care Assistant*	3,809	6,742	2	0
Hearing Aid Fitters	138	614	14	0
Hypnotherapy *	93	198	5	0
Marriage & Family Therapy *	83	524	29	0
Massage	1,014	5,724	9	0
Medical	2,282	33,418	78	42
Medical Limited	642	554	0	0
Medical Physician Assistant	656	1,325	13	0
Mental Health Counselor *	218	1,417	27	0

Midwifery	28	94	1	0
Naturopathy	21	239	5	0
Nursing Assistant	58,399	62,504	0	0
Nursing Home Administrator	150	822	1	0
Nursing Pools	36	124	4	0
Occupational Therapy	364	1,274	0	0
Occupational Therapist Assistant	149	221	0	0
Ocularist	0	26	0	0
Optometry	192	1,538	5	1
Osteopathy	95	1,212	13	0
Osteopathic Limited	4	0	0	0
Osteopathic Physician Assistant	38	31	0	0
Pharmacy	2,580	19,632	0	0
Physical Therapy	597	4,753	2	0
Podiatry	43	527	4	0
Practical Nurse	11,895	13,244	7	0
Psychology	160	2,378	0	0
Radiologic and X-Ray Technologists *	3,426	3,000	0	0
Registered Nurse	9,275	83,010	39	0
Respiratory Therapy	346	1,451	0	0
Sex Offender Treatment Provider	123	222	26	0
Social Worker	167	1,370	33	0
Veterinary	1,383	2,539	0	0
Animal Technician	122	247	0	0
Totals	107,060	277,546	469	82

* renew license every 2 years

** renew license every 3 years

Glossary Of Terms
Disciplinary & Licensing Workload

Complaints

The number of complaints received. Licensees may have one to several complaints lodged against them. If these are received within a short time of each other and/or are related to each other by either complainant or nature of complaint, they may be combined into a single case for investigative and disciplinary purposes. After a case is received it is assessed by program staff to determine if there is jurisdiction for the complaint before proceeding to investigation.

***Disciplinary
Action***

Action taken by the Disciplinary Authority against a licensee or applicant including Assurance of Discontinuance, Findings of Fact, Retired Status Agreement, Stipulated Order and Summary Suspensions.

***Compliance
and
Monitoring***

As part of the elements of a Final Order, licensees are frequently required to adhere to specific requirements. The count in this column is a total of the number of licenses on compliance or monitoring status.

Glossary Of Terms
Disciplinary & Licensing Actions

<i>Final Order</i>	An order issued by the Disciplinary Authority as the result of a formal hearing.
<i>Stipulated Order</i>	An order entered into by the Disciplinary Authority and licensee as a result of a settlement agreement without a formal hearing.
<i>Assurance of Discontinuance</i>	Cases in which the licensee and the Disciplinary Authority enter into an agreement stating that the licensee will comply with specified laws.
<i>Treatment Self Referral</i>	The number of known licensees who enter into a volunteer substance abuse monitoring program e.g. Washington Health Professional Services or Washington Recovery Assistance Program for Pharmacy.
<i>Treatment Board Referral</i>	The number of licensees ordered by the Disciplinary Authority to enter into a substance abuse monitoring program.
<i>Summary Suspension</i>	The number of cases in which emergency action is taken against a license.
<i>Revocation</i>	Cases in which the licensee had his or her license revoked.
<i>Number of Licenses Issued</i>	This number reflects the number of individuals receiving a license for the biennium.
<i>Number of Renewals</i>	The number of licenses renewing their license during the biennium. This number is about double the number of licensees, since most licensees renew annually.
<i>Public Disclosure Requests</i>	The number of public disclosure requests for both disciplinary and licensing cases.
<i>Denial/Conditional</i>	Cases in which applicants for licensure are denied or granted a license with probationary conditions.

**Department of Health
Health Professions Quality Assurance Division
Ron Weaver, Director (206) 753-7007**

<u>Health Profession</u>	<u>Executive Director</u>	
Acupuncture	Bob Nicoloff	(206) 753-0712
Animal Technician	Gail Zimmerman	(206) 753-2287
Chiropractic	Susan Shoblom	(206) 753-2461
Chiropractic X-Ray Technician	Susan Shoblom	(206) 753-2461
Counselor	Dee Spice	(206) 586-0453
Dental Hygiene	Susan Shoblom	(206) 753-2461
Dentistry	Susan Shoblom	(206) 753-2461
Dietician/Nutritionist	Susan Shoblom	(206) 753-2461
Dispensing Optician	Don Williams	(206) 753-6834
Apprentice Dispensing Optician	Don Williams	(206) 753-6834
Hearing Aid Fitters	Dee Spice	(206) 586-0453
Hypnotherapy	Dee Spice	(206) 586-0453
Marriage & Family Therapy	Dee Spice	(206) 586-0453
Massage	Dee Spice	(206) 586-0453
Medical	Gail Zimmerman	(206) 753-2287
Mental Health Counselor	Dee Spice	(206) 586-0453
Midwifery	Bob Nicoloff	(206) 753-0712
Naturopathy	Bob Nicoloff	(206) 753-0712
Nursing Assistant	Patricia Brown	(206) 753-2686
Nursing Home Administrator	Dee Spice	(206) 586-0453
Nursing Pools	Patricia Brown	(206) 753-2686
Occupational Therapy	Bob Nicoloff	(206) 753-0712
Occupational Therapy Assistant	Bob Nicoloff	(206) 753-0712
Ocularist	Don Williams	(206) 753-6834
Optometry	Don Williams	(206) 753-6834
Osteopathy	Bob Nicoloff	(206) 753-0712
Osteopathic Physician Assistant	Bob Nicoloff	(206) 753-0712
Pharmacy	Don Williams	(206) 753-6834
Pharmacy Assistant	Don Williams	(206) 753-6834
Pharmacy Firms	Don Williams	(206) 753-6834
Physical Therapy	Bob Nicoloff	(206) 753-0712
Podiatry	Bob Nicoloff	(206) 753-0712
Practical Nurse	Patricia Brown	(206) 753-2686
Psychology	Dee Spice	(206) 586-0453
Radiologic Technologist	Susan Shoblom	(206) 753-2461
Registered Nurse	Patricia Brown	(206) 753-2686
Respiratory Therapy	Bob Nicoloff	(206) 753-0712
Sex Offender Treatment Provider	Dee Spice	(206) 586-0453
Social Worker	Dee Spice	(206) 586-0453
Veterinary	Gail Zimmerman	(206) 753-2287

For further information concerning the above health professions, please call the respective executive director.