



ARIZONA BOARD OF OSTEOPATHIC EXAMINERS
IN MEDICINE AND SURGERY
1740 WEST ADAMS STREET, SUITE 2410
PHOENIX, ARIZONA 85007
PH (480) 657-7703 | FX (480) 657-7715
www.azdo.gov | questions@azdo.gov

Board Members:
Gary A. Erbstoesser, D.O., Pres.
Jonathan A. Maitem, D.O., V.P.
Jeffrey H. Burg, AIF
Dawn K. Walker, D.O.
Ken S. Ota, D.O.
Samara Shipon, D.O.
Michael Goodman

Governor
Douglas A. Ducey

Executive Director
Justin Bohall

Wednesday, September 01, 2021

The Honorable Douglas A. Ducey
Office of the Governor
1700 W. Washington – 9th Floor
Phoenix, AZ 85007

Re: Budget Proposal Fiscal Year 2023

Dear Governor Ducey,

On behalf of the Arizona Board of Osteopathic Examiners in Medicine and Surgery, thank you for providing the opportunity to present the enclosed budget plan for Fiscal Year 2023.

The Board is proud to practice the principles of the Arizona Management System's LEAN principles, which govern our actions and inspires our service. We know that we have the chance to protect patients and remove unnecessary barriers to osteopathic physicians that choose to work and live in this state, and we welcome that responsibility.

Respect for people and a desire for continuous improvement have enabled us to:

Decide faster - Since 2019, we have cut our average licensing timeframe by almost 350%, providing licensing decisions on average in 35 days rather than 120 days.

Respond faster - We are continually looking for new ways to streamline and adapt our processes. This year, we are updating our available technology to enable our team to respond to questions and assist customers in a faster and more convenient way.

Resolve faster - We perform our work efficiently because we want to protect Arizona patients. Our investigations team conducts thorough and complete investigations to ensure all sides of a complaint are analyzed, so the Board understands every detail as they adjudicate each case.

Provide more services online - We continue to enhance the licensing services we offer online - an option that will further reduce our timeframes and increase our accessibility.

Save taxpayer dollars - We make the most of every moment and every dollar. We build strong connections with Arizona's existing and future osteopathic physicians, anticipating their needs to save their time and our resources. We invite approximately 500 medical students to participate in our Board meetings each year - it is part of our outreach to future physicians we hope will choose to stay in Arizona. We help demystify the state's licensing and physician oversight processes, so they are ready to join the workforce when they complete their degrees.

Our dedication to these principles has continued as the number of licensing applications has soared. Arizona's population of osteopathic physicians grows each year – it has increased by 10% this year, and by a total of 53% since 2010.

The demand for licensing continued even during the COVID-19 pandemic, and we quickly adapted to respond to Arizona osteopathic physicians while keeping the public, physicians and board staff safe. We moved our Board


meetings online and connected medical students into the meeting, so we would not lose our outreach to Arizona's future workforce.

We are proud of the service we provide, and eager to continue to help as Arizona's medical profession grows. However, we need an additional investment in order to provide high-quality customer service in a rapidly growing field. This fiscal year, we request one additional FTE and approval to use \$325,500 from the Osteopathic Examiners Board Fund (OS2048) to ensure we can continue to provide fast, reliable, and thorough service.

The Board is pleased to present a plan which reflects continued services to the citizens of the State of Arizona. The Board consistently make efficiencies to streamline processes, reduce costs, and decrease licensing timeframes. In this way, the Board is planning to make improvements to the Board's existing technology to provide more services online as well as a comprehensive user-friendly experience. The Board strives to provide exemplary service to the citizens of the State of Arizona while being fiscally prudent with the funds received from licensing fees.

If you have any questions, please do not hesitate to contact me at 602.771.2522 or at Justin.Bohall@azdo.gov.

Kind Regards,



Justin Bohall
Executive Director



State of Arizona Budget Request

State Agency

Arizona Board of Osteopathic Examiners

A.R.S. Citation: **ARS 32-1800 et seq**

Appropriated Funds

| | FY 2022 Approp | FY 2023 Fund. Issue | FY 2023 Total Budget |
|----------------------------------|-------------------|------------------------|-------------------------|
| Total Amount Requested: | 1,067.6 | 325.5 | 1,393.1 |
| Osteopathic Examiners Board Fund | 1,067.6 | 325.5 | 1,393.1 |

Governor DUCEY:

This and the accompanying budget schedules, statements and explanatory information constitute the operating budget request for this agency for Fiscal Year 2023.

To the best of my knowledge all statements and explanations contained in the estimates submitted are true and correct.

Agency Head: **Justin Bohall**

Title: **Executive Director**

Justin Bohall 8/31/2021

 (signature)

Phone: **(602) 771-2522**

Prepared By: **Justin Bohall**

Email Address: **Justin.Bohall@azdo.gov**

Date Prepared: **Tuesday, August 31, 2021**

| | | | |
|--------|---------|-------|---------|
| Total: | 1,067.6 | 325.5 | 1,393.1 |
|--------|---------|-------|---------|

Revenue Schedule

| | |
|----------------|---|
| Agency: | Arizona Board of Osteopathic Examiners |
| Fund: | AA1000 General Fund |

| AFIS Code | Category of Receipt and Description | FY 2021 | FY 2022 | FY 2023 |
|--------------------|---|---------|---------|---------|
| 4372 | PUBLICATIONS AND REPRODUCTIONS | 0.9 | 0.9 | 0.9 |
| 4417 | REGULATORY LICENSES | 105.1 | 109.2 | 109.7 |
| 4439 | OTHER PERMITS | 0.1 | 3.2 | 2.5 |
| 4449 | OTHER FEES | 1.2 | 9.8 | 7.6 |
| 4519 | OTHER FINES OR FORFEITURES OR PENALTIES | 0.1 | 0.9 | 0.9 |
| Fund Total: | | 107.4 | 124.0 | 121.6 |

Revenue Schedule

| | |
|----------------|--|
| Agency: | Arizona Board of Osteopathic Examiners |
| Fund: | OS2048 Osteopathic Examiners Board Fund |

| AFIS Code | Category of Receipt and Description | FY 2021 | FY 2022 | FY 2023 |
|--------------------|---|---------|---------|---------|
| 4372 | PUBLICATIONS AND REPRODUCTIONS | 8.9 | 9.2 | 9.1 |
| 4417 | REGULATORY LICENSES | 1,049.0 | 1,018.1 | 1,033.3 |
| 4439 | OTHER PERMITS | 0.9 | 30.7 | 25.1 |
| 4449 | OTHER FEES | 11.1 | 89.0 | 71.0 |
| 4519 | OTHER FINES OR FORFEITURES OR PENALTIES | 0.3 | 4.4 | 3.6 |
| 4645 | CREDIT CARD DISCOUNT FEES PAID | (10.0) | (13.2) | (13.4) |
| Fund Total: | | 1,060.2 | 1,138.2 | 1,128.7 |

Sources and Uses of Funds

| | |
|----------------|--|
| Agency: | Arizona Board of Osteopathic Examiners |
| Fund: | OS2048 Osteopathic Examiners Board Fund |

| Cash Flow Summary | Actual FY 2021 | Estimate FY 2022 | Estimate FY 2023 |
|--------------------------------------|---------------------------|-----------------------------|-----------------------------|
| Balance Forward from Prior Year | 2,772.2 | 2,784.3 | 2,854.9 |
| Revenue (From Revenue Schedule) | 1,060.2 | 1,138.2 | 1,128.7 |
| Total Available | 3,832.4 | 3,922.5 | 3,983.6 |
| Total Appropriated Disbursements | 1,048.1 | 1,067.6 | 1,393.1 |
| Total Non-Appropriated Disbursements | 0.0 | 0.0 | 0.0 |
| Balance Forward to Next Year | 2,784.3 | 2,854.9 | 2,590.5 |

| Appropriated Expenditure | Actual FY 2021 | Estimate FY 2022 | Estimate FY 2023 |
|---|---------------------------|-----------------------------|-----------------------------|
| Expenditure Categories | | | |
| Personal Services | 509.1 | 519.9 | 591.4 |
| Employee Related Expenses | 167.2 | 223.8 | 251.8 |
| Prof. And Outside Services | 119.8 | 158.7 | 173.7 |
| Travel - In State | 0.1 | 2.5 | 2.5 |
| Travel - Out of State | 0.3 | 5.5 | 5.5 |
| Food | 0.0 | 0.0 | 0.0 |
| Aid to Organizations and Individuals | 0.0 | 0.0 | 0.0 |
| Other Operating Expenses | 238.7 | 157.2 | 368.2 |
| Equipment | 3.6 | 0.0 | 0.0 |
| Capital Outlay | 0.0 | 0.0 | 0.0 |
| Debt Service | 0.0 | 0.0 | 0.0 |
| Cost Allocation | 0.0 | 0.0 | 0.0 |
| Transfers | 0.0 | 0.0 | 0.0 |
| Expenditure Categories Total: | 1,038.8 | 1,067.6 | 1,393.1 |
| Non-Lapsing Authority from Prior Years | 0.0 | 0.0 | 0.0 |
| Administrative Adjustments | 9.3 | 0.0 | 0.0 |
| Capital Projects (Land, Buildings,Improvements) | 0.0 | 0.0 | 0.0 |
| Appropriated 27th Pay Roll | 0.0 | 0.0 | 0.0 |
| Legislative Fund Transfers | 0.0 | 0.0 | 0.0 |
| IT Project Transfers | 0.0 | 0.0 | 0.0 |
| Appropriated Expenditure Total: | 1,048.1 | 1,067.6 | 1,393.1 |
| Appropriated FTE: | 8.0 | 9.0 | 10.0 |

Fund Description

OSP: Revenues are the fees, fines, and other revenue received by the Board. Funds are used to license and regulate medical physicians who practice osteopathic medicine. Licensure renewal occurs on a biennial basis.

Funding Issues List

Agency: Arizona Board of Osteopathic Examiners

FY 2023

| Priority | Funding Issue Title | Total FTE | Total Amount | General Fund | Other Apropr. Funds | Non-App Funds |
|--------------------------------|---|-----------|--------------|--------------|---------------------|---------------|
| 1 | Additional FTE (Investigations) | 1.0 | 60.3 | 0.0 | 60.3 | 0.0 |
| 2 | Cloud Enterprise and Managed Services | 0.0 | 207.0 | 0.0 | 207.0 | 0.0 |
| 3 | Outside Medical Consultant Services | 0.0 | 15.0 | 0.0 | 15.0 | 0.0 |
| 4 | Annual Leave and Sick Leave (RASL) Payout | 0.0 | 39.2 | 0.0 | 39.2 | 0.0 |
| 5 | Adobe Software Licensing | 0.0 | 4.0 | 0.0 | 4.0 | 0.0 |
| Total: | | 1.0 | 325.5 | 0.0 | 325.5 | 0.0 |
| Decision Package Total: | | 1.0 | 325.5 | 0.0 | 325.5 | 0.0 |

Funding Issue Detail

Agency: Arizona Board of Osteopathic Examiners

Issue: 1 Additional FTE (Investigations)

| | | | |
|-----------------|--|---------------------------|---------|
| Program: | Licensing and Regulation | Calculated ERE: | \$20.80 |
| Fund: | OS2048-A Osteopathic Examiners Board Fund (Appropriated) | Uniform Allowance: | \$0.00 |

| Expenditure Categories | FY 2023 |
|--|---------|
| FTE | 1.0 |
| | |
| Personal Services | 39.5 |
| Employee Related Expenses | 20.8 |
| Subtotal Personal Services and ERE: | 60.3 |
| Professional & Outside Services | 0.0 |
| Travel In-State | 0.0 |
| Travel Out-of-State | 0.0 |
| Food | 0.0 |
| Aid to Organizations & Individuals | 0.0 |
| Other Operating Expenditures | 0.0 |
| Equipment | 0.0 |
| Capital Outlay | 0.0 |
| Debt Services | 0.0 |
| Cost Allocation | 0.0 |
| Transfers | 0.0 |
| Program / Fund Total: | 60.3 |

Issue: 2 Cloud Enterprise and Managed Services

| | | | |
|-----------------|--|---------------------------|--------|
| Program: | Licensing and Regulation | Calculated ERE: | \$0.00 |
| Fund: | OS2048-A Osteopathic Examiners Board Fund (Appropriated) | Uniform Allowance: | \$0.00 |

| Expenditure Categories | FY 2023 |
|--|---------|
| FTE | 0.0 |
| | |
| Personal Services | 0.0 |
| Employee Related Expenses | 0.0 |
| Subtotal Personal Services and ERE: | 0.0 |
| Professional & Outside Services | 0.0 |
| Travel In-State | 0.0 |
| Travel Out-of-State | 0.0 |
| Food | 0.0 |
| Aid to Organizations & Individuals | 0.0 |
| Other Operating Expenditures | 207.0 |
| Equipment | 0.0 |
| Capital Outlay | 0.0 |
| Debt Services | 0.0 |
| Cost Allocation | 0.0 |
| Transfers | 0.0 |
| Program / Fund Total: | 207.0 |

Funding Issue Detail

Agency: Arizona Board of Osteopathic Examiners

Issue: 3 Outside Medical Consultant Services

| | | | |
|-----------------|--|---------------------------|--------|
| Program: | Licensing and Regulation | Calculated ERE: | \$0.00 |
| Fund: | OS2048-A Osteopathic Examiners Board Fund (Appropriated) | Uniform Allowance: | \$0.00 |

| Expenditure Categories | FY 2023 |
|--|---------|
| FTE | 0.0 |
| Personal Services | 0.0 |
| Employee Related Expenses | 0.0 |
| Subtotal Personal Services and ERE: | 0.0 |
| Professional & Outside Services | 15.0 |
| Travel In-State | 0.0 |
| Travel Out-of-State | 0.0 |
| Food | 0.0 |
| Aid to Organizations & Individuals | 0.0 |
| Other Operating Expenditures | 0.0 |
| Equipment | 0.0 |
| Capital Outlay | 0.0 |
| Debt Services | 0.0 |
| Cost Allocation | 0.0 |
| Transfers | 0.0 |
| Program / Fund Total: | 15.0 |

Issue: 4 Annual Leave and Sick Leave (RASL) Payout

| | | | |
|-----------------|--|---------------------------|--------|
| Program: | Licensing and Regulation | Calculated ERE: | \$7.20 |
| Fund: | OS2048-A Osteopathic Examiners Board Fund (Appropriated) | Uniform Allowance: | \$0.00 |

| Expenditure Categories | FY 2023 |
|--|---------|
| FTE | 0.0 |
| Personal Services | 32.0 |
| Employee Related Expenses | 7.2 |
| Subtotal Personal Services and ERE: | 39.2 |
| Professional & Outside Services | 0.0 |
| Travel In-State | 0.0 |
| Travel Out-of-State | 0.0 |
| Food | 0.0 |
| Aid to Organizations & Individuals | 0.0 |
| Other Operating Expenditures | 0.0 |
| Equipment | 0.0 |
| Capital Outlay | 0.0 |
| Debt Services | 0.0 |
| Cost Allocation | 0.0 |
| Transfers | 0.0 |
| Program / Fund Total: | 39.2 |

Funding Issue Detail

Agency: Arizona Board of Osteopathic Examiners

Issue: 5 Adobe Software Licensing

Program: Licensing and Regulation
Fund: OS2048-A Osteopathic Examiners Board Fund (Appropriated)

Calculated ERE: \$0.00
Uniform Allowance: \$0.00

| Expenditure Categories | FY 2023 |
|--|---------|
| FTE | 0.0 |
| Personal Services | 0.0 |
| Employee Related Expenses | 0.0 |
| Subtotal Personal Services and ERE: | 0.0 |
| Professional & Outside Services | 0.0 |
| Travel In-State | 0.0 |
| Travel Out-of-State | 0.0 |
| Food | 0.0 |
| Aid to Organizations & Individuals | 0.0 |
| Other Operating Expenditures | 4.0 |
| Equipment | 0.0 |
| Capital Outlay | 0.0 |
| Debt Services | 0.0 |
| Cost Allocation | 0.0 |
| Transfers | 0.0 |
| Program / Fund Total: | 4.0 |

Arizona Board of Osteopathic Examiners in Medicine and Surgery

FY 2023 Budget Justification

PROGRAM/SUBPROGRAM: Arizona Board of Osteopathic Examiners

ISSUE TITLE: Decision Package 1 – Additional FTE (Investigations)

DESCRIPTION:

The Arizona Board of Osteopathic Examiners (“Board”) plays a crucial role in Arizona’s effort to streamline licensing processes and reduce unnecessary regulations. We are responsible for oversight of medical physicians who practice osteopathic medicine – a growing field that emphasizes hands-on diagnosis and treatment in medical care.

We meet the goals of the Arizona Management System, training our employees to view every responsibility as a chance to provide outstanding customer service and remove barriers for those who want to offer high-quality medical care across the state.

We have adapted our processes to offer a highly responsive licensing service, and our average licensing timeframe has decreased by almost 350% from 120 days to 35 days.

We actively work to build strong connections with Arizona’s existing and future osteopathic physicians. We invite approximately 65 medical students to participate in each of our Board meetings as part of our outreach to future physicians we hope will choose to stay in Arizona. We help demystify the state’s licensing and physician oversight processes, so they are ready to join the workforce when they complete their degrees.

The Board’s workload is dramatically increasing.

According to the American Osteopathic Association, the number of osteopathic physicians in the United States has increased by 63% in the last decade, and almost 300% over the last 30 years.¹ This trend is reflected in Arizona, where the number of new osteopathic physician applications has increased by 20% only in the last year and an increase of the overall licensing base has increased by 53% since 2010.

We predict this trend to continue over the coming years with an estimated 25% increase in the number of licensing osteopathic physicians. Many osteopathic physicians choose to move to Arizona because it is a great place to work and live; others choose to stay here after graduating from osteopathic medical degree programs at A.T. Still University and Midwestern University.

¹ 2019 Osteopathic Medical Profession Report, The American Osteopathic Association. 2019.
https://osteopathic.org/wp-content/uploads/OMP2019-Report_Web_FINAL.pdf

The Board's work will continue to increase as Arizona's medical workforce grows. Last year, one out of every four medical students were studying osteopathic medicine.² Healthcare will be a long-term factor in the growth of our population and economy, and we must ensure we are prepared to welcome that workforce without unnecessary delays.³

The Board is a public protection agency and is an avenue for members of the public to ensure that their physician is qualified and trained. The Board is also an avenue for members of the public to request the Board review and adjudicate complaints or improper treatment, misdiagnosis, and malpractice among other things. The Board's role is to regulate osteopathic physicians that may be a danger to the health, safety and welfare of the public.

The Board's responsive practices are in danger due to limited resources. With the growing number of licensed physicians the number of complains grows in equal measure. Every member of the Board's staff contributes as much as possible to shoulder the increases in investigations, but the rapid and steady growth demands additional resources in order to prevent slower response times or delays in the investigative process.

PROPOSED SOLUTION:

The Board needs approval for one additional FTE position to meet the growing demand for investigations of osteopathic professionals – a demand that will continue to increase during and after the COVID-19 pandemic.

This additional position will ensure that we continue the progress we have made. It will protect our ability to provide adjudication decisions quickly, so regulation is not a barrier to the practice of high-quality medical care in Arizona, and it will enable us to respond to physicians, medical professionals, and medical students who need our services to build their future here.

To achieve this solution, we request one new FTE position (for a total of ten) to be added to our headcount and the authority to use \$60,300 from the Osteopathic Examiners Board Fund (OS2048) each year. (Projected salary of \$39,500 and \$20,800 for associated employee-related expenses for a Legal Secretary 1 - Grade 15).

UNSUCCESSFUL OPTIONS:

Without additional resources, the Board may not be able to continue to provide the high level of customer service and complaint resolution that we currently have for the public. We have considered all other options, but none will protect the efficiency and service we currently provide.

² "Osteopathic Medical Profession Surges above 150,000 Physicians and Students." *American Osteopathic Association*. April 27, 2020. <https://osteopathic.org/2020/04/27/osteopathic-medical-profession-surges-above-150000-physicians-and-students/>

³ "An expected rise in Arizona jobs by 2028 will be driven by health care, state says." Howard Fischer. *The Arizona Daily Star*. July 31, 2020.

We cannot rely on temporary assistance or a one-time fix.

The Board has turned to temporary help to fill the immediate needs in our investigations program, but the increased demand for investigations is not temporary and this is not a cost-effective long-term solution. Arizona’s successful osteopathic medical workforce needs our ongoing commitment to providing high-quality, responsive service to a growing industry that protects the public.

We do not have existing staff resources to shift to this priority.

The Board has already adjusted every job responsibility and implemented every possible step toward efficiency. We need another team member to support the dedicated effort our current staff is already providing.

IMPACT OF NOT FUNDING:

The Board has carefully implemented every possible way to enhance our service and efficiency, following the Arizona Management System. Our team needs one additional member, so we do not lose efficient and customer service-focused practices as the demand exponentially increases.

AGENCY MISSION OR GOALS:

The mission of the Agency is to protect the public by setting educational and training standards for licensure, and by reviewing complaints made against osteopathic physicians, interns, and residents to ensure that their conduct meets the standards of the profession.

Goal: Improve customer service responsiveness and maintain efficiencies found in with the Arizona Management System for the benefit of the Osteopathic Profession and the Citizens of the State of Arizona.

ONGOING APPROPRIATION REQUESTED:

As noted earlier, to achieve this solution, we request one new FTE position (for a total of ten) to be added to our headcount and the authority to use \$57,940 from the Osteopathic Examiners Board Fund (OS2048) each year. (Projected salary of \$37,440 and \$20,500 for associated employee-related expenses for a Legal Secretary 1 - Grade 15).

Arizona Board of Osteopathic Examiners

FY 2023 Budget Justification

PROGRAM/SUBPROGRAM: Arizona Board of Osteopathic Examiners

ISSUE TITLE: Decision Package 2 – Cloud Enterprise and Managed Services

DESCRIPTION OF PROBLEM OR ISSUE:

The Arizona Board of Osteopathic Examiners (“Agency”) IT platform requires modernization pursuant to the direction of the Executive Branch and the recommendation for modernization made by the independent reviewer, CGI, in July 2018. For well over a decade, the Agency utilized an on-premises hardware system that is shared with the Arizona Medical Board to support its database. In FY2020, the Agency, partnered with the Arizona Medical Board and Board of Physician’s Assistants, implemented a plan to follow Governor Ducey’s Cloud First Initiative and commenced moving the Agency’s on-premises hardware system, file servers, and database to the Microsoft Azure Cloud. In FY21, the agency partnered with a managed service provider (MSP). With the increased costs associated with the MSP and cloud-based services, the Agency is requesting increased funding for IT related expenses that are already occurring.

These enhancements are designed to allow platform modernization conforming to state requirements and will allow the Agency to advance its processes and functions in tandem with developing technology.

The Agency primarily (i) regulates licensees, (ii) receives, investigates, and adjudicates complaints, (iii) provides an internal Agency working platform, (iv) provides a public-facing searchable website and (v) provides responses to requests from the public, including, but not limited to, Freedom of Information Act Requests (FOIA). Its customers are a blend of sophisticated technology users while also supporting a minority of technologically challenged or limited interface users. The technology is expected to function and be available 24/7/365. With the proposed modernization, the goal is to migrate to an electronic format through handheld devices. This “government on-demand” approach is the Executive’s goal for all agencies to pursue through its investment in flexible and responsive modern technology. Additionally, the Agency seeks a more robust and accessible electronic document management system and application that allows more efficient archiving and compliance with records retention policies.

The Agency also seeks to adapt paper-based applications for licensure to an electronic portal capable of end to end electronic processing that will reduce time delays and inefficiencies. The enhancements will allow the Agency will streamline the license verification process as well as other paper-based requests and processes.

Additionally, the Fifty-fifth Arizona State Legislature First regular session, enacted several pieces of legislation that require the agency to enhance existing technologies by upgrading or altering the

Board's existing database. The enacted legislation of HB2454, SB1271, and SB1278 which adds additional license types or registrations or requires necessary enhancements or integration with our existing database. Funding for these specific enhancements requires projects with the database provider. Currently the Agency has created stand-alone systems to manage the new or additional licensing types.

The above are a few of the technologies the Agency will be able to offer if an investment in technology is approved for funding.

PROPOSED SOLUTION TO THE PROBLEM OR ISSUE:

The Agency does not currently have the capability to apply and fully access modern technology to assist it in its daily functions related to licensing and regulation for the purpose of public safety.

The solution recommended by the Executive Branch is to modernize and streamline government processes and operate at the speed of business. The Agency looks to adopt more and more electronic and digital based process to provide better and expedited customer service. In order to successfully modernize, the Agency needs to make an on-going investment in the cloud-based services and enhance the platform that supports the Agency's activities discussed above.

ALTERNATIVES CONSIDERED AND REASONS FOR REJECTION:

In March 2018, the Arizona Osteopathic Board, through the Arizona Medical Board, contracted with CGI to assess the then-current state of its shared IT systems. CGI endorsed a move a cloud-based database and recommended other IT enhancements to modernize the Agencies existing technology.

IMPACT OF NOT FUNDING:

Not funding a modernization of the Agency's IT system will force the Agency to remain with the existing functionality of the product and limit the Agency's ability to keep up with developing technology as well as generate delays in paper-based processes. The agency will also need to continue the stand-alone systems created to address the legislative changes that occurred in FY21 and FY22 that do not integrate with our existing system and cause duplicative work and effort both on the side of the licensee and agency staff.

AGENCY MISSION OR GOALS:

The mission of the Agency is to protect the public by setting educational and training standards for licensure, and by reviewing complaints made against osteopathic physicians, interns, and residents to ensure that their conduct meets the standards of the profession.

- Goal 1:** Improve customer service responsiveness and maintain efficiencies found in with the Arizona Management System for the benefit of the Osteopathic Profession and the Citizens of the State of Arizona.
- Goal 2:** Improve platform configuration and efficiency of applications, licensing, investigating of complaints, regulatory, and information dissemination processes through the use of modern technology.
- Goal 3:** Position the Agency so it is able to employ effective and efficient technologies akin to those used by business and expected by the Agency's constituents when applying for licensure, complaint process and in all communications/interactions with the Arizona Osteopathic Board.
-

APPROPRIATION REQUESTED:

The proposed appropriation request is for \$207,000 and contemplates the ongoing appropriation, earmarked specifically for the Agency's modernization project and continued management of the cloud-based platform. This appropriation request covers the development and on-going maintenance and licensing of the projects.

In anticipation of the need to submit a detailed Appropriation Request, the Agency participated in face to face meetings with the Arizona Medical Board, our ADOA Engagement Manager, and several vendors to discuss the needs of the Agency and critical concerns. Chief among these concerns to be addressed and that the Agency seeks to include in future Scope of Work documents (SOWs) are:

A commitment from business analyst contractor to ensure the Agency has professional support throughout the life of the project, including maintaining a physical presence post User Acceptance Training (UAT);

A commitment from integration contractor to ensure the Agency has professional support throughout the life of the project, including maintaining a physical presence post UAT;

A critical data migration plan from the analyst (which will be instituted by the integrator) with input from integrator if possible, and delineates the high priority and critical need for:

- 1.) a robust security profile;
- 2.) executable plan for data loss recovery (inclusive of dollar amount and timeline);
- 3.) complete data storage profile (on-site and off-site);
- 4.) data retention plan (in cooperation with the Department of Library and Archives Rules); and
- 5.) recommendation for a document management system that is capable of storage beyond what is available through Salesforce.

The Arizona Medical Board reviewed the Project Investment Justification for the AZ Department of Financial Institutions (DFI) for their recently completed transition to the Salesforce platform. DFI presented a PIJ for \$1.8M. DFI's experience and materials were chosen for review due to its slightly smaller size, and as the only example to date to review and its licensure base as the Agency.

The Osteopathic Board with participation in the Arizona Medical Board's project accounts for about 10% of the licensee base and 20 staff users.

The DFI request titled, "Digital Transformation – e-License BD18001" included estimated costs from the vendors which included \$500,000 for a business analyst, \$1M for a data integrator, and \$300,000 funding for staff training. Staff training is critical so they can develop the skills and understanding necessary for the implementation and maintenance of the enhanced database across the various Agency core competency areas:

- (i) application and processing of licenses
- (ii) regulation of licensees
- (iii) receiving, investigating, and adjudicating complaints and the process,
- (iv) providing an internal Agency working platform; and
- (v) supporting a public-facing informational and searchable website

The DFI estimates referenced were index adjusted to reflect anticipated increases for costs in FY2023 and to allow for any unforeseen expenses or per-user licensing fee increases in FY22.

Arizona Board of Osteopathic Examiners in Medicine and Surgery

FY 2023 Budget Justification

PROGRAM/SUBPROGRAM: Arizona Board of Osteopathic Examiners

ISSUE TITLE: Decision Package 3 – Outside Medical Consultant Services

DESCRIPTION:

As previously noted, the Board’s workload is dramatically increasing. According to the American Osteopathic Association, the number of osteopathic physicians in the United States has increased by 63% in the last decade, and almost 300% over the last 30 years.¹ This trend is reflected in Arizona, where the number of new osteopathic physician applications has increased by 20% only in the last year and an increase of the overall licensing base has increased by 53% since 2010.

With continued growth in both licensed osteopathic physicians and complaints filed against osteopathic physicians the Agency is in need of qualified experts to review complaints and provide expert opinions for the Board to review in the adjudication process.

PROPOSED SOLUTION:

The Board needs approval for additional on-going funding to meet the growing demand for investigations of osteopathic professionals – a demand that will continue to increase during and after the COVID-19 pandemic.

This additional funding will ensure that we continue the progress we have made. It will protect our ability to provide adjudication decisions quickly, so regulation is not a barrier to the practice of high-quality medical care in Arizona, and it will enable us to respond to physicians, medical professionals, medical students, and members of the public who need our services.

To achieve this solution, we request on-going funding for the Agency to continue to utilize Outside Medical Consultants for specialty cases. The Agency projects an increase of 50 cases annually to mirror the percent increase of Osteopathic Physicians in Arizona. Currently the Board provides an average fee of \$300 per case reviewed. The Medical and Osteopathic community graciously provides their expert services at this nominal fee as a fulfillment of civic duty and sense of obligation to the citizens of Arizona.

¹ 2019 Osteopathic Medical Profession Report, The American Osteopathic Association. 2019. https://osteopathic.org/wp-content/uploads/OMP2019-Report_Web_FINAL.pdf

UNSUCCESSFUL OPTIONS:

Without additional resources, the Board may not be able to continue to provide the high level of customer service and complaint resolution that we currently have for the public. We have considered all other options, but none will protect the efficiency and service we currently provide.

The alternative is for the agency to hire medical consultants of several specialties and this would be a cost-prohibitive solution. Arizona’s osteopathic medical workforce needs our ongoing commitment to providing high-quality, responsive service to a growing industry in a manner that protects the public.

IMPACT OF NOT FUNDING:

The Board has carefully implemented every possible way to enhance our service and efficiency, following the Arizona Management System. Additional funding allows the Agency to utilize more Outside Medical Consultants to adjudicate complaints in a more efficient any expedited manner, so we do not lose efficient and customer service-focused practices as the demand exponentially increases.

AGENCY MISSION OR GOALS:

The mission of the Agency is to protect the public by setting educational and training standards for licensure, and by reviewing complaints made against osteopathic physicians, interns, and residents to ensure that their conduct meets the standards of the profession.

Goal: Improve customer service responsiveness and maintain efficiencies found in with the Arizona Management System for the benefit of the Osteopathic Profession and the Citizens of the State of Arizona.

ONGOING APPROPRIATION REQUESTED:

As noted earlier, to achieve this solution, we request the authority to use \$15,000 in on-going funds from the Osteopathic Examiners Board Fund (OS2048) each year. (Projected average per case cost of \$300.00 to match the projected increase in cases of 50 annually).

Arizona Board of Osteopathic Examiners

FY 2023 Budget Justification

PROGRAM/SUBPROGRAM: Arizona Board of Osteopathic Examiners

ISSUE TITLE: Decision Package 4 – Annual Leave and Sick Leave Payout

DESCRIPTION OF PROBLEM OR ISSUE:

The agency has one FTE scheduled to retire from state service in FY 23 and has a large number of Annual Leave and Sick Leave hours and will qualify for the Retiree Accumulated Sick Leave (RASL) program provided by the General Accounting Office (GAO) and the Arizona State Retirement System (ASRS).

PROPOSED SOLUTION TO THE PROBLEM OR ISSUE:

The Agency will not have funding associated with the payment of the staff members' Annual Leave and Sick Leave when the employee plans to retire.

Based on the employee's current level of available leave, the agency will payout approximately a total of \$39,200 (Projected Annual leave hours payout of \$11,000, projected RASL of \$21,000, and \$7,200 for associated employee-related expenses).

APPROPRIATION REQUESTED:

The proposed appropriation request is for a one time funding for the a total of \$39,200 (Projected Annual leave hours payout of \$11,000, projected Sick Leave hours of \$21,000, and \$7,200 for associated employee-related expenses).

Arizona Board of Osteopathic Examiners

FY 2023 Budget Justification

PROGRAM/SUBPROGRAM: Arizona Board of Osteopathic Examiners

ISSUE TITLE: Decision Package 5 – Adobe Licensing

DESCRIPTION OF PROBLEM OR ISSUE:

Prior to FY22, the Agency unitized the shared Adobe Services Contract in partnership with ADOA for the range of Adobe digital products. With the FY22 contract change the agency is requesting additional funding to address the on-going costs associated with the increased costs of Adobe licensing. The agency is addressing the funding in FY22, however, we are requesting additionally on-going funding for this issue.

PROPOSED SOLUTION TO THE PROBLEM OR ISSUE:

The Agency will not have funding associated with the continued use of the Adobe software needed for by the agency.

The solution recommended by the Department of Administration is to move to a per agency software cost for Adobe Software products including Adobe Acrobat Pro and Creative Cloud.

ALTERNATIVES CONSIDERED AND REASONS FOR REJECTION:

The agency reviewed the proposal for Adobe Acrobat Pro and Creative Cloud software for the agency and is requesting the bare minimum number of licenses for the agency’s continued use of the software. The agency was unable to find comparable software as a replacement for this product.

IMPACT OF NOT FUNDING:

Not funding the Adobe Software services for the agency will force the Agency to be unable to access a needed software that is essential to operations of the agency in a manner that will affect how the agency can interact with the general public or the regulated population.

AGENCY MISSION OR GOALS:

To protect the public by setting educational and training standards for licensure, and by reviewing complaints made against osteopathic physicians, interns, and residents to ensure that their conduct meets the standards of the profession.

Goal 1: Improve platform configuration and efficiency of applications, licensing, investigating of complaints, regulatory, and information dissemination processes through the use of modern technology.

Goal 2: Position the Agency so it is able to employ effective and efficient technologies akin to those used by business and expected by the Agency’s constituents when applying for licensure, complaint process and in all communications/interactions with the Arizona Osteopathic Board.

APPROPRIATION REQUESTED:

The proposed appropriation request is for \$4,000 and is an ongoing appropriation, earmarked specifically for the Agency’s portion of the licensing of Adobe product software. This appropriation request covers the per user cost and will equip the agency with the needed technology for day to day operations.

Summary of Expenditure and Budget Request for All Funds

Agency: Arizona Board of Osteopathic Examiners

| Appropriated | | FY 2021 Actual | FY 2022 Expd. Plan | FY 2023 Fund. Issue | FY 2023 Total Request |
|-------------------------------|--------------------------------------|-------------------|-----------------------|------------------------|--------------------------|
| Cost Center/Program: | | | | | |
| 1 | Licensing and Regulation | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| | | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Expenditure Categories | | | | | |
| | FTE | 8.0 | 9.0 | 1.0 | 10.0 |
| | Personal Services | 509.1 | 519.9 | 71.5 | 591.4 |
| | Employee Related Expenses | 167.2 | 223.8 | 28.0 | 251.8 |
| | Professional and Outside Services | 119.8 | 158.7 | 15.0 | 173.7 |
| | Travel In-State | 0.1 | 2.5 | 0.0 | 2.5 |
| | Travel Out of State | 0.3 | 5.5 | 0.0 | 5.5 |
| | Food | 0.0 | 0.0 | 0.0 | 0.0 |
| | Aid to Organizations and Individuals | 0.0 | 0.0 | 0.0 | 0.0 |
| | Other Operating Expenses | 238.7 | 157.2 | 211.0 | 368.2 |
| | Equipment | 3.6 | 0.0 | 0.0 | 0.0 |
| | Capital Outlay | 0.0 | 0.0 | 0.0 | 0.0 |
| | Debt Service | 0.0 | 0.0 | 0.0 | 0.0 |
| | Cost Allocation | 0.0 | 0.0 | 0.0 | 0.0 |
| | Transfers | 0.0 | 0.0 | 0.0 | 0.0 |
| | Expenditure Categories Total: | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |

Summary of Expenditure and Budget Request for All Funds

Agency: Arizona Board of Osteopathic Examiners

| | | | | | | | |
|-----------------------------|---------|---------|-------|---------|--|--|--|
| Agency Total for All Funds: | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 | | | |
|-----------------------------|---------|---------|-------|---------|--|--|--|

Summary of Expenditure and Budget Request for Selected Funds

| | |
|----------------|--|
| Agency: | Arizona Board of Osteopathic Examiners |
| Fund: | OS2048 Osteopathic Examiners Board Fund (Appropriated) |

| | FY 2021 Actual | FY 2022 Expd. Plan | FY 2023 Fund. Issue | FY 2023 Total Request |
|--------------------------------------|-------------------|-----------------------|------------------------|--------------------------|
| Cost Center/Program: | | | | |
| 1 Licensing and Regulation | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Expenditure Categories | | | | |
| FTE | 8.0 | 9.0 | 1.0 | 10.0 |
| Personal Services | 509.1 | 519.9 | 71.5 | 591.4 |
| Employee Related Expenses | 167.2 | 223.8 | 28.0 | 251.8 |
| Professional and Outside Services | 119.8 | 158.7 | 15.0 | 173.7 |
| Travel In-State | 0.1 | 2.5 | 0.0 | 2.5 |
| Travel Out of State | 0.3 | 5.5 | 0.0 | 5.5 |
| Food | 0.0 | 0.0 | 0.0 | 0.0 |
| Aid to Organizations and Individuals | 0.0 | 0.0 | 0.0 | 0.0 |
| Other Operating Expenses | 238.7 | 157.2 | 211.0 | 368.2 |
| Equipment | 3.6 | 0.0 | 0.0 | 0.0 |
| Capital Outlay | 0.0 | 0.0 | 0.0 | 0.0 |
| Debt Service | 0.0 | 0.0 | 0.0 | 0.0 |
| Cost Allocation | 0.0 | 0.0 | 0.0 | 0.0 |
| Transfers | 0.0 | 0.0 | 0.0 | 0.0 |
| Expenditure Categories Total: | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Fund Total: | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |

Summary of Expenditure and Budget Request for Selected Funds

| | |
|----------------|--|
| Agency: | Arizona Board of Osteopathic Examiners |
| Fund: | OS2048 Osteopathic Examiners Board Fund (Appropriated) |

| | FY 2021 Actual | FY 2022 Expd. Plan | FY 2023 Fund. Issue | FY 2023 Total Request |
|--|-------------------|-----------------------|------------------------|--------------------------|
| Agency Total for Selected Funds | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |

Program Summary of Expenditures and Budget Request

| | |
|-----------------|--|
| Agency: | Arizona Board of Osteopathic Examiners |
| Program: | Licensing and Regulation |

| | | FY 2021 Actual | FY 2022 Expd. Plan | FY 2023 Fund. Issue | FY 2023 Total Request |
|--------------------------------------|--|-------------------|-----------------------|------------------------|--------------------------|
| Program Summary | | | | | |
| 1-1 | Licensing and Regulation | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Program Summary Total: | | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Expenditure Categories | | | | | |
| 0000 | FTE Positions | 8.0 | 9.0 | 1.0 | 10.0 |
| 6000 | Personal Services | 509.1 | 519.9 | 71.5 | 591.4 |
| 6100 | Employee Related Expenses | 167.2 | 223.8 | 28.0 | 251.8 |
| 6200 | Professional and Outside Services | 119.8 | 158.7 | 15.0 | 173.7 |
| 6500 | Travel In-State | 0.1 | 2.5 | 0.0 | 2.5 |
| 6600 | Travel Out of State | 0.3 | 5.5 | 0.0 | 5.5 |
| 6700 | Food | 0.0 | 0.0 | 0.0 | 0.0 |
| 6800 | Aid to Organizations and Individuals | 0.0 | 0.0 | 0.0 | 0.0 |
| 7000 | Other Operating Expenses | 238.7 | 157.2 | 211.0 | 368.2 |
| 8000 | Equipment | 3.6 | 0.0 | 0.0 | 0.0 |
| 8100 | Capital Outlay | 0.0 | 0.0 | 0.0 | 0.0 |
| 8600 | Debt Service | 0.0 | 0.0 | 0.0 | 0.0 |
| 9000 | Cost Allocation | 0.0 | 0.0 | 0.0 | 0.0 |
| 9100 | Transfers | 0.0 | 0.0 | 0.0 | 0.0 |
| Expenditure Categories Total: | | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Fund Source | | | | | |
| Appropriated Funds | | | | | |
| | OS2048-A Osteopathic Examiners Board Fund (Appropriated) | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Fund Source Total: | | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |

Program Group Summary of Expenditures and Budget Request for Selected Funds

| | |
|-----------------|--|
| Agency: | Arizona Board of Osteopathic Examiners |
| Program: | Licensing and Regulation |

| | FY 2021 Actual | FY 2022 Expd. Plan | FY 2023 Fund. Issue | FY 2023 Total Request |
|--|-------------------|-----------------------|------------------------|--------------------------|
|--|-------------------|-----------------------|------------------------|--------------------------|

| | |
|--------------|--|
| Fund: | OS2048-A Osteopathic Examiners Board Fund (Appropriated) |
|--------------|--|

Program Expenditures

| | | | | | |
|---------------------------------|--------------------------|---------|---------|-------|---------|
| COST CENTER/PROGRAM BUDGET UNIT | | | | | |
| 1-1 | Licensing and Regulation | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| | Total | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |

Appropriated Funding

Expenditure Categories

| | | | | | |
|--------------------------------------|--|---------|---------|-------|---------|
| FTE Positions | | 8.0 | 9.0 | 1.0 | 10.0 |
| Personal Services | | 509.1 | 519.9 | 71.5 | 591.4 |
| Employee Related Expenses | | 167.2 | 223.8 | 28.0 | 251.8 |
| Professional and Outside Services | | 119.8 | 158.7 | 15.0 | 173.7 |
| Travel In-State | | 0.1 | 2.5 | 0.0 | 2.5 |
| Travel Out of State | | 0.3 | 5.5 | 0.0 | 5.5 |
| Food | | 0.0 | 0.0 | 0.0 | 0.0 |
| Aid to Organizations and Individuals | | 0.0 | 0.0 | 0.0 | 0.0 |
| Other Operating Expenses | | 238.7 | 157.2 | 211.0 | 368.2 |
| Equipment | | 3.6 | 0.0 | 0.0 | 0.0 |
| Capital Outlay | | 0.0 | 0.0 | 0.0 | 0.0 |
| Debt Service | | 0.0 | 0.0 | 0.0 | 0.0 |
| Cost Allocation | | 0.0 | 0.0 | 0.0 | 0.0 |
| Transfers | | 0.0 | 0.0 | 0.0 | 0.0 |
| Expenditure Categories Total: | | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Fund OS2048-A Total: | | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Program 1 Total: | | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |

Program Budget Unit Summary of Expenditures and Budget Request for All Funds

| | |
|-----------------|--|
| Agency: | Arizona Board of Osteopathic Examiners |
| Program: | Licensing and Regulation |

| Expenditure Categories | FY 2021 Actual | FY 2022 Expd. Plan | FY 2023 Fund. Issue | FY 2023 Total Request |
|--|-------------------|-----------------------|------------------------|--------------------------|
| 0000 FTE | 8.0 | 9.0 | 1.0 | 10.0 |
| 6000 Personal Services | 509.1 | 519.9 | 71.5 | 591.4 |
| 6100 Employee Related Expenses | 167.2 | 223.8 | 28.0 | 251.8 |
| 6200 Professional and Outside Services | 119.8 | 158.7 | 15.0 | 173.7 |
| 6500 Travel In-State | 0.1 | 2.5 | 0.0 | 2.5 |
| 6600 Travel Out of State | 0.3 | 5.5 | 0.0 | 5.5 |
| 6700 Food | 0.0 | 0.0 | 0.0 | 0.0 |
| 6800 Aid to Organizations and Individuals | 0.0 | 0.0 | 0.0 | 0.0 |
| 7000 Other Operating Expenses | 238.7 | 157.2 | 211.0 | 368.2 |
| 8000 Equipment | 3.6 | 0.0 | 0.0 | 0.0 |
| 8100 Capital Outlay | 0.0 | 0.0 | 0.0 | 0.0 |
| 8600 Debt Service | 0.0 | 0.0 | 0.0 | 0.0 |
| 9000 Cost Allocation | 0.0 | 0.0 | 0.0 | 0.0 |
| 9100 Transfers | 0.0 | 0.0 | 0.0 | 0.0 |
| Expenditure Categories Total: | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Fund Source | | | | |
| Appropriated Funds | | | | |
| OS2048-A Osteopathic Examiners Board Fund (Appropriated) | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Fund Source Total: | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |

Program Budget Unit Summary of Expenditures and Budget Request for Selected Funds

| | | | | | |
|--|---|------------|-------------|---------------|---------|
| Agency: | Arizona Board of Osteopathic Examiners | | | | |
| | FY 2021 | FY 2022 | FY 2023 | FY 2023 | |
| | Actual | Expd. Plan | Fund. Issue | Total Request | |
| Program: | Licensing and Regulation | | | | |
| Fund: | OS2048-A Osteopathic Examiners Board Fund | | | | |
| Appropriated | | | | | |
| 0000 | FTE | 8.0 | 9.0 | 1.0 | 10.0 |
| 6000 | Personal Services | 509.1 | 519.9 | 71.5 | 591.4 |
| 6100 | Employee Related Expenses | 167.2 | 223.8 | 28.0 | 251.8 |
| 6200 | Professional and Outside Services | 119.8 | 158.7 | 15.0 | 173.7 |
| 6500 | Travel In-State | 0.1 | 2.5 | 0.0 | 2.5 |
| 6600 | Travel Out of State | 0.3 | 5.5 | 0.0 | 5.5 |
| 6700 | Food | 0.0 | 0.0 | 0.0 | 0.0 |
| 6800 | Aid to Organizations and Individuals | 0.0 | 0.0 | 0.0 | 0.0 |
| 7000 | Other Operating Expenses | 238.7 | 157.2 | 211.0 | 368.2 |
| 8000 | Equipment | 3.6 | 0.0 | 0.0 | 0.0 |
| 8100 | Capital Outlay | 0.0 | 0.0 | 0.0 | 0.0 |
| 8600 | Debt Service | 0.0 | 0.0 | 0.0 | 0.0 |
| 9000 | Cost Allocation | 0.0 | 0.0 | 0.0 | 0.0 |
| 9100 | Transfers | 0.0 | 0.0 | 0.0 | 0.0 |
| Appropriated Total: | | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Fund Total: | | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |
| Program Total For Selected Funds: | | 1,038.8 | 1,067.6 | 325.5 | 1,393.1 |

Program Expenditure Schedule

| | |
|-----------------|---|
| Agency: | Arizona Board of Osteopathic Examiners |
| Program: | Licensing and Regulation |

| | FY 2021 Actual | FY 2022 Expd. Plan |
|--|-------------------|-----------------------|
| FTE | 8.0 | 9.0 |
| Expenditure Category Total | 8.0 | 9.0 |
| Appropriated | | |
| OS2048-A Osteopathic Examiners Board Fund (Appropriated) | 8.0 | 9.0 |
| Fund Source Total | 8.0 | 9.0 |
| <hr/> | | |
| Personal Services | 493.9 | 496.6 |
| Boards and Commissions | 15.2 | 23.3 |
| Expenditure Category Total | 509.1 | 519.9 |
| Appropriated | | |
| OS2048-A Osteopathic Examiners Board Fund (Appropriated) | 509.1 | 519.9 |
| Fund Source Total | 509.1 | 519.9 |
| <hr/> | | |
| Employee Related Expenses | 167.2 | 223.8 |
| Expenditure Category Total | 167.2 | 223.8 |
| Appropriated | | |
| OS2048-A Osteopathic Examiners Board Fund (Appropriated) | 167.2 | 223.8 |
| Fund Source Total | 167.2 | 223.8 |
| <hr/> | | |
| Professional and Outside Services | | 158.7 |
| External Prof/Outside Serv Budg And Appn | 0.0 | |
| External Investment Services | 0.0 | |
| Other External Financial Services | 0.0 | |
| Attorney General Legal Services | 68.2 | |
| External Legal Services | 0.1 | |
| External Engineer/Architect Cost - Exp | 0.0 | |
| External Engineer/Architect Cost- Cap | 0.0 | |
| Other Design | 0.0 | |
| Temporary Agency Services | 23.3 | |
| Hospital Services | 0.0 | |
| Other Medical Services | 8.0 | |
| Institutional Care | 0.0 | |
| Education And Training | 0.8 | |
| Vendor Travel | 0.0 | |
| Professional & Outside Services Excluded from Cost Allocat | 0.0 | |
| Vendor Travel - Non Reportable | 0.0 | |
| External Telecom Consulting Services | 0.0 | |
| Costs related to those in custody of the State | 0.0 | |
| Non - Confidential Specialist Fees | 0.0 | |
| Confidential Specialist Fees | 0.0 | |
| Outside Actuarial Costs | 0.0 | |
| Other Professional And Outside Services | 19.4 | |

Program Expenditure Schedule

| | |
|-----------------|---|
| Agency: | Arizona Board of Osteopathic Examiners |
| Program: | Licensing and Regulation |

| | FY 2021 Actual | FY 2022 Expd. Plan |
|--|-------------------|-----------------------|
| Expenditure Category Total | 119.8 | 158.7 |
| Appropriated | | |
| OS2048-A Osteopathic Examiners Board Fund (Appropriated) | 119.8 | 158.7 |
| Fund Source Total | 119.8 | 158.7 |
| <hr/> | | |
| Travel In-State | 0.1 | 2.5 |
| Expenditure Category Total | 0.1 | 2.5 |
| Appropriated | | |
| OS2048-A Osteopathic Examiners Board Fund (Appropriated) | 0.1 | 2.5 |
| Fund Source Total | 0.1 | 2.5 |
| <hr/> | | |
| Travel Out of State | 0.3 | 5.5 |
| Expenditure Category Total | 0.3 | 5.5 |
| Appropriated | | |
| OS2048-A Osteopathic Examiners Board Fund (Appropriated) | 0.3 | 5.5 |
| Fund Source Total | 0.3 | 5.5 |
| <hr/> | | |
| Food | 0.0 | 0.0 |
| Expenditure Category Total | 0.0 | 0.0 |
| <hr/> | | |
| Aid to Organizations and Individuals | 0.0 | 0.0 |
| Expenditure Category Total | 0.0 | 0.0 |
| <hr/> | | |
| Other Operating Expenses | | 157.2 |
| Other Operating Expenditures Budg Approp | 0.0 | |
| Other Operating Expenditures Excluded from Cost Allocati | 0.0 | |
| Risk Management Charges To State Agency | 0.0 | |
| Risk Management Deductible - Indemnity | 0.0 | |
| Risk Management Deductible - Legal | 0.0 | |
| Risk Management Deductible - Medical | 0.0 | |
| Risk Management Deductible - Other | 0.0 | |
| Gen Liab- Non Physical-Taxable- Self Ins | 0.0 | |
| Gross Proceeds Payments To Attorneys | 0.0 | |
| General Liability- Non-Taxable- Self Ins | 0.0 | |
| Medical Malpractice - Self-Insured | 0.0 | |
| Automobile Liability - Self Insured | 0.0 | |
| General Property Damage - Self- Insured | 0.0 | |
| Automobile Physical Damage-Self Insured | 0.0 | |
| Liability Insurance Premiums | 0.0 | |
| Property Insurance Premiums | 0.0 | |
| Workers Compensation Benefit Payments | 0.0 | |
| Self Insurance - Administrative Fees | 0.0 | |
| Self Insurance - Premiums | 0.0 | |
| Self Insurance - Claim Payments | 0.0 | |
| Self Insurance - Pharmacy Claims | 0.0 | |
| Premium Tax On Altcs | 0.0 | |

Program Expenditure Schedule

| | |
|-----------------|---|
| Agency: | Arizona Board of Osteopathic Examiners |
| Program: | Licensing and Regulation |

| | FY 2021 Actual | FY 2022 Expd. Plan |
|--|-------------------|-----------------------|
| Other Insurance-Related Charges | 0.0 | |
| Internal Service Data Processing | 101.6 | |
| Internal Service Data Proc- Pc/Lan | 0.0 | |
| External Programming-Mainframe/Legacy | 0.0 | |
| External Programming- Pc/Lan/Serv/Web | 0.0 | |
| External Data Entry | 0.0 | |
| Othr External Data Proc-Mainframe/Legacy | 0.0 | |
| Othr External Data Proc-Pc/Lan/Serv/Web | 13.4 | |
| Pmt for AFIS Development & Usage | 1.4 | |
| Internal Service Telecommunications | 0.0 | |
| External Telecom Long Distance-In-State | 5.7 | |
| External Telecom Long Distance-Out-State | 0.0 | |
| Other External Telecommunication Service | 0.0 | |
| Electricity | 0.0 | |
| Sanitation Waste Disposal | 0.0 | |
| Water | 0.0 | |
| Gas And Fuel Oil For Buildings | 0.0 | |
| Other Utilities | 0.0 | |
| Building Rent Charges To State Agencies | 39.6 | |
| Priv Lease To Own Bld Rent Chrgs To Agy | 0.0 | |
| Cert Of Part Bld Rent Chrgs To Agy | 0.0 | |
| Rental Of Land And Buildings | 0.0 | |
| Rental Of Computer Equipment | 0.0 | |
| Rental Of Other Machinery And Equipment | 0.0 | |
| Miscellaneous Rent | 0.0 | |
| Interest On Overdue Payments | 0.1 | |
| All Other Interest Payments | 0.0 | |
| Internal Acct/Budg/Financial Svcs | 12.6 | |
| Other Internal Services | 0.0 | |
| Repair And Maintenance - Buildings | 0.0 | |
| Repair And Maintenance - Vehicles | 0.0 | |
| Repair And Maint - Mainframe And Legacy | 0.0 | |
| Repair And Maint-Pc/Lan/Serv/Web | 0.0 | |
| Repair And Maintenance - Other Equipment | 1.2 | |
| Other Repair And Maintenance | 0.0 | |
| Software Support And Maintenance | 30.1 | |
| Uniforms | 0.0 | |
| Inmate Clothing | 0.0 | |
| Security Supplies | 0.0 | |
| Office Supplies | 4.6 | |
| Computer Supplies | 0.0 | |
| Housekeeping Supplies | 0.0 | |
| Bedding And Bath Supplies | 0.0 | |
| Drugs And Medicine Supplies | 0.0 | |
| Medical Supplies | 0.0 | |
| Dental Supplies | 0.0 | |
| Automotive And Transportation Fuels | 0.0 | |
| Automotive Lubricants And Supplies | 0.0 | |
| Rpr And Maint Supplies-Not Auto Or Build | 0.0 | |
| Repair And Maintenance Supplies-Building | 0.0 | |
| Other Operating Supplies | 0.0 | |

Program Expenditure Schedule

| | |
|-----------------|---|
| Agency: | Arizona Board of Osteopathic Examiners |
| Program: | Licensing and Regulation |

| | FY 2021 Actual | FY 2022 Expd. Plan |
|---|-------------------|-----------------------|
| Publications | 0.0 | |
| Aggregate Withheld Or Paid Commissions | 0.0 | |
| Lottery Prizes | 0.0 | |
| Lottery Distribution Costs | 0.0 | |
| Material for Further Processing | 0.0 | |
| Other Resale Supplies | 0.0 | |
| Loss On Sales Of Capital Assets | 0.0 | |
| Loss on Sales of Investments | 0.0 | |
| Employee Tuition Reimbursement-Graduate | 0.0 | |
| Employee Tuition Reimb Under-Grad/Other | 0.0 | |
| Conference Registration-Attendance Fees | 4.0 | |
| Other Education And Training Costs | 10.1 | |
| Advertising | 0.0 | |
| Sponsorships | 0.0 | |
| Internal Printing | 0.1 | |
| External Printing | 0.0 | |
| Photography | 0.0 | |
| Postage And Delivery | 2.4 | |
| Document shredding and Destruction Services | 0.2 | |
| Translation and Sign Language Services | 0.0 | |
| Distribution To State Universities | 0.0 | |
| Other Intrastate Distributions | 0.0 | |
| Awards | 0.0 | |
| Entertainment And Promotional Items | 0.0 | |
| Dues | 3.1 | |
| Books- Subscriptions And Publications | 6.4 | |
| Costs For Digital Image Or Microfilm | 0.0 | |
| Revolving Fund Advances | 0.0 | |
| Credit Card Fees Over Approved Limit | 0.0 | |
| Relief Bill Expenditures | 0.0 | |
| Surplus Property Distr To State Agencies | 0.0 | |
| Security Services | 0.0 | |
| Judgments - Damages | 0.0 | |
| ICA Payments to Claimants Confidential | 0.0 | |
| Jdgmnt-Confidential Restitution To Indiv | 0.0 | |
| Judgments - Non-Confidential Restitution | 0.0 | |
| Judgments - Punitive And Compensatory | 0.0 | |
| Pmts Made to Resolve/Disputes/Avoid Costs of Litigation | 0.0 | |
| Pmts For Contracted State Inmate Labor | 0.0 | |
| Payments To State Inmates | 0.0 | |
| Bad Debt Expense | 0.0 | |
| Interview Expense | 0.0 | |
| Employee Relocations-Nontaxable | 0.0 | |
| Employee Relocations-Taxable | 0.0 | |
| Non-Confidential Invest/Legal/Law Enf | 0.0 | |
| Conf/Sensitive Invest/Legal/Undercover | 0.0 | |
| Fingerprinting, Background Checks, Etc. | 2.0 | |
| Other Miscellaneous Operating | 0.1 | |

Program Expenditure Schedule

| | |
|-----------------|---|
| Agency: | Arizona Board of Osteopathic Examiners |
| Program: | Licensing and Regulation |

| | FY 2021 Actual | FY 2022 Expd. Plan |
|--|-------------------|-----------------------|
| Expenditure Category Total | 238.7 | 157.2 |
| Appropriated | | |
| OS2048-A Osteopathic Examiners Board Fund (Appropriated) | 238.7 | 157.2 |
| Fund Source Total | 238.7 | 157.2 |

| | | |
|--|-----|-----|
| Current Year Expenditures | | 0.0 |
| Capital Equipment Budget And Approp | 0.0 | |
| Vehicles Capital Purchase | 0.0 | |
| Vehicles Capital Leases | 0.0 | |
| Furniture Capital Purchase | 0.0 | |
| Depreciable Works Of Art & Hist Treas/Coll Capital Purcha | 0.0 | |
| Non Depr Works Of Art & Hist Treas/Coll Cap Purchase | 0.0 | |
| Furniture Capital Leases | 0.0 | |
| Computer Equipment Capital Purchase | 0.0 | |
| Computer Equipment Capital Lease | 0.0 | |
| Telecommunication Equip-Capital Purchase | 0.0 | |
| Telecommunication Equip-Capital Lease | 0.0 | |
| Other Equipment Capital Purchase | 0.0 | |
| Other Equipment Capital Leases | 0.0 | |
| Purchased Or Licensed Software-Website | 0.0 | |
| Internally Generated Software-Website | 0.0 | |
| Development in Progress | 0.0 | |
| Right-Of-Way/Easement/Extraction Rights | 0.0 | |
| Oth Int Assets purchased, licensed or internally generate | 0.0 | |
| Other intangible assets acquired by capital lease | 0.0 | |
| Other Capital Asset Purchases | 0.0 | |
| Leasehold Improvement-Capital Purchase | 0.0 | |
| Other Capital Asset Leases | 0.0 | |
| Non-Capital Equip Budget And Approp | 0.0 | |
| Vehicles Non-Capital Purchase | 0.0 | |
| Vehicles Non-Capital Leases | 0.0 | |
| Furniture Non-Capital Purchase | 2.7 | |
| Works Of Art And Hist Treas-Non Capital | 0.0 | |
| Furniture Non-Capital Leases | 0.0 | |
| Computer Equipment Non-Capital Purchase | 0.9 | |
| Computer Equipment Non-Capital Lease | 0.0 | |
| Telecomm Equip Non-Capital Purchase | 0.0 | |
| Telecomm Equip Non-Capital Leases | 0.0 | |
| Other Equipment Non-Capital Purchase | 0.0 | |
| Weapons Non-Capital Purchase | 0.0 | |
| Other Equipment Non-Capital Lease | 0.0 | |
| Purchased Or Licensed Software/Website | 0.0 | |
| Internally Generated Software/Website | 0.0 | |
| LICENSES AND PERMITS | 0.0 | |
| Right-Of-Way/Easement/Extraction Exp | 0.0 | |
| Other Intangible Assets - Purchased, Licensed or Internall | 0.0 | |
| Noncapital Software/Web By Capital Lease | 0.0 | |
| Other Intangible Assets Acquired by Capital Lease | 0.0 | |
| Other Long Lived Tangible Assets to be Expenses | 0.0 | |
| Non-Capital Equipment Excluded from Cost Allocation | 0.0 | |

Program Expenditure Schedule

| | |
|-----------------|--|
| Agency: | Arizona Board of Osteopathic Examiners |
| Program: | Licensing and Regulation |

| | FY 2021 Actual | FY 2022 Expd. Plan |
|--|-------------------|-----------------------|
| Expenditure Category Total | 3.6 | 0.0 |
| Appropriated | | |
| OS2048-A Osteopathic Examiners Board Fund (Appropriated) | 3.6 | 0.0 |
| Fund Source Total | 3.6 | 0.0 |
| <hr/> | | |
| Capital Outlay | 0.0 | 0.0 |
| Expenditure Category Total | 0.0 | 0.0 |
| <hr/> | | |
| Debt Service | 0.0 | 0.0 |
| Expenditure Category Total | 0.0 | 0.0 |
| <hr/> | | |
| Cost Allocation | 0.0 | 0.0 |
| Expenditure Category Total | 0.0 | 0.0 |
| <hr/> | | |
| Transfers | 0.0 | 0.0 |
| Expenditure Category Total | 0.0 | 0.0 |

Employee Retirement Coverage

| Retirement System | FTE | Personal Services | Fund# |
|---------------------------------|-----|----------------------|----------|
| Arizona State Retirement System | 9.0 | 496.6 | OS2048-A |

Combined Regular & Elected Positions At/Above FICA Maximum of \$142,800

| Total FTE | Personal Services | FTE's not eligible for Health, Dental & Life |
|--------------|----------------------|---|
| 0.0 | 0.0 | 0.2 |

Administrative Costs

Agency: Arizona Board of Osteopathic Examiners

Administrative Costs Summary

| Common Administrative Area | FY 2022 |
|------------------------------------|-------------|
| Personal Services | 40.0 |
| ERE | 16.0 |
| All Other | 6.0 |
| Administrative Costs Total: | 62.0 |

Administrative Cost / Total Expenditure Ratio

| | Request | Admin % |
|---------|---------|---------|
| FY 2022 | 1,393.1 | 4.5% |

2021 - 2023 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

| | |
|---------|---|
| OSA 0.0 | Agency Summary |
| | BOARD OF OSTEOPATHIC EXAMINERS |
| | Justin Bohall, Executive Director |
| | Board of Osteopathic Examiners (602) 771-2522 |
| | A.R.S. §§ 32-1800 et seq. |

FY2022: To maintain or improve administrative efficiency and customer satisfaction.

FY2023: To maintain or improve administrative efficiency and customer satisfaction.

| Performance Measures | FY 2021 Actual | FY 2022 Estimate | FY 2023 Estimate |
|---|---------------------------|-----------------------------|-----------------------------|
| Administration as percent of total cost | 0 | 8 | 0 |
| Customer satisfaction rating (1-8) | 0 | 6 | 0 |

changing above from 1-5. A plan was made to move to a 1-8 scale, however that plan was recinded and we returned to a standard 1-5 scale.

Mission:

To protect the public health and safety of people in Arizona through the regulation of physicians licensed to practice osteopathic medicine and surgery in the state.

Description:

The Board of Osteopathic Examiners regulates osteopathic physicians in Arizona. The Board is responsible for the licensure of osteopathic physicians and residents, the enforcement of standards of practice, and the review and adjudication of complaints. The Board protects the public by setting educational and training standards for licensure and by reviewing complaints made against osteopathic physicians, interns, and residents to ensure that their conduct meets the standards of the profession, as defined by A.R.S. § 32-1854.

◆ **Goal 1** To issue and renew licenses promptly and in an effective manner

Objective: 1 FY2021: Maintain high customer service levels. Attempt to determine and evaluate if moving to an online application process is feasible and cost effective.

FY2022: Maintain high service levels; encourage use of online vs paper renewals. Begin process of creating online application portal for new licensees.

FY2023: Maintain high service levels; Continuing to move more services to an online platform. Request funding to expand types of applications that can apply using the online portal.

| Performance Measures | FY 2021 Actual | FY 2022 Estimate | FY 2023 Estimate |
|--|---------------------------|-----------------------------|-----------------------------|
| Number of new and existing licenses | 4,225 | 4,500 | 4,750 |
| Number of applications for new license received (does not include Post Graduate permits or dispensing registrations) | 644 | 500 | 550 |
| Number of new licenses issued | 628 | 480 | 550 |
| Average days to issue new license Timeframe to process applications | 0 | 3 | 3 |
| Percentage of renewals done online vs. paper/manually | 99 | 99 | 99 |

◆ **Goal 2** To investigate and resolve complaints in a timely manner

Objective: 1 FY2021: Maintain or reduce average number of days to investigate and resolve complaints.

FY2022: Maintain or reduce the average number of days to investigate and resolve complaints.

FY2023: Maintain or reduce the average number of days to investigate and resolve complaints.

| Performance Measures | FY 2021 Actual | FY 2022 Estimate | FY 2023 Estimate |
|--|---------------------------|-----------------------------|-----------------------------|
| Complaints received | 0 | 310 | 0 |
| Complaints investigated | 0 | 300 | 0 |
| Licensees who had disciplinary action taken | 0 | 20 | 0 |
| Average calendar days to resolve a complaint | 0 | 170 | 0 |
| Average calendar days to investigate a complaint | 0 | 120 | 0 |
| Number of complaints closed/resolved | 0 | 320 | 0 |

◆ **Goal 3** To administer the agency efficiently and provide customer service to the public

Objective: 1 FY2021: To maintain administrative efficiency and customer satisfaction.

Arizona Board of Osteopathic Examiners in Medicine and Surgery Organizational Chart

