

Agency 5-Year Plan

Issue 1 1.Establish the mechanisms for assessing continuing professional competence of physical therapists to engage in the practice of physical therapy and the competence of physical therapist assistants to work in the field of physical therapy.

Description: a.The Board of physical therapy currently requires licensed physical therapist to complete 20 contact hours of continuing competence activities during each compliance period. The compliance period is two years in length, beginning September 1 of an even numbered year and ending August 31 of the next even numbered year.
 b.Certified physical therapist assistants currently have no minimum continuing competence activity requirement. In 2016 Arizona passed legislation to join the Physical Therapy Licensure Compact will be adding physical therapist assistants to the continuing professional competence program. A request to allow the rulemaking changes to implement this change will be made to the Governor's Office in September 2017.

Solutions:
 1.The Board is currently working with the Arizona Physical Therapy Association to update current requirements for continuing competence activities for licensed physical therapists and certified physical therapist assistants.
 a.The taskforce working on the matter expects to approach the Board in 2014 with recommended changes to include, a minimum requirement of 10 hours of continuing competence activities.
 b.The taskforce also plans the Board require completion of an Arizona Jurisprudence exercise hosted on the agency website as a mandatory condition for completing the renewal process.
 C.The earliest implementation of any changes to continuing competence activities requirements would be in the 2020 renewal cycle.
 D.The Board has announced its intention to change rules to require continuing competence activities for Physical Therapist Assistants. The response to EO 15-01 Rules requiring amendments reflects the need for the change. With the requirements in the Physical Therapy Licensure Compact we anticipate this change will be ready for the 2018 or 2020 renewal cycles.

Issue 2 2.Regulate the practice of physical therapy by interpreting and enforcing this chapter.

Description: a.The Board received between 50 and 70 complaints per year.
 b.The Board currently maintains a 1 FTE to investigate all complaints received against physical therapists, physical therapist assistants, and business entities.
 C.The Board has seen an increase in the number of complaints filed beginning in 2009 as well as an increase in the complexity of the cases. However, in 2016 we saw a decrease in the number of complaints filed. We will be tracking these figures and monitoring the numbers. The Board believes its efforts at education of students, licensees and certificate holders is contributing to a reduction of cases being forwarded to the Board.

Solutions:
 2.The Board has evaluated its current investigative resources and identified a lack of time and manpower as the greatest contributor to recent back logs in adjudicating complaints.

The Board has seen marked improvement in investigations completeness time frames. However, a backlog of formal hearings remains. The Board has increased its ISA for a half time AAG designated to the Board of Physical Therapy. The backlog of cases has been reduced and is anticipated to be resolved in 2017.

Issue 3 3.Evaluate the qualifications of applicants for licensure and certification; and provide for national examinations for physical therapists and physical therapist assistants and adopt passing scores for these examinations.

Description: a.The Board has seen an increase in the number of application filed in any calendar year from 500 in 2009 to 900+ in 2016. In addition, the number of physical therapists renewing active licenses increased by over 600 from 2012 to 2016. Physical therapist assistant renewals increased by over 500. The space available in the agency office to house the increased number of applications has been reached maximum capacity. In calendar year 2016 the Board received 900 applications in total, which is an increase of 64% in five years.
 b.The national examinations for physical therapist and physical therapist assistants have been changed from tests given on a continuous basis on almost every day of the year to tests provided only four times each per year.

Solutions:
 3.The Board physical therapy is currently addressing the need for improved processes for the increased number of applicants and the change in their availability of national tests.
 A. On March 15, 2012, changes in the timing of allowing applicants to attempt passage of their national examinations were signed into law. A.R.S. §32-204 was modified to allow applicants to test for their national examinations before completing their full educational programs, which allows increased options in taking one or more of the four tests allowed per year. The average time awaiting licensure from the time it is administratively complete dropped to 1 days in FY 2017.
 B.The Board has implemented a new preapproval process for all applicants. The process allows most applicants to receive approve for licensure or certification once the application is complete with the exception of test scores and receipt of transcripts. The process allows licensure or certification to be issued upon receipt of these final applicant requirements.
 C. The Board received approval in FY 2017 for an appropriation increase to acquire e-Licensing software solution to better increase consumer access to Board services online, receive payments online, and process services such as applications online. The Board is participating in the Statewide Enterprise eLicensing project to identify a system that works for the Board and other state agencies. In FY 2016, the Board completed a process to document all agency functions and system operations, which was one of the contributing documents for the Statewide Enterprise eLicensing project.

Resource Assumptions

	FY2021 Estimate	FY2022 Estimate	FY2023 Estimate
Full-Time Equivalent Positions	0.0	0.0	0.0
General Fund	0.0	0.0	0.0
Other Appropriated Funds	0.0	0.0	0.0
Non-Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0

2018 - 2020 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

PTA 0.0

Agency Summary

BOARD OF PHYSICAL THERAPY EXAMINERS

Charles D. Brown, Executive Director

Board of Physical Therapy Examiners (602) 274-1088

A.R.S. § 32-2001

Plan Contact: Same,

Mission:

To process applications for licensure as a physical therapist and certification as a physical therapist assistant, and to enforce the statutory provisions of the Arizona Physical Therapy Practice Act for purposes of protecting the health, safety and welfare of the public from the incompetent, unethical and/or illegal practice of physical therapy.

Description:

The Board licenses physical therapists, certifies physical therapist assistants, registers physical therapy business entities, investigates and adjudicates complaints, assesses continuing competence, and enforces the standards of practice for the physical therapy profession. The Board also regulates business entities that provide physical therapy services.

◆ Goal 1 To efficiently process licensure and certification applications.

Objective: 1 FY2018: Process 100% of all applications meeting requirements within the time frames defined by administrative rule.

FY2019: Process 100% of all applications meeting requirements within the time frames defined by administrative rule.

FY2020: Process 100% of all applications meeting requirements within the time frames defined by administrative rule.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Percent of physical therapist licenses or physical therapist assistant certificates issued within the required time frames to eligible applicants.

Explanation: Agency complies with A.A.C. R4-24-209, Time Frames for applications.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Number of new licenses or certificates issued

0	700	0
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Average time, in calendar days, between receipt of completed application to issuance or denial of licensure or certification.

0	6	0
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Explanation: Agency tracks number of days in substantive review time frame for application (number of days from completion until Board action).

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Number of licenses/certificates denied.

0	2	0
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Explanation: Agency tracks and reports number of applications denied.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Number of licenses/certificates renewed

0	6334	0
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Explanation: FY 2016 actual reflects that renewals did not begin until FY 2017. The renewal is every two years. FY 2016 and 2018 Will not have a renewal cycle.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Number of applications received

0	900	0
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Objective: 2 FY2018: Agency schedules and conducts Board meetings in order to comply with administrative rules for substantive review for applications, as well as for internal policies addressing complaint initial reviews and hearings.

FY2019: Agency schedules and conducts Board meetings in order to comply with administrative rules for substantive review for applications, as well as for internal policies addressing complaint initial reviews and hearings.

FY2020: Agency schedules and conducts Board meetings in order to comply with administrative rules for substantive review for applications, as well as for internal policies addressing complaint initial reviews and hearings.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Percent of Board meetings conducted within appropriate time frames

0	100	0
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Explanation: Agency schedules and conducts Board meetings in order to comply with administrative rules for substantive review for applications, as well as for internal policies addressing complaint initial reviews and hearings.

◆ Goal 2 To investigate and adjudicate complaints in a timely manner.

Objective: 1 FY2018: Perform investigative functions (records reviews, interviews, etc.) for 100% of written complaints and unlawful practice investigations received by the State Board for which the Board has jurisdiction.

FY2019: Perform investigative functions (records reviews, interviews, etc.) for 100%

of written complaints and unlawful practice investigations received by the State Board for which the Board has jurisdiction.

FY2020: Perform investigative functions (records reviews, interviews, etc.) for 100% of written complaints and unlawful practice investigations received by the State Board for which the Board has jurisdiction.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Percent of complaints investigated

0	100	0
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Explanation: Percent of complaints over which the Board has jurisdiction investigated.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Percent of unlawful practice investigations over which the Board has jurisdiction investigated.

0	100	0
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Explanation: Percent of unlawful practice investigations over which the Board has jurisdiction investigated.

Objective: 2 FY2018: Present 60% of investigated complaints to the State Board for adjudication within a 180 day time frame.

FY2019: Timely resolution of complaints.

FY2020: Timely resolution of complaints.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Total number of complaints received

0	70	0
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Explanation: Total number of complaints received.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Total number of disciplinary actions issued

0	25	0
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Explanation: Total number of disciplinary actions issued.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Number of licenses suspended/revoked/voluntarily surrendered

0	5	0
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Explanation: Number of licenses suspended/revoked/voluntarily revoked

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Total number of unlawful practice investigations received by the Board for investigation

0	10	0
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Explanation: Total number of unlawful practice investigations received by the Board for investigation

◆ Goal 3 To provide accurate information, with the highest quality customer service, to all requests from citizens, licensees, health care organizations, and public agencies for public records information and license verifications.

Objective: 1 FY2018: To process requests for licensure and certification verification within 15 days of receipt.

FY2019: To process requests for licensure and certification verification within 15 days of receipt.

FY2020: To process requests for licensure and certification verification within 15 days of receipt.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Percent of requests for license verifications processed and issued within 15 days of receipt

0	100	0
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Explanation: Board staff prepares licensure verifications a designated day every week to minimize the wait time for the requestor.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Number of formal verifications of licensure prepared and issued.

0	600	0
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Explanation: Board staff tracks and reports the number of requests received.

Objective: 2 FY2018: To process requests for public records within 15 days.

FY2019: To process requests for public records within 15 days.

FY2020: To process requests for public records within 15 days.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Number of written requests for public records received.

0	70	0
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Explanation: Agency tracks and reports the number of public records requests filed.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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Average number of business days to process written requests for public records

0	7	0
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Explanation: Agency tracks and reports the number of days required to process requests for copies of the public record.

Objective: 3 FY2018: To achieve an average score of 6.0 on a scale of 0 to 8.0 on the agency customer satisfaction survey.

FY2019: To achieve an average score of 6.0 on a scale of 0 to 8.0 on the agency customer satisfaction survey.

FY2020: To achieve an average score of 6.0 on a scale of 0 to 8.0 on the agency customer satisfaction survey.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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To achieve an average score of 6.0 on a scale of 0 to 8.0 on the agency's customer satisfaction survey.

0	7	0
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Explanation: Customer satisfaction survey.

◆ Goal 4 To assess the continuing competence (continuing education)

2018 - 2020 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

of physical therapist licensees and physical therapist
assistant certificate holders selected through random audit.

- Objective: 1 FY2018: Audit the continuing competence records of physical therapist licensees.
 FY2019: Audit the continuing competence records of physical therapist licensees.
 FY2020: Audit the continuing competence records of physical therapist licensees.

Performance Measures	FY 2018	FY 2019	FY 2020
	Actual	Estimate	Estimate
Percent of physical therapist licensees whose continuing competence records were successfully audited by the Board for compliance.	0	5	0

Explanation: Percent of physical therapist licensees whose continuing competence records were successfully audited by the Board for compliance.

Percent of continuing competence audit notices sent within 60 calendar days following the license renewal deadline. The audit is done every two years following renewal. Some years will have no results.	0	100	0
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Explanation: Percent of continuing competence audit notices sent within 60 calendar days following the license renewal deadline