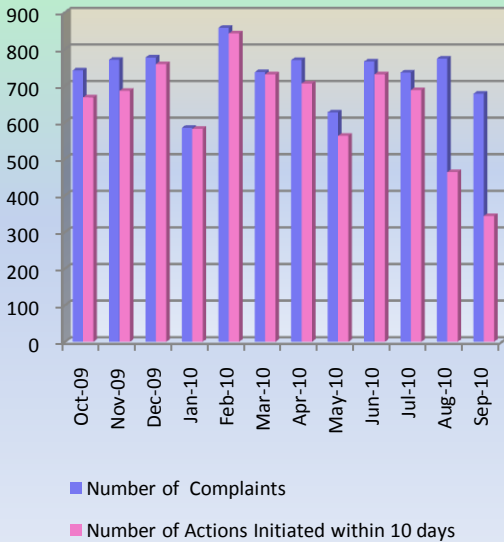


PHYSICIAN DISCIPLINE

PHYSICIAN COMPLAINTS

Number of Complaints Received and Actions Initiated within 10 Days
October 2009 - September 2010

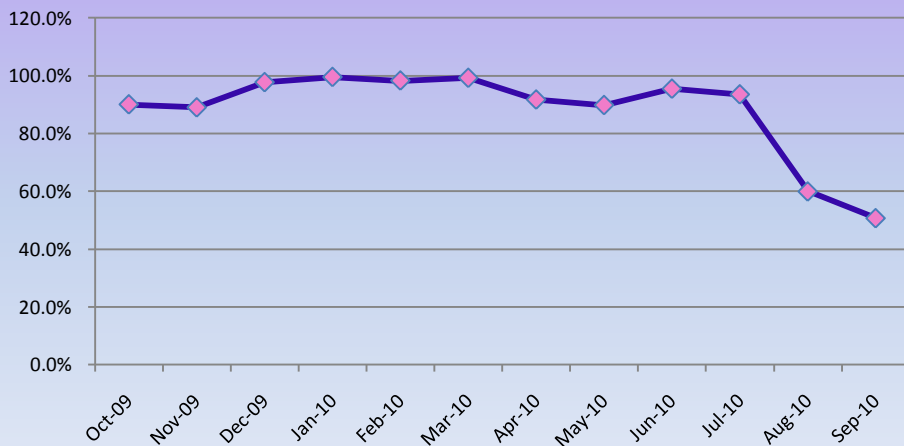


What the data is telling us to date about performance: Public Health Law Section 230 mandates the Department of Health's Office of Professional Medical Conduct (OPMC) to review every complaint it receives. OPMC's goal is to complete its review and initiate an action, for example, an OPMC investigation or referral to another state agency, as quickly as possible. This ensures that the complaint's allegation will be appropriately addressed quickly and thoroughly. This data shows the number and the percentage of actions that are initiated within 10 days of when OPMC receives a complaint.

What the major trends are: For 2009, OPMC initiated an action within 10 days of when it received a complaint 91% of the time. Monthly percentages are influenced by the volume of complaints received and the availability of staff.

What our goals for the next year are: OPMC's goal is to increase the percentage of actions initiated within 10 days of the receipt of a complaint from 91% to 94%.

Percent of Actions Initiated within 10 Days
October 2009 - September 2010



INTAKE EFFICIENCY METRIC FOR 2010

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
Number of Complaints	742	771	777	585	858	737	770	627	766	736	774	678
Number of Actions Initiated within 10 days	668	686	759	582	843	731	706	563	731	688	464	344
Percent of Actions Initiated within 10 Days	90.0%	89.0%	97.7%	99.5%	98.3%	99.2%	91.7%	89.8%	95.4%	93.5%	59.9%	50.7%