



California Department of Public Health
Center for Health Care Quality
Licensing and Certification Program

Professional Certification Branch
Certified Nurse Assistant, Home Health Aide, and Certified Hemodialysis Technician Complaints

Data as of **December 31, 2014 (through Quarter 2, SFY 2014-15)**

VOLUME

| | A | B | C | D |
|---|--|--------------|--|---|
| Reporting Period | Cases Received During Reporting Period | | Growth/Reduction in Open Cases by Reporting Period | Open Cases Remaining by Reporting Period Received |
| Current State Fiscal Year | | | | |
| 2014-2015, Cumulative through Quarter 2 | 588 | 639 | -51 | 446 |
| Previous Fiscal Years | | | | |
| 2013-2014 | 1,169 | 1,285 | -116 | 530 |
| 2012-2013 | 944 | 1,198 | -254 | 0 |
| 2011-2012 | 939 | 983 | -44 | 0 |
| Totals | 3,640 | 4,105 | -465 | 976 |

This table identifies the number of complaints the Licensing and Certification Program's Professional Certification Branch (PCB) received in a given reporting period, the number of complaint investigations PCB completed in a given reporting period and the number of investigations still open from each reporting period. An investigation is complete when PCB has investigated the complaint, documented the findings and supporting evidence, and notified involved parties.

Table Notes:

- Column A shows the number of new complaints PCB received during the respective reporting period.
- Column B shows the number of investigations PCB completed during the reporting period, regardless of the date PCB received the complaint.
- Column C shows the difference between complaints received and complaints completed during the respective reporting period (C=A-B). When the value of Column C is positive, the number of open cases increased during that reporting period. When the value of Column C is negative, the number of open cases decreased.
- Column D shows the number of complaints received during the reporting period for which PCB had not completed an investigation as of December 31, 2014.



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TIMELINESS

| Reporting Period | A | B | C | | | | D | E | F | G | | | | H | I | J |
|---|--|--|--|--------|---------|------|---------------|---|---|-----|--|---------|------|---|---|---|
| | Cases Received During Reporting Period | Cases Completed During Reporting Period (Regardless of Receipt Date) | Number of Cases Completed During Reporting Period by Working Days from Receipt to Completion | | | | | | | | Cases Completed by Working Days from Receipt to Completion, as a Percentage of Total Completed | | | | | |
| | | | ≤90 | 91-180 | 181-365 | >365 | | | | ≤90 | 91-180 | 181-365 | >365 | | | |
| Current Fiscal year | | | | | | | | | | | | | | | | |
| 2014-2015, Cumulative through Quarter 2 | 588 | 639 | 172 | 75 | 298 | 94 | | | | 27% | 12% | 46%* | 15% | | | |
| Previous State Fiscal Years | | | | | | | | | | | | | | | | |
| 2013-2014 | 1,169 | 1,285 | 328 | 120 | 485 | 352 | | | | 26% | 9% | 38% | 27% | | | |
| 2012-2013 | 944 | 1,198 | Not Available | | | | Not Available | | | | | | | | | |
| 2011-2012 | 939 | 983 | Not Available | | | | Not Available | | | | | | | | | |

This table identifies how long it takes Licensing and Certification Program's Professional Certification Branch (PCB) to complete a complaint investigation. An investigation is complete when PCB has investigated the complaint, documented the finding and supporting evidence, and notified involved parties.

Table Notes:

- Column A shows the number of new complaints PCB received during the respective reporting period.
- Column B shows the number of cases PCB completed during a given reporting period, regardless of the date PCB received the complaint.
- Columns C through F show the range of days PCB took to complete an open investigation during the reporting period.
- Columns G through J show the percentage of open cases that PCB completed within a specific range of days during the reporting period (G=C/B, H=D/B, I=E/B, J=F/B).

*Rounded up to have percentages total 100%



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DISPOSITION

| Reporting Period | A | B | Number of Completed Cases With Disciplinary Action | | | | G | H |
|---|--|--------------|--|------------|------------|----------------------------|------------|--------------|
| | Cases Received During Reporting Period | | Denied | Suspended | Diversion | Total Disciplinary Actions | | |
| Current State Fiscal Year | | | | | | | | |
| 2014-2015, Cumulative through Quarter 2 | 588 | 639 | 29 | 49 | 32 | 110 | 17% | 529 |
| Previous State Fiscal Year | | | | | | | | |
| 2013-2014 | 1,169 | 1,285 | 97 | 81 | 65 | 243 | 19% | 1,042 |
| 2012-2013 | 944 | 1,198 | 33 | 27 | 28 | 88 | 7% | 1,110 |
| 2011-2012 | 939 | 983 | 84 | 26 | 74 | 184 | 19% | 799 |
| Totals | 3,640 | 4,105 | 243 | 183 | 199 | 625 | 15% | 3,480 |

This table identifies the disposition of completed complaint investigations. All cases with a disciplinary action, including suspension, revocation or diversion, means the Licensing and Certification Program's Professional Certification Branch (PCB) found clear and convincing evidence to support the allegation. Diversion allows PCB to monitor work performance and require participation in counseling, education, and/or treatment programs. If the certificate holder does not agree to participate in a diversion program or does not comply with the terms and conditions of diversion, PCB may proceed with suspension or revocation of the certificate.

Table Notes:

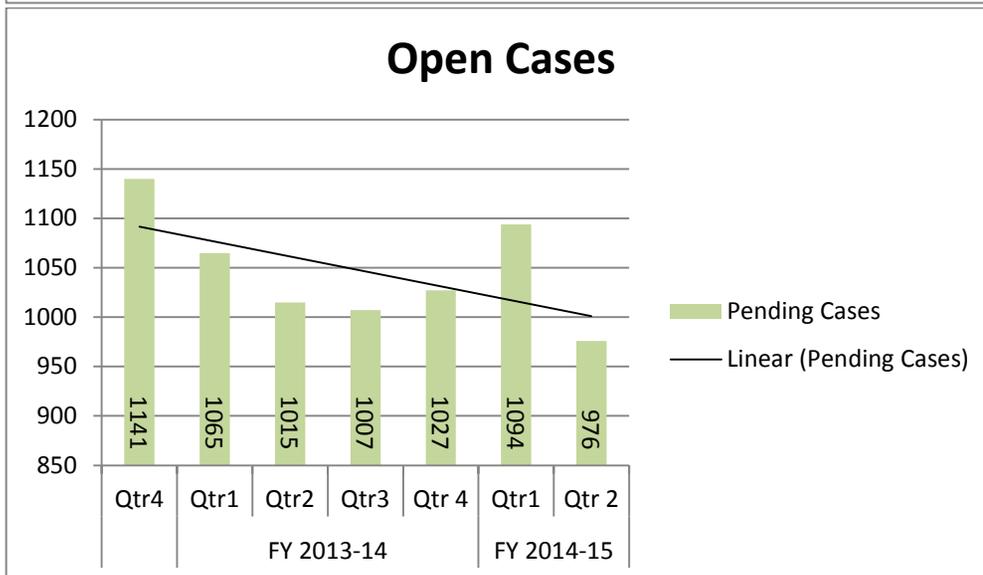
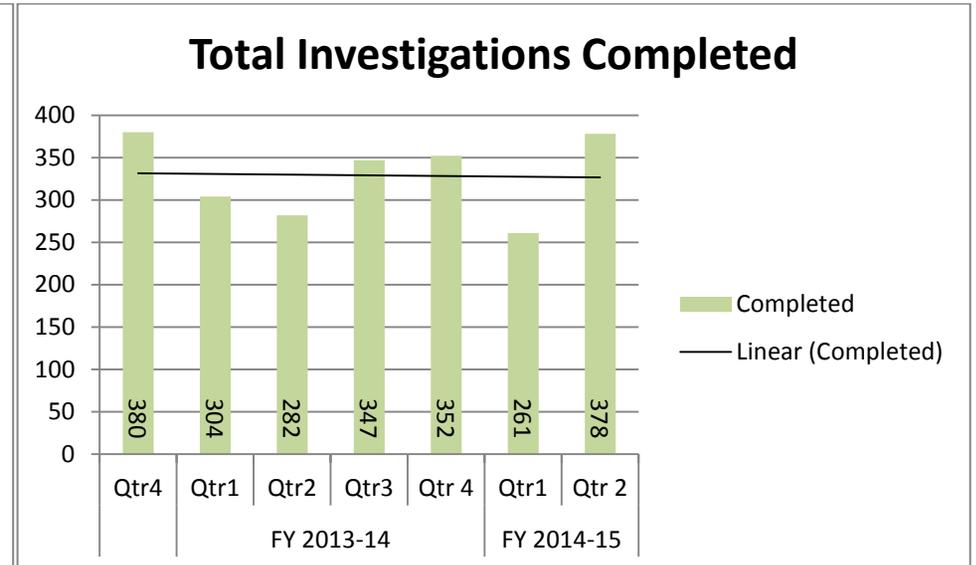
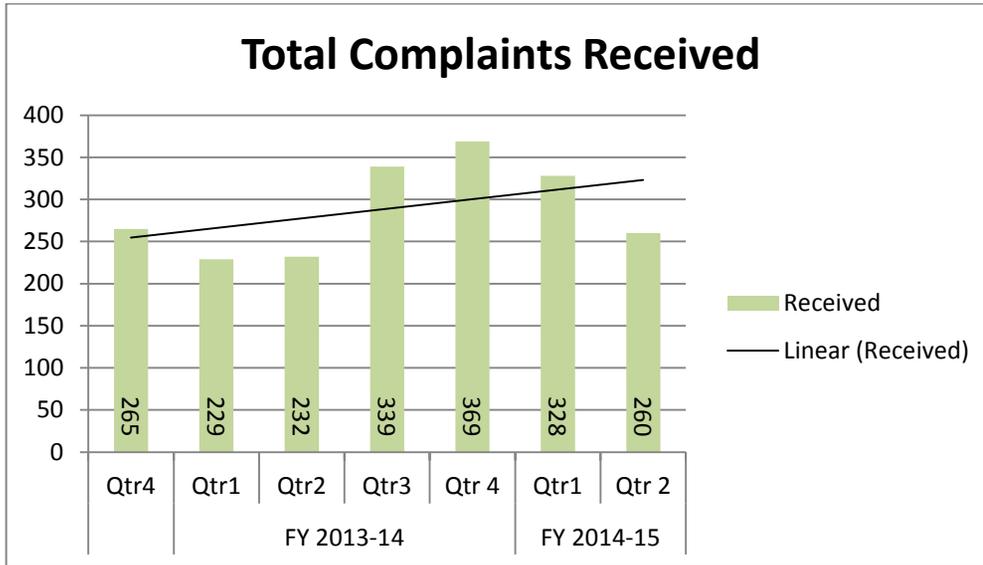
- Column A shows the number of new complaints PCB received during the respective reporting period.
- Column B shows the number of complaint investigations PCB completed in a given reporting period, regardless of the date PCB received the complaint.
- Columns C, D, and E show the number and type of disciplinary actions PCB took based on a completed investigation in a given reporting period.
- Column F shows the total number of complaint investigations resulting in disciplinary actions ($F=C+D+E$).
- Column G shows percentage of completed investigations that resulted in disciplinary actions ($G=F/B$).
- Column H shows the number of complaint investigations completed in a given reporting period for which PCB took no disciplinary action ($H=B-F$).



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Summary: These charts show the volume of complaints received by the Professional Certification Branch, as well as the downward trend of open cases.

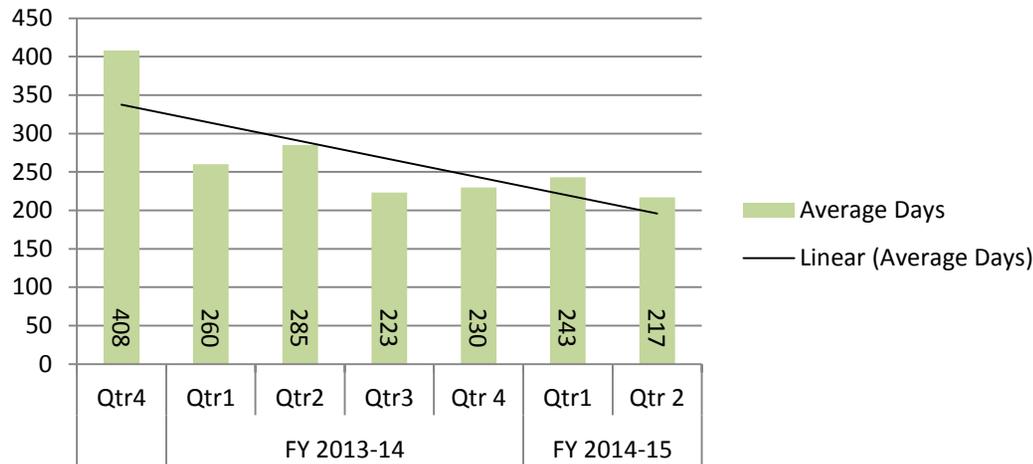


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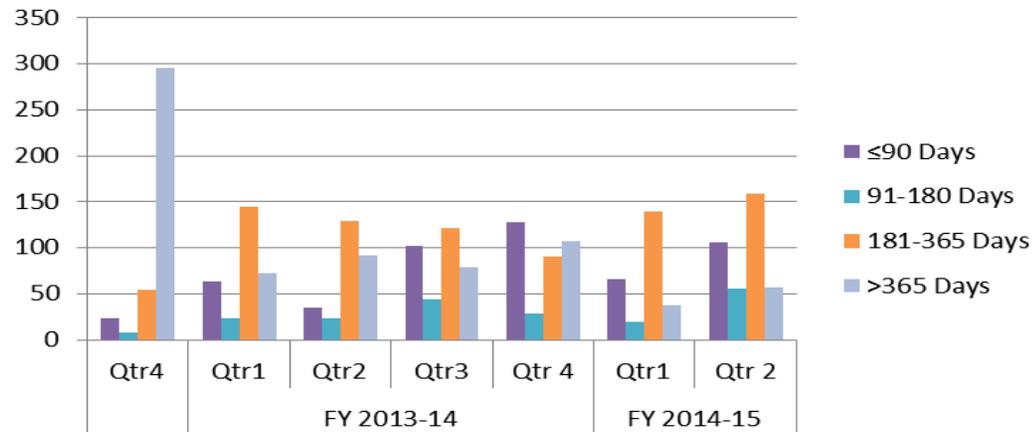
Average Days from Receipt to Completion



Summary: The most recent quarters show that the average number of business days to complete a case is trending downward.

The second chart shows the number of cases completed by various intervals (≤ 90 days, 91-180 days, 181-365 days, and >365 days). The recent quarters reflect a balance of aged and new cases completed.

Complaints Completed by Intervals

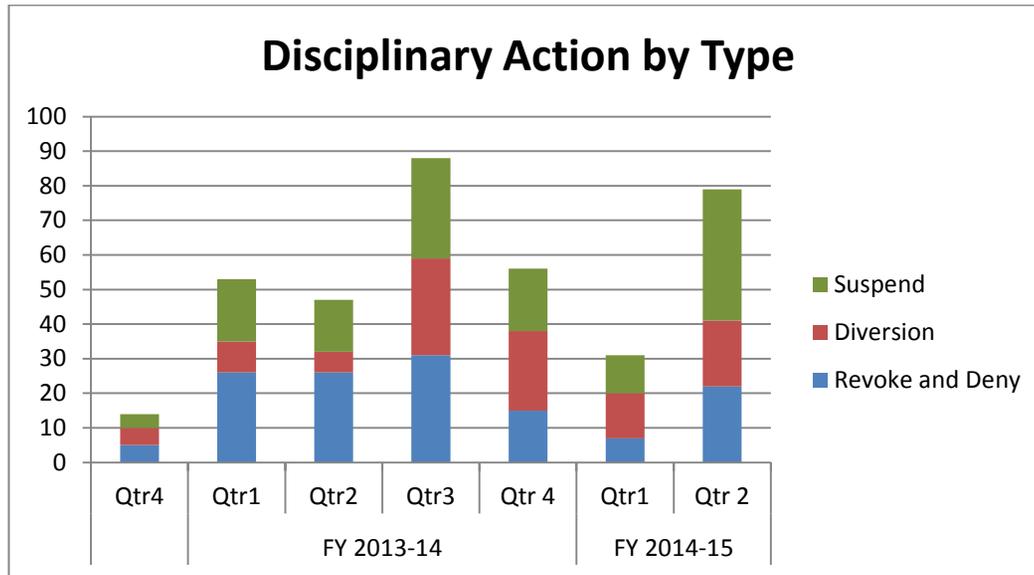




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Summary: During the SFY 2012-13, the Professional Certification Branch focused on addressing the aged complaints. Addressing the aged complaints caused a decline in the number of completed investigations resulting in disciplinary actions, as it is more difficult to locate documents and witnesses for older complaints resulting in a higher number of unsubstantiated complaints. In SFY 2013-14, PCB shifted the balance to focus on both older and current complaints.