

TAB # 27



Chart #1

1 Year	2 Complaints Received	3 % Change Complaints Received Previous Year	4 Complaints Closed	5 % Change Complaints Closed Previous Year	6 % Complaints Closed	7 Resolution Time (Agency Average)	8 % Change Time
FY08	5,737		5,360		93%	196 Days	
FY09	5,289	-8%	6,182	+15%	117%	209 Days	+7%
FY10	5,702	+8%	5,512	-11%	97%	182 Days	-13%
FY11	5,698	- <1%	5,840	+6%	102%	195 Days	+7%
FY12	5,830	+2%	5,766	-1%	99%	204 Days	+5%

Chart #2

Report on Status of Active / Pending Complaints					
Report (unaudited) to TSBP on:	2-14-12**	5-8-12**	8-7-12***	11-6-12***	2-5-13***
Complaints less than 6 months old	1,329	1,606	1,514	1,657	1,564
Complaints less than 1 year old, but more than 6 months old	643	546	632	635	731
Complaints less than 1.5 years old, but more than 1 year old	338	308	263	216	219
Complaints less than 2 years old, but more than 1.5 years old	227	231	193	177	155
Complaints more than 2 years old	308*	297*	296*	294*	289*
Total	2,845	2,988	2,898	2,979	2,958
* Detail					
▪ Investigation not completed	107	104	110	109	106
▪ Initial investigation completed but additional review or action required (e.g., post-audit review; case review; warning letter).	156	158	159	157	156
▪ Investigation completed, pending disciplinary action	45	35	27	28	27

** Prior to FY2011, a complaint could be opened on two entities (e.g., a pharmacist and a pharmacy) in the agency's computer system. However, beginning 9/1/10 (FY2011), because TSBP is migrating to a new data base system, a complaint may be opened on a single entity only (e.g., a pharmacist or pharmacy only). Due to this change in procedure, TSBP will be reporting an increased number of complaints received, which will, in turn, result in a greater number of active/pending complaints being reported.

*** TSBP migrated to the new computer system on 5/27/11. All existing complaints having two entities were migrated as two complaints.