

**TEXAS STATE BOARD OF PHARMACY  
QUARTERLY REPORT ON DISMISSED COMPLAINTS**

	1	2	3	4	5
	<b>FY07 Quarterly Avg.</b>	<b>FY08 3rd Quarter</b>	<b>FY08 Year-to-Date</b>	<b>FY08 Qtrly. Avg. Year-to-Date</b>	<b>FY07 – FY08 % Change</b>
<b>Investigations Not Resulting in Disciplinary Action</b>	<b>979 (79%)</b>	<b>1,093 (77%)</b>	<b>2,918 (76%)</b>	<b>973 (76%)</b>	<b>-&lt;1%</b>
Investigate + Dismissal (Warning) Letter	365	386	1,060	353	-3%
Investigate + Cpt. Closed with Verbal Warning	71	102	164	55	-23%
Investigate + Cpt. Closed with No Action Due to Insuff. Evidence to Prove Violation Occurred	377	398	1,149	383	+2%
Investigate + Lost Jurisdiction (regist expired)	10	34	79	26	+160%
Inspections	10	22	37	12	+20%
Inspection + Warning Notice or Dismissal Ltr.	4	1	6	2	-50%
Application Withdrawn	11	27	70	23	+109%
Other *	131	123	353	118	-10%
<b>Investigations Resulting in Disciplinary Action</b>	<b>213 (17%)</b>	<b>244 (17%)</b>	<b>669 (18%)</b>	<b>223 (18%)</b>	<b>+5%</b>
Agreed Board Order	143	127	370	123	-14%
Board Order	24	14	50	17	-29%
Preliminary Notice Letter (PNL) + Dismissal (Warning) Letter	0	0	0	0	0%
PNL + Application Withdrawn (with or without Informal Conference)	40	100	238	79	+98%
PNL + Informal Conference + Dismissal Letter	3	1	6	2	-33%
PNL + Informal Conference + Case Dismissed	2	2	5	2	0%
PNL + Case Dismissed	2	0	0	0	-100%
<b>Referrals To Other Agencies</b>	<b>7 (&lt;1%)</b>	<b>17 (1%)</b>	<b>38 (&lt;1%)</b>	<b>13 (1%)</b>	<b>+86%</b>
<b>No Action **</b>	<b>47 (4%)</b>	<b>59 (4%)</b>	<b>194 (5%)</b>	<b>65 (5%)</b>	<b>+38%</b>
<b>TOTAL</b>	<b>1,245 (100%)</b>	<b>1,413 (100%)</b>	<b>3,819 (100%)</b>	<b>1,273 (100%)</b>	<b>+2%</b>

\* Represents miscellaneous actions, such as: complainant has withdrawn complaint; multiple actions (e.g., investigation and refer to PRN); complainant does not wish to cooperate with investigation (e.g., sign affidavit); alleged violation has already been addressed by a previous (recent) compliance inspection; or complaint has been inactivated (e.g., due to pending criminal trial/proceedings).

\*\* No action due to: no violation; no jurisdiction; insufficient information; violation not substantive (e.g., report of theft/loss of small quantity of controlled substance).

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Complaints Closed Resulting in Disciplinary Action (ABOs / BOs)	167 (13%)	141 (10%)	420 (11%)	140 (11%)	-16%
Complaints Closed with Actions Other than Disciplinary Action	1,078 (87%)	1,272 (90%)	3,399 (89%)	1,133 (89%)	+5%
<b>TOTAL</b>	<b>1,245 (100%)</b>	<b>1,413 (100%)</b>	<b>3,819 (100%)</b>	<b>1,273 (100%)</b>	<b>+2%</b>