

# TAB # 40



**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**

<b>Report on Status of Active / Pending Complaints</b>					
<b>Report (unaudited) to TSBP on:</b>	<b>8-7-12**</b>	<b>11-6-12**</b>	<b>2-5-13***</b>	<b>5-7-13***</b>	<b>8-6-13***</b>
Complaints less than 6 months old	1,514	1,657	1,564	1,392	1,287
Complaints less than 1 year old, but more than 6 months old	632	635	731	646	528
Complaints less than 1.5 years old, but more than 1 year old	263	216	219	225	246
Complaints less than 2 years old, but more than 1.5 years old	193	177	155	126	117
Complaints more than 2 years old	296*	294*	289*	275*	237*
<b>Total</b>	<b>2,898</b>	<b>2,979</b>	<b>2,958</b>	<b>2,664</b>	<b>2,415</b>
<b>* Detail</b>					
▪ Investigation not completed	110	109	106	102	91
▪ Initial investigation completed but additional review or action required (e.g., post-audit review; case review; warning letter).	159	157	156	151	132
▪ Investigation completed, pending disciplinary action	27	28	27	22	14

\*\* 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.