

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

	1	2	3	4	5
	FY16 1st Quarter	FY16 2nd Quarter	FY16 3rd Quarter	FY16 4th Quarter	FY16 Year-to-Date
Investigations Not Resulting in Disciplinary Action	1,285 (84%)	1,296 (84%)	1,212 (83%)		3,793 (84%)
Investigate + Dismissal (Warning) Letter	251	278	324		853
Investigate + Cpt. Closed with Verbal Warning	37	30	30		97
Investigate + Cpt. Closed with No Action Due to Insuff. Evidence to Prove Violation Occurred	637	584	466		1,687
Investigate + Lost Juris. (regist expired/phcy closed)	45	64	49		158
Inspections	8	25	17		50
Inspection + Warning Notice or Dismissal Ltr.	21	19	16		56
Application Withdrawn	69	54	65		188
Other *	217	242	245		704
Investigations Resulting in Disc. Action	182 (12%)	170 (11%)	209 (14%)		561 (12%)
Agreed Board Order	135	116	142		393
Board Order	17	16	24		57
Remedial Plan	3	4	9		16
Preliminary Notice Letter (PNL) + Dismissal Letter	0	1	1		2
PNL + Application Withdrawn (with or without Informal Conference)	19	22	28		69
PNL + Informal Conference + Dismissal Letter	1	0	2		3
PNL + Informal Conference + Case Dismissed	5	7	0		12
PNL + Dismissal or Other Action	1	2	3		6
Temp. Suspension Hearing / Case Dismissed	1	2	0		3
Referrals To Other Agencies	8 (<1%)	24 (2%)	8 (<1%)		40 (<1%)
No Action **	58 (4%)	54 (3%)	30 (2%)		142 (3%)
TOTAL	1,533 (100%)	1,544 (100%)	1,459 (100%)		4,536 (100%)

* Represents miscellaneous actions, such as: complainant withdrew complaint or does not wish to cooperate with investigation, 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 loss of small quantity of controlled substance).

	1	2	3	4	5
	FY16 1st Quarter	FY16 2nd Quarter	FY16 3rd Quarter	FY16 4th Quarter	FY16 Year-to-Date
Complaints Closed with Disciplinary Orders	152 (10%)	132 (9%)	166 (11%)		450 (10%)
Complaints Closed with Actions Other than Disciplinary Orders	1,381 (90%)	1,412 (91%)	1,293 (89%)		4,086 (90%)
TOTAL	1,533 (100%)	1,544 (100%)	1,459 (100%)		4,536 (100%)

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QUARTERLY REPORT ON DISMISSED COMPLAINTS**

	1	2	3	4
	FY15 Quarterly Avg.	FY16 3rd Quarter	FY16 Qtrly. Avg. Year-to-Date	FY15 – FY16 % Change
Investigations Not Resulting in Disciplinary Action	1,217 (82%)	1,212 (83%)	1,264 (84%)	+4%
Investigate + Dismissal (Warning) Letter	282	324	284	+1%
Investigate + Cpt. Closed with Verbal Warning	22	30	32	+45%
Investigate + Cpt. Closed with No Action Due to Insuff. Evidence to Prove Violation Occurred	532	466	562	+6%
Investigate + Lost Juris. (regist expired/phcy closed)	56	49	53	-5%
Inspections	11	17	17	+55%
Inspection + Warning Notice or Dismissal Ltr.	14	16	19	+36%
Application Withdrawn	55	65	63	+15%
Other *	245	245	235	-4%
Investigations Resulting in Disc. Action	203 (14%)	209 (14%)	187 (12%)	-8%
Agreed Board Order	140	142	131	-6%
Board Order	29	24	19	-34%
Remedial Plan	7	9	5	-29%
Preliminary Notice Letter (PNL) + Dismissal Letter	0	1	1	+100%
PNL + Application Withdrawn (with or without Informal Conference)	20	28	23	+15%
PNL + Informal Conference + Dismissal Letter	1	2	1	0%
PNL + Informal Conference + Case Dismissed	3	0	4	+33%
PNL + Dismissal or Other Action	4	3	2	-50%
Temp. Suspension Hearing / Case Dismissed	0	0	1	+100%
Referrals To Other Agencies	8 (<1%)	8 (<1%)	13 (<1%)	+63%
No Action **	61 (4%)	30 (2%)	47 (3%)	-23%
TOTAL	1,489 (100%)	1,459 (100%)	1,512 (100%)	+2%

* Represents miscellaneous actions, such as: complainant withdrew complaint or does not wish to cooperate with investigation, 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 loss of small quantity of controlled substance).

	1	2	3	4
	FY15 Quarterly Avg.	FY16 3rd Quarter	FY16 Qtrly. Avg. Year-to-Date	FY15 – FY16 % Change
Complaints Closed with Disciplinary Orders	169 (11%)	166 (11%)	150 (10%)	-11%
Complaints Closed with Actions Other than Disciplinary Orders	1,320 (89%)	1,293 (89%)	1,362 (90%)	+3%
TOTAL	1,489 (100%)	1,459 (100%)	1,512 (100%)	+2%