

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

| | 1 | 2 | 3 | 4 | 5 |
|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|------------------------------|
| | FY14 1st Quarter | FY14 2nd Quarter | FY14 3rd Quarter | FY14 4th Quarter | FY14 Year-to-Date |
| Investigations Not Resulting in Disciplinary Action | 1,181 (81%) | 939 (76%) | 1,010 (78%) | 1,240 (77%) | 4,370 (78%) |
| Investigate + Dismissal (Warning) Letter | 331 | 254 | 238 | 414 | 1,237 |
| Investigate + Cpt. Closed with Verbal Warning | 32 | 26 | 24 | 15 | 97 |
| Investigate + Cpt. Closed with No Action Due to Insuff. Evidence to Prove Violation Occurred | 429 | 398 | 483 | 484 | 1,794 |
| Investigate + Lost Juris. (regist expired/phcy closed) | 78 | 43 | 24 | 55 | 200 |
| Inspections | 15 | 7 | 11 | 10 | 43 |
| Inspection + Warning Notice or Dismissal Ltr. | 7 | 13 | 6 | 10 | 36 |
| Application Withdrawn | 79 | 40 | 49 | 66 | 234 |
| Other * | 210 | 158 | 175 | 186 | 729 |
| Investigations Resulting in Disc. Action | 157 (11%) | 189 (15%) | 184 (14%) | 221 (14%) | 751 (13%) |
| Agreed Board Order | 123 | 135 | 124 | 162 | 544 |
| Board Order | 13 | 33 | 26 | 33 | 105 |
| Remedial Plan **** | n/a | n/a | n/a | 1 | 1 |
| Preliminary Notice Letter (PNL) + Dismissal Letter | 0 | 0 | 0 | 0 | 0 |
| PNL + Application Withdrawn (with or without Informal Conference) | 20 | 18 | 29 | 15 | 82 |
| PNL + Informal Conference + Dismissal Letter | 1 | 1 | 0 | 4 | 6 |
| PNL + Informal Conference + Case Dismissed | 0 | 2 | 5 | 2 | 9 |
| PNL + Dismissal or Other Action | 0 | 0 | 0 | 4 | 4 |
| Temp. Suspension Hearing / Case Dismissed | 0 | 0 | 0 | 0 | 0 |
| Referrals To Other Agencies | 5 (<1%) | 7 (<1%) | 6 (<1%) | 5 (<1%) | 23 (<1%) |
| No Action ** | 109 (8%) | 108 (9%) | 98 (8%) | 147 (9%) | 462 (8%) |
| TOTAL | 1,452 (100%) | 1,243 (100%) | 1,298 (100%) | 1,613 (100%) | 5,606 (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).
- *** TSBP migrated to a new computer system on 5-27-11. All pending complaints with two entities were migrated as two complaints.
- **** TSBP entered its first Remedial Plan on August 5, 2014.

| | 1 | 2 | 3 | 4 | 5 |
|---|-----------------------------|-----------------------------|-----------------------------|-----------------------------|------------------------------|
| | FY14 1st Quarter | FY14 2nd Quarter | FY14 3rd Quarter | FY14 4th Quarter | FY14 Year-to-Date |
| Complaints Closed with Disciplinary Orders | 136 (9%) | 168 (14%) | 150 (12%) | 195 (12%) | 649 (12%) |
| Complaints Closed with Actions Other than Disciplinary Orders | 1,316 (91%) | 1,075 (86%) | 1,148 (88%) | 1,418 (88%) | 4,957 (88%) |
| TOTAL | 1,452 (100%) | 1,243 (100%) | 1,298 (100%) | 1,613 (100%) | 5,606 (100%) |

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| | FY13 Quarterly Avg. | FY14 4th Quarter | FY14 Qtrly. Avg. Year-to-Date | FY13 – FY14 % Change |
| Investigations Not Resulting in Disciplinary Action | 1,315 (80%) | 1,240 (77%) | 1,093 (78%) | -17% |
| Investigate + Dismissal (Warning) Letter | 366 | 414 | 309 | -16% |
| Investigate + Cpt. Closed with Verbal Warning | 42 | 15 | 24 | -43% |
| Investigate + Cpt. Closed with No Action Due to Insuff. Evidence to Prove Violation Occurred | 498 | 484 | 449 | -10% |
| Investigate + Lost Juris. (regist expired/phcy closed) | 58 | 55 | 50 | -14% |
| Inspections | 35 | 10 | 11 | -69% |
| Inspection + Warning Notice or Dismissal Ltr. | 15 | 10 | 9 | -40% |
| Application Withdrawn | 51 | 66 | 59 | +16% |
| Other * | 250 | 186 | 182 | -27% |
| Investigations Resulting in Disc. Action | 210 (13%) | 221 (14%) | 188 (13%) | -10% |
| Agreed Board Order | 162 | 162 | 136 | -16% |
| Board Order | 23 | 33 | 26 | +13% |
| Remedial Plan **** | n/a | 1 | n/a | n/a |
| Preliminary Notice Letter (PNL) + Dismissal Letter | 0 | 0 | 0 | 0% |
| PNL + Application Withdrawn (with or without Informal Conference) | 17 | 15 | 21 | +24% |
| PNL + Informal Conference + Dismissal Letter | 6 | 4 | 2 | -67% |
| PNL + Informal Conference + Case Dismissed | 4 | 2 | 2 | -50% |
| PNL + Dismissal or Other Action | 0 | 4 | 1 | +100% |
| Temp. Suspension Hearing / Case Dismissed | 0 | 0 | 0 | 0% |
| Referrals To Other Agencies | 15 (1%) | 5 (<1%) | 6 (<1%) | -60% |
| No Action ** | 98 (6%) | 147 (9%) | 116 (8%) | +18% |
| TOTAL | 1,638 (100%) | 1,613 (100%) | 1,402 (100%) | -14% |

- * 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).
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| | FY13 Quarterly Avg. | FY14 4th Quarter | FY14 Qtrly. Avg. Year-to-Date | FY13 – FY14 % Change |
| Complaints Closed with Disciplinary Orders | 184 (11%) | 195 (12%) | 162 (12%) | -12% |
| Complaints Closed with Actions Other than Disciplinary Orders | 1,454 (89%) | 1,418 (88%) | 1,239 (88%) | -15% |
| TOTAL | 1,638 (100%) | 1,613 (100%) | 1,402 (100%) | -14% |