

**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%)	1,405 (81%)	5,198 (83%)
Investigate + Dismissal (Warning) Letter	251	278	324	313	1,166
Investigate + Cpt. Closed with Verbal Warning	37	30	30	24	121
Investigate + Cpt. Closed Due to Insuff. Evidence to Take Regulatory Action (eg, unable to prove violation)	637	584	466	681	2,368
Investigate + Lost Juris. (regist expired/phcy closed)	45	64	49	60	218
Inspection	8	25	17	18	68
Inspection + Warning Notice or Dismissal Ltr.	21	19	16	6	62
Application Withdrawn	69	54	65	54	242
Other *	217	242	245	249	953
Investigations Resulting in Disc. Action	182 (12%)	170 (11%)	209 (14%)	226 (13%)	787 (13%)
Agreed Board Order	135	116	142	170	563
Board Order	17	16	24	17	74
Remedial Plan	3	4	9	3	19
Preliminary Notice Letter (PNL) + Dismissal Letter	0	1	1	0	2
PNL + Application Withdrawn (with or without Informal Conference)	19	22	28	25	94
PNL + Informal Conference + Dismissal Letter	1	0	2	2	5
PNL + Informal Conference + Case Dismissed	5	7	0	8	20
PNL + Dismissal or Other Action	1	2	3	1	7
Temp. Suspension Hearing / Case Dismissed	1	2	0	0	3
Referrals To Other Agencies	8 (<1%)	24 (2%)	8 (<1%)	8 (<1%)	48 (<1%)
No Action **	58 (4%)	54 (3%)	30 (2%)	90 (5%)	232 (4%)
TOTAL	1,533 (100%)	1,544 (100%)	1,459 (100%)	1,729 (100%)	6,265 (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%)	187 (11%)	637 (10%)
Complaints Closed with Actions Other than Disciplinary Orders	1,381 (90%)	1,412 (91%)	1,293 (89%)	1,542 (89%)	5,628 (90%)
TOTAL	1,533 (100%)	1,544 (100%)	1,459 (100%)	1,729 (100%)	6,265 (100%)

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

	1	2	3	4
	FY15 Quarterly Avg.	FY16 4th Quarter	FY16 Qtrly. Avg. Year-to-Date	FY15 – FY16 % Change
Investigations Not Resulting in Disciplinary Action	1,217 (82%)	1,405 (81%)	1,300 (83%)	+7%
Investigate + Dismissal (Warning) Letter	282	313	292	+4%
Investigate + Cpt. Closed with Verbal Warning	22	24	30	+36%
Investigate + Cpt. Closed Due to Insuff. Evidence to Take Regulatory Action (eg, unable to prove violation)	532	681	592	+11%
Investigate + Lost Juris. (regist expired/phcy closed)	56	60	55	-2%
Inspection	11	18	17	+55%
Inspection + Warning Notice or Dismissal Ltr.	14	6	16	+14%
Application Withdrawn	55	54	61	+11%
Other *	245	249	238	-3%
Investigations Resulting in Disc. Action	203 (14%)	226 (13%)	197 (13%)	-3%
Agreed Board Order	140	170	141	+1%
Board Order	29	17	19	-34%
Remedial Plan	7	3	5	-29%
Preliminary Notice Letter (PNL) + Dismissal Letter	0	0	1	+100%
PNL + Application Withdrawn (with or without Informal Conference)	20	25	24	+20%
PNL + Informal Conference + Dismissal Letter	1	2	1	0%
PNL + Informal Conference + Case Dismissed	3	8	5	+67%
PNL + Dismissal or Other Action	4	1	2	-50%
Temp. Suspension Hearing / Case Dismissed	0	0	1	+100%
Referrals To Other Agencies	8 (<1%)	8 (<1%)	12 (<1%)	+50%
No Action **	61 (4%)	90 (5%)	58 (4%)	-5%
TOTAL	1,489 (100%)	1,729 (100%)	1,566 (100%)	+5%

* 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 4th Quarter	FY16 Qtrly. Avg. Year-to-Date	FY15 – FY16 % Change
Complaints Closed with Disciplinary Orders	169 (11%)	187 (11%)	159 (10%)	-6%
Complaints Closed with Actions Other than Disciplinary Orders	1,320 (89%)	1,542 (89%)	1,407 (90%)	+7%
TOTAL	1,489 (100%)	1,729 (100%)	1,566 (100%)	+5%