



STATE OF ARIZONA
OFFICE OF THE GOVERNOR

KATIE HOBBS
GOVERNOR

EXECUTIVE OFFICE

February 15, 2024

Justin Bohall
Osteopathic Examiners in Medicine and Surgery, Board of
1740 W. Adams St., Suite 2410
Phoenix, AZ 85007

Re: Health professional disciplinary actions

Dear Justin Bohall,

I am writing to express my grave concerns with a lack of transparency and accountability for healthcare providers in our state. Reporting by the Arizona Republic and Phoenix New Times has called my attention to the significant risk to patient health and safety that result from insufficient public insight into licensing board decision making processes and outcomes.

As a social worker, I advocated for survivors of sexual and domestic violence. As Governor, I will never stop standing with survivors or using my position and my voice to prevent abuse and exploitation. The experiences exposed in recent weeks clearly show a need for more consistency in how and when our healthcare licensing boards pursue disciplinary action against providers.

I am formally requesting that each healthcare provider licensing entity prioritize development of concise policies and procedures regarding provider discipline. Please consult with your boards and prepare a report that addresses the following questions:

1. How does your board currently decide whether to issue *formal* or *informal* disciplinary action against a provider?
 - Moving forward, your board will be expected to formalize and standardize this process to ensure discipline is applied consistently. *Please submit a formal, standardized process or rubric for decision making no later than July 1, 2024. Include how the board will audit compliance with this process and how it will resolve disputes or discrepancies.*
2. Do all members of your board have active conflict of interest statements on file?
 - Please confirm that these statements reflect all current employment or volunteer activities that may impact their ability to perform their duties in an objective manner, and that all board members have been appointed appropriately to their respective positions on the board.
3. How does your board currently decide whether to report suspected abuse, neglect, or exploitation to law enforcement, including to Adult Protective Services or the Department of Child Safety?

- Moving forward, your board will be expected to formalize and standardize this process to ensure law enforcement reporting is consistent. *Please submit a formal, standardized process or rubric for decision making no later than July 1, 2024. Include how the board will audit compliance with this process and how it will resolve disputes or discrepancies.*
4. How do your board or board employees interact with complainants impacted by provider misconduct? Consider the following:
- Is your current approach trauma-informed?
 - What resources or support are provided to complainants?
 - What steps will your board take in the near future to improve the experience of complainants reporting abuse, maltreatment, or exploitation by licensees?

Please submit the aforementioned information electronically to my Director of Operations, Ben Henderson and Health Policy Advisor Zaida Dedolph Piccoro no later than March 1, 2024. I ask that you work with your board and stakeholders to develop standardized processes for disciplinary action and law enforcement engagement for submission no later than July 1, 2024.

The relationship between a patient and their healthcare provider should be one of trust, and no one should feel taken advantage of, mistreated, or harmed in a healthcare setting. I look forward to working with you to rebuild trust and promote transparency from within Arizona's government institutions.

Sincerely,



Katie Hobbs
Governor
State of Arizona

cc:

Warren Petersen, Arizona Senate President
Ben Toma, Arizona House Speaker
Mitzi Epstein, Arizona Senate Minority Leader
Lupe Contreras, Arizona House Minority Leader
T.J. Shope, Arizona Senate Health Committee Chairman
Steve Montenegro, Arizona House Health Committee Chairman
Paulino Valerio, Arizona Senate Democratic Chief of Staff
Patsy Osmon, Arizona Senate Senior Attorney & Senior Policy Advisor
Lisette Flores, Arizona House Democratic Chief of Staff
Magali Bearden, Arizona House Senior Policy Advisor
Emily Mercado, Arizona House Senior Policy Advisor
Ben Henderson, Arizona Governor's Director of Cabinet and Agency Operations
Zaida Dedolph Piccoro, Arizona Governor's Policy Advisor