



ARIZONA STATE
BOARD OF DENTAL EXAMINERS

ANNUAL REPORT
TO THE GOVERNOR
FY18

MISSION STATEMENT

To provide professional, courteous service and information to the dental profession and the general public through the examination, licensure, complaint adjudication and enforcement process; to protect the health, safety and welfare of Arizona citizens through a fair and impartial system.

**ARIZONA STATE BOARD OF DENTAL EXAMINERS
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On behalf of the Arizona State Board of Dental Examiners, the following information reflecting the fiscal year beginning July 1, 2017 and ending June 30, 2018 (FY18) may be found in this report:

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I. LICENSURE, CERTIFICATION, REGISTRATION and PERMITS

LICENSURE BY EXAMINATION

Graduates of accredited dental or dental hygiene schools who have successfully completed a clinical examination within the last five years may apply for licensure by examination.

Dental licenses issued by examination	209
Dental Hygiene licenses issued by examination	257

LICENSURE BY CREDENTIAL

Graduates of accredited dental or dental hygiene schools who have successfully completed a clinical examination more than five years before submitting an application for licensure and holds of a valid license in another state may apply for licensure by credential.

Licensure by credential does not apply to graduates of non-accredited dental or dental hygiene schools.

Dental licenses issued by credential	90
Dental Hygiene licenses issued by credential	63

CERTIFICATION

Denturist

Graduates from recognized denturist schools may apply for certification to practice denture technology in Arizona. During FY8, there were no applicants.

Dental Assistants

Expanded Function Dental Assistant (EFDA). An EFDA may place, contour and finish a direct restoration or place and cement prefabricated crowns following the preparation of the tooth by a licensed dentist. They also may place interim therapeutic restorations. The dental assistant must complete an expanded function dental assistant training program and successfully complete the board-approved examinations administered by the Dental Assisting National Board or provide evidence of current or submit evidence of EFDA certification in another state and proof of clinical experience.

Dental Assistant EFDA certifications issued by examination	10
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Radiography certification for dental assistants allows dental assistants to expose dental x-rays under the supervision of a dentist. Certification by examination is accomplished by successfully completing the Dental Assisting National Board's national written Radiation Health & Safety Examination. Certification by credential is accomplished by providing documentation of current certification in another state which required completion of a written examination.

Dental Assistant X-ray certification issued by examination	829
Dental Assistant X-ray certifications issued by credential	48

Coronal polishing certification for dental assistants allows dental assistants to polish teeth under the supervision of a dentist. Certification is accomplished by successfully completing the Dental

Assisting National Board's national written Coronal Polish Examination and submitting proof of clinical experience.

Dental Assistant Coronal Polish certifications issued 154

BUSINESS ENTITY REGISTRATION

Dental practices offering dental services which are owned by individuals who are not Arizona licensed dentists are required to register. Registrations must be renewed on a triennial basis for a fee of \$100 per year.

New Business Entity registrations issued 40

PERMITS

The following permits are also issued by the Board:

Dental Hygienists may administer local anesthesia and/or nitrous oxide upon submission of evidence that they have completed didactic and clinical coursework at an ADA/CODA accredited dental or dental hygiene program and passed a clinical and written examination. Once the permit is issued by the Board it does not expire until the dental hygiene license lapses.

New Local Anesthesia and Nitrous Oxide Analgesia Certificates	187
New Local Anesthesia Only Certificates	188
New Nitrous Only Certificates	194

General Anesthesia & Deep Sedation: Dentists may administer general anesthesia or deep sedation by any means, in a dental office or dental clinic by obtaining a Section 1301 Permit. These permits must be renewed every five years.

New permits issued	10
Total number of renewals issued	22

Parenteral Sedation: Without a Section 1301 Permit, a dentist may induce parenteral sedation in a dental office or dental clinic by obtaining a Section 1302 permit which also expires every five years.

New permits issued	5
Total number of renewals issued	17

Oral Sedation: Unless a dentist holds a Section 1301 or 1302 permit they must obtain a Section 1303 permit before inducing oral sedation in a dental office or dental clinic and renew the permit every five years.

New permits issued	19
Total number of renewals issued	44

Permit to Employ or Work With a Physician Anesthesiologist or Certified Nurse Anesthetist (CRNA): Unless a dentist holds a Section 1301, 1302 or 1303 permit they must obtain a Section 1304 permit before employing or working with a Physician Anesthesiologist or CRNA in a dental office or dental clinic. This permit level was added in Arizona Administrative Code R4-11-1304 in April 2013. Prior to adding AAC R4-11-1304, a dentist was required to obtain a Section 1301 Permit to employ or work with a physician anesthesiologist or CRNA.

New permits issued	5
Total number of renewals issued	1

Mobile Dental Facilities & Mobile Dental Units: Every mobile dental facility and every mobile provider, program or entity using portable dental units must obtain a permit. At this time, there is no fee for a permit.

New permits issued 5
 Total number of renewals issued 22

FY18 LICENSEE POPULATION				
License/Certificate/ Registration	TOTAL	In State	Out of State	% Out of State
Dental	4854	4081	773	16%
Dental Hygiene	4559	4097	468	10%
Denturist	10	7	3	30%
Business Entity	337	N/A	N/A	N/A

LICENSEE POPULATION By Fiscal Year			
FISCAL YEAR	DENTISTS	DENTAL HYGIENISTS	TOTAL
2009	4254	3431	7685
2010	4305	3561	7866
2011	4364	3690	8054
2012	4410	3806	8216
2013	4493	3898	8391
2014	4520	4031	8551
2015	4620	4150	8770
2016	4643	4288	8931
2017	4714	4476	9190
2018	4854	4559	9413

HISTORICAL GROWTH BY FISCAL YEAR

DENTAL			
FISCAL YEAR	LICENSES ISSUED	LICENSES EXPIRED	ACTUAL GROWTH
2009	234	195	39
2010	213	191	22
2011	234	208	26
2012	230	185	45
2013	288	207	81
2014	235	210	25
2015	277	203	74
2016	240	221	19
2017	272	200	72
2018	299	160	69

DENTAL HYGIENE			
FISCAL YEAR	LICENSES ISSUED	LICENSES EXPIRED	ACTUAL GROWTH
2009	241	129	112
2010	222	120	102
2011	237	149	88
2012	268	144	124
2013	220	149	71
2014	273	155	118
2015	272	173	99
2016	268	147	121
2017	294	176	118
2018	320	164	156

DENTURIST			
FISCAL YEAR	CERTIFICATES ISSUED	CERTIFICATES EXPIRED	ACTUAL GROWTH
2009	1	0	1
2010	1	0	1
2011	4	1	3
2012	0	0	0
2013	1	2	(1)
2014	1	2	(1)
2015	0	0	0
2016	1	0	1
2017	0	2	(2)
2018	0	0	0

BUSINESS ENTITY			
FISCAL YEAR	REGISTRATIONS ISSUED	REGISTRATIONS EXPIRED	ACTUAL GROWTH
2009	40	26	14
2010	48	11	37
2011	32	0	32
2012	62	35	27
2013	41	27	14
2014	24	6	18
2015	39	38	1
2016	29	20	9
2017	41	10	31
2018	40	38	2

II. EXAMINATIONS

ARIZONA DENTAL JURISPRUDENCE EXAMINATION

Dental, Dental Hygiene and Denturist applicants must take and pass the Arizona Jurisprudence Examination which is held at the Board offices once a month. The following examination dates were conducted for FY18:

July 17, 2017	January 8, 2018
August 14, 2017	February 12, 2018
September 18, 2017	March 12, 2018
October 16, 2017	April 9, 2018
November 13, 2017	May 14, 2018
December 11, 2017	June 4, 2018

Applicants may take the examination online for a \$35.00 fee.

WESTERN REGIONAL EXAMINING BOARD (WREB)

The Board discontinued conducting clinical examinations for Dentistry and Dental Hygiene in 1978. Since that time, applicants for dental licensure by examination have been required to successfully complete the WREB examination within the last five years. In September 2013, legislation was enacted to allow dental hygiene licensure by examination applicants to successfully complete any Board approved clinical examination within the last five years. Legislation enacted in 2017 mirrors the dental hygiene legislation allowing the dentist licensure by examination applicants to successfully complete any Board approved clinical examination taken within the last five years.

WREB offers clinical examinations for dental, dental hygiene and dental hygiene local anesthesia throughout the country at dental and dental hygiene schools. Members of the Arizona State Board may serve as WREB examiners along with representatives of other state dental boards.

AMERICAN BOARD OF DENTAL EXAMINERS COMMISSION ON DENTAL COMPETENCY ASSESSMENTS

In 2017, the Board became a member state of the American Board of Dental Examiners (ADEX)/Commission on Dental Competency Assessments (CDCA). CDCA is the testing agency administering the ADEX examination. ADEX/CDCA offers clinical examinations. By joining ADEX/CDCA the Board may. The Board Members may examine for CDCA member states utilizing the ADEX examination.

LICENSURE BY CREDENTIAL

Applicants for licensure by credential must submit evidence of successful completion of the clinical examination of another state or testing agency. In addition to WREB, clinical examinations are offered by the Central Regional Dental Testing Service (CRDTS), Southern Regional Testing Agency (SRTA); North East Regional Examining Board (NERB) aka CDCA, and the Council of Interstate Testing Agencies (CITA). As with WREB, members of dental boards from throughout the country may serve as examiners for these agencies.

DENTAL ASSISTING NATIONAL BOARD (DANB)

RADIOGRAPHY: The written RHS examination is offered at computerized testing services throughout the United States.

DANB EXAMINATION RESULTS

EFDA EXAMINATIONS: New category for FY18

	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18
Total administered	N/A	N/A	N/A	N/A	N/A	N/A	10

RADIATION HEALTH AND SAFETY (RHS) EXAMINATION:

	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18
Total administered	1,323	1,346	1,246	1,296	1,383	1,338	1,446
Number passing	843	907	819	825	871	810	829
Number failing	480	439	427	471	512	528	617

TOTAL RADIOLOGY CERTIFICATIONS ISSUED:

	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18
Total certified by RHS written examination	851	907	819	817	873	810	829
Total certified by credential	51	42	57	40	47	46	48
TOTAL	902	949	876	857	920	856	877

NATIONAL CORONAL POLISHING EXAMINATION: Dental Assistants receive certification in coronal polishing by passing the National AZCP examination conducted by DANB.

	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18
Total administered	385	491	453	441	462	374	377
Number Failing	146	130	157	146	142	121	130

TOTAL CORONAL POLISH CERTIFICATIONS ISSUED:

	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18
Total certified by National CP Exam	233	317	238	252	254	210	154

III. COMPLAINTS and INVESTIGATIONS

The Board is charged with investigating written complaints received as well as those filed by the Board on its own motion. Upon receipt of the complaint, the Investigative Team reviews the information provided, determines the appropriate allegations to be investigated, identifies to whom subpoenas should be issued and recommends which of the following investigation processes should be applied:

EXECUTIVE DIRECTOR TERMINATION

The Executive Director, with concurrence of the Internal Investigative Review Committee (IIRC) may terminate a complaint if the Staff's review indicates the complaint is without merit and that termination is appropriate. The Executive Director provides a list of each complaint terminated at each regularly scheduled Board Meeting. If a termination is appealed by the complainant, the Board will review the investigative materials and shall approve, modify or reject the termination.

DISMISSAL AND TERMINATION

After an investigation is complete, the IIRC may recommend dismissal of a complaint which does not rise to the level of unprofessional conduct. Complaints may be terminated upon request of the complainant.

CLINICAL EVALUATION

Some cases involving quality of care may require an independent evaluation of the dental work in question by a Board approved Clinical Evaluator. The results of this evaluation are reviewed by IIRC and may be forwarded to a Dental Consultant for review and, if applicable, to the Board for consideration.

FORMAL INTERVIEW

Upon recommendation from IIRC, the Executive Director may invite the respondent to participate in a Formal Interview at a regularly scheduled Board Meeting.

CONSENT AGREEMENTS

A disciplinary or non-disciplinary consent agreement may be offered to the respondent in lieu of a Formal Interview. All consent agreements are reviewed and voted on by the Board.

BOARD MEETING

Recommendations for complaint resolution are forwarded to the Board for final adjudication. Following an opportunity for additional testimony from the complainant or licensee, Board Members vote at an open meeting with all findings, investigative reports, x-rays, records, and materials available for review. The complainant and licensee as well as their representatives receive a copy of the Board final decision.

PETITION TO REHEAR

Licensees who are disciplined and receive a Board Order have the right to file a Petition to Rehear if they believe their rights were affected by the Board's decision or process. Upon review of the petition, the Board may vote to deny, grant or remand the case for further investigation. In the event the petition is denied, the licensee may file a Judicial Review Action in Superior Court.

FY18 INVESTIGATION STATISTICS		
TYPE OF INVESTIGATION	NUMBER COMPLETED	% OF TOTAL
Executive Director Termination with IIRC	109	48%
Internal Investigative Review Committee	97	43%
Terminations	22	9%
TOTAL	228	100%

FY18 ADJUDICATION STATISTICS		
	NUMBER OF ACTIONS	% OF TOTAL CASES HEARD
BOARD ACTION		
Non-Disciplinary	119	79%
Advance to Formal Hearing	11	7%
Advance to Formal Interview	3	2%
Remanded	3	2%
Accepted Board Order	0	0%
Tabled	1	1%
Vacated, Administratively Adjusted	0	0%
Sanctions	13	9%
NON-DISCIPLINARY		
	Number of Actions	% of Total Non-Disciplinary
Dismissed	9	8%
Letter of Concern	23	19%
Terminated	22	18%
Non-Disciplinary Continuing Education	31	26%
Executive Director Appeals	34	29%
Non-Disciplinary Civil Penalty	0	0%
DISCIPLINARY*		
	Number of Sanctions	% of Total Sanctions
Administrative Penalty	0	0%
Censure	0	0%
Consent/Stipulation Agreements	8	62%
Continuing Education	7	54%
Practice Assessment/Monitoring	0	0%
Probation	0	0%
Restitution	1	8%
Restriction of DEA Privileges	0	0%
Restriction of Practice	1	8%
Revocation	2	15%
Suspension/Summary Suspension	1	8%
Voluntary Suspension/Surrender	3	23%

*The Board may impose more than one sanction in response to an upheld case.

ACTION ON PETITIONS FOR REHEARING

		FY17
Board Action	Number of Cases	% of Total
Denied	1	100%
Granted/Remanded	0	0%
Granted/Immediate Review	0	0%
Tabled	0	0%

HISTORICAL DATA ON COMPLAINTS FILED

	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18
Total No. of Complaints Filed	260	262	327	327	237	232	240
Total Number of Executive Director Terminations	134	129	129	116	120	115	109
Total No. Cases Heard by the Board	158	158	210	187	276	119	150

IV. LICENSE SUSPENSION or REVOCATION

VOLUNTARY SURRENDER

Statute provides that a licensee may voluntarily surrender their license in lieu of further disciplinary action by the Board. The surrender is reported to the National Practitioner Databank (NPDB) as a disciplinary action to be considered by other jurisdictions prior to issuing a new license or by the Arizona Board before reinstating the license. There were three Voluntary Surrenders in FY18. One regarding non-compliance with a consent agreement and two regarding substance abuse.

LICENSE SUSPENSION

There was one License Suspension in FY18 for failure to comply with an interim order for a substance abuse evaluation.

LICENSE REVOCATION

There were two license revocations in FY18 one license was revoked per an Administration Law Judge recommendation. The case was regarding non-compliance. The second revocation was regarding non-compliance with a consent agreement. The case was heard at the Office of Administrative Hearings.

V. FINANCIAL TRANSACTIONS

Licensure, permit and penalty fees assessed to licensees are collected by the Dental Board. 90% of the funds collected are deposited into the Dental Board Fund and 10% are deposited into the State's General Fund.

APPROPRIATIONS:

	FY14	FY15	FY16	FY17	FY18
Lump Sum Appropriations	\$1,214,800	\$1,215,100	\$1,215,500	\$1,214,500	\$1,229,900

REVENUES BY SOURCE:

	REVENUES BY FISCAL YEAR				
	FY14	FY15	FY16	FY17	FY18
Licensure ^a	\$1,824,850	\$1,967,160	\$1,748,080	\$1,815,579	\$764,257
Fines/Late Fees ^b	\$41,675	\$34,110	\$31,870	\$36,775	\$25,600
Misc. Revenues ^c	\$122,672	\$139,596	\$119,557	\$132,985	\$148,176
Credit Card ^d	(\$4,802)	(\$5,199)	(\$4,510)	(\$7,378)	(\$9,236)
Prior Year Refunds	(\$2,700)	N/A	N/A	N/A	N/A
Misc. Receipts	N/A	(\$600.00)	N/A	N/A	N/A
TOTAL	\$1,981,695	\$2,135,066	\$1,894,997	\$1,977,961	\$928,797
Less 10% to the General Fund	(\$217,742)	(\$224,744)	(\$203,251)	(\$211,630)	(\$94,253)
NET REVENUES	\$1,763,953	\$1,910,323	\$1,691,746	\$1,766,331	\$834,543*

^aIncludes new licenses and renewals.

^bIncludes Administrative and Civil Penalties - 100% of which are deposited into the General Fund

^cIncludes revenues from examination fees, lists, labels, and reproduction costs.

^dIncludes convenience fee revenue and credit card fees (a decrease to revenue)

*Session Law – The revenues in FY18 decreased due enacted session law. Following the first year prorated license fee, licensees fall into triennial licensure per statute. In order to spend down the Board's fund, session law was enacted for 2018, 2019 and 2020. The Board will provide a one-time waiver from license or certificate renewal fees for dentists, denturists, and dental hygienists.

EXPENDITURES BY CATEGORY:

	FY14	FY15	FY16	FY17	FY18
Personnel Services	\$478,664	\$494,919	\$500,249	\$510,800	\$514,286
Employee Related Expenses	\$217,515	\$229,061	\$226,016	\$224,300	\$240,312
Professional & Outside Services	\$176,219	\$168,560	\$164,684	\$134,900	\$142,318
Travel - In-State	\$2,169	\$3,186	\$3,376	\$1,900	\$2,915
Travel - Out-of-State	\$4,060	\$4,574	\$6,423	\$4,900	\$4,649
Aid to Organizations	\$0	\$0	\$0	\$5,400	\$0
Other Operating Expenses ^a	\$208,778	\$184,889	\$193,356	\$198,400	\$157,021
Equipment	\$27,399	\$30,832	\$40,079	\$31,800	\$5,978
Move	\$0	\$0	\$0	\$0	\$26,700
TOTAL EXPENDITURES	\$1,114,804	\$1,116,021	\$1,134,183	\$1,112,400	\$1,094,179

^aIncludes supplies, rent, telephones, maintenance on equipment, postage, express delivery services, printing, insurance, transfers-out, and other miscellaneous items.

VI. BOARD and STAFF MEMBERS

The Arizona Board of Dental Examiners consists of eleven members appointed by the Governor. Each member serves for a term of four years. The members include six dentists, two dental hygienists, one business entity, and two public members.

Board Members as of June 30, 201	Outgoing Board Members
Gregory A. Waite, DDS, President Dentist Casa Grande Term: 1/2015 - 1/2019	
Howard J. Sorensen, DDS, Vice President Dentist Yuma Term: 1/2014 – 1/2022 (Reappointed 2018)	
Lisa B. Bienstock, DMD Dentist Phoenix Term: 1/2014 – 1/2022 (Reappointed 2018)	Michael R. Hauer, DDS Dentist Scottsdale Term: 1/2010 – 1/2018 (Reappointed)
Aditya Dynar Public Member Phoenix Term 1/2017 – 1/2021	Joshua Greer, Esq. Public Member Phoenix Term: 1/2009 – 1/2017 (Reappointed 2013)
Nick Goodman Public Member Chandler Term 1/2018 – 1/2022	Carole A. Crevier Public Member Phoenix Term: 1/2010 - 1/2018 (Reappointed)
Heather N. Hardy, RDH Dental Hygienist Peoria Term: 1/2013 – 1/2021 (Reappointed 2017)	
John N. Harman IV, DDS Dentist Phoenix Term: 1/2017 – 1/2021	Darren L. Flowers Dentist Anthem Term: 1/2013 – 1/2017
Charles E. Jackson Business Entity Member Phoenix Term: 1/2011 -1/2019 (Reappointed 2016)	
Marilyn J. McClain, RDH Dental Hygienist Flagstaff Term: 1/2012 – 1/2022 (Reappointed 2014)	
Russell J. Morrow, DDS Dentist Cave Creek Term: 1/2018 – 1/2022	Robert H. Foster, DDS, Vice President Dentist Phoenix Term 1/2010 – 1/2018 (Reappointed 2014)
Robert H. Taylor, DDS Dentist Mesa Term: 1/2013 – 1/2021 (Reappointed 2017)	

The Board has eleven funded full-time positions and utilizes the services of volunteer Board approved consultants to investigate complaints, complete clinical evaluations and on-site anesthesia evaluations. As of June 30, 2018 the staff is as follows:

- **Elaine Hugunin**, *Executive Director*
- **Nancy Chambers**, *Deputy Director*
- **Sherrie Biggs**, *ASO III*
- **Terry Bialostosky**, *Investigations Supervisor*
- Vacant, *ASO I*
- **Susie Adams**, *Programs & Projects Specialist*
- **Dee Woodard**, *Administrative Legal Assistant*
- Vacant, *Legal Assistant*
- **Nancy Elia**, *Licensing Administrator*
- **Jill Barenbaum**, *Information Processing Specialist*
- Vacant, *Clerical Assistant*
- *Contract Personnel:* **Sam D. Palmer**, *DMD Investigator*