

A complaint is received and investigated by Board staff.

Public action?

Private letter?

No action?

HOW THE BOARD DECIDES



The senior staff determines the case should be accepted as information (AAI).



The senior staff (directors - Medical, Legal, Complaint & Investigations) review and make recommendations about the case.



The senior staff will recommend one of the following:
1. Private letter of concern
2. Public action
Or, they may not reach a consensus at all.

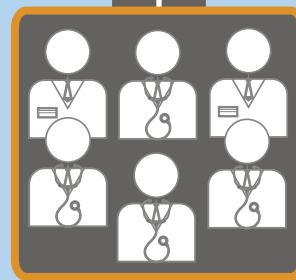


Case closed.

Actions, if any, are carried out by Board staff.

The Board votes to resolve the case in one of the following ways:

1. Accept as information
2. Private letter of concern
3. Public action
4. No vote: continue investigation & gather more information



The Disciplinary Committee considers the staff recommendation and then makes final recommendation to the Board.

