

2023

ANNUAL REPORT



NEW CEO, FAMILIAR FACE

In June 2023, the North Carolina Medical Board had a change in its executive leadership for the first time in nearly two decades when Thomas W. Mansfield, JD, took the reins as NCMB’s new Chief Executive Officer.

Prior to accepting the position of CEO, Mr. Mansfield served as NCMB’s Chief Legal Officer and led the Legal Department since 2001. Mr. Mansfield was selected by the Board after a national executive search in accordance with its bylaws.

Then-Board President Michaux R. Kilpatrick, MD, PhD, said at the time: “Thom has deep knowledge and experience in medical regulation and is well positioned to make sure the North Carolina Medical Board continues to be a leader in the nation.”

Mr. Mansfield replaced outgoing CEO David Henderson, JD, who retired in spring of 2023 after nearly 20 years as NCMB’s top executive.



NATIONAL RECOGNITION FOR NCMB’S TOP LAWYER

NCMB Chief Legal Officer Brian Blankenship, JD, won the Federation of State Medical Boards’ Award of Merit for his considerable contributions to improving how NCMB responds to allegations of professional sexual misconduct.

This work includes establishing regular Board Member and staff trainings, speaking nationally on the topic, and setting up the nation’s first medical board Victim Services program, which assists complainants who have experienced sexual assault or other sexual misconduct.

FSMB is a national nonprofit organization representing all medical boards within the United States and its territories that license and discipline allopathic and osteopathic physicians and, in some jurisdictions, other health care professionals.



Board President Christine M. Khandewal, DO, MHPE and CEO, Thom Mansfield share a quick conversation between meetings.

EACH YEAR, I LOOK FORWARD TO THIS PUBLICATION AS NCMB

reports out to the public, stakeholders and licensees on data, initiatives, and achievements. It is a time of reflection on the hard work from the prior year and an opportunity to recognize how NCMB has made progress on its mission to “protect the people of North Carolina, and the integrity of the medical profession, through just and vigilant licensing and regulation.”

2023 was a year of change and reaching new milestones at NCMB: A change in leadership, national recognition for our regulatory work, expanding training for licensees and students, and breaking the 10,000 mark for PAs licensed by NCMB are all on the list.

One achievement that is personally meaningful to me is NCMB's recognition as a “2023 WellBeing First Champion” by ALL IN: WellBeing First for Healthcare. NCMB received this designation because it has removed reporting requirements for licensees and applicants who seek treatment for a mental health condition.

I have personally been impacted by burnout in the past and see the effect mental health concerns have on my colleagues in healthcare. When we launched the 2023 NCMB Licensee Survey, mental health was one of the primary topics. It was sadly not surprising

to learn that more than half of licensees who took the survey indicated they have experienced persistent symptoms of burnout. It is a reflection of how the practice of medicine has changed in recent years — and a call for all of us to continue working on making positive changes in the workplace, to take care of ourselves and be there for others, and to focus on what brought most of us to medicine in the first place — a desire to help others.

As you read through this annual report, you'll see much of the focus of NCMB's work over the past year. Continuing the required work of licensure and enforcement is the centerpiece, but you'll also learn about a few of the ways the organization is working to address current and emerging challenges in medicine.

In the coming year, we will continue to explore opportunities to meaningfully engage with licensees, stakeholders, students, and members of the public, in diverse spaces and on topics where NCMB can be a helpful resource.

Sincerely,

Christine M. Khandewal, DO, MHPE
Board President



WELCOME NEW BOARD MEMBERS!

Three new board members were appointed in 2023, adding a hospitalist and a trauma surgeon to the mix of medical specialties represented on the Board, as well as a Raleigh attorney who serves as one of three public members.

Candace A. Bradley, DO, MBA, is a family practice physician who currently serves as Chief Medical Officer of UNC Health Rockingham in Eden, where she is also Medical Director of the Hospitalist Program and Medical Director of the Respiratory Therapy Program.

Mark A. Newell, MD, MMM, is a trauma and critical care surgeon who serves as an Associate Medical Director and Attending Surgeon at both ECU Health and Vidant Medical Center. He is also a Professor of Surgery at the Brody School of Medicine at East Carolina University.

Finally, attorney David P. Sousa, JD, consults with several large medical practices on a variety of regulatory and compliance issues. He began his legal career in Raleigh representing physicians in the defense of malpractice claims throughout North Carolina. More recently, he was Chief Legal Officer for the insurance carrier Curi, where he worked more than 26 years in various executive leadership roles.

2023-2024 BOARD MEMBERS

The North Carolina Medical Board is made up of 13 members, including eight physicians, one physician assistant, one nurse practitioner and three nonclinicians. Board Members are appointed to three-year terms and may serve up to two consecutive terms.

View Board Member biographies at www.ncmedboard.org/boardmembers.

EXECUTIVE COMMITTEE



PRESIDENT

Christine M. Khandelwal, DO, MHPE, Apex, Hospice and Palliative Medicine



PRESIDENT-ELECT

Devdutta G. Sangvai, MD, MBA, Durham, Family Medicine



SECRETARY/TREASURER

Anuradha Rao-Patel, MD, Raleigh, Physical Medicine & Rehabilitation



AT-LARGE MEMBER

W. Howard Hall, MD, Morganton, Obstetrics and Gynecology

BOARD MEMBERS



Candace A. Bradley,
DO, MBA,
Eden, Family Medicine



William M. Brawley*,
Public Member



N. Melinda Hill-Price,
MD, JD,
Morganton,
General Psychiatry



Sharona Y. Johnson,
PhD, FNP-BC,
Goldsboro, Family
Nurse Practitioner



Joshua D. Malcolm, JD,
Pembroke,
Public Member



Mark A. Newell,
MD, MMM,
Greenville, Trauma/
Critical Care Surgery



Robert L. Rich Jr., MD,
Bladenboro,
Family Medicine



David P. Sousa, JD, MBA,
Raleigh, Public Member



AT-LARGE MEMBER

Miguel A. Pineiro,
PA-C, MHPE,
Cary, Primary Care

* Mr. Brawley resigned his position as a Public Member and member of the Executive Committee as of Nov. 30, 2023.

NCMB RECOGNIZED AS A 2023 WELLBEING FIRST CHAMPION



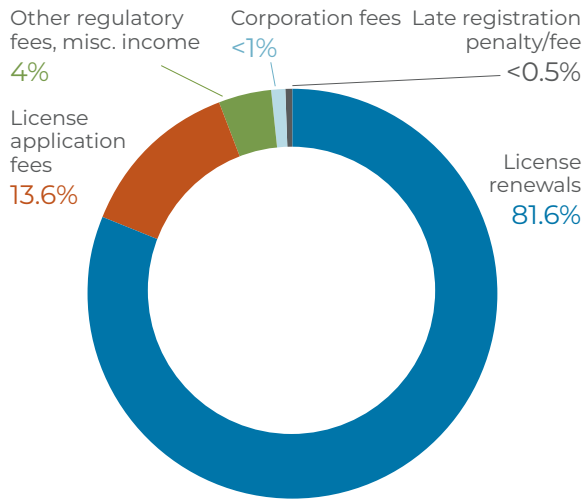
NCMB is proud to have been named a 2023 WellBeing First Champion by ALL IN: WellBeing First for Healthcare. This annual distinction reflects that NCMB's license applications and renewal questionnaires are free from intrusive and stigmatizing language around mental health care and treatment.

This accomplishment has been independently verified by ALL IN: WellBeing First for Healthcare, a national coalition of leading health care organizations that works to eliminate barriers for health workers to obtain needed mental health care.

FINANCIAL PERFORMANCE

Information reported shows NCMB's revenues and expenses for the budget year beginning Nov. 1, 2022, and ending Oct. 31, 2023.

REVENUES*

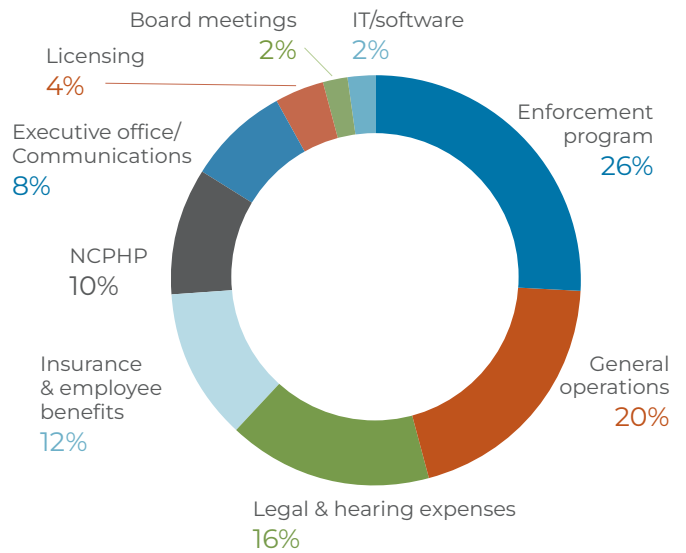


* Totals may not equal 100 percent due to rounding.

License renewals	\$12,373,000
License application fees	\$2,070,000
Other regulatory fees, misc. income	\$540,100
Corporation fees	\$154,300
Late registration penalties/fees	\$19,200
TOTAL*	\$15,156,600

* Totals rounded to the nearest hundred

EXPENSES*



Enforcement program	\$3,894,400
General operations	\$2,987,500
Legal & hearing expenses	\$2,347,500
Insurance & employee benefits	\$1,716,700
NCPHP	\$1,468,800
Executive office/Communications	\$1,167,200
Licensing program	\$583,100
Board meetings	\$360,300
IT/software	\$324,800
TOTAL*	\$14,850,300



As a quasi-governmental organization, the North Carolina Medical Board operates outside of the state budget and does not receive government funding. NCMB is primarily funded through fees associated with license applications and annual renewals.



NCMB AND PARTNERS CREATE CME TO SATISFY ADDICTION MEDICINE REQUIREMENT

Developing continuing medical education in key areas to ensure that licensees have access to high quality, affordable training is becoming something of a regular pursuit for NCMB.

In 2023, NCMB and partners with Wake AHEC and the Addiction Medicine Fellowship at UNC Chapel Hill's School of Medicine teamed up to create a series of eight modules that cover topics in the treatment and management of opioid-use disorder.

The series was created to help medical professionals who hold valid registrations with the Drug Enforcement Administration satisfy a new one-time training requirement.

NCMB has previously collaborated on efforts to produce original CME in responsible opioid prescribing, recognizing and reporting elder abuse, and recognizing and responding to intimate partner violence.

Find the latest CME series here.

www.wakeahec.org/dea.htm



Addiction
Medicine Series



NEW VIDEO HIGHLIGHTS COMPLAINT PROCESS

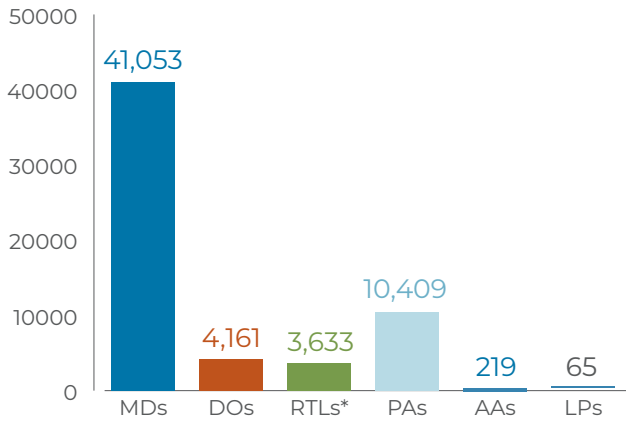
NCMB worked with a professional videography company in 2023 to create a short video that discusses the process for filing a complaint and why someone might want to do that.

NCMB is a complaint-driven organization, meaning that a majority of cases investigated by the Board arise from reports by patients and members of the public about possible misconduct. Ensuring that North Carolinians know where to go if they have issues with the quality of the medical care they receive or with the conduct of a licensed medical professional is an important goal of NCMB's outreach efforts.

TOTAL LICENSEE POPULATION

(as of Dec. 31, 2023)

TOTAL LICENSEE POPULATION



PROFESSIONALS LICENSED BY NCMB

MD = Allopathic physician

DO = Osteopathic physician

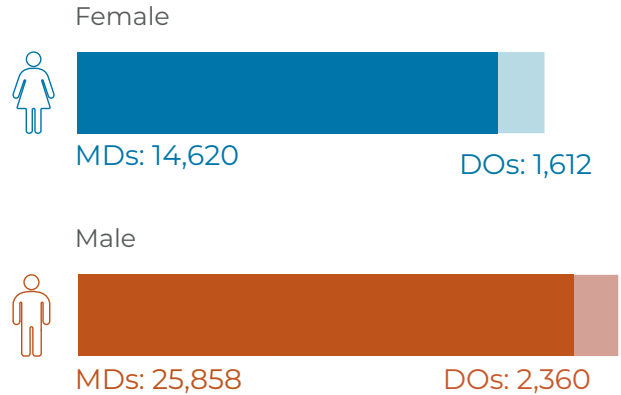
RTL = Resident Training Licensee

PA = Physician Assistant

LP = Licensed Perfusionist

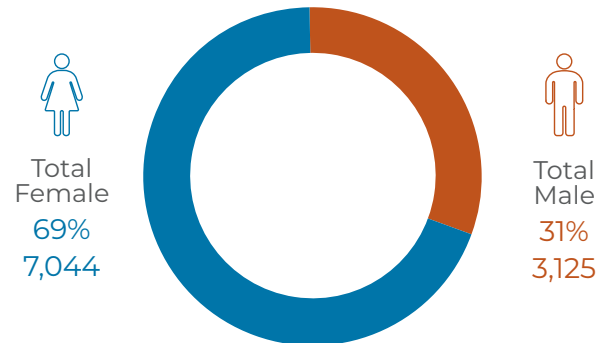
AA = Anesthesiologist Assistant

PHYSICIANS BY GENDER*



* Total does not equal total physician population because some licensees decline to state their gender.

PAs BY GENDER*



* Total does not equal total PA population because some licensees decline to state their gender.



NCMB presented officials from The North Carolina Academy of Physician Assistants with an honorary resolution in May 2023.

NC PA POPULATION REACHES 10,000+

In April 2023, the PA profession in North Carolina crossed the momentous milestone of reaching more than 10,000 North Carolina Medical Board licensees.

PAs are the most rapidly growing group of medical professionals licensed by NCMB. Over the last decade, the total number of PAs with an active NC license has more than doubled, from 4,751 at the end of 2012 to just over 10,000 as of April. PAs now account for about 17.5 percent of NCMB's total licensee population.

PHYSICIANS AND PAs BY COUNTY

County	MD/DO	PA	County	MD/DO	PA	County	MD/DO	PA
Alamance	284	87	Gaston	451	116	Pender	46	33
Alexander	13	9	Gates	1	1	Perquimans	5	5
Alleghany	16	1	Graham	2	2	Person	33	15
Anson	13	4	Granville	131	31	Pitt	1046	175
Ashe	38	9	Greene	7	3	Polk	36	13
Avery	44	4	Guilford	1582	465	Randolph	109	46
Beaufort	53	23	Halifax	69	20	Richmond	26	13
Bertie	10	4	Harnett	110	92	Robeson	152	63
Bladen	19	12	Haywood	130	33	Rockingham	104	30
Brunswick	210	99	Henderson	326	76	Rowan	278	86
Buncombe	1611	391	Hertford	49	9	Rutherford	71	34
Burke	228	54	Hoke	35	29	Sampson	60	18
Cabarrus	553	150	Hyde	2	0	Scotland	65	24
Caldwell	97	25	Iredell	402	112	Stanly	71	31
Camden	4	4	Jackson	90	23	Stokes	20	7
Carteret	153	64	Johnston	183	106	Surry	117	44
Caswell	9	0	Jones	10	5	Swain	26	14
Catawba	436	136	Lee	93	36	Transylvania	66	9
Chatham	161	37	Lenoir	92	21	Tyrrell	0	0
Cherokee	47	8	Lincoln	97	30	Union	311	92
Chowan	26	10	Macon	68	11	Vance	62	33
Clay	14	4	Madison	21	5	Wake	3702	1356
Cleveland	164	36	Martin	14	5	Warren	5	2
Columbus	66	18	McDowell	44	23	Washington	6	1
Craven	289	65	Mecklenburg	4445	1404	Watauga	169	56
Cumberland	877	373	Mitchell	21	7	Wayne	202	64
Currituck	11	5	Montgomery	16	8	Wilkes	82	26
Dare	80	33	Moore	439	198	Wilson	120	47
Davidson	133	66	Nash	176	44	Yadkin	13	4
Davie	69	34	New Hanover	954	351	Yancey	24	8
Duplin	40	24	Northampton	4	2	TOTAL In State	31,064	9,139
Durham	3173	645	Onslow	257	102	TOTAL Out of State	14,150	1,270
Edgecombe	45	15	Orange	2229	197	TOTAL	45,214	10,409
Forsyth	2367	734	Pamlico	5	2			
Franklin	22	9	Pasquotank	107	29			

LICENSING PROGRAM

The North Carolina Medical Board licenses and registers a variety of medical professionals and entities. NCMB has regulatory authority (e.g. the ability to discipline or order remediation) over individuals it licenses. All licensed professionals are listed below. Registered individuals are not subject to discipline.

LICENSES ISSUED IN 2023

Physician licenses

Full physician license (MD)	3,215
Full physician license (DO)	606
Special permit/faculty limited license	16
Volunteer license	211
TOTAL	4,058

Physician assistant licenses

Full PA license	1,026
Volunteer license	22
Limited emergency license	1
TOTAL	1,049

Resident physician licenses

DOs	245
MDs	1,058
TOTAL	1,303

Other license types issued

Licensed perfusionists	27
Anesthesiology assistants	9

Did you know NCMB also registers professional medical corporations (PCs) and limited liability companies (PLLC)?

Find registered medical businesses on NCMB's website by clicking on the Look up a doctor or PA on the home page of NCMB's website at www.ncmedboard.org. View a list of active NC PCs and PLLCs by scrolling to the bottom of the search screen and clicking on NCMB Corporations. Additional information on such businesses is available from the NC Secretary of State.

MEDICAL CORPORATIONS IN 2023



New registrants (total): 617

MEDICAL CORPORATIONS AND PLLCs IN 2023



Total registrants (PC/PLLCs): 5,531

Polysomnographic or "sleep" technicians are required by law to register annually with NCMB. NCMB does not have regulatory oversight of sleep techs.



Total registrants: 581

NEW RESOURCE FOR FRESHLY MINTED LICENSEES

At the urging of Board Members, NCMB staff developed a new resource page in 2023 for recently licensed physicians, PAs and other medical professionals licensed by the Board.

The idea is to reach out proactively to new licensees to make them aware of rules and policies that may be unique to North Carolina and help them get familiar with important resources, such as formal position statements, which may help medical professionals thrive in our state and avoid regulatory issues. NCMB will begin emailing new licensees about the resource page in 2024.



ENFORCEMENT ACTIVITY

NCMB's enforcement program includes opening, investigating, reviewing, evaluating and prosecuting disciplinary cases. Staff in the Investigations, Legal and Chief Medical Officer's departments are primarily responsible for enforcement activities.

ENFORCEMENT OVERVIEW



3,390

Cases opened



4,637

Cases closed*



204

Public actions, adverse



45

Public actions, non-adverse

A BUSY YEAR

The total number of cases closed by NCMB increased by nearly 27 percent between Dec. 31, 2022, and Dec. 31, 2023. That translates to about 1,000 additional cases resolved in 2023 compared to the previous year.



467

Private letters of concern



153

Average number of days to close a complaint case

* Some portion of cases closed in 2023 were opened in 2022 or earlier

ENFORCEMENT ACTIVITY

CASES OPENED 2023

Cases opened by type/source*

Complaints from patients/public	2,072
Out of state actions	332
Field investigations department	289
Malpractice cases reviewed	254
Renewals	168
Reports from other health care professionals	131
Licensing	93
NC DHHS/Safe Opioid Prescribing Initiative	15

* Sources that resulted in fewer than 10 cases being opened are not shown



Cases opened by primary allegation*

Substandard care — non-prescribing	983
Substandard care — prescribing	360
Communication issue with a licensee	267
Communication issue with medical office staff	22
Adverse information reported at renewal by licensee	181
Medical records issue/HIPAA violation/inaccurate information in record	120
Death certificate issue	87
Failure to comply with out-of-state regulatory requirement	84
Federal or state felony arrest/charge/conviction	59
Misdemeanor arrest/charge/conviction	39
Patient dismissed, abandoned or refused appointment	71
Billing/fee/insurance issue	60
Sexual violation/impropriety with patients	52
Sexual violation/impropriety with staff/non-patients	16
Licensee alcohol/substance use/relapse	38
DUI/DWI	29
Impairment due to mental/physical health issue	20
Disruptive behavior	19
Substandard practice of telemedicine	18
Prescribing to self/family	15

* Shows top 20 primary allegations for cases opened in 2023



ENGAGING WITH THE NEXT GENERATION OF LICENSEES

When NCMB set out in 2019 to teach North Carolina medical and PA students about ethical and professional situations that could get them in regulatory hot water, it was our intention to eventually reach every medical school and PA program in the state on an annual basis.

In 2023, we got very close to reaching this lofty goal! By year end, NCMB had presented its Regulatory Immersion Series (RIMS) program — a mock disciplinary session that has students discuss and vote on how to resolve fictionalized case studies — to every PA school and all but one of the state’s five medical schools. NCMB will officially meet its goal in January 2024 with a RIMS session at East Carolina University’s Brody School of Medicine. This is an important milestone — students at every medical and PA school will have taken a turn at making difficult disciplinary decisions to resolve mock cases about issues that arise in the real world. Some schools have hosted RIMS three or even four years running!

Over time, NCMB hopes this early exposure to how medical regulation intersects with medical practice will help students avoid regulatory problems, regardless of where they decide to practice.

2023 RIMS BY THE NUMBERS



4

Medical schools

11

PA programs



1,170

Students reached



621

Medical students



549

PA students

CASE RESOLUTIONS AND ACTIONS TAKEN

Enforcement cases are typically resolved in one of three ways: no formal action is taken, private action is taken, or public action is taken.

ABOUT CASE RESOLUTIONS

No action: The most common reason for a case to be closed with no action is that NCMB is unable to determine that a violation of the Medical Practice Act (the law that gives the Board its authority) has occurred. If no violation is present, NCMB does not have a legal basis for action.

CASE RESOLUTIONS 2023

Adverse actions

Conditions on license/practice	62
Public letters of concern	60
Reprimands	33
License suspensions	16
Limitations on license/practice	13
License denials	5
License surrenders	5
Fines	4
Non-practice agreements	3
License revocations	3
TOTAL	204

Non-adverse actions

Full/partial relief of consent order obligations	28
Reentry agreements	14
Special purpose license agreements	3
TOTAL	45

Private action: A case that is closed with a private action (e.g. a confidential letter) may include possible violations or involve departures from good medical practice but, for a variety of reasons, the Board does not believe a public action is warranted.

Public action — adverse: The most serious outcome for an enforcement case. Cases that are closed with adverse public actions typically involve one or more serious departures from accepted standards of care and clear evidence that a violation of the Medical Practice Act has occurred.

Causes of adverse actions*

Quality of care	66
Other unprofessional	35
Prescribing issues	33
Alcohol/substance use	32
Action by out-of-state medical board	30
Sexual misconduct	13
Mental/physical condition affecting practice	6
False/deceptive representation	3
Conviction of a felony	2
Failure to cooperate with Board order or request	2
Amendment to Board order	4

* A single enforcement case may have multiple causes of action (e.g. quality of care AND medical records issues)

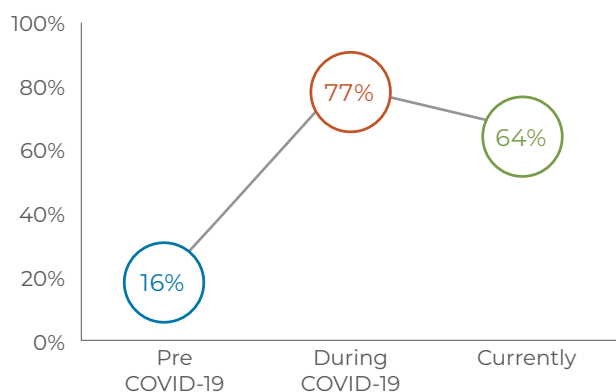
2023 LICENSEE SURVEY HIGHLIGHTS

In August 2023, NCMB conducted its first licensee survey since the coronavirus pandemic and the results were, not surprisingly, quite a bit different from the last one.

Board Members and staff were dismayed to see that nearly one in three licensees who completed the survey said they had either witnessed or been involved in a violent incident with patients within the last year. And while this is just one indicator, it may help explain why so many more North Carolina physicians and PAs reported experiencing burnout. More than half (52 percent) of licensees who completed the survey said they had experienced symptoms of professional burnout, a marked increase from 2018, when a more modest 35 percent reported the same.

Licensees also reported a huge increase in the practice of telemedicine since pre-pandemic times — a nearly fivefold increase in the percentage of licensees using telemedicine between 2018 and during the pandemic. And telemedicine appears to be here to stay: our survey found current telemedicine use, while reduced from the height of the pandemic, is still significantly higher than it was pre-COVID-19.

LICENSEE USE OF TELEMEDICINE



Scan for more highlights from the 2023 NCMB Licensee Survey.



NEW RESOURCE FOR LICENSEES SUBJECT TO BOARD ORDERS

In a given year, NCMB executes scores of Board orders that impose discipline and/or remediation, including all manner of terms and conditions, on licensees.

But how does NCMB ensure that licensees who are ordered to do (or not do) something actually fulfill their obligations?

In 2023, NCMB created a new page on its website to make it easier for licensees who are subject to terms and conditions to reach Board staff responsible for tracking and facilitating compliance and monitoring. The page guides licensees on how to submit proof they have completed required CME, request approval for a practice site or practice monitor or even petition for “relief” from the terms of an order once the licensee has done all the Board has asked of them.

Find the new page at www.ncmedboard.org/compliance.

MEDIA CONTACT

NCMB's Communications Department is available to discuss information and data contained in this report. Contact us for assistance with questions, data requests and other needs.

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