

Department of Licensing and Regulatory Affairs  
 Bureau of Health Care Services  
 Section 248 of PA 252 of 2014  
 Fiscal Year 2013/2014

	Revenue Generated	Expenditures Disbursed	Initial Apps. Received	Renewal Apps. Received	Initial Apps. Approved	Renewal Apps. Approved	Initial Apps. Denied	Renewal Apps. Denied	Avg. Time to Approve Initial Apps.	Avg. Time to Approve Renewal Apps.	Avg. Time to Deny Initial Apps.	Avg. Time to Deny Renewal Apps.	Exams Proctored for Initial Apps.	No. of Complaints Received	No. of Invest. Opened	No. of Invest. Closed	Avg. Time to Close Invest.	No. of Enforcement Actions	No. of admin. hearings	No. of admin. hearing adjudications
<b>Health Facilities Division Regulatory Products</b>																				
Freestanding Surgical Outpatient Facility	\$ 33,796.00	\$ 250,035.00	10	132	10	132	0	0	<30 DAYS	<30 DAYS	N/A	N/A	N/A	4	1	1	10 days	1	1	0
Hospice Agency	\$ -	\$ 218,780.00	21	126	10	126	0	0	<30 DAYS	<30 DAYS	N/A	N/A	N/A	28	12	10	126 days	0	0	0
Hospice Residence	\$ 9,180.00	\$ 31,254.00	1	18	1	18	0	0	<30 DAYS	<30 DAYS	N/A	N/A	N/A	0	0	0	0	0	0	0
Hospital*	\$ 107,900.00	\$ 93,762.00	1	169	1	169	0	0	<30 DAYS	<30 DAYS	N/A	N/A	N/A	517	65	59	138 days	0	0	0
Plan Review Permits	\$ 2,406,488.00	\$ 1,574,804.00	218	**	186	**	0	**	<45 days	**	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Psychiatric Hospital and Unit/Partial Hospitalization Program	\$ 44,846.00	\$ 31,254.00	1	45	1	45	0	0	<30 days	<30 days	N/A	N/A	N/A	126	23	22	130 days	0	0	0
Substance Abuse	\$ -	\$ 156,271.00	62	1,284	62	1,284	0	0	<30 days	<30 days	N/A	N/A	N/A	4	4	4	7 days	0	0	0
*Expenditures Disbursed - Expenditures do not account for all required onsite inspections as the Bureau was unable to complete all onsite inspections due to limited staff																				
**Permits are issued on a one-time basis - they are not renewed.																				
<b>Health Professions Division Regulatory Products</b>																				
Acupuncture	\$ 28,600.00	\$ 6,032.00	38	76	37	70	**	**	56	***	**	**	0	1	1	1	100 days	0	1	2
Athletic Trainer	\$ 253,800.00	\$ 53,528.00	139	766	145	701	**	**	35	***	**	**	0	1	0	0	0	0	0	0
Audiology	\$ 87,600.00	\$ 24,634.00	40	304	35	303	**	**	37	***	**	**	0	0	0	0	0	0	0	0
Chiropractor	\$ 278,660.00	\$ 175,028.00	139	1,349	155	1,337	**	**	40	***	**	**	0	45	8	10	110 days	25	2	9
<b>Health Professions Division Regulatory Products (continued)</b>																				
Counseling	\$ 453,860.00	\$ 422,039.00	985	4,688	954	4,441	**	**	51	***	**	**	0	51	30	27	92 days	16	3	5
Dentistry	\$ 1,046,660.00	\$ 1,054,747.00	976	6,716	780	6,695	**	**	65	***	**	**	205	262	63	79	110 days	82	15	15
Marriage and Family Therapy	\$ 40,810.00	\$ 35,703.00	63	390	56*	375	**	**	85	***	**	**	0	6	1	1	57 days	2	0	1



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Social Work	\$ 600,175.00	\$ 1,437,702.00	2,770	6,817	2,611*	6,216	**	**	45	***	**	**	0	304	58	70	107 days	217	16	28
Speech-Language Pathology	\$ 338,925.00	\$ 190,618.00	1,513	3,116	220	2901	**	**	33	***	**	**	0	7	3	3	96 days	0	0	0
Veterinary Medicine	\$ 287,800.00	\$ 314,865.00	430	3,334	377*	3,321	**	**	86	***	**	**	248	76	35	46	120 days	12	11	9
*Includes time period between when applicant is made eligible to test and when license is issued. Professions affected by exam time: Marriage & Family Therapy, Nursing, Nursing Home Administrator, Pharmacy, Physical Therapy, Podiatry, Psychology, Social Work and Veterinary Medicine.																				
**Information is not available for the number of denials as it relates to licensing applications and renewals or the average amount of time to deny initial or renewal applications.																				
***Licenses are renewed online and the processing time is overnight if paid by credit card. There is a 10-day hold if paid by bank transfer in order to verify payment.																				
<b>Long Term Care Division Regulatory Products</b>																				
Nurse Aide Registry CNA	NOT AVAILABLE	NOT AVAILABLE	14,529	23,003	12,477	22,590	2052*	19**	5 business days	5 business days	5 business days	5 business days	N/A	129	0	0	0	8	2	0
Nurse Aide Registry CNA Exemption	NOT AVAILABLE	NOT AVAILABLE	675	N/A	782	N/A	35	N/A	2-4 weeks	N/A	2-4 weeks	N/A	N/A	***	***	***	N/A	***	***	***
Nurse Aide Registry Train-the Trainer	NOT AVAILABLE	NOT AVAILABLE	157	295	153	295	4	0	2-4 weeks	2-4 weeks	2-4 weeks	2-4 weeks	N/A	***	***	***	N/A	***	***	***
*Pending or return to applicant for completion																				
** 394 are pending																				
*** information not collected separately for these categories																				
Nursing Homes	NOT AVAILABLE	NOT AVAILABLE	9	432	9	432	0	0	2-3months	processed upon receipt	N/A	N/A	N/A	4,737	2,567	2,399	*	1864**	12	12
*Each nursing home complaint can include several intakes. The currently available report includes both open and closed intakes. Therefore, this report does not give a true average of completed and closed intakes to provide the average time to close a nursing home complaint																				
** for calendar year 2014. The software does not allow the separation of enforcement activities for standard surveys from complaint surveys.																				
N/A - not applicable																				