



TEXAS STATE BOARD OF PODIATRIC MEDICAL EXAMINERS

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"Ensuring Quality Podiatric Medicine For The Citizens Of Texas"

REPORT ON CUSTOMER SERVICE

JUNE 4, 2008

I. OVERVIEW & REQUISITE CUSTOMER SERVICE

The Texas State Board of Podiatric Medical Examiners is a four (4) FTE, self-funding agency that operates exclusively on revenue generated from license fees appropriated to it by the Texas Legislature. The Board itself is composed of 9 members (6 practicing podiatric physicians and 3 members representing the public). There are currently 918 “Actively” licensed podiatric physicians practicing podiatric medicine in the State of Texas.

As previously stated in the June 1, 2006 “Report on Customer Service,” the Texas State Board of Podiatric Medical Examiners is in a constant process of self-evaluation in order to improve our level of customer service. Each biennium, we focus our Customer Satisfaction Survey on a different area of service currently provided by us to our licensees/stakeholders (customers).

Beginning in 1999, pursuant to Texas Government Code Chapter 2114, the Texas Legislature required all state agencies to gather information from the agency's external customers regarding the quality of service delivered by the agency.

Texas Government Code §2114.002 “CUSTOMER SERVICE INPUT” provides: “(a) A state agency shall create an inventory of external customers for each budget strategy listed in the General Appropriations Act for that agency. (b) Each agency shall gather information from customers using survey or focus groups or other appropriate methods approved by the Governor's Office of Budget and Planning and the Legislative Budget Board regarding the quality of service delivered by that agency. The information requested shall be as specified by the Governor's Office of Budget and Planning and the Legislative Budget Board and may include evaluations of an agency's: (1) facilities, including the customer's ability to access that agency, the office location, signs, and cleanliness; (2) staff, including employee courtesy, friendliness, and knowledgeable, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability; (3) communications, including toll-free telephone access, the average time a customer spends on hold, call transfers, access to a live person, letters, and electronic mail; (4) Internet site, including the ease of use of the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain; (5) complaint handling process, including whether it is easy to file a complaint and whether responses are timely; (6) ability to timely serve its customers, including the amount of time a customer waits for service in person, by phone, by letter, or at a website; and (7) brochures or other printed information, including the accuracy of that information. (c) Not later than June 1 of each even-numbered year, an agency shall report on the information gathered under Subsection (b) to the Legislative Budget Board and the Governor's Office of Budget and Planning.”

II. COMPACT WITH TEXANS

Construed in accordance with Texas Government Code §2114.006, the Board's September 1, 2001 “Compact With Texans” is as follows and available at <http://www.foot.state.tx.us>:

“The Texas State Board of Podiatric Medical Examiners (T.S.B.P.M.E.) is charged by the State Legislature with licensing and regulating podiatric medicine in Texas. For over eighty-three years, we have ensured quality podiatric medicine for the citizens of Texas. We have

accomplished this goal by means of a fair, aggressive and comprehensive testing, licensing and enforcement program that guarantees that only qualified professionals are granted licensure and can practice podiatric medicine in Texas.

A podiatric physician is a health care professional who has at minimum, graduated from an accredited four-year college, has graduated from an accredited four-year podiatric medical college, has completed a minimum one-year podiatric residency program and has passed:

- National Podiatric Boards (Part I and Part II, & Part III)
- T.S.B.P.M.E. Jurisprudence Examination

In addition, many podiatrists have completed an additional one to three year residency program, beyond the Board's one-year minimum residency requirement, and may also have attained certification by one or more podiatric certification boards. Podiatric physicians must also complete a minimum of fifty hours of Continuing Medical Education Units every two years, in order to renew their license to practice in Texas.

If you have occasion to contact our agency, you can expect to be treated in a courteous and professional manner. Although only four in staff, we are eager to assist you. Our office hours are from 8:00 A.M. to 5:00 P.M. Central Time, Monday through Friday. Our phones are answered by real people. You may expect to have your phone call answered by the fifth ring. Should we be busy with another phone call, causing you to be transferred to voice mail, you can expect to receive a return phone call from us by the end of the same business day. Written requests for information are responded to within two working days.

If you should have occasion to file a complaint with us against a podiatric physician, you will be reasonably notified of the status of our investigation into your allegations. You will also be notified, in writing of the final resolution of your complaint, which should range from "no violation found" to "suspension" or "revocation" of the podiatric physician's license to practice in Texas.

We are committed to providing you with excellent customer service. Should you have questions, comments, concerns, or if you just need to talk about an issue, our agency's Customer Relations Representative is: Hemant Makan; Executive Director; P.O. Box 12216; Austin, TX; 78711-2216; (512)-305-7000; Hemant.Makan@foot.state.tx.us."

III. PRIOR T.S.B.P.M.E SURVEY HISTORY OVERVIEW (FY 2001 – FY 2006):

As a part of our continuing efforts to provide quality service to our customers, our agency began surveying all of our podiatric physicians in FY 98. A new survey was mailed out each year with the licensees' renewal notice. In FY 2001 our survey topic was on the Statute and Rules. FY 2002 was geared toward the level of staff knowledge, staff professionalism and courtesy, and the promptness of our communication. For FY 2003, the survey consisted of rating the Board's overall regulation of podiatric medicine and the website. FY 2004 was a survey on our Continuing Medical Education Credit (CME) program. For FY 2005, the focus was on licensee demographics and issues affecting the profession (i.e. limited Medicaid coverage, benefit of a Texas Podiatry College/School and related Statute/Rules to better regulate and assist the industry). The FY 2005 survey was posted on the Board's website at

<http://www.foot.state.tx.us> with only two responses received as of May 30, 2006. The dual responses were not scientifically quantifiable and therefore of no benefit. All other past returned responses (FY 01 – 04) were collated and appeared in charts pursuant to prior survey submissions as part of the Strategic Planning process. The FY 2006 survey topic was on “Businesses Who Order Database Lists” (printed information).

In the FY 01 survey, it became clear to the Board that the licensees were not reading their Statute and Rules. This determination led us to change our examination process to a Jurisprudence exam that was implemented in July 2002. Seventy-one percent of the surveys mailed out were returned to us.

The FY 02 survey results indicated that the agency staff was doing a very good job in providing assistance and prompt and courteous service to those individuals surveyed. Eighty-two percent of the surveys mailed out were returned to us.

Our FY 03 survey was geared toward the Board’s ability to keep current with the drafting of new rules, preventing unsafe or unqualified podiatric physicians from obtaining a license to practice. We also inquired about the regulation duties and enforcement of the Statute and Rules. Lastly, we asked them to rate the agency’s website. We had a seventy-five percent return rate with the majority of the ratings being excellent or good.

In our FY 04 survey we asked customers to rate our CME program. Overall, the podiatric physicians felt that the current CME program was excellent to good. Ninety-four percent felt that the current number of hours required was sufficient. Of the 6% that felt otherwise, it was determined that the average increase in the number of hours should be twenty-eight. In 2001, we implemented random CME audits in lieu of everyone sending their hours in annually. Eighty-three percent felt that system was excellent to good. And lastly, eighty-six percent of those returning their survey felt it would be helpful to move the due dates for CME to coincide with their renewal date. As a result of that, the rules were changed and that is now in effect.

Unfortunately, for FY 05, the on-line survey located on the Board’s website did not yield any scientifically quantifiable results with only 2 responses. That customer survey sought licensee demographics and their position on issues affecting the podiatric profession (i.e. limited Medicaid coverage, managed healthcare, residency quality, whether or not Texas would benefit from its own podiatry school/college; Board’s Rules/Statutes responsive to proper regulation of the industry, etc.).

In our FY ’06 survey, the Board elected to use an alternative approach by reasonably selecting a customer group of 29 “Businesses Who Order Database Lists” (printed information) to assess customer satisfaction within “Strategy A.1.3 Indirect Administration” (Appropriated Receipts) as it relates to Texas Government Code §2114.002(b). Without the capable indirect “customer” services of the Board’s Staff Services Officer and Executive Director, the Board would not be able to effectively make available and process requests for public information to businesses who request the same for their endeavors. Overall, the responses to this “Businesses Who Order Database Lists” survey was favorable and informative. This was evidenced by Customer “5/6’s” response in Question #5, who stated that it was a pleasure to work with a specific member of agency staff. In direct response to the results of Question #8, the website had been changed to make the order form more readily/visibly available on the “License Verifications” page.

IV. T.S.B.P.M.E. SURVEY PROCESS EVOLUTION & U.T.-AUSTIN

Again, as previously stated in the June 1, 2006 “Report on Customer Service,” with the inception and success of “Texas Online,” the Board continued to research how we wanted to conduct our surveys in the future. Since we mail (cost effective) postcards instead of renewal notices, we found that we were not able to include physical surveys in the renewal notices. The on-line surveys on the Board’s website appeared promising at the beginning, but with little interest in return by the customers or lack of awareness of its presence. Therefore, beginning on May 31, 2006, the Board began exploring the services of the Organizational Excellence Group (i.e. Group) at the University of Texas (<http://www.survey.utexas.edu>) to further this mandate. The Group conducts surveys for several other state agencies including the Texas Department of Public Safety. In Fall 2007 (Fiscal Year 2008), the Board and the Group embarked upon an enhanced online survey process.

V. FY 2008 SURVEY CLASS EXPLANATION / STRATEGIES & INVENTORY OF EXTERNAL CUSTOMERS

March 2008 “Agency Strategic Plan Instructions” (pages 12-14) provide that: “When direct recipients of any agency’s or institution’s services are broad classes of Texans (e.g., all citizens), and/or when evaluating customer service quality may require expensive and extensive methods, agencies may use alternative approaches to assess customer satisfaction. For example, agencies may use political subdivisions (e.g., school boards, county health departments, councils of government, and other surrogates/intermediaries) as sources of data to measure the quality of customer service. To ensure meaningful but cost-effective data collection, agencies may also chose to: limit the number of customer groups contacted; focus on priority populations of customers; limit the frequency and degree of customer-information gathering; and exercise discretion in implementing the statutory provisions. Agencies should consider the cost of collecting data for a customer category against the potential benefits of the information. Major customer classes involved in significant agency activities/services must be included. Smaller classes or those requiring expensive data collection methods have a lower priority. Methods used, including statistical sampling and focus groups, must be statistically sound to ensure accurate data.”

As allowed above, for Fiscal Year 2008, the Board elected to use an alternative approach by reasonably selecting a customer group of all “Actively” licensed podiatric physician licensees to assess customer satisfaction within “Strategy A.1.1. – Licensure and Enforcement. Provide Exams and Continuing Education & Investigate Violations of Act” and “Strategy A.1.2. – Texas OnLine” as it relates to Texas Government Code §2114.002(b).

“Strategy A.1.1. – Licensure and Enforcement. Protect Citizens of Texas from Incompetent and Unethical Podiatrists” by Providing Exams and Continuing Education & Investigate Violations of Act. The customers served by Strategy A.1.1. are the podiatric physicians that we examine and license.

“Strategy A.1.2. – Texas OnLine. Protect Citizens of Texas from Incompetent and Unethical Podiatrists” by adequately processing License Renewals. The customers served by Strategy A.1.2. are the podiatric physicians that we examine and license.

Board – Agency Mission

The mission of the Texas State Board of Podiatric Medical Examiners is to assure quality “Podiatric Medical Care” for the citizens of the State of Texas.

The Board fulfills its mission through the regulation of the practice of “Podiatric Medicine.”

This mission, derived from the Podiatric Medical Practice Act (Texas Occupations Code Chapter 202) and the Board Rules (Title 22, Part 18, Texas Administrative Code), supersedes the interest of any individual, the podiatric medical profession, or any special interest group.

Podiatric Medicine is an important, unique and integral part of any patient’s overall health as problems involving the Foot & Ankle CAN affect the functions of the entire human body.

VI. THE SURVEY & INFORMATION GATHERING METHODS

Once more, in Fall 2007 (FY 2008), the Texas State Board of Podiatric Medical Examiners contracted with the Organizational Excellence Group at the University of Texas for an online customer satisfaction survey (<http://www.orgexcel.net/survey/index.php?&sc=51201>). All 904 “Actively” licensed podiatric physicians from December 10, 2007 – December 30, 2007 were surveyed upon e-mail notification. The Annual License Renewal period culminates with a November 1, 2007 deadline with the expectation to have all licensees renewed by the end of December 2007. This time period was the best opportunity to capture a licensee’s input because licensees would have completed at least one year (annually; 11/1) of interacting with Board staff. There were a total of 84 respondents.

See “Exhibit 1” for the Customer Service Satisfaction Survey - Online View

See “Exhibit 2” for the Customer Service Satisfaction Survey - Report

See “Exhibit 3” for the Customer Service Satisfaction Survey - Data File

See “Exhibit 4” for the Customer Service Satisfaction Survey - Comments

VII. ANALYSIS OF FINDINGS

Overall, respondents appeared to be satisfied with the Board’s services. Of interest, 32.14% of respondents have been licensed “0-5” years and 40.48% of respondents have been licensed “20+” years. The survey captured a range of new and veteran licensed podiatric physicians (72.62%) which represent a modern-day and historical view of the practice of podiatric medicine which has evolved over the years.

In addition to the numeric data, substantive interest was also given to respondent “Comments” as follows:

Respondent Comment 1: “The online renewal process would be easier if the previous year's information would be already in the answer boxes, only to be changed if there are changes. Also, the payment with credit card hasn't worked for the past two years when I tried it. I ended up having to call in the payment. Thanks and sorry if this survey is too late to be helpful.” **Staff**

Response: We recognize that the pre-population of previous years' renewal data would save licensees the time and effort of redundant actions. While the Board has no control over this "TexasOnline.com" function, we have made this issue known to the vendor (i.e. Bearing Point) and to the Texas Department of Information Resources via quarterly working group meetings. As for payment card issues, we have not seen mass-scale "TexasOnline.com" payment failures and therefore can only conclude that there may have been user errors or intermittent transmission failures. Nevertheless, the respondent was able to complete his/her transaction by calling the listed telephone assistance number.

Respondent Comment 2: "I do not practice in the state." **Staff Response:** None.

Respondent Comment 3: "I recently had a question about a copy of a certificate, and the nice woman emailed me back AND called me within a few minutes. She was very courteous and helpful." **Staff Response:** We appreciate this comment and strive on a daily basis to be as responsive as possible to customer needs.

Respondent Comment 4: "Decrease cost, licensing fees are excessive!" **Staff Response:** This is a common complaint regarding license fees. The fees set by the Board and collected by the Board must be sufficient to meet the expenses of administering the Podiatric Medical Practice Act, subsequent amendments, and the applicable rules and regulations as directed by the Texas Legislature (License Renewals – Permanent = \$445.00). Pursuant to acts of the 80th Legislature, the FY 2008/2009 renewal fee had been increased \$5.00. This increase was necessary to ensure the Board's mandates are fully funded.

Respondent Comment 5: "Everyone is always very professional, friendly, and helpful." **Staff Response:** We appreciate this comment and strive on a daily basis to be as responsive as possible to customer needs.

Respondent Comment 6: "I appreciated the concern for my personal welfare. If we did not have to spend as much time on billing issues, I believe we could provide better care. Any suggestions?" **Staff Response:** This "billing" issue is in reference to both private and governmental health insurance which have become more restrictive over the years due in part to increased health care costs and loss related to "healthcare fraud." The variety of medical professional associations are addressing these issues at the local, state and federal levels. The Board does not set billing/claim submission restrictions other than to ensure that claims filed are for services within the standard of care, scope of practice and supported by patient medical records.

Respondent Comment 7: "Most recently myself and others in our profession have had trouble with insurance company(s) requesting refunds without identifying in some cases the reason and not being professional enough to listen to honest responses of explanations and will not accept the responsibility that they made the mistake and find a way to force it upon us. Do we not have a committee that can oversee these type of problems that can find some means of support and can intervene legally or are we going to continue to be the under dogs?" **Staff Response:** This too appears to be a common complaint, but not an issue under the Board's jurisdiction. Again, the various medical professional associations are responding to these issues with the insurance industry. In several incidents where podiatric physicians have filed "insurance company" complaints with the Board, we have forwarded and referred those complaints to the Texas Department of Insurance who has jurisdiction over those matters.

Respondent Comment 8: “The online registration was voted poor secondary to prior year information is not carried over to be changed or modified. For instance all insurances that are accepted have to be retyped to update the information and then again when completing the application.” **Staff Response:** This is similar to “Respondent Comment 1” and we have brought this to the attention of “TexasOnline.com” via quarterly working group meetings.

Respondent Comment 9: “I do not see the need to make it mandatory to force the podiatrists to pay an added 500 dollars for the scope of practice preservation just to maintain current APMA and TPMA dues. It should be voluntary. If I wanted to send money that way then it should be my option after regular dues. I don't believe 500 dollars from all of us is needed to preserve something other states (like Louisiana - much less podiatry friendly) don't need, to not only preserve but gain, in their fight for scope of practice. I know some voted for this but, I didn't (I wasn't even here in the state) and that money could preserve me staying on top of expenses in my own practice much less a scope which probably was never in as much jeopardy as others made it. I know there is the option to give you all my personal information to declare a waiver of payment, but we're not in public school asking for free lunch - and I bet the hoops to jump through aren't even worth the trouble. Thanks for your attention. I am glad to be back in Texas - just ranting on the never-ending fees a bit.” **Staff Response:** The respondent's “added \$500.00....APMA and TPMA dues” complaint is in reference to fees charged by the Texas Podiatric Medical Association (i.e. the professional association). This is not a fee charged by the Texas State Board of Podiatric Medical Examiners (i.e. the state agency). We often find that licensees are confused between the TPMA and the TSBPME. As for the scope of practice reference, this is with regard to continuing/pending litigation (“05/23/2008 3rd Court of Appeals Ruling - No. 03-05-00620-CV / Texas Orthopaedic Association, Texas Medical Association and Andrew M. Kant, M.D., Appellants v. Texas State Board of Podiatric Medical Examiners, Texas Podiatric Medical Association and Bruce A. Scudday, D.P.M., Appellees) on Board Rule §375.1(2) “Foot.” The matter remains before the 3rd Court of Appeals in Austin, TX for which the Board will be discussing litigation status at a June 12, 2008 Board Meeting in Austin, TX.

Respondent Comment 10: “The staff at the TBPME have been nothing short of excellent from my needs pre-residency to post-graduation. They are a credit to the citizens of Texas, Podiatric Medicine, the great State of Texas, and should be commended for their hard work.” **Staff Response:** We appreciate this comment and strive on a daily basis to be as responsive as possible to customer needs.

Respondent Comment 11: “I feel that the board is not near strong enough in limiting those who are really not trained. In regulating the quality of patient care those without proper training should be restricted in what they do. Our board should set more stringent rules on those that should be doing complicate/new procedures. An example of this is common peroneal nerve release. I understand it is within our scope but unless a doctor is credentialed by their hospital to do ankle related surgery they should not be allowed to do this procedure. This has been a major source of concern at several of the hospitals I am on staff at from the credentialing committees.” **Staff Response:** As for the scope of practice reference, this is with regard to continuing/pending litigation (“05/23/2008 3rd Court of Appeals Ruling - No. 03-05-00620-CV / Texas Orthopaedic Association, Texas Medical Association and Andrew M. Kant, M.D., Appellants v. Texas State Board of Podiatric Medical Examiners, Texas Podiatric Medical Association and Bruce A. Scudday, D.P.M., Appellees) on Board Rule §375.1(2)

“Foot.” The matter remains before the 3rd Court of Appeals in Austin, TX for which the Board will be discussing litigation status at a June 12, 2008 Board Meeting in Austin, TX.

Respondent Comment 12: “I have been practicing in Texas for 30 years. I could not answer most of the questions because I really had no contact with the board or the staff. My only real complaint would be the fee for the license-I believe it is extremely excessive, especially compared to what is used to be. I would also like to say that I am upset about the number of newer practitioners who call their offices "clinics"-it used to be that you were required to have 3 separate podiatrists each with his own podiatric specialty to be a clinic. Now, everyone opens their solo office has a clinic. This should change. However, I realize that I am a dinosaur and things do change. Have a merry christmas.” **Staff Response:** This is a common complaint regarding license fees. The fees set by the Board and collected by the Board must be sufficient to meet the expenses of administering the Podiatric Medical Practice Act, subsequent amendments, and the applicable rules and regulations as directed by the Texas Legislature (License Renewals – Permanent = \$445.00). Pursuant to acts of the 80th Legislature, the FY 2008/2009 renewal fee had been increased \$5.00. This increase was necessary to ensure the Board's mandates are fully funded. As for the use of the term “Clinic,” business/practitioner identifications are approved in accordance with Board Rule Chapter 373. Any deceptive or misleading acts are investigated on a case-by-case basis through the Board’s complaint process. The Board does take action on “Advertising” violations within case priority.

Respondent Comment 13: “I have asked the board in the past why it is necessary to resubmit new fingerprints every year and I was told it is because it is necessary to resubmit anything that might have changed. I find it hard to believe that fingerprints change. I have had to pay for and submit 4 sets of fingerprints thus far. I find this rather costly and unnecessary.” **Staff Response:** This is in reference to the annual renewal of “Temporary” licenses which are given to “Residents.” This complaint was a common one amongst “Residents” and “Residency Programs” beginning in early calendar year 2007. In response to these issues, the Board amended Board Rule §371.25 “Residency Program Responsibilities and Temporary Licensure” effective March 4, 2008 to do away with this legitimate issue. As a result, the Board has streamlined the renewal process for “Residents.”

Respondent Comment 14: “I have practiced medicine for 30+ years but only been licensed in Texas for 1 year, obtaining a license in Texas was difficult to say the least for me, but I am very impressed by the caliber and concern of those who are in the leadership. I am proud to now practice in Texas with this group.” **Staff Response:** We appreciate this comment and strive on a daily basis to be as responsive as possible to customer needs. All license applications undergo a thorough background check and verification of credentials which, at times, cause certain processing delays.

TSBPME Plans To Improve Customer Service: The Board continually strives to improve its services to the public and licensees on a day-to-day basis given the small size of the agency and within limited resources. We appreciate all respondent comments to allow us to see ourselves from an “outside” perspective. The most important issue affecting the regulation and practice of podiatric medicine is continuing/pending scope of practice litigation (“05/23/2008 3rd Court of Appeals Ruling - No. 03-05-00620-CV / Texas Orthopaedic Association, Texas Medical Association and Andrew M. Kant, M.D., Appellants v. Texas State Board of Podiatric Medical Examiners, Texas Podiatric Medical Association and Bruce A. Scudday, D.P.M., Appellees”). The Board will continue to utilize the services of the Organizational Excellence Group at the University of Texas at Austin to include future surveys of a variety of customers

served beyond licensed podiatric physicians. For example, given the present scope of practice litigation and its affect on Texas hospitals, seeking input from those healthcare facilities could allow the Board to assess the impact its rulemaking authority has on the healthcare industry. A running survey on the Board's website for hospitals to access would capture professional issues they face during their internal medical staff privileging cycles.

The Board will continue to address the scope of practice issue through the Courts and during Legislative Sessions to seek clarification.

VIII. PERFORMANCE MEASURE INFORMATION RELATED TO CUSTOMER SERVICE STANDARDS AND CUSTOMER SATISFACTION

Outcome Measures

- **Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received**

Short Definition: Total number of surveyed customer respondents who expressed an overall satisfaction with Texas State Board of Podiatric Medical Examiners services, divided by the total number of surveyed customer respondents (during the reporting period).

Purpose/Importance: This measure will determine the percentage of customers who are satisfied with the agency's customer service.

Source/Collection of Data: The agency develops/mailed/distributes a survey to agency customers. Customers may or may not return the survey to the agency. The University of Texas at Austin Organizational Excellence Group enters the results into the computer for subsequent computation.

Method of Calculation: The total number of surveys that are returned from satisfied agency customers (numerator) is divided by the total number of surveys that are returned from agency customers (denominator). This number is multiplied by 100 to achieve a percentage.

Data limitation: The agency has no control over how many agency customers will return the survey. The term "satisfaction" is very subjective; however, the Texas legislature has dictated numerous specific areas that should be covered by the survey. Because the survey will be conducted annually, this performance measure does not lend itself to a quarterly report.

Calculation Type: Non-cumulative.

New Measure: No

Desired Performance: Higher than Target.

- **Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery**

Short Definition: Total number of surveyed customer respondents who have identified ways to improve service delivery, divided by the total number of surveyed customer respondents during the reporting period.

Purpose/Importance: This measure will identify possible improvements to the agency's customer service delivery.

Source/Collection of Data: The agency develops/mailed/distributes a survey to agency customers. Customers may or may not return the survey to the agency.

Method of Calculation: The total number of agency customers who write a comment on the survey or respond verbally to identify a way to improve service deliver (numerator) will be divided by the total number of surveys that are returned from agency customers (denominator). The numerator and the denominator will be calculated manually by evaluating each survey and comment. This number will be multiplied by 100 to achieve a percentage.

Data Limitation: The agency has no control over how many agency customers will return the survey. It has also been noted that customers may and can comment inappropriately on issues that they do not have a base of information on, i.e. investigation when they have never been the subject of an investigation.

Calculation Type: Non-cumulative.

New Measure: No

Desired Performance: Lower than target, based upon the assumption that more suggestions indicate poor customer service; however, since the assumption may or may not be true, higher than target might be indicated.

Output Measures

- **Number of Customers Surveyed**

Short Definition: Total number of Texas State Board of Podiatric Medical Examiners customers surveyed in a reporting period.

Purpose/Importance: This measure is an indication of the agency's efforts to collect information from the public about the agency's customer service.

Source/Collection of Data: The Texas State Board of Podiatric Medical Examiners develop/mailed/distributes a survey to its customers, based on the type of information being surveyed. Most often, surveys are sent to all customers, but on occasion, smaller focus groups are more appropriate to obtain the necessary data.

Method of Calculation: The agency maintains the number of surveys mailed and distributed during the report period.

Data Limitation: Not every agency customer is surveyed, due to the expense of surveying all members of a large population. The agency has no control over the number of customers who will want agency services. The agency will conduct a survey of customer service annually; therefore, this performance measure does not lend itself to a quarterly report.

Calculation Type: Non-cumulative

New Measure: No

Desired Performance: Higher than target.

- **Number of Customers Served**

Short Definition: Total number of Texas State Board of Podiatric Medical Examiners customers identified in a reporting period.

Purpose/Importance: This measure is an indication of the agency's workload.

Source/Collection of Data: The number of customers served is the actual number of customers identified in major groups, including but not limited to the number of podiatric physicians/licensees, applicants for licensure, complainants, members of the general public requesting information, attorneys, third party companies, universities, and associations.

Method of Calculation: The agency manually calculates the approximate number of customers served during a reporting period.

Data Limitation: The agency has no control over the number of customers who will want agency services. By nature of enabling legislation, the types and groups of customers are specific to the profession of podiatric medicine. It is the agency's intention to conduct an annual survey of customer service; therefore, this performance measure does not lend itself to a quarterly report.

Calculation Type: Non-cumulative.

New Measure: No

Desired Performance: Higher than target.

Efficiency Measures

- **Cost Per Customer Surveyed**

Short Definition: Total funds expended (including those encumbered) for the cost to survey the agency's customers, including costs of printing, mailing, personnel time to develop the customer service survey and to evaluate the data collected. This total cost (numerator) is divided by the number of customers surveyed (denominator) which is the same number as the performance entitled "number of customers surveyed".

Purpose/Importance: This measure reflects the cost to the agency to conduct a customer service survey.

Source/Collection of Data: Funds expended would include all direct costs attributable to the agency's customer service survey. These costs will include: percent of exempt and classified salaries according to the estimated time spent in this function, consumable supplies, postage, computer expenses, training and education, capitalized equipment, travel and other operating expenses.

Method of Calculation: The Staff Services Officer will keep manual record of costs.

Data Limitation: The agency has no control over the number of customers who will want agency services. By nature of enabling legislation, the types and groups of customers are specific to the profession of podiatric medicine. It is the agency's intention to conduct a yearly survey of customer service; therefore, this performance measure does not lend itself to a quarterly report.

Calculation Type: Non-cumulative

New Measure: No

Desired Performance: Lower than target.

Explanatory Measures

- **Number of Customers Identified:**

This explanatory measure is the same as the Output Measure entitled "Number of Customers Served."

- **Number of Customer Groups Inventoried**

Short Definition: Total number of customer groups identified in a reporting period.

Purpose/Importance: This measure reflects the diversity of agency customers and gives an indication of the agency's workload.

Source/Collection of Data: The number of customer groups is determined by reviewing the external customer groups that might exist as listed in the agency's Strategic Plan.

Method of Calculation: The agency keeps a manual list of its customer groups.

Data Limitation: The agency has no control over the number of customers who will want agency services. By nature of enabling legislation, the types and groups of customers are specific to the profession of podiatric medicine. It is the agency's intention to conduct a yearly survey of customer service; therefore, this performance measure does not lend itself to a quarterly report.

Calculation Type: Non-cumulative.

New Measure: No

Desired Performance: Higher than target.

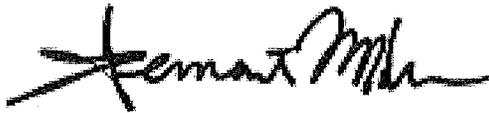
**FY 2008 Performance Measures Related to
Customer Service Standards & Customer Satisfaction**

	FY 08 Survey Performance
Outcome Measures	
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	97.7%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	2.3%
Output Measures	
Number of Customers Surveyed	84
Number of Customers Served	904
Efficiency Measures	
Cost per Customer Surveyed	\$6.54
Explanatory Measures	
Number of Customers Identified	904
Number of Customer Groups Inventoried	1

INQUIRIES

Inquiries regarding the content of this "Report on Customer Service" should be directed to Hemant Makan, Executive Director, at (512)-475-3301 or by e-mail at Hemant.Makan@foot.state.tx.us.

Respectfully Submitted,



Hemant Makan, Executive Director

June 4, 2008

“Exhibit 1”

Customer Service Satisfaction Survey - Online View



Texas State Board of Podiatric Medical Examiners Survey

In an effort to provide our customers with the highest level of service, we ask that you take a moment to complete this survey. Please feel free to add comments that you feel might assist agency staff in addressing any other issues not reflected in this survey. Your responses will remain anonymous and will be compiled into a report that will be used by the TSBPME as a tool to evaluate and improve our service to you. Thank you for your time and attention.

Please enter your Access Code: 000000

What is your current license status?

- Active
 Provisional
 Temporary
 Retired/Inactive
 Other

How long have you been licensed?

- 0-5 years
 5-10 years
 10-15 years
 15-20 years
 20+ years

Please rate the following items:	Excellent	Good	Fair	Poor	Not Applicable
1. How would you rate the process for renewing your podiatry license?	<input type="radio"/>				
2. If you had questions/problems with your renewal, how would you rate staff's attention to resolving your issues?	<input type="radio"/>				
3. How would you rate the present system of only requiring podiatric physicians selected by annual random audit to submit verification of having obtained their CME to the Board?	<input type="radio"/>				
4. How would you rate the Board's website http://www.foot.state.tx.us a helpful tool/resource?	<input type="radio"/>				

How would you rate the STAFF in the following areas?	Excellent	Good	Fair	Poor	Not Applicable
5. Ease of obtaining assistance or information from agency staff	<input type="radio"/>				
6. Staff's knowledge and helpfulness	<input type="radio"/>				
7. Staff's courtesy and professionalism	<input type="radio"/>				
8. Staff's ability to answer your questions or refer you to someone who could answer them	<input type="radio"/>				
9. Accuracy of information you received from the staff	<input type="radio"/>				

10. Staff's timeliness in addressing your request or question	<input type="radio"/>				
11. If you contacted us by phone, was your phone call answered promptly?	<input type="radio"/>				

Please rate the BOARD'S effectiveness in the following areas:	Excellent	Good	Fair	Poor	Not Applicable
12. Preventing unsafe, mediocre or unqualified podiatric physicians from obtaining a license to practice podiatric medicine in Texas	<input type="radio"/>				
13. Making new rules to keep the practice of podiatric medicine current in Texas	<input type="radio"/>				
14. The overall job of regulating podiatric medicine in Texas	<input type="radio"/>				

Submit

“Exhibit 2”

Customer Service Satisfaction Survey - Report



Survey Results for

Texas State Board of Podiatric Medical Examiners Survey

for

**512 - Texas State Board of Podiatric Medical
Examiners**

December 10, 2007
Through
December 30, 2007

Survey Items

512 - Texas State Board of Podiatric Medical Examiners

Survey Respondents

Total Number of Respondents: 85

Survey Items

512 - Texas State Board of Podiatric Medical Examiners

What is your current license status?

Number of Respondents: 84

Item Response	Count	Pct.
Active	84	100.00%
Provisional	0	0.00%
Temporary	0	0.00%
Retired/Inactive	0	0.00%
Other	0	0.00%

Frequency Distribution

Active	100%
Provisional	0%
Temporary	0%
Retired/Inactive	0%
Other	0%

Survey Items

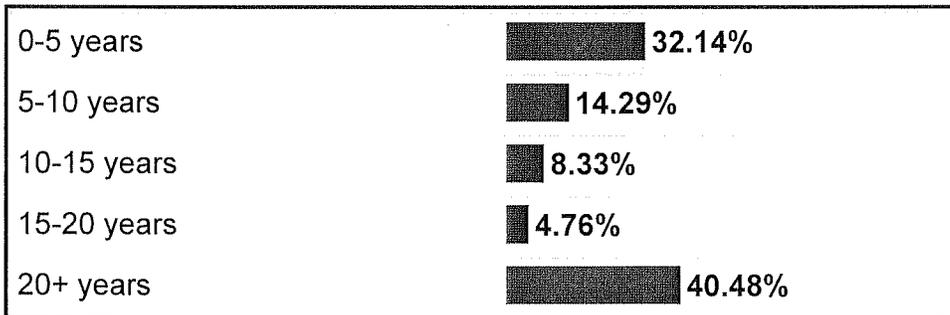
512 - Texas State Board of Podiatric Medical Examiners

How long have you been licensed?

Number of Respondents: 84

Item Response	Count	Pct.
0-5 years	27	32.14%
5-10 years	12	14.29%
10-15 years	7	8.33%
15-20 years	4	4.76%
20+ years	34	40.48%

Frequency Distribution



Survey Items

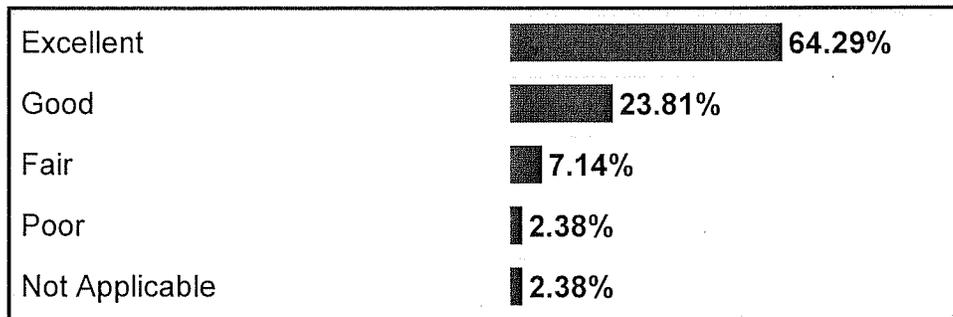
512 - Texas State Board of Podiatric Medical Examiners

How would you rate the process for renewing your podiatry license?

Score: 3.54
Std. Dev.: 0.740
Number of Respondents: 84

Item Response	Count	Pct.
Excellent	54	64.29%
Good	20	23.81%
Fair	6	7.14%
Poor	2	2.38%
Not Applicable	2	2.38%

Frequency Distribution



Survey Items

512 - Texas State Board of Podiatric Medical Examiners

If you had questions/problems with your renewal, how would you rate staff's attention to resolving your issues?

Score: 3.40
Std. Dev.: 0.748
Number of Respondents: 84

Item Response	Count	Pct.
Excellent	28	33.33%
Good	18	21.43%
Fair	5	5.95%
Poor	1	1.19%
Not Applicable	32	38.10%

Frequency Distribution

Excellent	 33.33%
Good	 21.43%
Fair	 5.95%
Poor	 1.19%
Not Applicable	 38.1%

Survey Items

512 - Texas State Board of Podiatric Medical Examiners

How would you rate the present system of only requiring podiatric physicians selected by annual random audit to submit verification of having obtained their CME to the Board?

Score: 3.27
Std. Dev.: 0.842
Number of Respondents: 84

Item Response	Count	Pct.
Excellent	39	46.43%
Good	31	36.90%
Fair	9	10.71%
Poor	4	4.76%
Not Applicable	1	1.19%

Frequency Distribution

Excellent	 46.43%
Good	 36.9%
Fair	 10.71%
Poor	 4.76%
Not Applicable	 1.19%

Survey Items

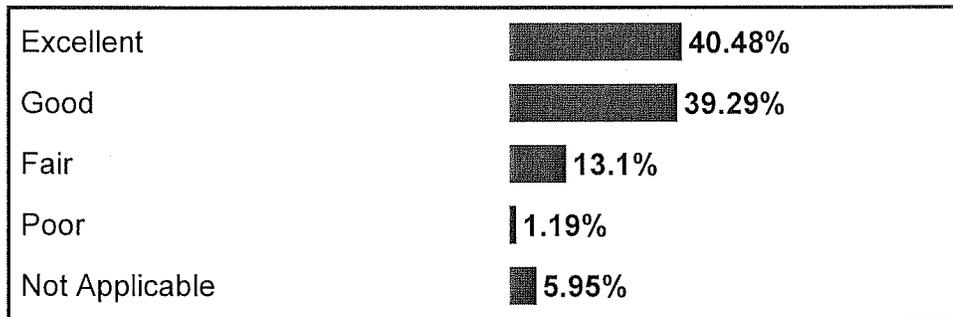
512 - Texas State Board of Podiatric Medical Examiners

How would you rate the Board's website
<http://www.foot.state.tx.us> a helpful tool/resource?

Score: 3.27
Std. Dev.: 0.746
Number of Respondents: 84

Item Response	Count	Pct.
Excellent	34	40.48%
Good	33	39.29%
Fair	11	13.10%
Poor	1	1.19%
Not Applicable	5	5.95%

Frequency Distribution



Survey Items

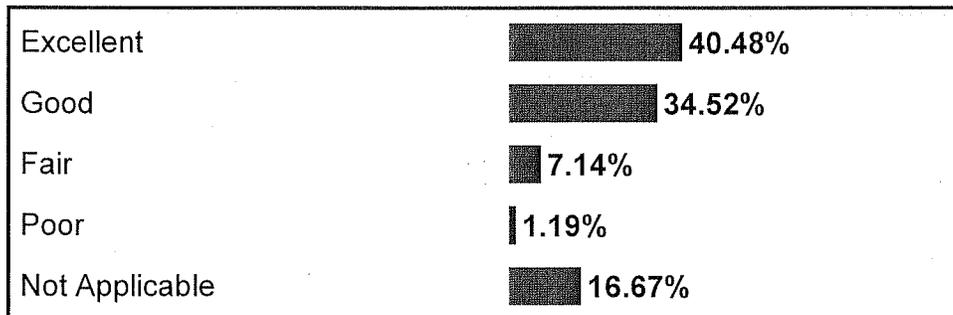
512 - Texas State Board of Podiatric Medical Examiners

Ease of obtaining assistance or information from
agency staff

Score: 3.37
Std. Dev.: 0.705
Number of Respondents: 84

Item Response	Count	Pct.
Excellent	34	40.48%
Good	29	34.52%
Fair	6	7.14%
Poor	1	1.19%
Not Applicable	14	16.67%

Frequency Distribution



Survey Items

512 - Texas State Board of Podiatric Medical Examiners

Staff's knowledge and helpfulness

Score: 3.44
Std. Dev.: 0.648
Number of Respondents: 84

Item Response	Count	Pct.
Excellent	37	44.05%
Good	31	36.90%
Fair	3	3.57%
Poor	1	1.19%
Not Applicable	12	14.29%

Frequency Distribution

Excellent	 44.05%
Good	 36.9%
Fair	 3.57%
Poor	 1.19%
Not Applicable	 14.29%

Survey Items

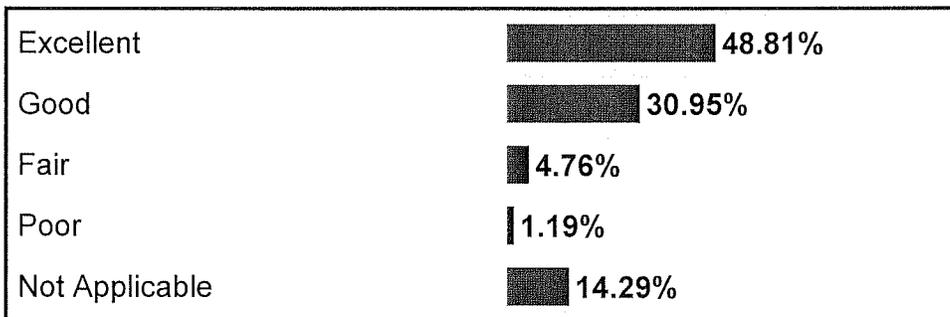
512 - Texas State Board of Podiatric Medical Examiners

Staff's courtesy and professionalism

Score: 3.49
Std. Dev.: 0.671
Number of Respondents: 84

Item Response	Count	Pct.
Excellent	41	48.81%
Good	26	30.95%
Fair	4	4.76%
Poor	1	1.19%
Not Applicable	12	14.29%

Frequency Distribution



Survey Items

512 - Texas State Board of Podiatric Medical Examiners

Staff's ability to answer your questions or refer you to someone who could answer them

Score: 3.46
Std. Dev.: 0.629
Number of Respondents: 84

Item Response	Count	Pct.
Excellent	37	44.05%
Good	31	36.90%
Fair	2	2.38%
Poor	1	1.19%
Not Applicable	13	15.48%

Frequency Distribution

Excellent	 44.05%
Good	 36.9%
Fair	 2.38%
Poor	 1.19%
Not Applicable	 15.48%

Survey Items

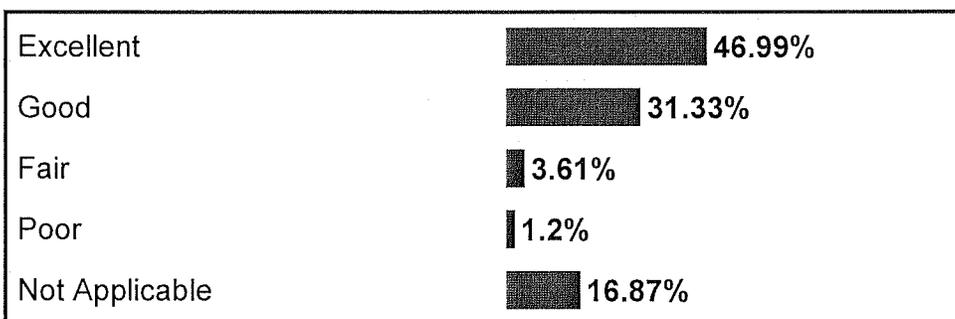
512 - Texas State Board of Podiatric Medical Examiners

Accuracy of information you received from the staff

Score: 3.49
Std. Dev.: 0.656
Number of Respondents: 83

Item Response	Count	Pct.
Excellent	39	46.99%
Good	26	31.33%
Fair	3	3.61%
Poor	1	1.20%
Not Applicable	14	16.87%

Frequency Distribution



Survey Items

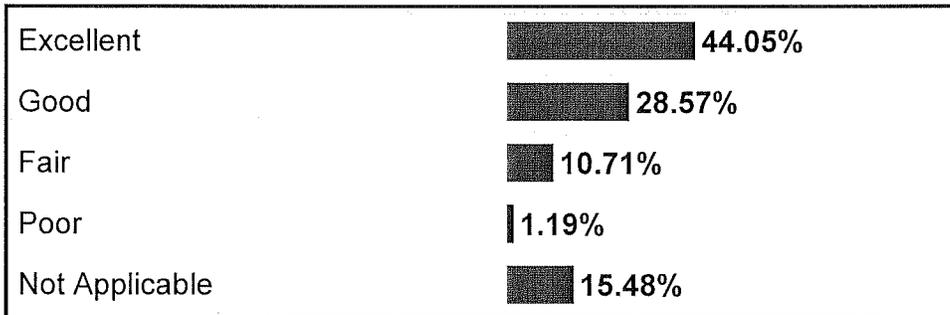
512 - Texas State Board of Podiatric Medical Examiners

Staff's timeliness in addressing your request or question

Score: 3.37
Std. Dev.: 0.760
Number of Respondents: 84

Item Response	Count	Pct.
Excellent	37	44.05%
Good	24	28.57%
Fair	9	10.71%
Poor	1	1.19%
Not Applicable	13	15.48%

Frequency Distribution



Survey Items

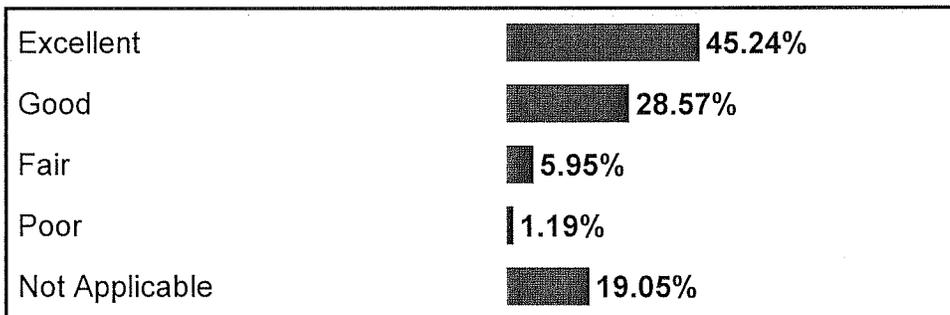
512 - Texas State Board of Podiatric Medical Examiners

If you contacted us by phone, was your phone call answered promptly?

Score: 3.46
Std. Dev.: 0.700
Number of Respondents: 84

Item Response	Count	Pct.
Excellent	38	45.24%
Good	24	28.57%
Fair	5	5.95%
Poor	1	1.19%
Not Applicable	16	19.05%

Frequency Distribution



Survey Items

512 - Texas State Board of Podiatric Medical Examiners

Preventing unsafe, mediocre or unqualified podiatric physicians from obtaining a license to practice podiatric medicine in Texas

Score: 3.01
Std. Dev.: 0.757
Number of Respondents: 83

Item Response	Count	Pct.
Excellent	19	22.89%
Good	42	50.60%
Fair	12	14.46%
Poor	3	3.61%
Not Applicable	7	8.43%

Frequency Distribution

Excellent	 22.89%
Good	 50.6%
Fair	 14.46%
Poor	 3.61%
Not Applicable	 8.43%

Survey Items

512 - Texas State Board of Podiatric Medical Examiners

Making new rules to keep the practice of podiatric medicine current in Texas

Score: 3.22
Std. Dev.: 0.837
Number of Respondents: 84

Item Response	Count	Pct.
Excellent	36	42.86%
Good	30	35.71%
Fair	12	14.29%
Poor	3	3.57%
Not Applicable	3	3.57%

Frequency Distribution

Excellent	 42.86%
Good	 35.71%
Fair	 14.29%
Poor	 3.57%
Not Applicable	 3.57%

Survey Items

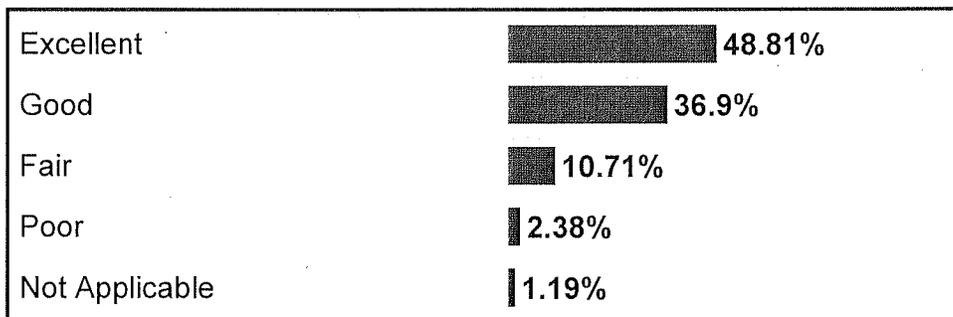
512 - Texas State Board of Podiatric Medical Examiners

The overall job of regulating podiatric medicine in Texas

Score: 3.34
Std. Dev.: 0.769
Number of Respondents: 84

Item Response	Count	Pct.
Excellent	41	48.81%
Good	31	36.90%
Fair	9	10.71%
Poor	2	2.38%
Not Applicable	1	1.19%

Frequency Distribution



Survey Items

512 - Texas State Board of Podiatric Medical Examiners

Item Score Summary

Item Text	Score	Std. Dev.
How would you rate the process for renewing your podiatry license?	3.54	0.740
If you had questions/problems with your renewal, how would you rate staff's attention to resolving your issues?	3.40	0.748
How would you rate the present system of only requiring podiatric physicians selected by annual random audit to submit verification of having obtained their CME to the Board?	3.27	0.842
How would you rate the Board's website http://www.foot.state.tx.us a helpful tool/resource?	3.27	0.746
Ease of obtaining assistance or information from agency staff	3.37	0.705
Staff's knowledge and helpfulness	3.44	0.648
Staff's courtesy and professionalism	3.49	0.671
Staff's ability to answer your questions or refer you to someone who could answer them	3.46	0.629
Accuracy of information you received from the staff	3.49	0.656
Staff's timeliness in addressing your request or question	3.37	0.760
If you contacted us by phone, was your phone call answered promptly?	3.46	0.700
Preventing unsafe, mediocre or unqualified podiatric physicians from obtaining a license to practice podiatric medicine in Texas	3.01	0.757
Making new rules to keep the practice of podiatric medicine current in Texas	3.22	0.837
The overall job of regulating podiatric medicine in Texas	3.34	0.769

“Exhibit 3”

Customer Service Satisfaction Survey - Data File

Texas State Board of Podiatric Medical Examiners
Texas State Board of Podiatric Medical Examiners Survey
Dates: December 10, 2007-December 30, 2007

ITEM ID	ITEM TEXT	SCALE ID	SCALE	TE COUNT	PCT	TOTAL CC SCORE	STD. DEV.
4	What is your status?	1	Active	84	100%	84	
4	What is your status?	2	Provisional	0	0%	84	
4	What is your status?	3	Temporary	0	0%	84	
4	What is your status?	4	Retired/Inactive	0	0%	84	
4	What is your status?	5	Other	0	0%	84	
5	How long have you been practicing?	1	0-5 years	27	32.14%	84	
5	How long have you been practicing?	2	5-10 years	12	14.29%	84	
5	How long have you been practicing?	3	10-15 years	7	8.33%	84	
5	How long have you been practicing?	4	15-20 years	4	4.76%	84	
5	How long have you been practicing?	5	20+ years	34	40.48%	84	
6	How would you rate your knowledge of podiatric medicine?	4	Excellent	54	64.29%	84	3.54
6	How would you rate your knowledge of podiatric medicine?	3	Good	20	23.81%	84	3.54
6	How would you rate your knowledge of podiatric medicine?	2	Fair	6	7.14%	84	3.54
6	How would you rate your knowledge of podiatric medicine?	1	Poor	2	2.38%	84	3.54
6	How would you rate your knowledge of podiatric medicine?	0	Not Applicable	2	2.38%	84	3.54
7	If you had a chance to practice in another state, how would you rate your knowledge of that state's podiatric medicine?	4	Excellent	28	33.33%	84	3.4
7	If you had a chance to practice in another state, how would you rate your knowledge of that state's podiatric medicine?	3	Good	18	21.43%	84	3.4
7	If you had a chance to practice in another state, how would you rate your knowledge of that state's podiatric medicine?	2	Fair	5	5.95%	84	3.4
7	If you had a chance to practice in another state, how would you rate your knowledge of that state's podiatric medicine?	1	Poor	1	1.19%	84	3.4
7	If you had a chance to practice in another state, how would you rate your knowledge of that state's podiatric medicine?	0	Not Applicable	32	38.10%	84	3.4
8	How would you rate your knowledge of podiatric medicine?	4	Excellent	39	46.43%	84	3.27
8	How would you rate your knowledge of podiatric medicine?	3	Good	31	36.90%	84	3.27
8	How would you rate your knowledge of podiatric medicine?	2	Fair	9	10.71%	84	3.27
8	How would you rate your knowledge of podiatric medicine?	1	Poor	4	4.76%	84	3.27
8	How would you rate your knowledge of podiatric medicine?	0	Not Applicable	1	1.19%	84	3.27
9	How would you rate your knowledge of podiatric medicine?	4	Excellent	34	40.48%	84	3.27
9	How would you rate your knowledge of podiatric medicine?	3	Good	33	39.29%	84	3.27
9	How would you rate your knowledge of podiatric medicine?	2	Fair	11	13.10%	84	3.27
9	How would you rate your knowledge of podiatric medicine?	1	Poor	1	1.19%	84	3.27
9	How would you rate your knowledge of podiatric medicine?	0	Not Applicable	5	5.95%	84	3.27
10	Ease of obtaining a license in another state?	4	Excellent	34	40.48%	84	3.37
10	Ease of obtaining a license in another state?	3	Good	29	34.52%	84	3.37
10	Ease of obtaining a license in another state?	2	Fair	6	7.14%	84	3.37
10	Ease of obtaining a license in another state?	1	Poor	1	1.19%	84	3.37
10	Ease of obtaining a license in another state?	0	Not Applicable	14	16.67%	84	3.37
11	Staff's knowledge of podiatric medicine?	4	Excellent	37	44.05%	84	3.44
11	Staff's knowledge of podiatric medicine?	3	Good	31	36.90%	84	3.44
11	Staff's knowledge of podiatric medicine?	2	Fair	3	3.57%	84	3.44
11	Staff's knowledge of podiatric medicine?	1	Poor	1	1.19%	84	3.44
11	Staff's knowledge of podiatric medicine?	0	Not Applicable	12	14.29%	84	3.44
12	Staff's confidence in podiatric medicine?	4	Excellent	41	48.81%	84	3.49
12	Staff's confidence in podiatric medicine?	3	Good	26	30.95%	84	3.49
12	Staff's confidence in podiatric medicine?	2	Fair	4	4.76%	84	3.49
12	Staff's confidence in podiatric medicine?	1	Poor	1	1.19%	84	3.49
12	Staff's confidence in podiatric medicine?	0	Not Applicable	12	14.29%	84	3.49

13 Staff's abili	4 Excellent	37	44.05%	84	3.46	0.629
13 Staff's abili	3 Good	31	36.90%	84	3.46	0.629
13 Staff's abili	2 Fair	2	2.38%	84	3.46	0.629
13 Staff's abili	1 Poor	1	1.19%	84	3.46	0.629
13 Staff's abili	0 Not Applica	13	15.48%	84	3.46	0.629
14 Accuracy o	4 Excellent	39	46.99%	83	3.49	0.656
14 Accuracy o	3 Good	26	31.33%	83	3.49	0.656
14 Accuracy o	2 Fair	3	3.61%	83	3.49	0.656
14 Accuracy o	1 Poor	1	1.20%	83	3.49	0.656
14 Accuracy o	0 Not Applica	14	16.87%	83	3.49	0.656
15 Staff's time	4 Excellent	37	44.05%	84	3.37	0.76
15 Staff's time	3 Good	24	28.57%	84	3.37	0.76
15 Staff's time	2 Fair	9	10.71%	84	3.37	0.76
15 Staff's time	1 Poor	1	1.19%	84	3.37	0.76
15 Staff's time	0 Not Applica	13	15.48%	84	3.37	0.76
16 If you conta	4 Excellent	38	45.24%	84	3.46	0.7
16 If you conta	3 Good	24	28.57%	84	3.46	0.7
16 If you conta	2 Fair	5	5.95%	84	3.46	0.7
16 If you conta	1 Poor	1	1.19%	84	3.46	0.7
16 If you conta	0 Not Applica	16	19.05%	84	3.46	0.7
17 Preventing	4 Excellent	19	22.89%	83	3.01	0.757
17 Preventing	3 Good	42	50.60%	83	3.01	0.757
17 Preventing	2 Fair	12	14.46%	83	3.01	0.757
17 Preventing	1 Poor	3	3.61%	83	3.01	0.757
17 Preventing	0 Not Applica	7	8.43%	83	3.01	0.757
18 Making nev	4 Excellent	36	42.86%	84	3.22	0.837
18 Making nev	3 Good	30	35.71%	84	3.22	0.837
18 Making nev	2 Fair	12	14.29%	84	3.22	0.837
18 Making nev	1 Poor	3	3.57%	84	3.22	0.837
18 Making nev	0 Not Applica	3	3.57%	84	3.22	0.837
19 The overall	4 Excellent	41	48.81%	84	3.34	0.769
19 The overall	3 Good	31	36.90%	84	3.34	0.769
19 The overall	2 Fair	9	10.71%	84	3.34	0.769
19 The overall	1 Poor	2	2.38%	84	3.34	0.769
19 The overall	0 Not Applica	1	1.19%	84	3.34	0.769

“Exhibit 4”

Customer Service Satisfaction Survey - Comments

Respond	Complement	Complaint	Suggestion	Request	City	State	Zip
Yes							
Yes							
Yes			Yes		Texarkana	TX	75503
Yes					Corpus Christi	TX	78414
Yes			Yes		Linden	Tx	75503
Yes				Yes	SAN ANTONIO	TX	78230
Yes							
Yes			Yes		San Antonio	TX	78220
Yes					Overland Park	KS	66215
					McKinney	TX	75069
					Houston	TX	77064
<p>Comments</p> <p>The online renewal process would be easier if the previous year's information would be already in the answer boxes, only to be changed if there are changes. Also, the payment with credit card hasn't worked for the past two years when I tried it. I ended up having to call in the payment. Thanks and sorry if this survey is too late to be helpful.</p> <p>I do not practice in the state.</p> <p>I recently had a question about a copy of a certificate, and the nice woman emailed me back AND called me within a few minutes. She was very courteous and helpful. Dr. Petty # 1411</p> <p>decrease cost, licensing fees are excessive!</p> <p>Everyone is always very professional, friendly, and helpful.</p> <p>I appreciated the concern for my personal welfare. If we did not have to spend as much time on billing issues, I believe we could provide better care. Any suggestions?</p> <p>most recently myself and others in our profession have had trouble with insurance company(s) requesting refunds without identifying in some cases the reason and not being professional enough to listen to honest responses of explanations and will not accept the responsibility that they made the mistake and find a way to force it upon us. Do we not have a committee that can oversee these type of problems that can find some means of support and can intervene legally or are we going to continue to be the under dogs?</p> <p>The online registration was voted poor secondary to prior year information is not carried over to be changed or modified. For instance all insurances that are accepted have to be retyped to update the information and then again when completing the application.</p> <p>I do not see the need to make it mandatory to force the podiatrists to pay an added 500 dollars for the scope of practice preservation just to maintain current APMA and TPMA dues. It should be voluntary. If I wanted to send money that way then it should be my option after regular dues. I don't believe 500 dollars from all of us is needed to preserve something other states (like Louisiana - much less podiatry friendly) don't need, to not only preserve but gain, in their fight for scope of practice. I know some voted for this but, I didn't (I wasn't even here in the state) and that money could preserve me staying on top of expenses in my own practice much less a scope which probably was never in as much jeopardy as others made it. I know there is the option to give you all my personal information to declare a waiver of payment, but we're not in public school asking for free lunch - and I bet the hoops to jump through aren't even worth the trouble. Thanks for your attention. I am glad to be back in Texas - just ranting on the never-ending fees a bit.</p> <p>The staff at the TBP-WE have been nothing short of excellent from my needs pre-residency to post-graduation. They are a credit to the citizens of Texas, Podiatric Medicine, the great State of Texas, and should be commended for their hard work.</p> <p>I feel that the board is not near strong enough in limiting those who are really not trained. In regulating the quality of patient care those without proper training should be restricted in what they do. Our board should set more stringent rules on those that should be doing complicated/new procedures. An example of this is common peroneal nerve release. I understand it is within our scope but unless a doctor is credentialled by their hospital to do ankle related surgery they should not be allowed to do this procedure. This has been a major source of concern at several of the hospitals I am on staff at from the credentialing committees.</p> <p>I have been practicing in Texas for 30 years. I could not answer most of the questions because I really had no contact with the board or the staff. My only real complaint would be the fee for the license-I believe it is extremely excessive, especially compared to what is used to be. I would also like to say that I am upset about the number of newer practitioners who call their offices "clinics"-it used to be that you were required to have 3 separate podiatrists each with his own podiatric specialty to be a clinic. Now everyone opens their solo office has a clinic. This should change. However, I realize that I am a dinosaur and things do change. Have a merry christmas.</p> <p>I have asked the board in the past why it is necessary to resubmit fingerprints every year and I was told it is because it is necessary to resubmit anything that might have changed. I find it hard to believe that fingerprints change. I have had to pay for and submit 4 sets of fingerprints thus far. I find this rather costly and unnecessary.</p> <p>I have practiced medicine for 30+ years but only been licensed in Texas for 1 year, obtaining a license in Texas was difficult to say the least for me, but I am very impressed by the caliber and concern of those who are in the leadership. I am proud to now practice in Texas with this group.</p>							