

FY1982 ANNUAL REPORT OF THE DIRECTOR OF THE DIVISION OF REGISTRATION

DECEMBER 1982

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# *The Commonwealth of Massachusetts*

## *Division of Registration*

*Leverett Saltonstall Building, Government Center*

*100 Cambridge Street, Boston 02202*

*Director of Registration*

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### FY 1982 ANNUAL REPORT OF THE DIRECTOR OF THE DIVISION OF REGISTRATION

TO HIS EXCELLENCY, GOVERNOR EDWARD J. KING, AND THE HONORABLE SENATE AND HOUSE OF REPRESENTATIVES:

GENTLEMEN:

The Director of the Division of Registration respectfully submits the sixty-fourth annual report of the Division. The Division, as authorized by Chapters 13 and 112 of the Massachusetts General Laws, is functioning within the Executive Office of Consumer Affairs. This report is submitted to conform to statutory requirements and is based entirely upon facts and data reported to me by the staff of the Boards of Registration.

#### INTRODUCTION

The Division of Registration may be described as a confederation of 28 regulatory Boards which are responsible for establishing requirements for licensure and standards of practice for members of 35 professions and trades. At the present time, 26 of the 28 Boards of Registration are composed of part-time Board Members who are assisted by administrative, investigative and clerical staff who are appointed and assigned by the Director of the Division. The Hairdressing Board is composed of full-time Board Members along with an investigative and clerical staff and the Board of Medicine operates under a separate appropriation from the other 27 Boards within the agency.

It is the duty of the Division and its Boards of Registration to enforce the laws, and rules and regulations of the Commonwealth. Such practices are essential to guarantee the integrity and quality of services rendered by the licensees who serve the consumers of the Commonwealth.

Reports of the Boards of Registration within the Division, listed below, are submitted to the Director and are presented in separate pamphlets:

- Board of Registration of Architects
- Board of Registration of Barbers
- Board of Registration of Chiropractors
- Board of Registration of Dental Examiners

- Board of Registration of Dispensing Opticians
- Board of Registration of Embalmers and Funeral Directors
- Board of Registration of Landscape Architects
- Board of Registration in Medicine
- Board of Registration in Nursing
- Board of Registration in Optometry
- Board of Registration in Pharmacy
- Board of Registration in Podiatry
- Board of Registration of Professional Engineers and of Land Surveyors
- Board of Registration of Public Accountancy
- Board of Registration of Real Estate Brokers and Salesmen
- Board of Registration of Social Workers
- Board of Registration in Veterinary Medicine
- Board of Registration of Examiners of Electricians (biennial report filed in odd-numbered years)

The following Boards are not required to submit separate annual reports, but statistical data for these and all of the 28 Boards of Registration is included in this report of the Director:

- Board of Certification of Operators of Drinking Water Supply Facilities
- Board of Registration of Electrologists
- Board of Registration of Hairdressers
- Board of Certification of Health Officers
- Board of Registration of Nursing Home Administrators
- State Examiners of Plumbers and Gasfitters
- Board of Registration of Psychologists
- Board of Registration of Radio and Television Technicians
- Board of Registration of Sanitarians
- Board of Certification of Operators of Waste Water Treatment Facilities

#### FISCAL YEAR 1982 AGENCY ACCOMPLISHMENTS

Several pieces of legislation affecting Boards of Registration were signed into law by Governor King. One act, filed by the Board of Registration in Nursing, increases the penalties imposed upon persons found to have been practicing without licenses. A second act permits graduates of foreign veterinary schools to qualify to sit for examinations administered by the Board of Veterinary Medicine. A third act established continuing education criteria for licensees of the Board of Registration of Podiatrists. Chapter 182 of the Acts of 1981 amended the statutes of the Board of Registration of Chiropractors and changed the composition of the Board insofar as more than two members may be from the same chiropractic college or school. Chapter 639 of the Acts of 1981 allows the Board of Registration of Medicine to disclose details concerning pending disciplinary cases.

The Division, in conjunction with the State's Bureau of Systems Operations and the Executive Office of Consumer Affairs continued its aggressive computerization project during fiscal year 1982. To date, the records of twenty of the

Boards of Registration have been automated. The goal of this project is to replace the agency's existing tabulating card equipment with an on-line data processing system. This system will greatly increase agency efficiency and will provide greater security for licenses, registrations and other permanent records.

The Division, in conjunction with the Office of the Commissioner of Administration and Finance, completed an analysis of all fees charged by the Boards for applications, examinations, licenses, renewals etc. This analysis resulted in a fee schedule which is current and which determines fees on a cost-for-service basis.

The Division has continued its cooperative arrangement with colleges and universities which involves these institutions providing no-cost sites for the administration of examinations. This arrangement has been extremely successful and has provided suitable testing environments for candidates who take Board licensing examinations. Those educational institutions which participate in this project include: Simmons College; Emmanuel College; Northeastern University; Boston University; the Massachusetts College of Pharmacy; Lowell University; the University of Massachusetts; Springfield College and Bunker Hill Community College.

The fiscal year 1982 budget consolidated the fiscal appropriations for the Boards of Registration, with the exception of the Board of Medicine and the Board of Real Estate Brokers and Salesmen. As a result of this consolidation, the agency has centralized purchasing, payroll, group insurance, agency expenditure accounts and travel funds. This has provided greater centralization and has eliminated the duplication of accounting efforts.

During fiscal year 1982 the agency has further reduced operating costs by entering into agreements with private examination administration services for the Boards of Nursing, Public Accountants, Electricians, and Social Workers. These services will provide examination sites, proctors and booklets and have resulted in an annual fiscal savings of approximately \$200,000.

The agency has also consolidated its physical floor space into one-half of its allotted space in the Saltonstall Building, thereby accommodating the movement of a Cabinet level agency from a privately owned building into a public building. Concurrent with reducing its floor space, the agency undertook a massive records conservation project which involved the storage of over 1,000 boxes of documents at the State Records Center in Grafton. As a result of this physical reorganization, surplus furniture was made available to other state agencies.

The Board of Social Workers completed licensing 15,253 applicants during this fiscal year. In addition, the first licensing examination for Social Workers in Massachusetts was administered in March of 1982. Four examinations per year will be administered by this Board thereafter.

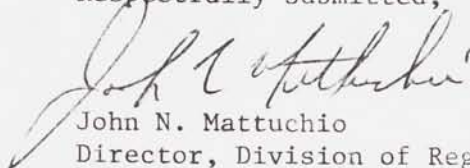
Two Boards of Registration, Nursing and Dental Examiners promulgated new rules and regulations relative to establishing mandatory continuing education for licensees. In addition, the Board of Social Workers promulgated regulations which require continuing education credits for the 1984 renewal of licenses.

The Board of Nursing Home Administrators promulgated rules and regulations which reduced the Boards required continuing education credits from 48 credits to 30 credits for the two year licensure cycle.

Another regulatory change was promulgated by the Board of Real Estate Brokers and Salesmen. This action by the Board involved the deletion of a regulation which had banned promotional giveaways by licensees.

In conclusion, the Director would like to express his appreciation for assistance provided by the Office of the Secretary of Consumer Affairs, and for the efforts made by Board members on behalf of the Commonwealth. The Director also wishes to commend the loyal personnel of the Division of Registration as they have extended themselves and responded kindly to the many demands made upon them. Special recognition should be given to several employees who retired from state service in the Division of Registration during FY1982: Mary Bombardieri, Alice Carey, Frank Fazio, Zauven R. Surabian and Anna Quinn.

Respectfully submitted,



John N. Mattuchio  
Director, Division of Registration

ATTACHMENTS:

Licensure Statistics  
Disciplinary Statistics



DIVISION OF REGISTRATION  
LICENSURE AND EXAMINATION STATISTICS FOR FISCAL YEAR ENDING JUNE 30, 1982

(Continued) NAME OF BOARD	NUMBER OF EXAMS HELD	NUMBER OF CANDIDATES EXAMINED	NUMBER OF NEW LICENSES/RECIPROCITY LICENSES ISSUED	RENEWALS
*NURSING (includes R.N.s and L.P.N.s)	4	4,559	5,814	55,711
NURSING HOME ADMINISTRATORS	2	53	46	1,678
OPTOMETRY	4	101	75	1,309
*PHARMACY (includes Pharmacists, Drug- Stores and Institutions)	2	358	431	3,396
*EXAMINERS OF PLUMBERS	23	1,045	864	19,546
PODIATRY	2	33	32	584
*PUBLIC ACCOUNTANCY	2	2,749	550	2,176
*PSYCHOLOGY	2	316	223	0
RADION/TV TECHNICIANS	8	106	62	5,552
*REAL ESTATE BROKERS & SALESMEN	12	5,930	5,009	35,091
SANITARIANS	2	25	16	478
*SOCIAL WORKERS	2	481	15,253	0
VETERINARY MEDICINE	2	162	133	1,060
OPERATORS OF WATER FACILITIES	2	604	147	1,436
TOTAL:	264	27,556	40,534	203,310

\*Denotes Biennial Renewal Cycle

\*\*Denotes That Information Requested Was Not Supplied By Board.

FISCAL YEAR 1981 DISCIPLINARY STATISTICS: SUSPENSIONS AND REVOCATIONS

	NUMBERS OF WRITTEN CONSUMER COMPLAINTS	NUMBER OF SUSPENSIONS	NUMBER OF REVOCATIONS
ARCHITECTS	8	0	0
BARBERS	**	**	**
CHIROPRACTORS	31	2	1
DENTAL EXAMINERS	150 Informal 170 Written	0	1
DISPENSING OPTICIANS	59	0	0
DRINKING WATER OPERATORS	0	0	0
EXAMINERS OF ELECTRICIANS	391(includes informal plus written)	8	6
ELECTROLOGISTS	12	0	0
EMBALMING & FUNERAL DIRECTORS	71	2	6
HAIRDRESSERS	600(includes informal plus written)	1	1
HEALTH OFFICERS	0	0	0
PROFESSIONAL ENGINEERS & LAND SURVEYORS	30	0	0
LANDSCAPE ARCHITECTS	2	0	0
MEDICINE	136	5	2
NURSING	53	10	1
NURSING HOME ADMINISTRATORS	4	4	0
OPTOMETRY	25	1	0
PHARMACY	432(includes informal plus written)	5	3
EXAMINERS OF PLUMBERS AND GASFITTERS	364 Inspections 118 Written 203 Informal	3	1
PODIATRY	3	0	0
PUBLIC ACCOUNTANCY	81	0	0
PSYCHOLOGY	25	0	0
RADIO/TV TECHNICIANS	500 Informal 222 Written	1	0



FISCAL YEAR 1981 DISCIPLINARY STATISTICS: SUSPENSIONS AND REVOCATIONS

	NUMBER OF WRITTEN CONSUMER COMPLAINTS	NUMBER OF SUSPENSIONS	NUMBER OF REVOCATIONS
REAL ESTATE BROKERS & SALESMEN	1,421	24	4
SANITARIANS	0	0	0
SOCIAL WORKERS	6	0	0
VETERINARY MEDICINE	6 Inspections 12 Written	0	0
OPERATORS OF WASTE WATER FACILITIES	0	0	0
TOTALS	5,135	66	26