



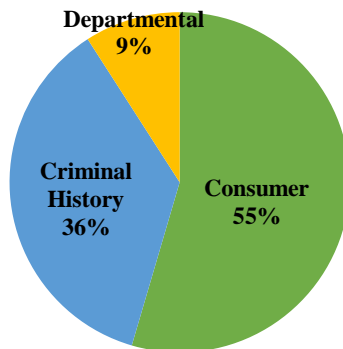
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

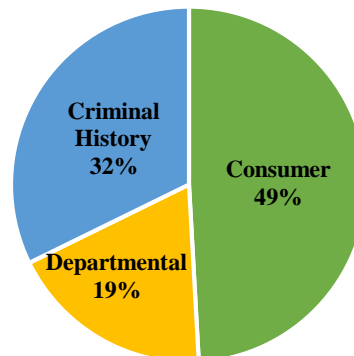
Orthotists and Prosthetists (OPS)

Key Statistics	OPS Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	912	832,593
Complaints Received	74	37,043
Cases Opened	11	10,902
Cases Closed	16	10,113
Average Time to Close (days)	163.00	151.96
% of Cases Resolved Within 6 Months	75.00%	68.52%
% of Cases Resulting in Disciplinary Action	12%	21%
Open Cases Pending at End of Fiscal Year	11	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	2	204
Number of Contested Cases Heard at SOAH	0	92
Formal Case Outcomes	OPS Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	0	614
Agreed Orders	2	1,254
Average Penalty Assessed on Orders	\$1,250.00	\$2,092.92
Total Penalties Assessed	\$2,500.00	\$3,452,750
Licenses Revoked (Disciplinary)	0	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	0	358
Cases Heard in District Court	0	1
Informal Case Actions	OPS Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0.0	\$324,299
Warning Letters	1	1,500
Other Informal Resolutions	13	6,434
Cease & Desist Orders	0	38

**Source of OPS Cases Opened
Fiscal Year 2019**



**Source of All Cases Opened
Fiscal Year 2019**





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Top OPS Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Criminal History	4
Unprofessional or unethical conduct	3
Operating without a license	2
Gross negligence or malpractice	2
Failed to comply with an order	1
Lacks honesty, trustworthiness and integrity	1
Unprofessional or unethical conduct	1
Expired license	1
Failed to display complain sign	1
Failed to display practitioner license	1
Fraud or deceit in services provided	1

OPS Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Operating without a license	2