

Agenda Item #: 5.1.2
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TEXAS BOARD OF NURSING

FISCAL YEAR 2011

Action Plan

Fourth Quarter Status Report

TEXAS BOARD OF NURSING STRATEGIC PLAN

Fiscal Year 2011 Action Plan

Fourth Quarter Status Report

GOAL 1: To manage cost effective, quality programs of accreditation, examination, licensure and regulation that ensure legal standards for professional nursing education and practice and which effectively serve the market demand for qualified professional nurses.

Objective 1-1: To ensure timely and cost-effective application processing and licensure/credentialing systems for 100% of all qualified applicants for each fiscal year.

Strategy 1-1-1: Licensing/Credentialing/Processing.

	FY10	FY11	FY11: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
% in Compliance with CE Audit - RN	93.8%	92.78%	93.84%	91.7%	95.09%	90.71%
% in Compliance with CE Audit - LVN	84.3%	81.85%	82.46%	78.4%	90.53%	77.56%
% of RN Licensees with no recent violations	98.85%	98.82%	98.84%	98.83%	98.82%	98.79%
% of LVN Licensees with no recent violations	98.17%	98.11%	98.18%	98.15%	98.10%	98.02%
% of RN Licensees Who Renew Online	92.60%	92.39%	93.34%	92.9%	91.81%	91.52%
% of LVN Licensees Who Renew Online	88.59%	89.91%	90.50%	90.8%	88.87%	86.4%
% of New RN Individual Licenses Issued Online	70.02%	76.52%	73.74%	76.2%	72.26%	79.7%
% of New LVN Individual Licenses Issued Online	57.56%	62.89%	66.12%	63.3%	55.00%	64.4%
Output Measures						
# of Current RN Licensees	229,798	239,377	230,179	233,561	234,518	239,377
# of Current LVN Licensee	90,905	93,413	91,468	92,763	92,885	93,413
# of Individuals Taking the RN Examination	11,556	12,770	1,688	3,406	1,522	6,154
# of Individuals Taking the PN Examination	6,275	6,981	2,318	1,840	1,219	1,604
# of RN Licenses Renewed	105,711	110,999	28,149	27,141	27,118	28,591
# of LVN Licenses Renewed	41,644	43,355	11,047	10,924	10,274	11,110
# of RN Licenses Issued by Endorsement	6,705	6,251	1,674	1,389	1,542	1,646
# of LVN Licenses Issued by Endorsement	1,001	1,116	281	266	301	268
# of RN Licenses Issued by Examination	9,321	10,262	1,315	2,652	1,252	5,043
# of LVN Licenses Issued by Examination	5,262	5,629	2,027	1,473	990	1,139
# of RN Temporary Licenses Issued	7,351	6,706	1,513	1,451	1,895	1,847
# of LVN Temporary Permits Issued	1,142	1,459	275	462	386	336
# of RN Licenses Verified	763	717	142	158	200	217
# of LVN Licenses Verified	18	35	9	8	9	9
# of Current APNs	14,164	15,279	14,438	14,709	14,855	15,279
# of Authorizations Issued to New Graduate APNs	4	0	0	0	0	0
# of Authorizations Issued to Fully Qualified APNs	1,268	1,565	402	346	287	530
# of APN Authorizations Renewed	6,396	6,688	1,699	1,595	1,601	1,793
# of APNs Granted Prescriptive Authorization	1,072	1,292	372	232	229	459

	FY10	FY11	FY11: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	4,112	5,010	1,270	1,100	1,506	1,134
# Approved Without Stipulations	3,763	4,351	1,154	950	1,323	924
# Individuals Proposed Ineligible by Staff	0	0	0	0	0	0
# Approved with Stipulations	333	467	110	144	97	116
# Individuals Denied By Board/E & D	16	56	6	6	18	26
# Petitions/Applications Pending	716	854	779	691	884	854
# Petitions/Applications Pending with ALJ	49	2	0	0	0	2
# Petitions/Applications Denied by ALJ	5	10	2	0	3	5
# Licenses placed on "Retired Status" - RN	265	259	57	65	61	76
# Licenses placed on "Retired Status" - LVN	85	64	13	18	14	19
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$1.81	\$2.01	\$2.07	\$1.88	\$2.19	\$1.91
Average Time for Issuing RN Initial License (Days)	106.99	109.21	105.07	109.03	126.51	96.24
Average Time for Issuing LVN Initial License (Days)	122.60	119.54	121.01	130.65	113.20	113.20
Average Time for RN/LVN License Renewals (Days)	2.88	2.58	2.32	2.32	2.84	2.85
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	1,027	979	240	244	223	272
# LVN Licenses Placed Inactive	616	632	142	184	145	161
# APNs Placed Inactive	220	226	59	66	49	52
NCLEX - RN Pass Rate - Total	86.57%	83.35%	78.75%	87.03%	72.92%	84.67%
NCLEX - PN Pass Rate - Total	83.29%	82.21%	86.28%	83.63%	74.56%	80.39%
NCLEX - RN Pass Rate - 1 st Time	89.56%	87.07%	85.06%	89.68%	78.69%	87.27%
NCLEX - PN Pass Rate - 1 st Time	88.87%	88.56%	90.07%	88.33%	84.70%	89.10%

TEXAS BOARD OF NURSING STRATEGIC PLAN
Fiscal Year 2011 Action Plan
Comment page on Action Plan
for Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

TEXAS BOARD OF NURSING STRATEGIC PLAN
Fiscal Year 2011 Action Plan
Fourth Quarter Status Report

GOAL 1: To manage cost effective, quality programs of accreditation, examination, licensure and regulation that ensure legal standards for professional nursing education and practice and which effectively serve the market demand for qualified professional nurses.

Objective 1-2: To ensure that 100% of professional nursing programs are in compliance with the Board of Nursing rules.

Strategy 1-2-1: Accrediting of Nursing Programs.

	FY10	FY11	FY11:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	96.91%	94.39%	97.00%	94.11%	94.17%	94.39%
% of LVN Nursing Programs in Compliance	95.88%	93.88%	95.88%	96.94%	93.88%	93.88%
<u>Output Measures</u>						
# of RN Nursing Programs Approved	97	107	100	102	103	107
# of LVN Nursing Programs Approved	97	98	97	98	98	98
# of RN Nursing Programs Sanctioned	3	6	3	6	6	6
# of LVN Nursing Programs with Sanctions	4	6	4	3	6	6
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$590.97	\$396.88	\$211.14	\$585.93	\$411.78	\$378.66
<u>Explanatory Measures</u>						
# of Programs Surveyed	18	24	5	8	5	6
Average Length of Survey Visit (in Days)	1	.8	.9	1	.75	.75

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Comment page on Action Plan
for Strategy 1.2.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

VN programs with sanctions: Concorde Career, Kaplan - San Antonio and Corpus Christi, Valley Grande, Midland College and Galveston College

RN programs with sanctions: St. Philips, West Texas A & M , Cisco College, Del Mar College, TSTC - West Texas and University of Houston - Victoria

Explanatory Measure

Programs Surveyed: Angelo State University - San Angelo; University of St. Thomas - Houston; Mountain View College - Dallas; Everest College - Fort Worth; Galen College - San Antonio; and, Sanford Brown College - Dallas.

TEXAS BOARD OF NURSING STRATEGIC PLAN
Fiscal Year 2011 Action Plan
Fourth Quarter Status Report

GOAL 2: To ensure swift, fair and effective enforcement of the NPA so that consumers are protected from unsafe, incompetent and unethical nursing practice by registered professional nurses.

Objective 2-1: To guarantee that 100% of written complaints received annually regarding practice or non-compliance with the Board of Nursing rules are investigated and resolved in accordance with the NPA and APA or are appropriately referred to other regulatory agencies.

Strategy 2-1-1: Administer an effective system of enforcement and adjudication.

RN Enforcement Statistics	FY10	FY11	FY11: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	1.05	1.01	0.95	.89	1.11	1.08
% of Complaints Resolved Resulting in Discipline	18.07%	18.99%	18.83%	20.03%	17.42%	19.68%
Recidivism Rate for Those Receiving Discipline	11.66%	11.07%	10.51%	11.25%	10.70%	11.8%
Recidivism Rate for RNs Enrolled in TPAPN	2.7%	3.1%	.7%	2.3%	0%	6.2%
% of Complaints Resolved in 6 months	72.77%	65.06%	64.44%	63.47%	69.58%	62.74%
<u>Output Measures</u>						
# Jurisdictional Complaints Received	9,469	9,373	2,184	1,991	2,616	2,582
# Non-Jurisdictional Complaints Received	135	100	5	42	22	31
# Investigations Conducted (Cases Open-Cumulative)	14,005	14,997	7,542	9,569	12,340	14,997
# of Complaints Resolved	8,273	9,054	2,098	1,962	2,377	2,617
# of Informal Conferences	206	192	59	40	52	41
# of ALJ Hearings	43	68	23	11	19	15
# of Licenses Sanctioned	1,110	1,384	295	311	355	423
Limited Licenses	15	13	5	3	4	1
Remedial Education	73	91	19	19	28	25
Reprimand	0	3	1	0	1	1
Reprimand with Stipulations	54	69	13	13	25	18
Reprimand with Remedial Education	0	0	0	0	0	0
Revocation	90	178	34	30	45	69
Stipulation Only	0	0	0	0	0	0
Suspension	40	32	6	7	9	10
Suspend/Probate	40	54	10	17	11	16

	FY10	FY11	FY11: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	145	155	32	33	45	45
Warning	0	3	0	0	0	3
Warning with Remedial Education	0	0	0	0	0	0
Warning with Stipulation	184	232	46	60	48	78
Warning with Fine	0	1	0	0	0	1
License Reinstated - clear	0	0	0	0	0	0
License Reinstated with Stipulation	25	28	6	5	6	11
Fine	0	0	0	0	0	0
Reinstatement Denied	19	15	6	4	1	4
Limited License with Fine	0	0	0	0	0	0
Probation	0	0	0	0	0	0
Reprimand with Fine	0	0	0	0	0	0
Suspension with Fine	0	0	0	0	0	0
Fine with Remedial Education-CE/Delinquent	114	178	26	30	45	69
Cease and Desist Order	0	4	1	0	2	1
Peer Assistance Order	0	0	0	0	0	0
Applicant/Petitioner with Stipulations	192	263	69	69	56	69
TPAPN Order	91	69	13	14	20	22
# of RNs Participating in TPAPN	473	467	443	445	444	467
Age of Cases:						
More than 12 Months	35%	40%	36%	40%	43%	42%
Between 6 and 12 Months	29%	28%	33%	29%	26%	23%
Less than 6 Months	36%	32%	31%	31%	31%	35%
LVN Enforcement Statistics						
	FY10	FY11	FY11 1 st Q	2 nd Q	3 rd Q	4 th Q
Ratio of Complaints filed per 100 NURSE population	2.06	1.74	1.66	1.39	1.82	2.09
% of Complaints Resolved Resulting in Discipline	23.51%	25.60%	25.94%	27%	27.25%	22.23%
Recidivism Rate for LVNs Discipline	13.17%	9.01%	9.89%	6.94%	8.48%	10.74%
Recidivism Rate for LVNs Enrolled in TPAPN	0%	0%	0%	0%	0%	0%
% of Complaints Resolved in 6 Months	68.18%	57.56%	58.67	53.03%	59.62%	58.92%
Jurisdictional Complaints Received	7,421	6,450	1,518	1,287	1,693	1,952
Cumulative Investigations Conducted	10,751	10,691	6,270	7,301	8,993	10,691
Complaints Resolved	6,156	6,264	1,384	1,400	1,523	1,957

Informal Conferences	106	93	34	20	19	20
Total LVN Licenses Sanctioned	990	1,254	273	288	330	363
# of LVNs Participating in TPAPN	119	124	127	119	117	124
Breakdown of Discipline:						
Reprimand	0	1	0	0	1	0
Fine	0	0	0	0	0	0
Fine and Remedial Education	103	125	35	24	33	33
Voluntary Surrender	124	131	34	26	43	28
Probation	1	0	0	0	0	0
Suspension	14	37	8	10	4	15
Revocation	175	245	46	41	68	90
Warning W/Stipulation	117	225	47	49	60	69
Average Days for Complaint Resolution	122.66	133.81	138.27	125.34	125.28	146.36
Average Days for Final Disposition	195.79	251.44	245.63	271.31	253.12	235.70
Age of Cases: More than 12 Month	35%	42%	36%	41%	47%	46%
6 to 12 Months	29%	28%	35%	32%	24%	20%
Less than 6 Months	36%	30%	29%	27%	28%	34%

LVN and RN Enforcement Statistics	FY10	FY11	FY11: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Efficiency Measures</u>						
Average Cost per Investigation	\$453.89	\$444.17	\$241.38	\$434.91	\$488.34	\$612.04
Average Cost of Informal Conference	\$155.13	\$183.57	\$153.57	\$192.73	\$177.29	\$210.67
Average Cost of Complaint Resolution	\$206.35	\$200.99	\$192.29	\$184.35	\$188.82	\$238.49
Average Time for Final Disposition (open to ratification)	172.25	204.39	202.50	217.72	191.15	206.19
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	369.39	406.77	431.79	336.10	369.59	489.59
Average Time from Hearing Date to PFD (in Days)	39.34	34.85	28.21	19.80	46.13	45.27
Average Time from PFD to Ratification (in Days)	97.08	109.60	99.29	128.75	118.91	91.45
Average Time for Disciplinary Action (ALJ Only)	814.84	826.28	976.36	762.20	820.65	745.91
<u>Explanatory Measures</u>						
Average Case Load per Investigator	476	420	323	364	456	538
Average Attorney - Investigator Ratio	5:30	5:28	5:30	5:30	5:28	5:28

TEXAS BOARD OF NURSING STRATEGIC PLAN

Fiscal Year 2011 Action Plan
Comment page on Action Plan
for Strategy 2.1.1

(Explain trends and issues; identify responses, actions and outcomes)

None

TEXAS BOARD OF NURSING STRATEGIC PLAN
Fiscal Year 2011 Action Plan
Fourth Quarter Status Report

GOAL 3: To manage agency resources that enable the BON to respond efficiently and effectively to internal and external customers.

Objective 3-1: To streamline internal operations for enhanced functioning of the Board, the agency and staff.

Strategy 3-1-1: Streamline internal operations.

	FY10	FY11	FY11:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	6.2%	9.3%	2.1%	0%	4.1%	3.1%
<u>Output Measures</u>						
# of Board Training Sessions	4	4	1	1	1	1
# of Telephone Calls Received	302,284	246,402	56,971	58,267	55,969	75,195
# of New Hires	13	1	1	0	0	0
# of Resignations	6	8	2	0	3	3
# of Terminations	0	1	0	0	1	0
Workforce Composition:						
African-American	12.5%	11.4%	11.6%	11.6%	11.0%	11.4%
Anglo	56.3%	59.1%	57.9%	58.9%	60.4%	59.1%
Hispanic	30.2%	28.4%	29.5%	28.4%	27.5%	28.4%
Other	1%	1.1%	1%	1.1%	1.1%	1.1%
# of Workshops Conducted	4	3	0	0	1	2
# of Nurses Attending Workshops	1,082	1,466	0	0	305	1161
# Attending Workshop for First Time	481	n/a	0	0	n/a	n/a
# of Attendees at Open Forums	8	7	2	0	0	5
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.5	2	2	0	0	0
Average Cost of Conducting Workshop per Registrant	\$149.88	\$149.43	0	0	\$210.69	\$74.76

TEXAS BOARD OF NURSING STRATEGIC PLAN
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Comment page on Action Plan
for Strategy 3.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measures

The agency had two resignations: Customer Service Representative in Operations and Education Nursing Consultant in Nursing. The agency had one retirement: Customer Service Representative in Operations.

In this quarter, we conducted a one day workshop in Austin and a two day workshop in Arlington.

TEXAS BOARD OF NURSING STRATEGIC PLAN
 Fiscal Year 2011 Action Plan
 Fourth Quarter Status Report

GOAL 4: To establish and carry out policies governing purchasing and contracting in accordance with State law that foster meaningful and substantive inclusion of historically underutilized businesses (HUBs).

Objective 4-1: To include historically underutilized businesses in at least 20 percent of the total value of contracts and subcontracts awarded annually by the agency in purchasing and public works contracting by fiscal year 2004.

Strategy 4-1-1: Develop and implement a policy for increasing the use of historically underutilized businesses through purchasing and public work contracts.

	FY10	FY11	FY11:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures:</u>						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	10.5%	5.25%	4%	4%	5%	8%
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	0	0	0	0	0	0
# of HUBs from which Agency Made Purchases	23	20	0	6	7	7
Dollar Value of Purchases and Contracts to HUBs	\$76,740	\$98,675	\$12,773	\$16,988	\$31,587	\$37,327

TEXAS BOARD OF NURSING STRATEGIC PLAN
Fiscal Year 2011 Action Plan
Comment page on Action Plan
for Strategy 4.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

2010/2011 General Appropriations Act
(Current)

Performance Measure Targets. The following is a listing of the key performance target levels for the Texas Board of Nursing. It is the intent of the Legislature that appropriations made by this Act be utilized in the most efficient and effective manner possible to achieve the intended mission of the Texas Board of Nursing. In order to achieve the objectives and service standards established by this Act, the Texas Board of Nursing shall make every effort to attain the following designated key performance target levels associated with each item of appropriation.

	<u>2011</u>	<u>Actual</u>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98.5%	98.82%
Percent of Licensees Who Renew Online (RN)	92%	92.39%
Percent of New Individual Licenses Issued Online (RN)	60%	76.52%
Percentage of Licensees with No Recent Violations (LVN)	97.5%	98.11%
Percent of Licensees Who Renew Online (LVN)	82%	89.91%
Percent of New Individual Licenses Issued Online (LVN)	40%	62.89%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	12,500	16,513
Number of Individual Licenses Renewed (RN)	97,000	110,999
Number of New Licenses Issued to Individuals (LVN)	6,000	6,745
Number of Individual Licenses Renewed (LVN)	38,500	43,355
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	24%	18.99%
Percent of Complaints Resulting in Disciplinary Action (LVN)	28%	25.60%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	5,000	9,054
Number of Complaints Resolved (LVN)	4,000	6,264
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	223	204
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	5,300	9,373
Number of Jurisdictional Complaints Received (LVN)	3,300	6,450
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	600	467
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	250	124

General Appropriations Act
(Five Year Trend Report)

Performance Measure Targets and Trends. The following is a listing of the key performance target levels for the Texas Board of Nursing. It is the intent of the Legislature that appropriations made by this Act be utilized in the most efficient and effective manner possible to achieve the intended mission of the Texas Board of Nursing. In order to achieve the objectives and service standards established by this Act, the Texas Board of Nursing shall make every effort to attain the following designated key performance target levels associated with each item of appropriation.

	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
A. Goal: LICENSING					
Outcome (Results/Impact):					
Percentage of Licensees with No Recent Violations (RN)	99%	98.66%	98.72%	98.83%	98.82%
Percent of Licensees Who Renew Online (RN)	90.33%	90.90%	92.20%	92.60%	92.39%
Percent of New Individual Licenses Issued Online (RN)	58.92%	68.23%	70.94%	70.02%	76.52%
Percentage of Licensees with No Recent Violations (LVN)	98%	97.99%	97.97%	98.12%	98.11%
Percent of Licensees Who Renew Online (LVN)	82.91%	83.91%	87.45%	88.59%	89.91%
Percent of New Individual Licenses Issued Online (LVN)	34.05%	41.45%	52.93%	57.56%	62.89%

A.1.1. Strategy: LICENSING

Output (Volume):					
Number of New Licenses Issued to Individuals (RN)	12,407	13,382	14,294	16,407	16,513
Number of Individual Licenses Renewed (RN)	93,972	97,702	102,666	105,711	110,999
Number of New Licenses Issued to Individuals (LVN)	5,713	5,776	6,059	6,263	6,745
Number of Individual Licenses Renewed (LVN)	38,475	39,424	41,287	41,644	43,355

B. Goal: PROTECT PUBLIC

Outcome (Results/Impact):					
Percent of Complaints Resulting in Disciplinary Action (RN)	30.16%	20.15%	19.12%	18.07%	18.99%
Percent of Complaints Resulting in Disciplinary Action (LVN)	36.25%	21.74%	22.07%	23.51%	25.60%

B.1.1. Strategy: ADJUDICATE VIOLATIONS

Output (Volume):					
Number of Complaints Resolved (RN)	4,388	4,851	7,091	8,273	9,054
Number of Complaints Resolved (LVN)	3,468	4,311	5,763	6,156	6,264
Efficiencies:					
Average Time for Complaint Resolution (Days) (RN)	193	173	188	172	204
Explanatory:					
Number of Jurisdictional Complaints Received (RN)	4,832	5,634	7,307	9,469	9,373
Number of Jurisdictional Complaints Received (LVN)	3,980	4,851	6,058	7,421	6,450

B.1.2. Strategy: PEER ASSISTANCE

Output (Volume):					
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	637	593	592	473	467
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	228	198	187	119	124

Comment:

Pages 14 and 15 provide a view of current performance measures and trending performance measures over a five year period.