

Agenda Item #: 5.1.2  
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# **TEXAS BOARD OF NURSING**

## **Quarterly Statistical Report**

**Third Quarter**

**Fiscal Year 2014**

Fiscal Year 2014  
Third Quarter Status

**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.**

	FY13	FY14	FY14: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<b>Outcome Measures</b>						
% in Compliance with Pre-Renewal CE Audit - RN	83.70%		88.50%	91.60%	95.1%	
% in Compliance with Pre-Renewal CE Audit - LVN	63.80%		76.80%	75.50%	85.7%	
% of RN Licensees with no recent violations	98.60%		98.46%	98.45%	98.43%	
% of LVN Licensees with no recent violations	97.68%		96.10%	96.03%	96.00%	
% of RN Licensees Who Renew Online	90.65%		92.12%	93.20%	93.26%	
% of LVN Licensees Who Renew Online	86.13%		88.86%	89.47%	90.20%	
% of New RN Individual Licenses Issued Online	77.89%		74.89%	80.15%	74.83%	
% of New LVN Individual Licenses Issued Online	63.51%		68.37%	69.18%	66.29%	
<b>Output Measures</b>						
# of Current RN Licensees	258,208		260,299	263,686	266,271	
# of Current LVN Licensee	96,724		97,939	98,323	98,941	
# of Individuals Taking the RN Examination	12,589		2,851	4,456	2,365	
# of Individuals Taking the PN Examination	6,761		2,178	1,469	1,071	
# of RN Licenses Renewed	119,160		30,589	31,575	30,796	
# of LVN Licenses Renewed	45,059		11,579	11,979	10,862	
# of RN Licenses Issued by Endorsement	7,379		1,755	2,033	1,790	
# of LVN Licenses Issued by Endorsement	1,049		271	350	269	
# of RN Licenses Issued by Examination	10,880		1,789	3,207	1,380	
# of LVN Licenses Issued by Examination	5,295		1,828	1,123	801	
# of RN Temporary Licenses Issued	8,370		2,178	2,352	2,596	
# of LVN Temporary Permits Issued	1,202		319	271	371	
# of RN Licenses Verified	618		132	168	214	
# of LVN Licenses Verified	14		4	6	5	
# of Current APNs	17,177		18,269	18,595	18,967	
# of Authorizations Issued to New Graduate APNs	0		0	0	0	
# of Authorizations Issued to Fully Qualified APNs	2,005		497	477	436	
# of APN Authorizations Renewed	7,793		2,200	2,197	2,249	
# of APNs Granted Prescriptive Authorization	1,703		466	339	398	

	FY13	FY14	FY14: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	5,350		1,058	1,256	1,576	
# Approved Without Stipulations	4,338		878	1,030	1,329	
# Individuals Denied by Executive Director	29		10	7	7	
# Approved with Stipulations	492		127	127	156	
# Individuals Denied By Board/E & D	33		1	1	2	
# Petitions/Applications Pending	750		597	622	593	
# Closed due to No Response or Withdrawal	270		17	70	46	
# Closed with Corrective Action	184		23	17	28	
# Licenses placed on "Retired Status" - RN	429		87	99	95	
# Licenses placed on "Retired Status" - LVN	116		29	39	31	
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$1.68		\$1.48	\$1.80	\$2.21	
Average Time for Issuing RN Initial License (Days)	116.79		95.15	116.72	96.70	
Average Time for Issuing LVN Initial License (Days)	131.20		124.74	135.15	125.97	
Average Time for RN/LVN License Renewals (Days)	2.78		2.66	2.91	2.25	
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	1,216		225	304	281	
# LVN Licenses Placed Inactive	596		118	148	114	
# APNs Placed Inactive	171		33	41	50	
NCLEX - RN Pass Rate - Total	79.11%		67.17%	77.55%	63.03%	
NCLEX - PN Pass Rate - Total	78.79%		82.40%	78.21%	69.29%	
NCLEX - RN Pass Rate - 1 <sup>st</sup> Time	79.98%		75.21%	83.99%	73.81%	
NCLEX - PN Pass Rate - 1 <sup>st</sup> Time	86.45%		88.32%	86.74%	82.38%	

Fiscal Year 2014  
Comment page on Strategy 1.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

No Comments

Fiscal Year 2014  
Third Quarter Status

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.

	FY13	FY14	FY14:1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	95.65%		95.61%	95.58%	95.57%	
% of LVN Nursing Programs in Compliance	94.90%		94.90%	93.88%	93.68%	
<u>Output Measures</u>						
# of RN Nursing Programs Approved	115		114	113	115	
# of LVN Nursing Programs Approved	98		98	98	95	
# of RN Nursing Programs Sanctioned	5		5	5	5	
# of LVN Nursing Programs with Sanctions	5		6	6	6	
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$677.01		\$660.75	\$582.68	\$246.20	
<u>Explanatory Measures</u>						
# of Programs Surveyed	77		4	2	4	
Average Length of Survey Visit (in Days)	1		1	.75	.6	

Fiscal Year 2014  
 Comment page for Strategy 1.2.1  
 (Explain trends and issues; identify responses, actions and outcomes)

**Output Measure**

VN Programs with Sanctions: total 6  
 Fortis College, Houston - conditional  
 Galen College, San Antonio - full with warning  
 Kaplan College, San Antonio - full with warning  
 Quest College, San Antonio - full with warning  
 Vista College, El Paso - full with warning  
 Western Texas College, Snyder - full with warning

RN Programs with Sanctions: total 5  
 Dallas Nursing Institute ADN in Dallas - initial with warning  
 Hill College ADN in Hillsboro - full with warning  
 Lamar State College ADN in Orange - conditional  
 Midland College ADN in Midland - conditional  
 Wayland Baptist University BSN in San Antonio - conditional

American Medical Institute VN in Houston - approval withdrawn  
 Platt College VN in Dallas - approval withdrawn  
 Universal Health Services VN in Ft. Worth - approval withdrawn

**Survey Visits**

<b>Date</b>	<b>Program</b>	<b>Location</b>	<b>Program Type</b>	<b>Program Evaluator</b>	<b>Length of Visit in Hours</b>
March 28, 2014	Victoria College	Victoria, Texas	VN	Beverly Skloss	7.5
April 30, 2014	Wharton County Junior College	Wharton, Texas	ADN	Beverly Skloss	7.5
May 2, 2014	Clarendon College	Pampa, Texas	ADN	Gayle Varnell	4
May 28, 2014	National American University	Austin, Texas	BSN	Virginia Ayars	4

Total Programs Visited: 4

VN Programs Visited: 1

ADN Programs Visited: 2

BSN Program Visited: 1

Fiscal Year 2014  
Third Quarter Status

**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.

<b>RN Enforcement Statistics</b>	FY13	FY14	FY14: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	1.09		0.80	0.81	.91	
% of Complaints Resolved Resulting in Discipline	20.23%		20.75%	21.90%	16.95%	
Recidivism Rate for Those Receiving Discipline	12.72%		13.79%	13.82%	13.03%	
Recidivism Rate for RNs Enrolled in TPAPN	7%		8%	21%	10%	
% of Complaints Resolved in 6 months	67.49%		68.89%	70.25%	66.15%	
<u>Output Measures</u>						
# Jurisdictional Complaints Received	11,094		2,052	2,114	2,504	
# Non-Jurisdictional Complaints Received	117		25	13	50	
# Investigations Conducted (Cases Open-Cumulative)	16,415		5,534	7,013	8,735	
# of Complaints Resolved	11,265		2,499	2,374	3,094	
# of Informal Conferences	125		34	22	42	
# of ALJ Hearings	148		73	70	83	
# of Licenses Sanctioned	1,871		414	427	422	
Limited Licenses	23		2	7	3	
Remedial Education	114		32	32	20	
Reprimand	1		0	1	0	
Reprimand with Stipulations	91		13	20	26	
Reprimand with Remedial Education	0		0	0	0	
Revocation	209		66	72	56	
Stipulation Only	1		1	0	0	
Suspension	62		7	6	9	
Suspend/Probate	105		23	23	28	

	FY13	FY14	FY14: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
Voluntary Surrender	208		39	35	51	
Warning	0		0	0	1	
Warning with Remedial Education	0		0	0	0	
Warning with Stipulation	348		83	67	65	
Warning with Fine	0		0	0	0	
License Reinstated - clear	0		0	0	0	
License Reinstated with Stipulation	30		13	9	4	
Fine	0		0	1	0	
Reinstatement Denied	19		7	3	3	
Limited License with Fine	0		0	0	0	
Probation	0		0	0	0	
Reprimand with Fine	0		0	0	0	
Suspension with Fine	0		0	0	0	
Fine with Remedial Education-CE/Delinquent	165		31	38	23	
Cease and Desist Order	0		0	0	0	
Peer Assistance Order	0		0	0	0	
Applicant/Petitioner with Stipulations	339		24	28	30	
TPAPN Order	77		23	22	24	
# of RNs Participating in TPAPN	582		536	519	616	
Average Days for Complaint Resolution	112.63		106.51	81.91	117.66	
Average Days for Final Disposition	186.87		180.86	165.30	167.84	
Age of Cases:						
More than 12 Months	28%		29.71%	33.43%	32.11%	
Between 6 and 12 Months	29%		31.68%	29.24%	23.15%	
Less than 6 Months	43%		38.61%	37.32%	44.74%	

<b>LVN Enforcement Statistics</b>	FY13	FY14	FY14 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
Ratio of Complaints filed per 100 NURSE population	2.24		1.53	1.53	1.62	
% of Complaints Resolved Resulting in Discipline	24.80%		24.85%	24.96%	20.59%	
Recidivism Rate for LVNs Discipline	10.19%		12.28%	11.66%	15.84%	
Recidivism Rate for LVNs Enrolled in TPAPN	5%		0%	0%		
% of Complaints Resolved in 6 Months	62.08%		67.23%	66.99%	58.87%	
Jurisdictional Complaints Received	8,269		1,480	1,500	1,575	
Cumulative Investigations Conducted	11,977		1,330	2,538	4,334	
Complaints Resolved	8,167		2,008	1,787	2,220	
Informal Conferences	80		18	17	21	
Total LVN Licenses Sanctioned	1,703		130	102	108	
# of LVNs Participating in TPAPN	162		137	138	176	
<b>Breakdown of Discipline:</b>						
Reprimand	2		1	1	0	
Fine	0		0	1	0	
Fine and Remedial Education	188		8	8	6	
Voluntary Surrender	193		12	7	9	
Probation	0		0	0	0	
Suspension	50		4	3	3	
Revocation	262		14	10	10	
Warning W/Stipulation	285		22	15	18	
Average Days for Complaint Resolution	132.83		105.51	93.28	147.77	
Average Days for Final Disposition	219.35		186.46	188.17	201.53	
Age of Cases: More than 12 Months	29%		27.08%	30.04%	31.86%	
6 to 12 Months	26%		32.68%	34.15%	25.02%	
Less than 6 Months	45%		40.23%	35.81%	43.13%	

<b>LVN and RN Enforcement Statistics</b>	FY13	FY14	FY14 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Efficiency Measures</u>						
Average Cost per Investigation	\$548.12		\$122.65	\$159.90	\$0	
Average Cost of Informal Conference	\$220.17		\$201.17	\$208.75	\$208.04	
Average Cost of Complaint Resolution	\$199.56		\$162.21	\$157.95	\$111.55	
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	268.33		97.70	112.84	100.02	
Average Time from Hearing Date to PFD (in Days)	40.21		26.19	33.78	26.94	
Average Time from PFD to Ratification (in Days)	98.83		50.71	76.86	93.69	
Average Time for Disciplinary Action (ALJ Only)	651.34		550.37	566.38	549.63	
<u>Explanatory Measures</u>						
Total Case Load			See Notes			
Average Attorney - Investigator Ratio	7:33		7.32	7:29	6:30	

Fiscal Year 2014  
Comment page for Strategy 2.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

Efficiency Measures

The cost per investigation was \$0 since we did not conduct a field or on-site investigation this quarter.

Explanatory Measures

Total Case Load by group:

Administrative Staff Review - 1,514

Eligibility Staff - 836

Management Staff - 159

Monitoring Staff - 87

Nurse-Criminal Justice Staff - 370

Operations Staff - 1,025

Fiscal Year 2014  
Third Quarter Status

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.

	FY13	FY14	FY14:1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures</u>						
Staff Turnover	11.1%		4.6%	5.5%	4.6%	
<u>Output Measures</u>						
# of Board Training Sessions	3		0	1	1	
# of Telephone Calls Received	204,920		33,579	46,465	42,165	
# of New Hires	17		10	4	14	
# of Resignations	18		5	6	5	
# of Terminations	0		0	0	0	
Workforce Composition:						
African-American	15.3%		12.6%	12.9%	11.8%	
Anglo	55.1%		54.4%	53.5%	57.3%	
Hispanic	29.6%		31.1%	31.7%	28.2%	
Other	0%		1.9%	1.9%	2.7%	
# of Workshops/Webinars Conducted	12		4	4	8	
# of Nurses Attending Workshops/Webinars	1,663		403	356	726	
# of Attendees at Open Forums	6		3	3	0	
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.875		1.5	1.5	1.75	
Average Cost of Conducting Workshop per Registrant	\$143.77		\$97.17	\$230.72	\$192.33	

Fiscal Year 2014  
Comment page for Strategy 3.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

This quarter we had 5 resignations: 1 in Customer Service; 1 attorney; 2 Investigators and 1 enforcement administrative assistant.

Fiscal Year 2014  
Third Quarter Status

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.

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

	FY13	FY14	FY14:1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures:</u>						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	10.8%		7%	6%	5%	
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	0		0	0	0	
# of HUBs from which Agency Made Purchases	43		5	14	5	
Dollar Value of Purchases and Contracts to HUBs	\$190,887		\$49,053	\$23,370	\$18,460	

Fiscal Year 2014  
Comment page for Strategy 4.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

None

**2012/2013 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><b>2014</b></u>	<u><b>Actual</b></u>
<b>A. Goal: LICENSING</b>		
<b>Outcome (Results/Impact):</b>		
Percentage of Licensees with No Recent Violations (RN)	98.25%	98.43%
Percent of Licensees Who Renew Online (RN)	91%	93.26%
Percent of New Individual Licenses Issued Online (RN)	75%	74.83%
Percentage of Licensees with No Recent Violations (LVN)	98%	96.00%
Percent of Licensees Who Renew Online (LVN)	87%	90.20%
Percent of New Individual Licenses Issued Online (LVN)	60%	66.29%
<b>A.1.1. Strategy: LICENSING</b>		
<b>Output (Volume):</b>		
Number of New Licenses Issued to Individuals (RN)	16,650	11,954
Number of Individual Licenses Renewed (RN)	114,250	92,960
Number of New Licenses Issued to Individuals (LVN)	6,600	4,642
Number of Individual Licenses Renewed (LVN)	44,150	34,420
<b>B. Goal: PROTECT PUBLIC</b>		
<b>Outcome (Results/Impact):</b>		
Percent of Complaints Resulting in Disciplinary Action (RN)	23%	16.95%
Percent of Complaints Resulting in Disciplinary Action (LVN)	25%	20.59%
<b>B.1.1. Strategy: ADJUDICATE VIOLATIONS</b>		
<b>Output (Volume):</b>		
Number of Complaints Resolved (RN)	7,250	7,967
Number of Complaints Resolved (LVN)	5,150	6,015
<b>Efficiencies:</b>		
Average Time for Complaint Resolution (Days) (RN)	190	168
<b>Explanatory:</b>		
Number of Jurisdictional Complaints Received (RN)	7,500	6,670
Number of Jurisdictional Complaints Received (LVN)	5,250	4,555
<b>B.1.2. Strategy: PEER ASSISTANCE</b>		
<b>Output (Volume):</b>		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	600	616
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	176

## 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>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
<b>A. Goal: LICENSING</b>					
<b>Outcome (Results/Impact):</b>					
Percentage of Licensees with No Recent Violations (RN)	98.83%	98.82%	98.54%	98.60%	98.43%
Percent of Licensees Who Renew Online (RN)	92.60%	92.39%	91.82%	90.65%	93.26%
Percent of New Individual Licenses Issued Online (RN)	70.02%	76.52%	79.70%	77.89%	74.83%
Percentage of Licensees with No Recent Violations (LVN)	98.12%	98.11%	98.11%	97.68%	96.00%
Percent of Licensees Who Renew Online (LVN)	88.59%	89.91%	86.72%	86.13%	90.20%
Percent of New Individual Licenses Issued Online (LVN)	57.56%	62.89%	60.54%	63.51%	66.29%
<b>A.1.1. Strategy: LICENSING</b>					
<b>Output (Volume):</b>					
Number of New Licenses Issued to Individuals (RN)	16,407	16,513	18,005	18,259	11,954
Number of Individual Licenses Renewed (RN)	105,711	110,999	114,370	119,160	92,960
Number of New Licenses Issued to Individuals (LVN)	6,263	6,745	6,998	6,344	4,642
Number of Individual Licenses Renewed (LVN)	41,644	43,355	43,633	45,059	34,420
<b>B. Goal: PROTECT PUBLIC</b>					
<b>Outcome (Results/Impact):</b>					
Percent of Complaints Resulting in Disciplinary Action (RN)	18.07%	18.99%	22.67%	20.23%	16.95%
Percent of Complaints Resulting in Disciplinary Action (LVN)	23.51%	25.60%	27.64%	24.80%	20.59%
<b>B.1.1. Strategy: ADJUDICATE VIOLATIONS</b>					
<b>Output (Volume):</b>					
Number of Complaints Resolved (RN)	8,273	9,054	10,436	11,265	7,967
Number of Complaints Resolved (LVN)	6,156	6,264	7,682	8,167	6,015
<b>Efficiencies:</b>					
Average Time for Complaint Resolution (Days) (RN)	172	204	258	187	168
<b>Explanatory:</b>					
Number of Jurisdictional Complaints Received (RN)	9,469	9,373	9,709	11,094	6,670
Number of Jurisdictional Complaints Received (LVN)	7,421	6,450	6,922	8,269	4,555
<b>B.1.2. Strategy: PEER ASSISTANCE</b>					
<b>Output (Volume):</b>					
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	473	467	527	582	616
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	119	124	133	162	176

**Comment:**

Pages 16 and 17 provide a view of current performance measures and trending performance measures over a five year period.