TEXAS BOARD OF NURSING

Quarterly Statistical Report

Fourth Quarter

Fiscal Year 2014

Fiscal Year 2014
Fourth 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: 1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
% in Compliance with Pre-Renewal CE Audit - RN	83.70%	92.51%	88.50%	91.60%	95.1%	94.9%
% in Compliance with Pre-Renewal CE Audit - LVN	63.80%	81.47%	76.80%	75.50%	85.7%	88.10%
% of RN Licensees with no recent violations	98.60%	98.44%	98.46%	98.45%	98.43%	98.43%
% of LVN Licensees with no recent violations	97.68%	96.04%	96.10%	96.03%	96.00%	96.04%
% of RN Licensees Who Renew Online	90.65%	93.19%	92.12%	93.20%	93.26%	94.16%
% of LVN Licensees Who Renew Online	86.13%	90.11%	88.86%	89.47%	90.20%	91.90%
% of New RN Individual Licenses Issued Online	77.89%	77.87%	74.89%	80.15%	74.83%	81.59%
% of New LVN Individual Licenses Issued Online	63.51%	68.18%	68.37%	69.18%	66.29%	68.90%
Output Measures						
# of Current RN Licensees	258,208	272,128	260,299	263,686	266,271	272,128
# of Current LVN Licensees	96,724	99,347	97,939	98,323	98,941	99,347
# of Individuals Taking the RN Examination	14,442	16,991	2,851	4,456	2,365	7,319
# of Individuals Taking the PN Examination	6,761	6,147	2,178	1,469	1,071	1,429
# of RN Licenses Renewed	119,160	126,631	30,589	31,575	30,796	33,671
# of LVN Licenses Renewed	45,059	46,796	11,579	11,979	10,862	12,376
# of RN Licenses Issued by Endorsement	7,379	7,894	1,755	2,033	1,790	2,316
# of LVN Licenses Issued by Endorsement	1,049	1,163	271	350	269	273
# of RN Licenses Issued by Examination	10,880	11,986	1,789	3,207	1,380	5,610
# of LVN Licenses Issued by Examination	5,295	4,720	1,828	1,123	801	968
# of RN Temporary Licenses Issued	8,370	9,970	2,178	2,352	2,596	2,644
# of LVN Temporary Permits Issued	1,202	1,344	319	271	371	383
# of RN Licenses Verified	618	730	132	168	214	216
# of LVN Licenses Verified	14	21	4	6	5	6
# of Current APNs	17,177	19,509	18,269	18,595	18,967	19,509
# of Authorizations Issued to New Graduate APNs	0	0	0	0	0	0
# of Authorizations Issued to Fully Qualified APNs	2,005	2,086	497	477	436	676
# of APN Authorizations Renewed	7,793	9,101	2,200	2,197	2,249	2,455
# of APNs Granted Prescriptive Authorization	1,703	1,790	466	339	398	587

	FY13	FY14	FY14: 1st Q	2nd Q	3rd Q	4th Q
Eligibility Orders:						
#of Petitions/Applications Processed	5,350	5,689	1,058	1,256	1,576	1,799
# Approved Without Stipulations	4,338	4,777	878	1,030	1,329	1,540
# Individuals Denied by Executive Director	29	34	10	7	7	10
# Approved with Stipulations	492	600	127	127	156	190
# Individuals Denied By Board/E & D	33	5	1	1	2	1
# Petitions/Applications Pending	750	568	597	622	593	568
# Closed due to No Response or Withdrawal	270	165	17	70	46	32
# Closed with Corrective Action	184	87	23	17	28	19
# Licenses placed on "Retired Status" - RN	429	393	87	99	95	112
# Licenses placed on "Retired Status" - LVN	116	131	29	39	31	32
Efficiency Measures						
Average Cost for Issuing LVN/RN License	$1.68	$1.82	$1.48	$1.80	$2.21	$1.78
Average Time for Issuing RN Initial License (Days)	116.79	102.53	95.15	116.72	96.70	101.54
Average Time for Issuing LVN Initial License (Days)	131.20	125.61	124.74	135.15	125.97	116.58
Average Time for RN/LVN License Renewals (Days)	2.78	2.55	2.66	2.91	2.25	2.35
Explanatory Measures						
# RN Licenses Placed Inactive	1,216	1,080	225	304	281	270
# LVN Licenses Placed Inactive	596	499	118	148	114	119
# APNs Placed Inactive	171	171	33	41	50	47
NCLEX - RN Pass Rate - Total	79.11%	73.94%	67.17%	77.55%	63.03%	77.37%
NCLEX - PN Pass Rate - Total	78.79%	77.42%	82.40%	78.21%	69.29%	75.14%
NCLEX - RN Pass Rate - 1st Time	79.98%	80.99%	75.21%	83.99%	73.81%	82.07%
NCLEX - PN Pass Rate - 1st Time	86.45%	86.21%	88.32%	86.74%	82.38%	84.70%

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

No Comments

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	FY14:1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
% in RN Nursing Programs in Compliance	95.65%	95.63%	95.61%	95.58%	95.57%	95.76%
% of LVN Nursing Programs in Compliance	94.90%	94.04%	94.90%	93.88%	93.68%	93.68%
Output Measures						
# of RN Nursing Programs Approved	115	118	114	113	115	118
# of LVN Nursing Programs Approved	98	95	98	98	95	95
# of RN Nursing Programs Sanctioned	5	5	5	5	5	5
# of LVN Nursing Programs with Sanctions	5	6	6	6	6	6
Efficiency Measures						
Average Cost of Program Survey	$677.01	$503.03	$660.75	$582.68	$246.20	$522.49
Explanatory Measures						
# of Programs Surveyed	77	19	4	2	4	9
Average Length of Survey Visit (in Days)	1	0.84	1	.75	.6	1

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

Survey Visits

Date	Program	Location	Program Type	Program Evaluator	Length of Visit in Hours
June 4, 2014	Galen College	San Antonio, Texas	VN	Virginia Ayars	10
June 10, 2014	LeTourneau University	Longview, Texas	BSN	Sandi Emerson	4
June 12, 2014	Vernon College	Wichita Falls, Texas	VN	Beverly Skloss	7.5
June 18, 2014	Hill College	Hillsboro, Texas	ADN	Gayle Varnell	8
July 10, 2014	Tyler County Hospital	Woodville, Texas	VN	Gayle Varnell	8
July 15, 2014	The College of Health Care Professions	Houston	VN	Beverly Skloss	7.5
July 29, 2014	ITT Technical Institute	Richardson, Texas	ADN	Gayle Varnell	8
August 12, 2014	Vista College	El Paso, Texas	VN	Beverly Skloss	8
August 27, 2014	Quest College	San Antonio, Texas	VN	Virginia Ayars Janice Hooper	8

Total Programs Visited: 9
VN Programs Visited: 6
ADN Programs Visited: 2
BSN Program Visited: 1

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	FY13	FY14	FY14: 1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
Ratio to Complaints filed per 100 Licensee Population	1.09	.89	0.80	0.81	.91	1.03
% of Complaints Resolved Resulting in Discipline	20.23%	19.82%	20.75%	21.90%	16.95%	19.66%
Recidivism Rate for Those Receiving Discipline	12.72%	14.09%	13.79%	13.82%	13.03%	15.71%
Recidivism Rate for RNs Enrolled in TPAPN	7%	11%	8%	21%	10%	8%
% of Complaints Resolved in 6 months	67.49%	69.78%	68.89%	70.25%	66.15%	73.82%
Output Measures						
# Jurisdictional Complaints Received	11,094	9,411	2,052	2,114	2,504	2,741
# Non-Jurisdictional Complaints Received	117	142	25	13	50	54
# Investigations Conducted (Cases Open-Cumulative)	16,415	10,475	5,534	7,013	8,735	10,475
# of Complaints Resolved	11,265	11,003	2,499	2,374	3,094	3,036
# of Informal Conferences	125	134	34	22	42	36
# of ALJ Hearings	148	324	73	70	83	98
# of Licenses Sanctioned	1,871	1,766	414	427	422	503
Limited Licenses	23	19	2	7	3	7
Remedial Education	114	120	32	32	20	36
Reprimand	1	2	0	1	0	1
Reprimand with Stipulations	91	92	13	20	26	33
Reprimand with Remedial Education	0	0	0	0	0	0
Revocation	209	259	66	72	56	65
Stipulation Only	1	1	1	0	0	0
Suspension	62	31	7	6	9	9
Suspend/Probate	105	90	23	23	28	16

	FY13	FY14	FY14: 1st Q	2nd Q	3rd Q	4th Q
Voluntary Surrender	208	158	39	35	51	33
Warning	0	2	0	0	1	1
Warning with Remedial Education	0	0	0	0	0	0
Warning with Stipulation	348	301	83	67	65	86
Warning with Fine	0	0	0	0	0	0
License Reinstated - clear	0	0	0	0	0	0
License Reinstated with Stipulation	30	35	13	9	4	9
Fine	0	1	0	1	0	0
Reinstatement Denied	19	19	7	3	3	6
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	165	127	31	38	23	35
Cease and Desist Order	0	0	0	0	0	0
Peer Assistance Order	0	0	0	0	0	0
Applicant/Petitioner with Stipulations	339	130	24	28	30	48
TPAPN Order	77	94	23	22	24	25
# of RNs Participating in TPAPN	582	625	536	519	616	625
Average Days for Complaint Resolution	112.63	93.74	106.51	81.91	117.66	68.86
Average Days for Final Disposition	186.87	164.20	180.86	165.30	167.84	142.78
Age of Cases:						
More than 12 Months	28%	31.76%	29.71%	33.43%	32.11%	31.80%
Between 6 and 12 Months	29%	26.03%	31.68%	29.24%	23.15%	20.03%
Less than 6 Months	43%	42.21%	38.61%	37.32%	44.74%	48.17%

LVN Enforcement Statistics	FY13	FY14	FY14 1st Q	2nd Q	3rd Q	4th Q
Ratio of Complaints filed per 100 NURSE population	2.24	1.65	1.53	1.53	1.62	1.90
% of Complaints Resolved Resulting in Discipline	24.80%	23.37%	24.85%	24.96%	20.59%	23.07%
Recidivism Rate for LVNs Discipline	10.19%	13.17%	12.28%	11.66%	15.84%	12.89%
Recidivism Rate for LVNs Enrolled in TPAPN	5%	4%	0%	0%	11%	0%
% of Complaints Resolved in 6 Months	62.08%	65.80%	67.23%	66.99%	58.87%	70.12%
Jurisdictional Complaints Received	8,269	6,413	1,480	1,500	1,575	1,858
Cumulative Investigations Conducted	11,977	14,157	1,330	2,538	4,334	5,955
Complaints Resolved	8,167	8,083	2,008	1,787	2,220	2,068
Informal Conferences	80	93	18	17	21	37
Total LVN Licenses Sanctioned	1,703	469	130	102	108	129
# of LVNs Participating in TPAPN	162	162	137	138	176	162
Breakdown of Discipline:						
Reprimand	2	3	1	1	0	1
Fine	0	1	0	1	0	0
Fine and Remedial Education	188	28	8	8	6	6
Voluntary Surrender	193	33	12	7	9	5
Probation	0	0	0	0	0	0
Suspension	50	12	4	3	3	2
Revocation	262	45	14	10	10	11
Warning W/Stipulation	285	71	22	15	18	16
Average Days for Complaint Resolution	132.83	106.59	105.51	93.28	147.77	79.78
Average Days for Final Disposition	219.35	186.04	186.46	188.17	201.53	168.00
Age of Cases: More than 12 Months	29%	30.43%	27.08%	30.04%	31.86%	32.74%
6 to 12 Months	26%	28.11%	32.68%	34.15%	25.02%	20.60%
Less than 6 Months	45%	41.46%	40.23%	35.81%	43.13%	46.66%

LVN and RN Enforcement Statistics	FY13	FY14	FY14 1st Q	2nd Q	3rd Q	4th Q
Efficiency Measures						
Average Cost per Investigation	$548.12	$107.48	$122.65	$159.90	$0	$147.35
Average Cost of Informal Conference	$220.17	$206.65	$201.17	$208.75	$208.04	$208.63
Average Cost of Complaint Resolution	$199.56	$136.05	$162.21	$157.95	$111.55	$112.50
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	268.33	261.84	240.51	281.42	264.09	261.32
Average Time from Hearing Date to PFD (in Days)	40.21	28.86	26.19	33.78	27.36	28.10
Average Time from PFD to Ratification (in Days)	98.83	97.35	81.12	85.02	109.18	114.09
Average Time for Disciplinary Action (ALJ Only)	651.34	548.48	550.37	566.38	549.63	527.55
Explanatory Measures						
Total Case Load			See Notes			
Average Attorney - Investigator Ratio	7:33	6:31	7.32	7:29	6:30	6:33

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

Explanatory Measures

Total Case Load by group:

Administrative Staff Review - 1,180

Eligibility Staff - 580

Management Staff - 299

Monitoring Staff - 93

Nurse-Criminal Justice Staff - 439

Operations Staff - 1,297

Fiscal Year 2014
Fourth 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	FY14:1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
Staff Turnover	11.1%	16.4%	4.6%	5.5%	4.6%	1.8%
Output Measures						
# of Board Training Sessions	3	3	0	1	1	1
# of Telephone Calls Received	204,920	199,594	33,579	46,465	42,165	77,385
# of New Hires	17	35	10	4	14	7
# of Resignations	18	18	5	6	5	2
# of Terminations	0	0	0	0	0	0
Workforce Composition:						
African-American	15.3%	13.1%	12.6%	12.9%	11.8%	13.1%
Anglo	55.1%	53.9%	54.4%	53.5%	57.3%	53.9%
Hispanic	29.6%	30.4%	31.1%	31.7%	28.2%	30.4%
Other	0%	2.6%	1.9%	1.9%	2.7%	2.6%
# of Workshops/Webinars Conducted	12	21	4	4	8	5
# of Nurses Attending Workshops/Webinars	1,663	1,749	403	356	726	264
# of Attendees at Open Forums	6	7	3	3	0	1
Efficiency Measures						
Average # of Days for New Hire Orientation	1.875	1.563	1.5	1.5	1.75	1.5
Average Cost of Conducting Workshop per Registrant	$143.77	$285.31	$97.17	$230.72	$192.33	$487.47

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

<u>Output Measure</u>

This quarter we had 2 resignations: 1 in Customer Service and 1 administrative assistant in Nursing

<u>Efficiency Measure</u>

The cost of a workshop was much higher due to offering one free webinar and paying in advance for part of a future workshop in fiscal year 2015.

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 pubic 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	FY14:1st Q	2nd Q	3rd Q	4th Q
Outcome Measures:						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	10.8%	7.25%	7%	6%	5%	11%
Output Measures:						
# of Contracts Awarded to HUBs	0	0	0	0	0	0
# of HUBs from which Agency Made Purchases	43	34	5	14	5	10
Dollar Value of Purchases and Contracts to HUBs	$190,887	$129,342	$49,053	$23,370	$18,460	$38,460

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

None

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.

	2014	**Actual**
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98.25%	98.44%
Percent of Licensees Who Renew Online (RN)	91%	93.19%
Percent of New Individual Licenses Issued Online (RN)	75%	77.87%
Percentage of Licensees with No Recent Violations (LVN)	98%	96.04%
Percent of Licensees Who Renew Online (LVN)	87%	90.11%
Percent of New Individual Licenses Issued Online (LVN)	60%	68.18%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	16,650	19,880
Number of Individual Licenses Renewed (RN)	114,250	126,631
Number of New Licenses Issued to Individuals (LVN)	6,600	5,883
Number of Individual Licenses Renewed (LVN)	44,150	46,796
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	23%	19.82%
Percent of Complaints Resulting in Disciplinary Action (LVN)	25%	23.37%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	7,250	11,003
Number of Complaints Resolved (LVN)	5,150	8,083
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	190	164
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	7,500	9,411
Number of Jurisdictional Complaints Received (LVN)	5,250	6,413
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	600	625
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	162

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.

	2010	2011	2012	2013	2014
A. Goal: LICENSING					
Outcome (Results/Impact):					
Percentage of Licensees with No Recent Violations (RN)	98.83%	98.82%	98.54%	98.60%	98.44%
Percent of Licensees Who Renew Online (RN)	92.60%	92.39%	91.82%	90.65%	93.19%
Percent of New Individual Licenses Issued Online (RN)	70.02%	76.52%	79.70%	77.89%	77.87%
Percentage of Licensees with No Recent Violations (LVN)	98.12%	98.11%	98.11%	97.68%	96.04%
Percent of Licensees Who Renew Online (LVN)	88.59%	89.91%	86.72%	86.13%	90.11%
Percent of New Individual Licenses Issued Online (LVN)	57.56%	62.89%	60.54%	63.51%	68.18%
A.1.1. Strategy: LICENSING					
Output (Volume):					
Number of New Licenses Issued to Individuals (RN)	16,407	16,513	18,005	18,259	19,880
Number of Individual Licenses Renewed (RN)	105,711	110,999	114,370	119,160	126,631
Number of New Licenses Issued to Individuals (LVN)	6,263	6,745	6,998	6,344	5,883
Number of Individual Licenses Renewed (LVN)	41,644	43,355	43,633	45,059	46,796
B. Goal: PROTECT PUBLIC					
Outcome (Results/Impact):					
Percent of Complaints Resulting in Disciplinary Action (RN)	18.07%	18.99%	22.67%	20.23%	19.82%
Percent of Complaints Resulting in Disciplinary Action (LVN)	23.51%	25.60%	27.64%	24.80%	23.37%
B.1.1. Strategy: ADJUDICATE VIOLATIONS					
Output (Volume):					
Number of Complaints Resolved (RN)	8,273	9,054	10,436	11,265	11,003
Number of Complaints Resolved (LVN)	6,156	6,264	7,682	8,167	8,083
Efficiencies:					
Average Time for Complaint Resolution (Days) (RN)	172	204	258	187	164
Explanatory:					
Number of Jurisdictional Complaints Received (RN)	9,469	9,373	9,709	11,094	9,411
Number of Jurisdictional Complaints Received (LVN)	7,421	6,450	6,922	8,269	6,413
B.1.2. Strategy: PEER ASSISTANCE					
Output (Volume):					
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	473	467	527	582	625
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	119	124	133	162	162

Comment:

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