

Agenda Item #: 5.1.2
Prepared by: Mark Majek
Meeting Date: April, 2015

TEXAS BOARD OF NURSING

Quarterly Statistical Report

Second Quarter

Fiscal Year 2015

Fiscal Year 2015
Second 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: Licensure/Credentialing/Processing.

	FY14	FY15	FY15: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
% in Compliance with Pre-Renewal CE Audit - RN	92.51%		94.17%	93.18%		
% in Compliance with Pre-Renewal CE Audit - LVN	81.47%		83.79%	87.55%		
% of RN Licensees with no recent violations	98.50%		98.43%	98.42%		
% of LVN Licensees with no recent violations	96.13%		96.04%	96.03%		
% of RN Licensees Who Renew Online	93.19%		93.80%	92.57%		
% of LVN Licensees Who Renew Online	90.11%		91.90%	90.12%		
% of New RN Individual Licenses Issued Online	77.87%		75.90%	77.21%		
% of New LVN Individual Licenses Issued Online	68.18%		76.14%	67.41%		
Output Measures						
# of Current RN Licensees	272,128		274,143	277,893		
# of Current LVN Licensees	99,347		100,046	100,451		
# of Individuals Taking the RN Examination	16,991		3,074	4,739		
# of Individuals Taking the PN Examination	6,147		2,098	1,624		
# of RN Licenses Renewed	126,631		33,110	31,275		
# of LVN Licenses Renewed	46,796		12,218	11,487		
# of RN Licenses Issued by Endorsement	7,894		2,620	2,461		
# of LVN Licenses Issued by Endorsement	1,163		351	303		
# of RN Licenses Issued by Examination	11,986		1,857	3,455		
# of LVN Licenses Issued by Examination	4,720		1,753	1,265		
# of RN Temporary Licenses Issued	9,970		3,185	2,225		
# of LVN Temporary Permits Issued	1,344		349	281		
# of RN Licenses Verified	730		251	248		
# of LVN Licenses Verified	21		5	5		
# of Current APRNs	19,509		20,066	20,503		
# of Authorizations Issued to New Graduate APRNs	0		0	0		
# of Authorizations Issued to Fully Qualified APRNs	2,086		677	589		
# of APRN Authorizations Renewed	9,101		2,397	2,282		
# of APRNs Granted Prescriptive Authorization	1,790		626	453		

	FY14	FY15	FY15: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	5,689		1,540	1,321		
# Approved Without Stipulations	4,777		1,240	1,101		
# Individuals Denied	39		15	13		
# Approved with Stipulations	600		156	145		
# Petitions/Applications Pending	568		499	546		
# Closed due to No Response or Withdrawal	165		95	35		
# Closed with Corrective Action	87		25	22		
# Licenses placed on "Retired Status" - RN	393		152	122		
# Licenses placed on "Retired Status" - LVN	131		23	21		
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$1.82		\$2.08	\$2.28		
Average Time for Issuing RN Initial License (Days)	102.53		85.31	83.93		
Average Time for Issuing LVN Initial License (Days)	125.61		115.04	127.86		
Average Time for RN/LVN License Renewals (Days)	2.55		2.34	2.73		
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	1,080		338	330		
# LVN Licenses Placed Inactive	499		157	124		
# APRNs Placed Inactive	171		48	43		
NCLEX - RN Pass Rate - Total	73.94%		64.20%	78.29%		
NCLEX - PN Pass Rate - Total	77.42%		78.93%	79.22%		
NCLEX - RN Pass Rate - 1 st Time	80.99%		75.90%	86.85%		
NCLEX - PN Pass Rate - 1 st Time	86.21%		84.94%	86.37%		

Fiscal Year 2015
Comment page on Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

No Comments

Fiscal Year 2015
Second 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.

	FY14	FY15	FY15:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	95.63%		98.28%	83.62%		
% of LVN Nursing Programs in Compliance	94.04%		94.68%	94.68%		
<u>Output Measures</u>						
# of RN Nursing Programs Approved	118		116	116		
# of LVN Nursing Programs Approved	95		94	94		
# of RN Nursing Programs Sanctioned	5		2	19		
# of LVN Nursing Programs with Sanctions	6		5	5		
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$503.03		\$1,031	\$183.11		
<u>Explanatory Measures</u>						
# of Programs Surveyed	19		6	1		
Average Length of Survey Visit (in Days)	0.84		1	.25		

Fiscal Year 2015
Comment page for Strategy 1.2.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

Number of Program Survey Visits = 1
Average Number of Days for Visits = 1
Average Number of Hours per Visit per Day = 2
Average Number of People Conducting Each Visit = 2

Breakdown:

Virginia Ayars = 1
Sandi Emerson = 1

Date	Program	Location	Program Type	Program Evaluator	Length of Visit in Hours
2/24/2015	Career Point	Austin	VN	Sandi Emerson & Virginia Ayars	2

Total Programs Visited: 1

VN Programs Visited: 1

Fiscal Year 2015
Second 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.

RN Enforcement Statistics	FY14	FY15	FY15: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	.89		.93	.96		
% of Complaints Resolved Resulting in Discipline	19.82%		19.64%	19.30%		
Recidivism Rate for Those Receiving Discipline	14.09%		11.74%	11.42%		
Recidivism Rate for RNs Enrolled in TPAPN	11%		9%	6%		
% of Complaints Resolved in 6 months	69.78%		76.93%	81.35%		
<u>Output Measures</u>						
# Jurisdictional Complaints Received	9,411		2,494	2,594		
# Non-Jurisdictional Complaints Received	142		51	87		
# Investigations Conducted (Cases Open-Cumulative)	10,475		4,246	6,018		
# of Complaints Resolved	11,003		2,729	2,756		
# of Informal Conferences	134		45	48		
# of ALJ Hearings	324		78	84		
# of Licenses Sanctioned	1,766		443	438		
Limited Licenses	19		2	8		
Remedial Education	120		23	26		
Reprimand	2		0	0		
Reprimand with Stipulations	92		23	29		
Reprimand with Remedial Education	0		0	0		
Revocation	259		68	54		
Stipulation Only	1		0	1		
Suspension	31		7	10		
Suspend/Probate	90		20	15		

	FY14	FY15	FY15: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	158		29	37		
Warning	2		1	0		
Warning with Remedial Education	0		0	0		
Warning with Stipulation	301		104	95		
Warning with Fine	0		0	0		
License Reinstated - clear	0		0	0		
License Reinstated with Stipulation	35		10	5		
Fine	1		0	0		
Reinstatement Denied	19		5	1		
Limited License with Fine	0		0	0		
Probation	0		0	0		
Reprimand with Fine	0		0	0		
Suspension with Fine	0		0	0		
Fine with Remedial Education-CE/Delinquent	127		16	19		
Cease and Desist Order	0		0	0		
Peer Assistance Order	0		0	0		
Applicant/Petitioner with Stipulations	130		43	25		
TPAPN Order	94		15	16		
# of RNs Participating in TPAPN	625		612	597		
Average Days for Complaint Resolution	93.74		58.11	38.96		
Average Days for Final Disposition	164.20		121.99	112.53		
Age of Cases:						
More than 12 Months	31.76%		28.45%	26.26%		
Between 6 and 12 Months	26.03%		19.73%	20.51%		
Less than 6 Months	42.21%		51.82%	53.23%		

LVN Enforcement Statistics	FY14	FY15	FY15 1 st Q	2 nd Q	3 rd Q	4 th Q
Ratio of Complaints filed per 100 NURSE population	1.65		1.62	1.88		
% of Complaints Resolved Resulting in Discipline	23.37%		27.24%	22.15%		
Recidivism Rate for LVNs Discipline	13.17%		13.83%	13.33%		
Recidivism Rate for LVNs Enrolled in TPAPN	4%		0%	0%		
% of Complaints Resolved in 6 Months	65.80%		72.08%	79.39%		
Jurisdictional Complaints Received	6,413		1,591	1,809		
Cumulative Investigations Conducted	14,157		1,136	2,480		
Complaints Resolved	8,083		1,927	1,892		
Informal Conferences	93		26	24		
Total LVN Licenses Sanctioned	469		129	330		
# of LVNs Participating in TPAPN	162		142	146		
Breakdown of Discipline:						
Reprimand	3		0	0		
Fine	1		0	0		
Fine and Remedial Education	28		6	14		
Voluntary Surrender	33		7	23		
Probation	0		0	0		
Suspension	12		4	5		
Revocation	285		91	79		
Warning W/Stipulation	273		83	77		
Average Days for Complaint Resolution	106.59		71.99	54.17		
Average Days for Final Disposition	186.04		151.07	129.40		
Age of Cases: More than 12 Months	30.43%		29.28%	24.57%		
6 to 12 Months	28.11%		20.04%	21.80%		
Less than 6 Months	41.46%		50.68%	53.63%		

LVN and RN Enforcement Statistics	FY14	FY15	FY15 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Efficiency Measures</u>						
Average Cost per Investigation	\$107.48		\$223.77	\$128.41		
Average Cost of Informal Conference	\$206.65		\$182.52	\$238.52		
Average Cost of Complaint Resolution	\$136.05		\$153.21	\$149.25		
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	261.84		228.67	235.54		
Average Time from Hearing Date to PFD (in Days)	28.86		25.93	25.79		
Average Time from PFD to Ratification (in Days)	97.35		89.60	106.88		
Average Time for Disciplinary Action (ALJ Only)	548.48		574.78	480.49		
<u>Explanatory Measures</u>						
Total Case Load			See Notes	See Notes		
Average Attorney - Investigator Ratio	6:31		7:30	7:31		

Fiscal Year 2015
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 - 1,505

Eligibility Staff - 2,229

Legal Investigator - 14

Monitoring Staff - 555

Nurse-Criminal Justice Staff - 2,589

Operations Staff - 961

Fiscal Year 2015
Second 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.

	FY14	FY15	FY15:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	16.4%		1%	1.8%		
<u>Output Measures</u>						
# of Board Training Sessions	3		2	1		
# of Telephone Calls Received	199,594		62,053	55,036		
# of New Hires	35		6	5		
# of Resignations	18		1	2		
# of Terminations	0		0	0		
Workforce Composition:						
African-American	13.1%		10.3%	10.8%		
Anglo	53.9%		58.1%	56.7%		
Hispanic	30.4%		29.1%	30.0%		
Other	2.6%		2.5%	2.5%		
# of Workshops/Webinars Conducted	21		15	6		
# of Nurses Attending Workshops/Webinars	1,749		1,651	524		
# of Attendees at Open Forums	7		2	3		
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.563		1.5	1.5		
Average Cost of Conducting Workshop per Registrant	\$285.31		\$79.18	\$129.58		

Fiscal Year 2015
Comment page for Strategy 3.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

This quarter we had 1 resignation of a program supervisor in the Operations Department and one retirement of a Clerk IV in Operations.

Fiscal Year 2015
Second 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.

	FY14	FY15	FY15:1 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	7.25%		4%	3%		
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	0		0	0		
# of HUBs from which Agency Made Purchases	34		6	5		
Dollar Value of Purchases and Contracts to HUBs	\$129,342		\$39,536	\$13,737		

Fiscal Year 2015
Comment page for Strategy 4.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

2014/2015 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>2015</u>	<u>Actual</u>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98.25%	99.42%
Percent of Licensees Who Renew Online (RN)	91%	92.57%
Percent of New Individual Licenses Issued Online (RN)	75%	77.21%
Percentage of Licensees with No Recent Violations (LVN)	98%	96.03%
Percent of Licensees Who Renew Online (LVN)	87%	90.12%
Percent of New Individual Licenses Issued Online (LVN)	60%	67.41%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	16,650	10,393
Number of Individual Licenses Renewed (RN)	115,250	64,385
Number of New Licenses Issued to Individuals (LVN)	6,600	3,672
Number of Individual Licenses Renewed (LVN)	44,650	23,705
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	23%	19.30%
Percent of Complaints Resulting in Disciplinary Action (LVN)	25%	22.15%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	7,250	5,485
Number of Complaints Resolved (LVN)	5,150	3,819
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	190	113
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	7,500	5,088
Number of Jurisdictional Complaints Received (LVN)	5,250	3,400
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	600	597
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	146

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>
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.