TEXAS BOARD OF NURSING

<u>Quarterly Statistical Report</u>

Fourth Quarter

Fiscal Year 2015

Fiscal Year 2015
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.

	FY14	FY15	FY15: 1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
% in Compliance with Pre-Renewal CE Audit - RN	92.51%	94.96%	94.17%	93.18%	96.14%	96.46%
% in Compliance with Pre-Renewal CE Audit - LVN	81.47%	80.05%	83.79%	87.55%	93.58%	88.02%
% of RN Licensees with no recent violations	98.50%	98.45%	98.43%	98.42%	98.46%	98.49%
% of LVN Licensees with no recent violations	96.13%	96.11%	96.04%	96.03%	96.15%	96.19%
% of RN Licensees Who Renew Online	93.19%	93.12%	93.80%	92.57%	92.64%	93.45%
% of LVN Licensees Who Renew Online	90.11%	91.15%	91.90%	90.12%	91.06%	91.49%
% of New RN Individual Licenses Issued Online	77.87%	75.93%	75.90%	77.21%	70.34%	80.25%
% of New LVN Individual Licenses Issued Online	68.18%	71.88%	76.14%	67.41%	70.98%	73.00%
Output Measures						
# of Current RN Licensees	272,128	285,945	274,143	277,893	280,629	285,945
# of Current LVN Licensees	99,347	101,314	100,046	100,451	100,510	101,314
# of Individuals Taking the RN Examination	16,991	17,266	3,074	4,739	2,757	6,696
# of Individuals Taking the PN Examination	6,147	6,304	2,098	1,624	1,051	1,531
# of RN Licenses Renewed	126,631	131,307	33,110	31,275	31,568	35,354
# of LVN Licenses Renewed	46,796	47,341	12,218	11,487	11,170	12,466
# of RN Licenses Issued by Endorsement	7,894	9,953	2,620	2,461	2,442	2,430
# of LVN Licenses Issued by Endorsement	1,163	1,234	351	303	287	293
# of RN Licenses Issued by Examination	11,986	12,282	1,857	3,455	1,476	5,494
# of LVN Licenses Issued by Examination	4,720	4,829	1,753	1,265	726	1,085
# of RN Temporary Licenses Issued	9,970	10,712	3,185	2,225	2,746	2,556
# of LVN Temporary Permits Issued	1,344	1,391	349	281	353	408
# of RN Licenses Verified	730	1,176	251	248	363	314
# of LVN Licenses Verified	21	18	5	5	0	8
# of Current APRNs	19,509	21,587	20,066	20,503	21,035	21,587
# of Authorizations Issued to Fully Qualified APRNs	2,086	2,625	677	589	642	717
# of APRN Authorizations Renewed	9,101	9,757	2,397	2,282	2,428	2,650
# of APRNs Granted Prescriptive Authorization	1,790	2,289	626	453	579	631

	FY14	FY15	FY15: 1st Q	2nd Q	3rd Q	4th Q
Eligibility Orders:						
#of Petitions/Applications Processed	5,689	5,810	1,540	1,321	1,470	1,479
# Approved Without Stipulations	4,777	4,796	1,240	1,101	1,227	1,228
# Individuals Denied	39	54	15	13	9	17
# Approved with Stipulations	600	588	156	145	131	156
# Petitions/Applications Pending	568	396	499	546	485	396
# Closed due to No Response or Withdrawal	165	247	95	35	64	53
# Closed with Corrective Action	87	102	25	22	33	22
# Licenses placed on "Retired Status" - RN	393	496	152	122	93	129
# Licenses placed on "Retired Status" - LVN	131	92	23	21	26	22
Efficiency Measures						
Average Cost for Issuing LVN/RN License	$1.82	$2.13	$2.08	$2.28	$2.36	$1.79
Average Time for Issuing RN Initial License (Days)	102.53	81.37	85.31	83.93	83.57	72.68
Average Time for Issuing LVN Initial License (Days)	125.61	117.14	115.04	127.86	107.91	117.74
Average Time for RN/LVN License Renewals (Days)	2.55	2.40	2.34	2.73	2.29	2.24
Explanatory Measures						
# RN Licenses Placed Inactive	1,080	1,221	338	330	259	294
# LVN Licenses Placed Inactive	499	506	157	124	109	116
# APRNs Placed Inactive	171	172	48	43	33	48
NCLEX - RN Pass Rate - Total	73.94%	74.66%*	64.20%	78.29%	64.97%	79.82%
NCLEX - PN Pass Rate - Total	77.42%	76.46%*	78.93%	79.22%	64.31%	78.54%
NCLEX - RN Pass Rate - 1st Time	80.99%	84.71%*	75.90%	86.85%	83.06%	86.00%
NCLEX - PN Pass Rate - 1st Time	86.21%	85.37%*	84.94%	86.37%	79.55%	88.06%

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

Explanatory Measures

*Fiscal year 2015 final NCLEX PN and RN Data is preliminary and will be validated in the next quarterly report.

Fiscal Year 2015
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 1-2: 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	FY15:1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
% in RN Nursing Programs in Compliance	95.63%	83.76%	98.28%	83.62%	83.89%	83.76%
% of LVN Nursing Programs in Compliance	94.04%	94.56%	94.68%	94.68%	93.55%	94.56%
Output Measures						
# of RN Nursing Programs Approved	118	117	116	116	118	117
# of LVN Nursing Programs Approved	95	92	94	94	93	92
# of RN Nursing Programs Sanctioned	5	19	2	19	19	19
# of LVN Nursing Programs with Sanctions	6	5	5	5	6	5
Efficiency Measures						
Average Cost of Program Survey	$503.03	$638.26	$1,031	$183.11	$625.47	$713.49
Explanatory Measures						
# of Programs Surveyed	19	24	6	1	10	7
Average Length of Survey Visit (in Days)	0.84	.75	1	.25	1	1

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

Output Measure

Programs with Sanctions

Amarillo College ADN - Full with Warning
Bell Tech Career Institute VN - Initial with Warning
East Texas Baptist University BSN - Full with Warning
Hallmark College ADN - Initial with Warning
Hill College ADN - Conditional
Houston Community College ADN - Full with Warning
Kaplan College, San Antonio VN - Conditional
Kilgore College ADN - Full with Warning
Lone Star Kingwood ADN - Full with Warning
Lone Star North Harris ADN - Full with Warning
Midwestern State University BSN - Full with Warning
Mountain View College ADN - Initial with Warning
Odessa College ADN - Full with Warning
Odessa College Monahans VN - Full with Warning
Quest College VN - Conditional
Ranger College ADN - Full with Warning
San Antonio College ADN - Full with Warning
Schreiner University BSN - Initial with Warning
Texas Southmost College ADN - Full with Warning
Texas State Technical College Harlingen ADN - Initial with Warning
Texas Tech University El Paso BSN -Full with Warning
The College of Health Care Professions VN - Full with Warning
Vernon College ADN - Full with Warning
Western Governors BSN - Full with Warning

Explanatory Measures

Programs Surveyed

Date	Program	Location	Program Type	Program Evaluator	Length of Visit in Hours
07/09/15	Career Point College	Austin	VN	S. Emerson V. Ayars	4
07/28/15	Hallmark College	San Antonio	ADN	V. Ayars S. Emerson	9
07/29/15	Career Point College	San Antonio	ADN	S. Emerson V. Ayars	9
07/29/15	College of Health Care Professions	Houston	VN	B. Skloss	8.25
08/5-6/15	Cisco College	Abilene	ADN and VN	J. Hooper V. Ayars	11
08/27/15	Baptist Health	San Antonio	VN	B. Skloss	6.75

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: 1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
Ratio to Complaints filed per 100 Licensee Population	.89	.94	.93	.96	.94	.93
% of Complaints Resolved Resulting in Discipline	19.82%	18.96%	19.64%	19.30%	17.17%	19.74%
Recidivism Rate for Those Receiving Discipline	14.09%	11.63%	11.74%	11.42%	10.63%	12.74%
Recidivism Rate for RNs Enrolled in TPAPN	11%	8%	9%	6%	9%	8%
% of Complaints Resolved in 6 months	69.78%	80.39%	76.93%	81.35%	81.26%	82.03%
Output Measures						
# Jurisdictional Complaints Received	9,411	10,316	2,494	2,594	2,607	2,621
# Non-Jurisdictional Complaints Received	142	217	51	87	35	44
# Investigations Conducted (Cases Open-Cumulative)	10,475	9,617	4,246	6,018	7,709	9,617
# of Complaints Resolved	11,003	10,796	2,729	2,756	2,758	2,553
# of Informal Conferences	134	193	45	48	58	42
# of ALJ Hearings	324	336	78	84	109	65
# of Licenses Sanctioned	1,766	1,692	443	438	395	416
Limited Licenses	19	22	2	8	8	4
Remedial Education	120	98	23	26	32	17
Reprimand	2	0	0	0	0	0
Reprimand with Stipulations	92	109	23	29	25	32
Reprimand with Remedial Education	0	0	0	0	0	0
Revocation	259	208	68	54	42	44
Stipulation Only	1	2	0	1	0	1
Suspension	31	46	7	10	15	14
Suspend/Probate	90	69	20	15	18	16

	FY14	FY15	FY15: 1st Q	2nd Q	3rd Q	4th Q
Voluntary Surrender	158	140	29	37	37	37
Warning	2	1	1	0	0	0
Warning with Remedial Education	0	0	0	0	0	0
Warning with Stipulation	301	374	104	95	84	91
Warning with Fine	0	0	0	0	0	0
License Reinstated - clear	0	0	0	0	0	0
License Reinstated with Stipulation	35	29	10	5	6	8
Fine	1	0	0	0	0	0
Reinstatement Denied	19	10	5	1	2	2
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	127	64	16	19	13	16
Cease and Desist Order	0	0	0	0	0	0
Peer Assistance Order	0	0	0	0	0	0
Applicant/Petitioner with Stipulations	130	138	43	25	37	33
TPAPN Order	94	61	15	16	14	16
# of RNs Participating in TPAPN	625	613	612	597	607	613
Average Days for Complaint Resolution	93.74	43.37	58.11	38.96	35.36	40.79
Average Days for Final Disposition	164.20	110.72	121.99	112.53	105.13	103.21
Age of Cases:						
More than 12 Months	31.76%	25.79%	28.45%	26.26%	24.83%	23.61%
Between 6 and 12 Months	26.03%	20.39%	19.73%	20.51%	20.99%	20.32%
Less than 6 Months	42.21%	53.82%	51.82%	53.23%	54.18%	56.07%

LVN Enforcement Statistics	FY14	FY15	FY15 1st Q	2nd Q	3rd Q	4th Q
Ration of Complaints filed per 100 NURSE population	1.65	1.71	1.62	1.88	1.60	1.75
% of Complaints Resolved Resulting in Discipline	23.37%	24.55%	27.24%	22.15%	23.86%	24.94%
Recidivism Rate for LVNs Discipline	13.17%	16.26%	13.83%	13.33%	17.30%	20.58%
Recidivism Rate for LVNs Enrolled in TPAPN	4%	8.75%	0%	0%	10%	25%
% of Complaints Resolved in 6 Months	65.80%	76.91%	72.08%	79.39%	77.08%	79.10%
Jurisdictional Complaints Received	6,413	6,743	1,591	1,809	1,593	1,750
Cumulative Investigations Conducted	14,157	12,807	1,136	2,480	3,880	5,311
Complaints Resolved	8,083	7,370	1,927	1,892	1,819	1,732
Informal Conferences	93	114	26	24	25	39
Total LVN Licenses Sanctioned	469	1,458	413	330	370	345
# of LVNs Participating in TPAPN	162	155	142	146	147	155
Breakdown of Discipline:						
Reprimand	3	1	0	0	1	0
Fine	1	0	0	0	0	0
Fine and Remedial Education	28	72	33	14	12	13
Voluntary Surrender	33	113	31	23	34	25
Probation	0	0	0	0	0	0
Suspension	12	37	11	5	10	11
Revocation	285	341	91	79	97	74
Warning W/Stipulation	273	300	83	77	72	68
Average Days for Complaint Resolution	106.59	57.07	71.99	54.17	46.51	55.62
Average Days for Final Disposition	186.04	133.47	151.07	129.40	124.84	128.56
Age of Cases: More than 12 Months	30.43%	25.25%	29.28%	24.57%	24.88%	22.27%
6 to 12 Months	28.11%	21.16%	20.04%	21.80%	22.22%	20.57%
Less than 6 Months	41.46%	53.59%	50.68%	53.63%	52.90%	57.16%

LVN and RN Enforcement Statistics	FY14	FY15	FY15 1st Q	2nd Q	3rd Q	4th Q
Efficiency Measures						
Average Cost per Investigation	$107.48	$313.17	$223.77	$128.41	$154.57	$735.91
Average Cost of Informal Conference	$206.65	$223.61	$182.52	$238.52	$206.55	$266.66
Average Cost of Complaint Resolution	$136.05	$185.96	$153.21	$149.25	$162.34	$279.05
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	261.84	266.56	228.67	235.54	303.81	298.23
Average Time from Hearing Date to PFD (in Days)	28.86	25.32	25.93	25.79	25.10	24.47
Average Time from PFD to Ratification (in Days)	97.35	85.04	89.60	106.88	69.38	74.29
Average Time for Disciplinary Action (ALJ Only)	548.48	564.11	574.78	480.49	573.39	627.76
Explanatory Measures						
Total Case Load			See Notes	See Notes	See Notes	See Notes
Average Attorney - Investigator Ratio	6:31	7:32	7:30	7:31	7:34	7:34

Fiscal Year 2015
Comment page for Strategy 2.1.1
(Explain trends and issues; identify responses, actions and outcomes)

<u>Explanatory Measures</u>

<u>Total Case Load by group:</u>

Administrative Staff Review - 1,767

Eligibility Staff - 1,577

Legal Investigator - 3

Monitoring Staff - 329

Nurse-Criminal Justice Staff - 2,284

Operations Staff - 1,114

<u>Efficiency Measures</u>

Our fourth quarter average cost for an investigation was significantly higher due to higher travel costs.

Fiscal Year 2015
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.

	FY14	FY15	FY15:1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
Staff Turnover	16.4%	10.9%	1%	1.8%	4.6%	3.6%
Output Measures						
# of Board Training Sessions	3	4	2	1	1	0
# of Telephone Calls Received	199,594	215,407	62,053	55,036	46,518	51,800
# of New Hires	35	14	6	5	1	2
# of Resignations/Retirements	18	12	1	2	5	4
# of Terminations	0	0	0	0	0	0
Workforce Composition:						
African-American	13.1%	10.3%	10.3%	10.8%	10.3%	9.6%
Anglo	53.9%	57.5%	58.1%	56.7%	56.9%	58.2%
Hispanic	30.4%	29.7%	29.1%	30.0%	30.2%	29.6%
Other	2.6%	2.5%	2.5%	2.5%	2.6%	2.6%
# of Workshops/Webinars Conducted	21	30	15	6	2	7
# of Nurses Attending Workshops/Webinars	1,749	3,332	1,651	524	331	826
# of Attendees at Open Forums	7	8	2	3	3	0
Efficiency Measures						
Average # of Days for New Hire Orientation	1.563	1.5	1.5	1.5	1.5	1.5
Average Cost of Conducting Workshop per Registrant	$285.31	$158.84	$79.18	$129.58	$277.29	$149.29

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

<u>Output Measure</u>

This quarter we had 4 resignations: Two administrative assistants in Enforcement, one customer service representative in Operations and one education nursing consultant in Nursing.

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.

	FY14	FY15	FY15:1st Q	2nd Q	3rd Q	4th Q
Outcome Measures:						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	7.25%	7.50%	4%	3%	14%	9%
Output Measures:						
# of Contracts Awarded to HUBs	0	0	0	0	0	0
# of HUBs from which Agency Made Purchases	34	22	6	5	6	5
Dollar Value of Purchases and Contracts to HUBs	$129,342	$87,710	$39,536	$13,737	$5,414	$29,022

Fiscal Year 2015
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.

	2015	**Actual**
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98.25%	98.45%
Percent of Licensees Who Renew Online (RN)	91%	93.12%
Percent of New Individual Licenses Issued Online (RN)	75%	75.93%
Percentage of Licensees with No Recent Violations (LVN)	98%	96.11%
Percent of Licensees Who Renew Online (LVN)	87%	91.15%
Percent of New Individual Licenses Issued Online (LVN)	60%	71.88%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	16,650	22,235
Number of Individual Licenses Renewed (RN)	115,250	131,307
Number of New Licenses Issued to Individuals (LVN)	6,600	6,063
Number of Individual Licenses Renewed (LVN)	44,650	47,341
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	23%	18.96%
Percent of Complaints Resulting in Disciplinary Action (LVN)	25%	24.55%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	7,250	10,796
Number of Complaints Resolved (LVN)	5,150	7,370
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	190	133
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	7,500	10,316
Number of Jurisdictional Complaints Received (LVN)	5,250	6,743
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	600	613
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	155

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.

	2011	**2012**	**2013**	**2014**	**2015**
A. Goal: LICENSING					
Outcome (Results/Impact):					
Percentage of Licensees with No Recent Violations (RN)	98.82%	98.54%	98.60%	98.44%	98.45%
Percent of Licensees Who Renew Online (RN)	92.39%	91.82%	90.65%	93.19%	93.12%
Percent of New Individual Licenses Issued Online (RN)	76.52%	79.70%	77.89%	77.87%	75.93%
Percentage of Licensees with No Recent Violations (LVN)	98.11%	98.11%	97.68%	96.04%	96.11%
Percent of Licensees Who Renew Online (LVN)	89.91%	86.72%	86.13%	90.11%	91.15%
Percent of New Individual Licenses Issued Online (LVN)	62.89%	60.54%	63.51%	68.18%	71.88%
A.1.1. Strategy: LICENSING					
Output (Volume):					
Number of New Licenses Issued to Individuals (RN)	16,513	18,005	18,259	19,880	22,235
Number of Individual Licenses Renewed (RN)	110,999	114,370	119,160	126,631	131,307
Number of New Licenses Issued to Individuals (LVN)	6,745	6,998	6,344	5,883	6,063
Number of Individual Licenses Renewed (LVN)	43,355	43,633	45,059	46,796	47,341
B. Goal: PROTECT PUBLIC					
Outcome (Results/Impact):					
Percent of Complaints Resulting in Disciplinary Action (RN)	18.99%	22.67%	20.23%	19.82%	18.96%
Percent of Complaints Resulting in Disciplinary Action (LVN)	25.60%	27.64%	24.80%	23.37%	24.55%
B.1.1. Strategy: ADJUDICATE VIOLATIONS					
Output (Volume):					
Number of Complaints Resolved (RN)	9,054	10,436	11,265	11,003	10,796
Number of Complaints Resolved (LVN)	6,264	7,682	8,167	8,083	7,370
Efficiencies:					
Average Time for Complaint Resolution (Days) (RN)	204	258	187	164	133
Explanatory:					
Number of Jurisdictional Complaints Received (RN)	9,373	9,709	11,094	9,411	10,316
Number of Jurisdictional Complaints Received (LVN)	6,450	6,922	8,269	6,413	6,743
B.1.2. Strategy: PEER ASSISTANCE					
Output (Volume):					
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	467	527	582	625	613
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	124	133	162	162	155

Comment:

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