

Agenda Item #: 5.1.2
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TEXAS BOARD OF NURSING

Quarterly Statistical Report

Third Quarter

Fiscal Year 2016

Fiscal Year 2016
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: Licensure/Credentialing/Processing.

	FY15	FY16	FY16: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in Compliance with Pre-Renewal CE Audit - RN	94.96%		91.02%	95.65%	92.70%	
% in Compliance with Pre-Renewal CE Audit - LVN	80.05%		83.54%	89.54%	90.00%	
% of RN Licensees with no recent violations	98.45%		98.52%	98.55%	98.58%	
% of LVN Licensees with no recent violations	96.11%		96.26%	96.33%	96.42%	
% of RN Licensees Who Renew Online	93.12%		93.49%	92.77%	92.47%	
% of LVN Licensees Who Renew Online	91.15%		92.10%	90.61%	90.90%	
% of New RN Individual Licenses Issued Online	75.93%		76.30%	82.34%	73.66%	
% of New LVN Individual Licenses Issued Online	71.88%		79.35%	74.35%	76.42%	
<u>Output Measures</u>						
# of Current RN Licensees	285,945		287,450	290,614	293,597	
# of Current LVN Licensees	101,314		101,753	102,104	102,688	
# of Individuals Taking the RN Examination	17,266		2,712	4,918	1,114	
# of Individuals Taking the PN Examination	6,304		2,005	1,502	741	
# of RN Licenses Renewed	131,307		34,374	32,808	33,816	
# of LVN Licenses Renewed	47,341		12,138	11,987	11,265	
# of RN Licenses Issued by Endorsement	9,953		2,367	1,664	2,475	
# of LVN Licenses Issued by Endorsement	1,234		295	230	312	
# of RN Licenses Issued by Examination	12,282		1,633	3,721	1,542	
# of LVN Licenses Issued by Examination	4,829		1,661	1,162	795	
# of RN Temporary Licenses Issued	10,712		2,447	2,547	2,577	
# of LVN Temporary Permits Issued	1,391		304	291	305	
# of RN Licenses Verified	1,176		262	303	315	
# of LVN Licenses Verified	18		3	3	12	
# of Current APRNs	21,587		22,267	22,857	23,400	
# of Authorizations Issued to Fully Qualified APRNs	2,625		819	761	642	
# of APRN Authorizations Renewed	9,757		2,663	2,486	2,742	
# of APRNs Granted Prescriptive Authorization	2,289		754	618	587	
	FY15	FY16	FY16: 1 st Q	2 nd Q	3 rd Q	4 th Q

Eligibility Orders:

#of Petitions/Applications Processed	5,810	1,264	1,102	1,433
# Approved Without Stipulations	4,796	1,046	889	1,229
# Individuals Denied	54	12	17	19
# Approved with Stipulations	588	134	121	116
# Petitions/Applications Pending	396	419	327	405
# Closed due to No Response or Withdrawal	247	36	50	43
# Closed with Corrective Action	102	28	23	23
# Licenses placed on "Retired Status" - RN	496	104	121	114
# Licenses placed on "Retired Status" - LVN	92	29	24	26

Efficiency Measures

Average Cost for Issuing LVN/RN License	\$2.13	\$2.23	\$3.55	3.81
Average Time for Issuing RN Initial License (Days)	81.37	83.25	105.43	102.86
Average Time for Issuing LVN Initial License (Days)	117.14	112.90	118.57	112.97
Average Time for RN/LVN License Renewals (Days)	2.40	2.43	2.76	2.72

Explanatory Measures

# RN Licenses Placed Inactive	1,221	285	294	259
# LVN Licenses Placed Inactive	506	127	111	100
# APRNs Placed Inactive	172	55	40	47
NCLEX - RN Pass Rate - Total	74.66%	66.19%	81.17%	66.77%
NCLEX - PN Pass Rate - Total	76.46%	78.92%	76.35%	67.71%
NCLEX - RN Pass Rate - 1 st Time	84.71%	81.48%	87.93%	81.51%
NCLEX - PN Pass Rate - 1 st Time	85.37%	85.20%	85.42%	82.54%

Fiscal Year 2016
Comment page on Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

Fiscal Year 2016
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.

	FY15	FY16	FY16:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	83.76%		85.34%	89.66%	89.56%	
% of LVN Nursing Programs in Compliance	94.56%		94.56%	97.80%	93.55%	
<u>Output Measures</u>						
# of RN Nursing Programs Approved	117		116	116	115	
# of LVN Nursing Programs Approved	92		92	92	93	
# of RN Nursing Programs Sanctioned	19		17	12	12	
# of LVN Nursing Programs with Sanctions	5		5	2	6	
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$638.26		\$1,953	\$1,614	\$668.61	
<u>Explanatory Measures</u>						
# of Programs Surveyed	24		2	3	6	
Average Length of Survey Visit (in Days)	.75		2	1	1	

Output Measure

Programs with Sanctions

Bell Tech Career Institute VN - Conditional
Cephas Center for Health Sciences VN - Initial with Warning
Chamberlain College BSN - Full with Warning
Concorde Career Institute VN - Full with Warning
Hallmark College ADN - Conditional
Houston Community College ADN - Conditional
Houston Community College VN - Full with Warning
ITT Technical Institute ADN - Initial with Warning
Northeast Texas Community College ADN - Full with Warning
Patty Hanks Shelton School of Nursing BSN - Full with Warning
Schreiner University BSN - Conditional
Texarkana College ADN - Full with Warning
Texas Southmost College ADN - Conditional
The College of Health Care Professions VN - Conditional
University of St. Thomas BSN - Initial with Warning
University of Texas Health Science Center in San Antonio BSN -Full with Warning
Vocational Nursing Institute VN - Initial with Warning
Western Governors BSN - Conditional

Fiscal Year 2016
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.

RN Enforcement Statistics	FY15	FY16	FY16: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	.94		.84	.77	.95	
% of Complaints Resolved Resulting in Discipline	18.96%		18.14%	18.58%	16.54%	
Recidivism Rate for Those Receiving Discipline	11.63%		15.25%	13.86%	17.17%	
Recidivism Rate for RNs Enrolled in TPAPN	8%		3%	18%	6%	
% of Complaints Resolved in 6 months	80.39%		82.24%	81.89%	85.47%	
<u>Output Measures</u>						
# Jurisdictional Complaints Received	10,316		2,372	2,214	2,755	
# Non-Jurisdictional Complaints Received	217		51	28	41	
# Investigations Conducted (Cases Open-Cumulative)	9,617		3,521	4,988	6,754	
# of Complaints Resolved	10,796		2,574	2,317	2,705	
# of Informal Conferences	193		61	40	52	
# of ALJ Hearings	336		87	81	95	
# of Licenses Sanctioned	1,692		400	368	367	
Limited Licenses	22		3	3	4	
Remedial Education	98		19	18	11	
Reprimand	0		1	1	1	
Reprimand with Stipulations	109		32	36	20	
Reprimand with Remedial Education	0		0	0	0	
Revocation	208		49	44	39	
Stipulation Only	2		0	0	2	
Suspension	46		15	12	13	
Suspend/Probate	69		19	14	22	

	FY15	FY16	FY16: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	140		32	26	42	
Warning	1		1	0	0	
Warning with Remedial Education	0		0	0	0	
Warning with Stipulation	374		84	70	72	
Warning with Fine	0		0	0	0	
License Reinstated - clear	0		0	0	0	
License Reinstated with Stipulation	29		5	7	9	
Fine	0		0	0	0	
Reinstatement Denied	10		3	2	7	
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	64		9	16	13	
Cease and Desist Order	0		0	0	0	
Peer Assistance Order	0		0	0	0	
Applicant/Petitioner with Stipulations	138		28	28	35	
TPAPN Order	61		15	7	13	
# of RNs Participating in TPAPN	613		619	614	630	
Average Days for Complaint Resolution	43.37		37.95	35.72	24.07	
Average Days for Final Disposition	110.72		103.03	97.75	79.26	
Age of Cases:						
More than 12 Months	25.79%		21.10%	20.52%	19.03%	
Between 6 and 12 Months	20.39%		21.65%	22.48%	24.91%	
Less than 6 Months	53.82%		57.25%	57.00%	56.06%	

LVN Enforcement Statistics	FY15	FY16	FY16 1st Q	2nd Q	3rd Q	4th Q
Ration of Complaints filed per 100 NURSE population	1.71		1.52	1.40	1.46	
% of Complaints Resolved Resulting in Discipline	24.55%		25%	25.70%	22.05%	
Recidivism Rate for LVNs Discipline	16.26%		27.15%	26.36%	21.28%	
Recidivism Rate for LVNs Enrolled in TPAPN	8.75%		0%	0%	37%	
% of Complaints Resolved in 6 Months	76.91%		79.28%	77.63	80.05%	
Jurisdictional Complaints Received	6,743		1,511	1,416	1,483	
Cumulative Investigations Conducted	12,807		908	2,008	3,116	
Complaints Resolved	7,370		1,728	1,533	1,519	
Informal Conferences	114		29	22	32	
Total LVN Licenses Sanctioned	1,458		361	330	282	
# of LVNs Participating in TPAPN	155		150	148	136	
Breakdown of Discipline:						
Reprimand	1		1	1	0	
Fine	0		0	0	0	
Fine and Remedial Education	72		11	14	14	
Voluntary Surrender	113		31	30	29	
Probation	0		0	0	0	
Suspension	37		15	10	9	
Revocation	341		88	91	49	
Warning W/Stipulation	300		65	63	66	
Average Days for Complaint Resolution	57.07		39.52	50.22	39.60	
Average Days for Final Disposition	133.47		117.71	128.98	107.52	
Age of Cases: More than 12 Months	25.25%		21.43%	20.14%	18.97%	
6 to 12 Months	21.16%		22.08%	21.32%	24.01%	
Less than 6 Months	53.59%		56.49%	58.54%	57.02%	

LVN and RN Enforcement Statistics	FY15	FY16	FY16 1st Q	2nd Q	3rd Q	4th Q
<u>Efficiency Measures</u>						
Average Cost per Investigation	\$313.17		\$327.60	\$439.74	\$732.21	
Average Cost of Informal Conference	\$223.61		\$192.14	\$232.85	\$210.89	
Average Cost of Complaint Resolution	\$185.96		\$175.49	\$192.45	\$179.23	
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	266.56		300.40	423.22	339.18	
Average Time from Hearing Date to PFD (in Days)	25.32		24.79	15.23	35.35	
Average Time from PFD to Ratification (in Days)	85.04		172.40	110.33	83.93	
Average Time for Disciplinary Action (ALJ Only)	564.11		696.71	598.63	557.21	
<u>Explanatory Measures</u>						
Total Case Load			See Notes	See Notes	See Notes	
Average Attorney - Investigator Ratio	7:32		7:34	7:32	7:32	

Fiscal Year 2016
Comment page for Strategy 2.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measures

Recidivism Rate for LVNs Enrolled in TPAPN is at 37% for the 3rd quarter because out of 8 VNs who relapsed, 3 dropped out of the program and 5 remained.

Explanatory Measures

Total Case Load by group:

Administrative Staff Review - 1,792

Eligibility Staff - 1,519

Legal Investigator - 39

Monitoring Staff - 224

Nurse-Criminal Justice - 2,178

Operations Staff - 1,171

Fiscal Year 2016
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.

	FY15	FY16	FY16:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	10.9%		5.6%	4.8%	4.0%	
<u>Output Measures</u>						
# of Board Training Sessions	4		0	1	1	
# of Telephone Calls Received	215,407		49,753	82,408	68,810	
# of New Hires	14		6	5	5	
# of Resignations/Retirements	12		7	6	4	
# of Terminations	0		0	0	1	
Workforce Composition:						
African-American	10.3%		8.9%	10.8%	9.8%	
Anglo	57.5%		57.1%	55.9%	56.2%	
Hispanic	29.7%		31.3%	30.6%	31.3%	
Other	2.5%		2.7%	2.7%	2.7%	
# of Workshops/Webinars Conducted	30		3	0	3	
# of Nurses Attending Workshops/Webinars	3,332		291	0	365	
# of Attendees at Open Forums	8		0	2	0	
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.5		1.25	1.5	1.5	
Average Cost of Conducting Workshop per Registrant	\$158.84		\$135.45	0	\$104.61	

Fiscal Year 2016
Comment page for Strategy 3.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

This quarter we had 3 resignations, 1 retirement and 1 termination:

Resignations: 1 Enforcement Administration
1 Enforcement Investigator
1 Operations Administration

Retirement : 1 Operations Endorsement Staff

Termination: 1 Enforcement Investigator

Fiscal Year 2016
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.

	FY15	FY16	FY16:1 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	7.50%		3%	4%	14%	
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	0		0	1	0	
# of HUBs from which Agency Made Purchases	22		7	6	2	
Dollar Value of Purchases and Contracts to HUBs	\$87,710		\$86,010	\$62,779	\$6,700	

Fiscal Year 2016
Comment page for Strategy 4.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

2016/2017 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>2016</u>	<u>Actual</u>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98%	98.58%
Percent of Licensees Who Renew Online (RN)	92%	92.47%
Percent of New Individual Licenses Issued Online (RN)	77%	73.66%
Percentage of Licensees with No Recent Violations (LVN)	98%	96.42%
Percent of Licensees Who Renew Online (LVN)	88%	90.90%
Percent of New Individual Licenses Issued Online (LVN)	63%	76.42%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	19,000	13,402
Number of Individual Licenses Renewed (RN)	125,000	100,998
Number of New Licenses Issued to Individuals (LVN)	6,250	4,455
Number of Individual Licenses Renewed (LVN)	47,000	35,390
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	23%	17.75%
Percent of Complaints Resulting in Disciplinary Action (LVN)	24%	24.25%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	10,000	7,596
Number of Complaints Resolved (LVN)	7,000	4,780
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	185	90
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	7,500	7,341
Number of Jurisdictional Complaints Received (LVN)	5,550	4,410
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	600	630
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	136

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>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
A. Goal: LICENSING					
Outcome (Results/Impact):					
Percentage of Licensees with No Recent Violations (RN)	98.54%	98.60%	98.44%	98.45%	98.58%
Percent of Licensees Who Renew Online (RN)	91.82%	90.65%	93.19%	93.12%	92.47%
Percent of New Individual Licenses Issued Online (RN)	79.70%	77.89%	77.87%	75.93%	73.66%
Percentage of Licensees with No Recent Violations (LVN)	98.11%	97.68%	96.04%	96.11%	96.42%
Percent of Licensees Who Renew Online (LVN)	86.72%	86.13%	90.11%	91.15%	90.90%
Percent of New Individual Licenses Issued Online (LVN)	60.54%	63.51%	68.18%	71.88%	76.42%

A.1.1. Strategy: LICENSING

Output (Volume):					
Number of New Licenses Issued to Individuals (RN)	18,005	18,259	19,880	22,235	13,402
Number of Individual Licenses Renewed (RN)	114,370	119,160	126,631	131,307	100,998
Number of New Licenses Issued to Individuals (LVN)	6,998	6,344	5,883	6,063	4,455
Number of Individual Licenses Renewed (LVN)	43,633	45,059	46,796	47,341	35,390

B. Goal: PROTECT PUBLIC

Outcome (Results/Impact):					
Percent of Complaints Resulting in Disciplinary Action (RN)	22.67%	20.23%	19.82%	18.96%	17.75%
Percent of Complaints Resulting in Disciplinary Action (LVN)	27.64%	24.80%	23.37%	24.55%	24.25%

B.1.1. Strategy: ADJUDICATE VIOLATIONS

Output (Volume):					
Number of Complaints Resolved (RN)	10,436	11,265	11,003	10,796	7,596
Number of Complaints Resolved (LVN)	7,682	8,167	8,083	7,370	4,780
Efficiencies:					
Average Time for Complaint Resolution (Days) (RN)	258	187	159	106	90
Explanatory:					
Number of Jurisdictional Complaints Received (RN)	9,709	11,094	9,411	10,316	7,341
Number of Jurisdictional Complaints Received (LVN)	6,922	8,269	6,413	6,743	4,410

B.1.2. Strategy: PEER ASSISTANCE

Output (Volume):					
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	527	582	625	613	630
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	133	162	162	155	136

Comment:

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