

Agenda Item #: 5.1.2
Prepared by: Mark Majek
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TEXAS BOARD OF NURSING

Quarterly Statistical Report

Second Quarter

Fiscal Year 2017

Fiscal Year 2017
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.

	FY16	FY17	FY17: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in Compliance with Pre-Renewal CE Audit - RN	93.95%		95.09%	93.59%		
% in Compliance with Pre-Renewal CE Audit - LVN	87.95%		80.95%	89.14%		
% of RN Licensees with no recent violations	98.56%		98.65%	98.69%		
% of LVN Licensees with no recent violations	96.38%		96.60%	96.70%		
% of RN Licensees Who Renew Online	93.02%		94.17%	93.40%		
% of LVN Licensees Who Renew Online	91.44%		93.26%	92.21%		
% of New RN Individual Licenses Issued Online	78.65%		77.25%	83.74%		
% of New LVN Individual Licenses Issued Online	77.08%		78.56%	77.37%		
<u>Output Measures</u>						
# of Current RN Licensees	297,978		299,381	303,987		
# of Current LVN Licensees	102,702		103,242	103,873		
# of Individuals Taking the RN Examination	17,291		2,803	5,365		
# of Individuals Taking the PN Examination	6,029		1,872	1,539		
# of RN Licenses Renewed	137,130		36,118	34,827		
# of LVN Licenses Renewed	47,817		12,690	12,252		
# of RN Licenses Issued by Endorsement	8,946		2,460	2,216		
# of LVN Licenses Issued by Endorsement	1,163		338	274		
# of RN Licenses Issued by Examination	12,552		1,954	4,254		
# of LVN Licenses Issued by Examination	4,630		1,621	1,202		
# of RN Temporary Licenses Issued	10,313		2,473	2,472		
# of LVN Temporary Permits Issued	1,334		307	295		
# of RN Licenses Verified	1,229		279	351		
# of LVN Licenses Verified	34		5	0		
# of Current APRNs	24,017		24,791	25,310		
# of Authorizations Issued to Fully Qualified APRNs	3,059		884	731		
# of APRN Authorizations Renewed	10,776		2,941	2,842		
# of APRNs Granted Prescriptive Authorization	2,710		831	583		
	FY16	FY17	FY17: 1 st Q	2 nd Q	3 rd Q	4 th Q

Eligibility Orders:

#of Petitions/Applications Processed	5,253	1,524	1,601
# Approved Without Stipulations	4,413	1,269	1,379
# Individuals Denied	60	6	7
# Approved with Stipulations	511	136	156
# Petitions/Applications Pending	472	439	292
# Closed due to No Response or Withdrawal	155	78	51
# Closed with Corrective Action	96	33	7
# Licenses placed on "Retired Status" - RN	463	152	191
# Licenses placed on "Retired Status" - LVN	106	31	38

Efficiency Measures

Average Cost for Issuing LVN/RN License	\$3.26	\$3.56	\$3.55
Average Time for Issuing RN Initial License (Days)	94.67	77.93	85.69
Average Time for Issuing LVN Initial License (Days)	111.80	102.74	112.84
Average Time for RN/LVN License Renewals (Days)	2.57	2.60	2.67

Explanatory Measures

# RN Licenses Placed Inactive	1,132	272	268
# LVN Licenses Placed Inactive	453	105	125
# APRNs Placed Inactive	208	54	51
NCLEX - RN Pass Rate - Total	74.61%	72.03%	84.54%
NCLEX - PN Pass Rate - Total	75.49%	83.00%	77.06%
NCLEX - RN Pass Rate - 1 st Time	84.89%	84.15%	90.66%
NCLEX - PN Pass Rate - 1 st Time	85.90%	89.91%	84.03%

Fiscal Year 2017
Comment page on Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

Fiscal Year 2017
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.

	FY16	FY17	FY17:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	88.62%		94.12%	92.44%		
% of LVN Nursing Programs in Compliance	94.87%		94.51%	95.60%		
<u>Output Measures</u>						
# of RN Nursing Programs Approved	119		119	119		
# of LVN Nursing Programs Approved	93		91	91		
# of RN Nursing Programs Sanctioned	12		7	9		
# of LVN Nursing Programs with Sanctions	6		5	4		
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$1,160		\$856.05	\$456.60		
<u>Explanatory Measures</u>						
# of Programs Surveyed	14		4	7		
Average Length of Survey Visit (in Days)	1.25		.9	.8		

Fiscal Year 2017
 Comment page for Strategy 1.2.1
 (Explain trends and issues; identify responses, actions and outcomes)

Output Measure

Programs with Sanctions on February 28, 2017:

VN Programs:

Cephas Center for Health Sciences	Dallas	VN	Initial with Warning
Concorde Career Institute	Grand Prairie	VN	Initial with Warning
Houston Community College	Houston	VN	Full with Warning
Vocational Nursing Institute	Houston	VN	Initial with Warning

ADN Programs:

Brazosport College	Lake Jackson	ADN	Full with Warning
Concorde Career College	Dallas	ADN	Initial with Warning
Dallas Nursing Institute	Dallas	ADN	Full with Warning
El Centro College	Dallas	ADN	Full with Warning
Northeast Texas Community College	Mt Pleasant	ADN	Conditional

BSN Programs:

Chamberlain College of Nursing	Houston	BSN	Conditional
Patty Hanks Shelton School of Nursing	Abilene	BSN	Conditional
University of Mary Hardin Baylor	Belton	BSN	Full with Warning
University of Texas Rio Grande Valley	Edinburg	BSN	Full with Warning

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	FY16	FY17	FY17: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	.88		.82	.83		
% of Complaints Resolved Resulting in Discipline	17.02%		18.53%	14.46%		
Recidivism Rate for Those Receiving Discipline	15.98%		14.48%	12.29%		
Recidivism Rate for RNs Enrolled in TPAPN	9%		11%	29%		
% of Complaints Resolved in 6 months	84.36%		83.66%	84.29%		
<u>Output Measures</u>						
# Jurisdictional Complaints Received	10,186		2,386	2,468		
# Non-Jurisdictional Complaints Received	174		57	67		
# Investigations Conducted (Cases Open-Cumulative)	8,809		10,345	4,913		
# of Complaints Resolved	10,222		2,406	2,641		
# of Informal Conferences	185		40	36		
# of ALJ Hearings	352		84	47		
# of Licenses Sanctioned	1,462		364	351		
Limited Licenses	15		9	6		
Remedial Education	36		8	11		
Fine and Remedial Education - Deferred	4		0	0		
Remedial Education - Deferred	14		2	2		
Reprimand	3		1	0		
Reprimand with Stipulations	108		32	30		
Revocation	167		49	22		
Renewal Denied	1		0	0		
Stipulations (Other)	3		0	2		
Suspend (Enforced)	50		12	12		
Suspend/Probate	86		18	25		

	FY16	FY17	FY17: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	143		30	28		
Warning	1		2	0		
Warning with Stipulations - Deferred	11		1	0		
Warning with Stipulations	252		66	58		
Warning with Stipulations - KSTAR	19		7	5		
Warning with Stipulations - Deferred KSTAR	4		1	1		
Reinstated with Stipulations	37		8	10		
Deny Reinstatement	11		1	2		
Enforced Suspension - TPAPN	41		7	5		
Fine and Remedial Education	46		10	8		
Petitioner - Denied by Executive Director	36		6	4		
Petitioner - Enforced Suspension -TPAPN	10		1	1		
Petitioner - Fine and Remedial Education	47		10	7		
Petitioner - Stipulations	123		34	44		
Petitioner - Confidential TPAPN Order	55		6	8		
Petitioner - Remedial Education	96		23	43		
Petitioner - TPAPN Order	2		6	1		
Confidential TPAPN Order	37		7	10		
TPAPN Order	4		7	6		
# of RNs Participating in TPAPN	665		604	517		
Average Days for Complaint Resolution	31.28		31.77	45.06		
Average Days for Final Disposition	86.78		90.27	81.21		
Age of Cases:						
More than 12 Months	20.13%		21.57%	23.58%		
Between 6 and 12 Months	22.70%		23.71%	28.22%		
Less than 6 Months	57.17%		54.72%	48.20%		

LVN Enforcement Statistics	FY16	FY17	FY17 1st Q	2nd Q	3rd Q	4th Q
Ration of Complaints filed per 100 NURSE population	1.52		1.39	1.36		
% of Complaints Resolved Resulting in Discipline	23.31%		24.31%	21.10%		
Recidivism Rate for LVNs Discipline	23.91%		19.52%	24.51%		
Recidivism Rate for LVNs Enrolled in TPAPN	9.25%		0%	14%		
% of Complaints Resolved in 6 Months	79.96%		80.79%	79.87%		
Jurisdictional Complaints Received	6,122		1,408	1,366		
Cumulative Investigations Conducted	4,300		5,373	1,859		
Complaints Resolved	6,390		1,489	1,649		
Informal Conferences	109		32	23		
# of LVNs Participating in TPAPN	137		112	116		
Total LVN Licenses Sanctioned	1,249		295	263		
Breakdown of Discipline:						
Reprimand	3		2	0		
Fine and Remedial Education	47		8	5		
Fine and Remedial Education - Deferred	2		0	0		
Voluntary Surrender	122		24	28		
Limited License	5		5	2		
Remedial Education	30		9	7		
Remedial Education - Deferred	5		2	1		
Reprimand with Stipulations	99		19	28		
Revocation	249		56	52		
Suspend/Probate	70		17	26		
Stipulations (Other)	0		0	2		
Suspend (Enforced)	42		11	8		
Deny Reinstatement	25		3	2		
Warning	2		3	0		
Warning with Stipulations	247		51	57		
Warning with Stipulations - Deferred	9		0	2		
Warning with Stipulations - KSTAR	4		2	2		
Warning with Stipulations - Deferred KSTAR	1		0	2		
Reinstated with Stipulations	22		12	11		
Enforced Suspension - TPAPN	18		3	4		

Petitioner - Denied by Executive Director	28	1	0
Petitioner - Denied	1	0	0
Petitioner - Fine and Remedial Education	20	9	5
Petitioner - Stipulations	88	23	5
Petitioner - Confidential TPAPN Order	20	5	0
Petitioner - Remedial Education	71	19	10
Petitioner - TPAPN Order	1	2	0
Petitioner - Enforced Suspension TPAPN	2	0	0
Confidential TPAPN Order	16	3	2
TPAPN Order	0	6	2
Average Days for Complaint Resolution	43.31	44.56	59.16
Average Days for Final Disposition	112.73	107.29	109.90
Age of Cases: More than 12 Months	19.48%	18.89%	22.75%
6 to 12 Months	23.03%	22.93%	26.70%
Less than 6 Months	57.49%	58.18%	50.55%

LVN and RN Enforcement Statistics	FY16	FY17	FY17 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Efficiency Measures</u>						
Average Cost per Investigation	\$374.89		\$0	\$200.52		
Average Cost of Informal Conference	\$222.36		\$218.80	\$244.73		
Average Cost of Complaint Resolution	\$210.44		\$176.42	\$159.23		
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	339.35		272.34	269.53		
Average Time from Hearing Date to PFD (in Days)	28.27		16.11	17.80		
Average Time from PFD to Ratification (in Days)	113.21		61.27	59.51		
Average Time for Disciplinary Action (ALJ Only)	626.58		668.30	590.77		
<u>Explanatory Measures</u>						
Total Case Load			See Notes	See Notes		
Average Attorney - Investigator Ratio			6:32	6:30		

Fiscal Year 2017
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 - 1,656

Eligibility Staff - 1,434

Legal Investigator - 35

Monitoring Staff - 142

Nurse-Criminal Justice - 2,295

Operations Staff - 1,260

Fiscal Year 2017
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.

	FY16	FY17	FY17:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	20.7%		3%	1%		
<u>Output Measures</u>						
# of Board Training Sessions	3		2	1		
# of Telephone Calls Received	286,414		54,776	56,835		
# of New Hires	22		4	1		
# of Resignations/Retirements	22		4	0		
# of Terminations	2		0	1		
Workforce Composition:						
African-American	11.7%		12.7%	11.5%		
Anglo	55.9%		52.8%	57.5%		
Hispanic	29.7%		31.8%	29.2%		
Other	2.7%		2.7%	1.8%		
# of Workshops/Webinars Conducted	8		4	0		
# of Nurses Attending Workshops/Webinars	918		382	0		
# of Attendees at Open Forums	5		2	1		
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.5		1.25	1.25		
Average Cost of Conducting Workshop per Registrant	\$114.69		\$92.26	0		

Fiscal Year 2017
Comment page for Strategy 3.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

We had one employment termination in the second quarter: Customer Service Agent in Operations

Fiscal Year 2017
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.

	FY16	FY17	FY17:1 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	6%		1%	5%		
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	1		0	0		
# of HUBs from which Agency Made Purchases	19		7	8		
Dollar Value of Purchases and Contracts to HUBs	\$330,907		\$17,951	\$11,856		

Fiscal Year 2017
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>2017</u>	<u>Actual</u>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98%	98.69%
Percent of Licensees Who Renew Online (RN)	92%	93.40%
Percent of New Individual Licenses Issued Online (RN)	77%	83.74%
Percentage of Licensees with No Recent Violations (LVN)	98%	96.70%
Percent of Licensees Who Renew Online (LVN)	88%	92.21%
Percent of New Individual Licenses Issued Online (LVN)	63%	77.37%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	19,000	10,884
Number of Individual Licenses Renewed (RN)	125,000	70,945
Number of New Licenses Issued to Individuals (LVN)	6,250	3,435
Number of Individual Licenses Renewed (LVN)	47,000	24,942
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	23%	16.50%
Percent of Complaints Resulting in Disciplinary Action (LVN)	24%	22.71%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	10,000	5,047
Number of Complaints Resolved (LVN)	7,000	3,138
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	185	81.21
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	7,500	4,854
Number of Jurisdictional Complaints Received (LVN)	5,550	2,774
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	600	517
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	116

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%	98.56%
Percent of Licensees Who Renew Online (RN)	91.82%	90.65%	93.19%	93.12%	93.02%
Percent of New Individual Licenses Issued Online (RN)	79.70%	77.89%	77.87%	75.93%	78.65%
Percentage of Licensees with No Recent Violations (LVN)	98.11%	97.68%	96.04%	96.11%	96.38%
Percent of Licensees Who Renew Online (LVN)	86.72%	86.13%	90.11%	91.15%	91.44%
Percent of New Individual Licenses Issued Online (LVN)	60.54%	63.51%	68.18%	71.88%	77.08%

A.1.1. Strategy: LICENSING

Output (Volume):

Number of New Licenses Issued to Individuals (RN)	18,005	18,259	19,880	22,235	21,498
Number of Individual Licenses Renewed (RN)	114,370	119,160	126,631	131,307	137,130
Number of New Licenses Issued to Individuals (LVN)	6,998	6,344	5,883	6,063	5,793
Number of Individual Licenses Renewed (LVN)	43,633	45,059	46,796	47,341	47,817

B. Goal: PROTECT PUBLIC

Outcome (Results/Impact):

Percent of Complaints Resulting in Disciplinary Action (RN)	22.67%	20.23%	19.82%	18.96%	17.02%
Percent of Complaints Resulting in Disciplinary Action (LVN)	27.64%	24.80%	23.37%	24.55%	23.31%

B.1.1. Strategy: ADJUDICATE VIOLATIONS

Output (Volume):

Number of Complaints Resolved (RN)	10,436	11,265	11,003	10,796	10,222
Number of Complaints Resolved (LVN)	7,682	8,167	8,083	7,370	6,390

Efficiencies:

Average Time for Complaint Resolution (Days) (RN)	258	187	159	106	87
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Explanatory:

Number of Jurisdictional Complaints Received (RN)	9,709	11,094	9,411	10,316	10,186
Number of Jurisdictional Complaints Received (LVN)	6,922	8,269	6,413	6,743	6,122

B.1.2. Strategy: PEER ASSISTANCE

Output (Volume):

Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	527	582	625	613	665
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	133	162	162	155	137

Comment:

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