

Agenda Item #: 5.1.2
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Meeting Date: July 2008

TEXAS BOARD OF NURSING

FISCAL YEAR 2008

Action Plan

Third Quarter Status Report

TEXAS BOARD OF NURSING STRATEGIC PLAN
Fiscal Year 2008 Action Plan
Third Quarter Status Report

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.

	FY07	FY08	FY08: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
% in Compliance with CE Audit - RN	92.4%		93.73%	94.6%	91.31%	
% in Compliance with CE Audit - LVN	87.5%		91.71%	91.3%	86.96%	
% of RN Licensees with no recent violations	99%		98.65%	98.64%	98.65%	
% of LVN Licensees with no recent violations	98%		98.02%	97.98%	97.95%	
% of RN Licensees Who Renew Online	90.33%		90.95%	91.1%	89.98%	
% of LVN Licensees Who Renew Online	82.91%		83.86%	83.1%	82.97%	
% of New RN Individual Licenses Issued Online	58.92%		68.69%	66.7%	68.66%	
% of New LVN Individual Licenses Issued Online	34.05%		40.32%	39.5%	34.14%	
Output Measures						
# of Current RN Licensees	201,172		201,631	203,594	204,896	
# of Current LVN Licensees	82,621		83,600	84,332	84,650	
# of Individuals Taking the RN Examination	9,181		1,187	2,813	3,433	
# of Individuals Taking the PN Examination	5,345		1,957	1,630	1,316	
# of RN Licenses Renewed	93,972		24,617	23,759	23,026	
# of LVN Licenses Renewed	38,475		10,084	9,717	8,885	
# of RN Licenses Issued by Endorsement	5,257		1,339	1,228	1,382	
# of LVN Licenses Issued by Endorsement	1,156		298	277	238	
# of RN Licenses Issued by Examination	7,150		788	2,005	912	
# of LVN Licenses Issued by Examination	4,557		1,676	1,322	676	
# of RN Temporary Licenses Issued	5,981		1,314	1,305	1,385	
# of LVN Temporary Permits Issued	1,191		291	300	268	
# of RN Licenses Verified	923		173	181	209	
# of LVN Licenses Verified	47		10	14	11	
# of Current APNs	12,024		12,173	12,336	12,413	
# of Authorizations Issued to New Graduate APNs	442		144	167	105	
# of Authorizations Issued to Fully Qualified APNs	721		90	78	82	
# of APN Authorizations Renewed	5,396		1,412	1401	1371	
# of APNs Granted Prescriptive Authorization	901		235	163	140	

	FY07	FY08	FY08: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	2,141		627	740	785	
# Approved Without Stipulations	1,571		509	648	676	
# Individuals Proposed Ineligible by Staff	0		0	0	0	
# Approved with Stipulations	533		116	86	102	
# Individuals Denied By Board/E & D	37		2	6	7	
# Petitions/Applications Pending	345		346	287	282	
# Petitions/Applications Pending with ALJ	5		1	6	4	
# Petitions/Applications Denied by ALJ	0		1	0	0	
# Licenses placed on "Retired Status" - RN	317		69	47	47	
# Licenses placed on "Retired Status" - LVN	93		29	22	24	
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$2.22		\$2.0	\$1.74	\$2.04	
Average Time for Issuing RN Initial License (Days)	95.97		86.15	89.45	84.92	
Average Time for Issuing LVN Initial License (Days)	93.55		98.40	102.35	99.24	
Average Time for RN/LVN License Renewals (Days)	2.83		2.833	3.015	2.730	
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	1,132		254	240	218	
# LVN Licenses Placed Inactive	763		158	156	138	
# APNs Placed Inactive	167		40	36	41	
NCLEX - RN Pass Rate - Total	86.18%		73.64%	86.59%	77.15%	
NCLEX - PN Pass Rate - Total	87.09%		87.12%	84.30%	77.39%	
NCLEX - RN Pass Rate - 1 st Time	90.27%		84.42%	89.41%	85.49%	
NCLEX - PN Pass Rate - 1 st Time	90.16%		89.52%	88.09%	84.71%	

TEXAS BOARD OF NURSING STRATEGIC PLAN
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Comment page on Action Plan
for Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Explanatory Measures

The new pass rate passed by the National Council of State Boards of Nursing for LVNs went into effect in April, 2008.

TEXAS BOARD OF NURSING STRATEGIC PLAN
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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 Nurse Examiners' rules.

Strategy 1-2-1: Accrediting of Nursing Programs.

	FY07	FY08	FY08:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	97.94%		98.90%	98.90%	98.90%	
% of LVN Nursing Programs in Compliance	100%		100%	100%	100%	
<u>Output Measures</u>						
# of RN Nursing Programs Approved	97		90	90	92	
# of LVN Nursing Programs Approved	99		93	93	91	
# of RN Nursing Programs Sanctioned	0		0	0	0	
# of LVN Nursing Programs with Sanctions	0		0	0	0	
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$685.25		\$1,035	\$620.62	\$398.02	
<u>Explanatory Measures</u>						
# of Programs Surveyed	21		1	1	6	
Average Length of Survey Visit (in Days)	1.11		1	1	1.33	

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Output Measure

Four separate vocational nursing education programs consolidated into one program.

One new vocational and two new professional nursing education programs were approved at the April, 2008 Board Meeting.

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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 Nurse Examiners' 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.

	FY07	FY08	FY08: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
Ratio to Complaints filed per 100 Licensee Population	2.443		.719	.543	.750	
% of Complaints Resolved Resulting in Discipline	30.16%		20.41%	20.36%	21.34%	
Recidivism Rate for Those Receiving Discipline	9.13%		14.05%	12.03%	17.50%	
Recidivism Rate for RNs Enrolled in TPAPN	2.38%		6.6%	0%	0%	
Recidivism Rate for LVNs Enrolled in TPAPN	0%		0%	0%	0%	
% of Complaints Resolved in 6 months	59.92%		68.37%	60.96%	64.23%	

RN Enforcement Statistics

Output Measures

# Jurisdictional Complaints Received	4,832		1,450	1,107	1,530	
# Non-Jurisdictional Complaints Received	58		36	13	15	
# Investigations Conducted (Cases Open-Cumulative)	7,268		4,112	5,272	6,812	
# of Complaints Resolved	4,388		1,254	1,169	1,298	
# of Informal Conferences	170		40	32	34	
# of ALJ Hearings	27		5	8	6	
# of Licenses Sanctioned	1,207		242	216	240	
Limited Licenses	2		3	2	1	
Remedial Education	97		22	14	24	
Reprimand	0		0	0	0	
Reprimand with Stipulations	64		17	14	17	
Reprimand with Remedial Education	0		0	0	0	
Revocation	119		15	20	26	
Stipulation Only	1		0	0	0	
Suspension	58		16	0	10	
Suspend/Probate	51		12	10	14	

	FY07	FY08	FY08: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	110		15	25	22	
Warning	1		0	0	0	
Warning with Remedial Education	0		0	0	0	
Warning with Stipulation	117		20	36	31	
Warning with Fine	0		0	0	0	
License Reinstated - clear	2		0	0	0	
License Reinstated with Stipulation	30		15	6	6	
Fine	17		0	0	0	
Reinstatement Denied	18		2	2	5	
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	129		34	22	23	
Cease and Desist Order	0		0	1	0	
Peer Assistance Order	0		0	0	0	
Applicant/Petitioner with Stipulations	298		60	46	54	
TPAPN Order	86		10	15	7	
# of RNs Participating in TPAPN	637		659	596	567	
<u>Efficiency Measures</u>						
Average Time for Investigations (in Days)	98.65		120.51	167.50	124.94	
Average Cost per Investigation	\$293.66		\$282.10	\$300.63	\$315.66	
Average Cost of Informal Conference	\$106.69		\$149.96	\$172.37	\$137.17	
Average Cost of Complaint Resolution	\$275.37		\$370.68	\$385.57	\$544.82	
Average Time for Final Disposition (open to ratification)	192.62		150.24	199.80	160.03	
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	322.21		277.75	395.33	246.44	
Average Time from Hearing Date to PFD (in Days)	46.79		95.25	39.33	25.22	
Average Time from Proposal for Decision to Ratification by the Board/E&D (in Days)	64.83		76.25	36.33	49.89	
Average Time for Disciplinary Action - ALJ only	658.57		743.50	573.00	598.00	
	FY07	FY08	FY08: 1 st Q	2 nd Q	3 rd Q	4 th Q

Age of Cases:				
More than 12 Months	26%	30%	28%	32%
Between 6 and 12 Months	23%	26%	36%	30%
Less than 6 Months	51%	44%	36%	38%
<u>Explanatory Measures</u>				
Average Case Load per Investigator	222	204	271	304
Attorney:Investigator Ratio	3:18	3:20	3:20	3:20

LVN Enforcement Statistics

	FY07	FY08	FY08: 1 st Q	2 nd Q	3 rd Q	4 th Q
Ratio of Complaints filed per 100 NURSE population	4.86		1.03	1.38	1.82	
% of Complaints Resolved Resulting in Discipline	36.25%		28.63%	17.91%	23.15%	
Recidivism Rate for LVNs Discipline	9.35%		14.18%	13.51%	17.04%	
% of Complaints Resolved in 6 Months	56.94		59.56%	66.21%	64.25%	
Jurisdictional Complaints Received	3,980		861	1,167	1,539	
Cumulative Investigations Conducted	6,014		3,338	4,614	6,121	
Complaints Resolved	3,468		1,020	1,133	1,110	
Informal Conferences	107		14	17	25	
Total LVN Licenses Sanctioned	1,102		268	185	223	
# of LVNs Participating in TPAPN	228		206	203	191	
Breakdown of Discipline:						
Reprimand	39		0	0	0	
Fine	11		0	0	0	
Fine and Remedial Education	112		29	17	18	
Voluntary Surrender	105		29	17	30	
Probation	4		0	0	0	
Suspension	30		21	4	4	
Revocation	136		19	23	34	
Warning W/Stipulation	85		34	28	27	
Average Days for Complaint Resolution	136.33		153.44	125.78	120.32	
Average Days for Final Disposition	201.67		192.72	159.59	160.43	
Age of Cases: More than 12 Month	32%		30%	30%	30%	
6 to 12 Months	26%		25%	35%	24%	
Less than 6 Months	48%		45%	35%	46%	

Comment page on Action Plan
for Strategy 2.1.1
(Explain trends and issues; identify responses, actions and outcomes)

No comments.

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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.

	FY07	FY08	FY08:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	19.6%		2.4%	3.5%	1.2%	
<u>Output Measures</u>						
# of Board Training Sessions	4		1	1	1	
# of Telephone Calls Received	219,438		57,492	64,730	68,294	
# of New Hires	21		3	4	3	
# of Resignations	16		2	3	1	
# of Terminations	1		0	0	0	
Workforce Composition:						
African-American	10.5%		11.7%	13.0%	10.4%	
Anglo	63.1%		63.6%	58.4%	59.7%	
Hispanic	25.1%		23.4%	27.3%	28.6%	
Other	1.3%		1.3%	1.3%	1.3%	
# of Workshops Conducted	4		0	0	1	
# of Nurses Attending Workshops	1,890		0	0	199	
# Attending Workshop for First Time	557		0	0	85	
# of Attendees at Open Forums	6		1	3	0	
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.75		1.5	1.5	1.5	
Average Cost of Conducting Workshop per Registrant	\$56.74		0	0	\$447.06	

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for Strategy 3.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measures

In the second quarter, we had one resignation: One Educations Nurse Consultant

Efficiency Measures

The cost of the workshop per registrant is high since we paid for most of the June workshop in May. This should even out over the summer.

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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 2004.

Strategy 4-1-1: Develop and implement a policy for increasing the use of historically underutilized businesses through purchasing and public work contracts.

	FY07	FY08	FY08:1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures:						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	17.7%		5.0%	49%	6.0%	
Output Measures:						
# of Contracts Awarded to HUBs	0		0	0	1	
# of HUBs from which Agency Made Purchases	31		17	10	11	
Dollar Value of Purchases and Contracts to HUBs	\$205,020		\$11,745	\$47,576	\$12,613	

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for Strategy 4.1.1
(Explain trends and issues; identify responses, actions and outcomes)

No comments.

2008/2009 General Appropriations Act

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>2008</u>	<u>Actual</u>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	97.5%	98.65%
Percent of Licensees Who Renew Online (RN)	91.5%	89.98%
Percent of New Individual Licenses Issued Online (RN)	50%	68.66%
Percentage of Licensees with No Recent Violations (LVN)	96%	97.95%
Percent of Licensees Who Renew Online (LVN)	80%	82.97%
Percent of New Individual Licenses Issued Online (LVN)	35%	34.14%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	12,419	7,654
Number of Individual Licenses Renewed (RN)	89,115	71,402
Number of New Licenses Issued to Individuals (LVN)	6,016	4,483
Number of Individual Licenses Renewed (LVN)	36,690	28,686
Efficiencies:		
Average Licensing Cost Per Individual License Issued (RN)	\$2	\$2.04
A.2.1. Strategy: ACCREDITATION		
Output (Volume):		
Total Number of Programs Licensed (LVN)	95	91
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	38%	21.34%
Percent of Complaints Resulting in Disciplinary Action (LVN)	42%	23.15%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	3,625	3,721
Number of Complaints Resolved (LVN)	2,404	3,263
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	215	170.02
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	4,500	4,087
Number of Jurisdictional Complaints Received (LVN)	2,500	3,567
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	550	567
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	225	191