

Agenda Item #: 5.1.2
Prepared by: Mark Majek
Meeting Date: July 2007

BOARD OF NURSE EXAMINERS

FISCAL YEAR 2007

Action Plan

Third Quarter Status Report

BOARD OF NURSE EXAMINERS STRATEGIC PLAN
Fiscal Year 2007 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: Licensure/Credentialing/Processing.

	FY06	FY07	FY07: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in Compliance with CE - RN	UA		92.4%	89.5%	93.61%	
% in Compliance with CE - LVN	UA		89.6%	85.5%	85.53%	
% of RN Licensees with no recent violations	97.65%		97.72%	97.16%	97.22%	
% of LVN Licensees with no recent violations	95.4%		94.55%	94.30%	94.10%	
% of RN Licensees Who Renew Online	91.7%		91.5%	89.4%	89.6%	
% of LVN Licensees Who Renew Online	82.3%		84.5%	82.7%	81.8%	
% of New RN Individual Licenses Issued Online	41.4%		64.7%	63.2%	61.5%	
% of New LVN Individual Licenses Issued Online	16.9%		29.4%	34.2%	32.9%	
<u>Output Measures</u>						
# of Current RN Licensees	193,764		194,593	196,572	197,346	
# of Current LVN Licensees	80,538		81,140	81,805	81,185	
# of Individuals Taking the RN Examination	8,504		1169	2,447	1,230	
# of Individuals Taking the PN Examination	5,229		1759	1,444	866	
# of RN Licenses Renewed	89,115		24,952	22,374	22,620	
# of LVN Licenses Renewed	36,690		10,219	9,474	9,084	
# of RN Licenses Issued by Endorsement	5,202		1342	1,164	1,367	
# of LVN Licenses Issued by Endorsement	1,200		317	265	276	
# of RN Licenses Issued by Examination	7,217		892	2,008	800	
# of LVN Licenses Issued by Examination	4,617		1,584	1,176	707	
# of RN Temporary Licenses Issued	6,655		1,440	1,282	1,459	
# of LVN Temporary Permits Issued	1,583		277	247	294	
# of RN Licenses Verified	1,054		234	227	206	
# of LVN Licenses Verified	33		5	9	13	
# of Current APNs	11,368		11,478	11,677	11,783	
# of Authorizations Issued to New Graduate APNs	415		78	101	100	
# of Authorizations Issued to Fully Qualified APNs	1,056		231	249	171	
# of APN Authorizations Renewed	5,113		1,444	1,279	1,269	
# of APNs Granted Prescriptive Authorization	903		246	174	154	

	FY06	FY07	FY07: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	1,632		446	322	787	
# Approved Without Stipulations	1,019		308	225	611	
# Individuals Proposed Ineligible by Staff	0		0	0	0	
# Approved with Stipulations	554		124	92	165	
# Individuals Denied By Board/E & D	59		14	5	11	
# Petitions/Applications Pending	523		388	357	394	
# Petitions/Applications Pending with ALJ	4		2	3	4	
# Petitions/Applications Denied by ALJ	9		0	0	0	
# Licenses placed on "Retired Status" - RN	210		69	75	48	
# Licenses currently in "Retired Status" - LVN	129		28	24	22	
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$1.76		\$1.87	\$2.00	\$2.19	
Average Time for Issuing RN Initial License (Days)	100.59		99.61	93.76	99.68	
Average Time for Issuing LVN Initial License (Days)	93.13		98.62	86.02	97.52	
Average Time for RN/LVN License Renewals (Days)	2.83		2.72	3.262	2.620	
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	941		279	202	339	
# LVN Licenses Placed Inactive	686		185	163	202	
# APNs Placed Inactive	122		49	18	42	
NCLEX - RN Pass Rate - Total	86.78%		79.88%	90.22%	74.87%	
NCLEX - PN Pass Rate - Total	88.02%		89.28%	85.81%	82.82%	
NCLEX - RN Pass Rate - 1 st Time	90.71%		88.89%	92.84%	85.27%	
NCLEX - PN Pass Rate - 1 st Time	90.81%		91.20%	88.41%	88.31%	

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for Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measures

The number of eligibility orders approved (by staff) without stipulations jumped dramatically due to the new operational change whereby both enforcement and operations (exam) staff are reviewing eligibility issues and clearing minor infractions within strict parameters.

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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.

	FY06	FY07	FY07:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	98.2%		97.92%	97.92%	97.92%	
% of LVN Nursing Programs in Compliance	100%		100%	100%	100%	
<u>Output Measures</u>						
# of RN Nursing Programs Approved	96		96	96	96	
# of LVN Nursing Programs Approved	115		113	113	107	
# of RN Nursing Programs Sanctioned	2		0	2	0	
# of LVN Nursing Programs with Sanctions	0		0	0	0	
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$495.43		\$662.58	\$636.18	\$500.77	
<u>Explanatory Measures</u>						
# of Programs Surveyed	30		6	4	8	
Average Length of Survey Visit (in Days)	1.37		1.17	1.0	1.25	

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Output Measures

Several vocational nursing education program consolidated as indicated below:
4 separate vocational nursing education programs consolidated into 1 program;
2 separate vocational nursing education programs consolidated into 1 program;
3 separate vocational nursing education programs consolidated into 1 program.

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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.

	FY06	FY07	FY07: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
Ratio to Complaints filed per 100 Licensee Population	2.050		0.526	0.470	0.660	
% of Complaints Resolved Resulting in Discipline	37.99%		37.42%	30.20%	27.80%	
Recidivism Rate for Those Receiving Discipline	9.64%		7.85%	12.04%	8.17%	
Recidivism Rate for RNs Enrolled in TPAPN	3.9%		0%	5.8%	3.4%	
Recidivism Rate for LVNs Enrolled in TPAPN	8.0%		0%	0%	0%	
% of Complaints Resolved in 6 months	47.96%		52.94%	61.90%	57.11%	

RN Enforcement Statistics

Output Measures						
# Jurisdictional Complaints Received	3,904		1,024	923	1,302	
# Non-Jurisdictional Complaints Received	75		4	5	9	
# Investigations Conducted (Cases Open-Cumulative)	5,957		3,394	4,348	5,635	
# of Complaints Resolved	3,625		954	1,013	1,176	
# of Informal Conferences	162		52	37	39	
# of ALJ Hearings	47		8	8	7	
# of Licenses Sanctioned	1,281		331	274	306	
Limited Licenses	12		1	0	1	
Remedial Education	116		28	25	28	
Reprimand	0		0	0	0	
Reprimand with Stipulations	79		24	18	6	
Reprimand with Remedial Education	0		0	0	0	
Revocation	111		36	19	39	
Stipulation Only	0		0	0	0	
Suspension	33		16	30	4	
Suspend/Probate	31		17	11	10	

	FY06	FY07	FY07: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	108		27	28	28	
Warning	0		1	0	0	
Warning with Remedial Education	0		0	0	0	
Warning with Stipulation	102		34	28	19	
Warning with Fine	0		0	0	0	
License Reinstated - clear	0		0	0	0	
License Reinstated with Stipulation	38		5	10	9	
Fine	84		15	1	0	
Reinstatement Denied	20		2	3	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	133		39	23	34	
Cease and Desist Order	0		0	0	0	
Peer Assistance Order	0		0	0	0	
Applicant/Petitioner with Stipulations	339		62	57	98	
TPAPN Order	72		24	20	21	
# of RNs Participating in TPAPN	557		576	582	639	
<u>Efficiency Measures</u>						
Average Time for Investigations (in Days)	131.31		109.57	81.41	101.76	
Average Cost per Investigation	\$271.17		\$113.62	\$132.36	\$428.30	
Average Cost of Informal Conference	\$168.43		\$108.42	\$102.31	\$148.28	
Average Cost of Complaint Resolution	\$249.27		\$262.58	\$258.86	\$259.98	
Average Time for Final Disposition (open to ratification)	218		232.99	184.26	188.91	
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	341		274.50	418	264	
Average Time from Hearing Date to PFD (in Days)	35.62		33.63	38.86	50	
Average Time from Proposal for Decision to Ratification by the Board/E&D (in Days)	44.05		74.88	59.43	50	
Average Time for Disciplinary Action - ALJ only	631		554.88	667.29	679	
	FY06	FY07	FY07: 1 st Q	2 nd Q	3 rd Q	4 th Q

Age of Cases:				
More than 12 Months	32%	28%	22%	27%
Between 6 and 12 Months	27%	23%	16%	29%
Less than 6 Months	41%	49%	62%	44%
<u>Explanatory Measures</u>				
Average Case Load per Investigator	322	113	233	286
Attorney:Investigator Ratio	3:17	3:17	3:18	3:18

LVN Enforcement Statistics

	FY06	FY07	FY07: 1 st Q	2 nd Q	3 rd Q	4 th Q
Ratio of Complaints filed per 100 NURSE population	3.45		1.00	.84	1.29	
% of Complaints Resolved Resulting in Discipline	43.5%		45.30%	40.77%	32.88%	
Recidivism Rate for LVNs Discipline	5.6%		5.09%	9.82%	11.32%	
% of Complaints Resolved in 6 Months	49.89%		46.38%	53.80%	60.90%	
Jurisdictional Complaints Received	2,769		809	690	1,084	
Cumulative Investigations Conducted	2,666		2,707	3,437	4,542	
Complaints Resolved	2,404		660	726	885	
Informal Conferences	67		28	24	25	
Total LVN Licenses Sanctioned	988		275	275	265	
# of LVNs Participating in TPAPN	225		232	226	246	
Breakdown of Discipline:						
Reprimand	0		0	39	0	
Fine	52		9	2	0	
Voluntary Surrender	117		20	28	35	
Probation	0		0	4	0	
Suspension	22		7	0	10	
Revocation	169		46	12	36	
Average Days for Complaint Resolution	136		133.68	152.93	134.16	
Average Days for Final Disposition	220		257.89	228.58	175.32	
Age of Cases: More than 12 Month	32%		27%	26%	26%	
6 to 12 Months	26%		23%	27%	31%	
Less than 6 Months	42%		50%	47%	44%	

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

Efficiency Measures

The average cost of an investigation is higher than normal due to training of new investigators attending same onsites.

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GOAL 3: To manage agency resources that enable the BNE 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.

	FY06	FY07	FY07:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	11.0%		6.1%	2.4%	4.9%	
<u>Output Measures</u>						
# of Board Training Sessions	4		1	1	1	
# of Telephone Calls Received	212,641		49,988	58,559	51,425	
# of New Hires	17		9	4	3	
# of Resignations	9		4	2	4	
# of Terminations	0		1	0	0	
Workforce Composition:						
African-American	14.5%		12.8%	12.8%	11.5%	
Anglo	59.2%		62.8%	63.0%	62.8%	
Hispanic	25%		23.1%	22.9%	24.4%	
Other	1.3%		1.3%	1.3%	1.3%	
# of Workshops Conducted	7		0	1	1	
# of Nurses Attending Workshops	1,982		0	260	468	
# Attending Workshop for First Time	828		0	64	109	
# of Attendees at Open Forums	7		1	2	2	
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.625		1.5	1.5	2.0	
Average Cost of Conducting Workshop per Registrant	\$95.42		\$0.00	\$133.64	\$55.82	

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

Output Measures

In the third quarter, we had four resignations: one Investigator, two administrative operations staff and one nursing consultant.

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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.

	FY06	FY07	FY07:1 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	24.25%		5.02%	10.68%	18%	
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	0		0	0	0	
# of HUBs from which Agency Made Purchases	47		9	6	9	
Dollar Value of Purchases and Contracts to HUBs	\$371,108		\$34,206.90	\$70,394.10	\$13,411.32	

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

None

2006/2007 General Appropriations Act

1. Performance Measure Targets. The following is a listing of the key performance target levels for the Board of Nurse Examiners. 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 Board of Nurse Examiners. In order to achieve the objectives and service standards established by this Act, the Board of Nurse Examiners shall make every effort to attain the following designated key performance target levels associated with each item of appropriation.

	<u>2006</u>	<u>2007</u>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98.8%	98.8%
Percent of Licensees Who Renew Online (RN)	90%	90%
Percent of New Individual Licenses Issued Online (RN)	25%	25%
Percentage of Licensees with No Recent Violations (LVN)	98%	98%
Percent of Licensees Who Renew Online (LVN)	70%	70%
Percent of New Individual Licenses Issued Online (LVN)	10%	10%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	9,500	9,500
Number of Individual Licenses Renewed (RN)	83,000	84,000
Number of New Licenses Issued to Individuals (LVN)	4,800	4,900
Number of Individual Licenses Renewed (LVN)	38,000	38,500
Efficiencies:		
Average Licensing Cost Per Individual License Issued (RN)	1.7	1.7
A.2.1. Strategy: ACCREDITATION		
Output (Volume):		
Total Number of Programs Licensed (LVN)	125	125
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	38%	38%
Percent of Complaints Resulting in Disciplinary Action (LVN)	42%	42%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	2,500	2,500
Number of Complaints Resolved (LVN)	1,500	1,500
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	167	167
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	2,500	2,500
Number of Jurisdictional Complaints Received (LVN)	1,250	1,250
B.1.3. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	600	600
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	150	150