

Agenda Item #: 5.1.2  
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# **TEXAS BOARD OF NURSING**

**FISCAL YEAR 2009**

**Action Plan**

**First Quarter Status Report**

TEXAS BOARD OF NURSING STRATEGIC PLAN  
Fiscal Year 2009 Action Plan  
First 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.

	FY08	FY09	FY09: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures</u>						
% in Compliance with CE Audit - RN	93.38%		95.03%			
% in Compliance with CE Audit - LVN	90.17%		82.35%			
% of RN Licensees with no recent violations	98.66%		98.71%			
% of LVN Licensees with no recent violations	97.99%		98.01%			
% of RN Licensees Who Renew Online	90.90%		92.06%			
% of LVN Licensees Who Renew Online	83.91%		86.65%			
% of New RN Individual Licenses Issued Online	68.23%		65.84%			
% of New LVN Individual Licenses Issued Online	41.45%		56.51%			
<u>Output Measures</u>						
# of Current RN Licensees	209,588		210,584			
# of Current LVN Licensees	85,175		85,977			
# of Individuals Taking the RN Examination	10,051		1,394			
# of Individuals Taking the PN Examination	5,791		2,033			
# of RN Licenses Renewed	97,702		26,844			
# of LVN Licenses Renewed	39,424		10,868			
# of RN Licenses Issued by Endorsement	5,387		1,366			
# of LVN Licenses Issued by Endorsement	1,065		246			
# of RN Licenses Issued by Examination	7,995		1,008			
# of LVN Licenses Issued by Examination	4,711		1,775			
# of RN Temporary Licenses Issued	5,920		1,572			
# of LVN Temporary Permits Issued	1,204		251			
# of RN Licenses Verified	794		200			
# of LVN Licenses Verified	54		5			
# of Current APNs	12,748		12,916			
# of Authorizations Issued to New Graduate APNs	682		126			
# of Authorizations Issued to Fully Qualified APNs	522		319			
# of APN Authorizations Renewed	5,757		1,628			
# of APNs Granted Prescriptive Authorization	880		278			

	FY08	FY09	FY09: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	2,899		858			
# Approved Without Stipulations	2,522		760			
# Individuals Proposed Ineligible by Staff	0		0			
# Approved with Stipulations	349		98			
# Individuals Denied By Board/E & D	18		0			
# Petitions/Applications Pending	365		369			
# Petitions/Applications Pending with ALJ	17		2			
# Petitions/Applications Denied by ALJ	1		0			
# Licenses placed on "Retired Status" - RN	228		48			
# Licenses placed on "Retired Status" - LVN	100		25			
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$1.90		\$1.64			
Average Time for Issuing RN Initial License (Days)	86.43		90.50			
Average Time for Issuing LVN Initial License (Days)	98.99		100.61			
Average Time for RN/LVN License Renewals (Days)	2.857		3.600			
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	950		250			
# LVN Licenses Placed Inactive	615		152			
# APNs Placed Inactive	161		42			
NCLEX - RN Pass Rate - Total	86.05%		76.38%			
NCLEX - PN Pass Rate - Total	84.13%		87.21%			
NCLEX - RN Pass Rate - 1 <sup>st</sup> Time	90.42%		85.86%			
NCLEX - PN Pass Rate - 1 <sup>st</sup> Time	88.53%		90.11%			

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Comment page on Action Plan  
for Strategy 1.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

**Efficiency Measure**

The cost of issuing a license dropped dramatically since we no longer mail out renewed licenses thus reducing mailing and printing costs.

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.

	FY08	FY09	FY09:1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	97.90%		97.90%			
% of LVN Nursing Programs in Compliance	98.90%		98.92%			
<u>Output Measures</u>						
# of RN Nursing Programs Approved	95		95			
# of LVN Nursing Programs Approved	91		93			
# of RN Nursing Programs Sanctioned	2		2			
# of LVN Nursing Programs with Sanctions	1		1			
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$663.05		\$348.09			
<u>Explanatory Measures</u>						
# of Programs Surveyed	14		8			
Average Length of Survey Visit (in Days)	1.2		1.13			

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**Output Measure**

- 2 new vocational nursing educational programs were approved at the October 2008 Board Meeting.
- 2 professional nursing educational programs have sanctions
- 1 vocational nursing education program has a sanction.

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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.

	FY08	FY09	FY09: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<b>Outcome Measures</b>						
Ratio to Complaints filed per 100 Licensee Population	2.742		.790			
% of Complaints Resolved Resulting in Discipline	20.15%		12.45%			
Recidivism Rate for Those Receiving Discipline	14.44%		14.49%			
Recidivism Rate for RNs Enrolled in TPAPN	1.65%		0%			
Recidivism Rate for LVNs Enrolled in TPAPN	0%		0%			
% of Complaints Resolved in 6 months	65.40%		63.68%			
<b>RN Enforcement Statistics</b>						
<b>Output Measures</b>						
# Jurisdictional Complaints Received	5,634		1,664			
# Non-Jurisdictional Complaints Received	109		25			
# Investigations Conducted (Cases Open-Cumulative)	8,379		5,425			
# of Complaints Resolved	4,851		1,870			
# of Informal Conferences	150		29			
# of ALJ Hearings	25		4			
# of Licenses Sanctioned	860		207			
Limited Licenses	7		0			
Remedial Education	71		22			
Reprimand	0		0			
Reprimand with Stipulations	54		13			
Reprimand with Remedial Education	0		0			
Revocation	76		18			
Stipulation Only	0		0			
Suspension	36		4			
Suspend/Probate	44		14			

	FY08	FY09	FY09: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
Voluntary Surrender	78		11			
Warning	0		0			
Warning with Remedial Education	0		0			
Warning with Stipulation	110		15			
Warning with Fine	0		0			
License Reinstated - clear	0		0			
License Reinstated with Stipulation	31		8			
Fine	0		0			
Reinstatement Denied	14		5			
Limited License with Fine	0		0			
Probation	0		0			
Reprimand with Fine	0		0			
Suspension with Fine	0		0			
Fine with Remedial Education-CE/Delinquent	102		24			
Cease and Desist Order	1		0			
Peer Assistance Order	1		0			
Applicant/Petitioner with Stipulations	181		55			
TPAPN Order	46		12			
# of RNs Participating in TPAPN	593		578			
<u>Efficiency Measures</u>						
Average Time for Investigations (in Days)	141.67		161.83			
Average Cost per Investigation	\$427.45		\$453.47			
Average Cost of Informal Conference	\$151.98		\$132.85			
Average Cost of Complaint Resolution	\$477.35		\$167.83			
Average Time for Final Disposition (open to ratification)	173.25		186.06			
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	324.01		377.00			
Average Time from Hearing Date to PFD (in Days)	48.14		46.71			
Average Time from Proposal for Decision to Ratification by the Board/E&D (in Days)	57.81		67.86			
Average Time for Disciplinary Action - ALJ only	646.31		804.86			

	FY08	FY09	FY09: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<b>Age of Cases:</b>						
More than 12 Months	31%		39%			
Between 6 and 12 Months	29%		26%			
Less than 6 Months	40%		35%			
<b><u>Explanatory Measures</u></b>						
Average Case Load per Investigator	279		222			
Attorney:Investigator Ratio	3:20		3:20			

### LVN Enforcement Statistics

	FY08	FY09	FY09: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
Ratio of Complaints filed per 100 NURSE population	5.74		1.80			
% of Complaints Resolved Resulting in Discipline	21.74%		16.95%			
Recidivism Rate for LVNs Discipline	14.31%		11.82%			
% of Complaints Resolved in 6 Months	67.11%		67.04			
Jurisdictional Complaints Received	4,851		1,553			
Cumulative Investigations Conducted	7,440		4,713			
Complaints Resolved	4,311		1,404			
Informal Conferences	80		13			
Total LVN Licenses Sanctioned	820		203			
# of LVNs Participating in TPAPN	198		174			
<b>Breakdown of Discipline:</b>						
Reprimand	0		0			
Fine	0		0			
Fine and Remedial Education	80		33			
Voluntary Surrender	99		25			
Probation	0		0			
Suspension	36		3			
Revocation	95		29			
Warning W/Stipulation	110		20			
Average Days for Complaint Resolution	127.38		130.39			
Average Days for Final Disposition	164.50		154.27			
Age of Cases: More than 12 Month	31%		37%			
6 to 12 Months	27%		28%			
Less than 6 Months	42%		35%			

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for Strategy 2.1.1

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

**Efficiency Measure**

The cost of completing a field investigation continues to be higher than past quarters since we hired and are training five new investigators.

The average cost of resolving a complaint decreased due to a higher number of cases being resolved by staff.

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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.

	FY08	FY09	FY09:1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures</u>						
Staff Turnover	14.2%		2.4%			
<u>Output Measures</u>						
# of Board Training Sessions	4		1			
# of Telephone Calls Received	267,401		69,988			
# of New Hires	19		4			
# of Resignations	12		2			
# of Terminations	0		0			
Workforce Composition:						
African-American	10.1%		13.4%			
Anglo	60.8%		58.5%			
Hispanic	27.8%		26.8%			
Other	1.3%		1.3%			
# of Workshops Conducted	2		1			
# of Nurses Attending Workshops	442		158			
# Attending Workshop for First Time	179		68			
# of Attendees at Open Forums	4		1			
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.5		1.5			
Average Cost of Conducting Workshop per Registrant	\$197.31		\$87.55			

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

**Output Measures**

In the first quarter, we had two resignations: one nursing administrative assistant and one Customer Service Supervisor.

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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.

	FY08	FY09	FY09:1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures:</u>						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	5.74%		5%			
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	1		0			
# of HUBs from which Agency Made Purchases	64		8			
Dollar Value of Purchases and Contracts to HUBs	\$59,308		\$17,979			

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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>2009</u>	<u>Actual</u>
<b>A. Goal: LICENSING</b>		
<b>Outcome (Results/Impact):</b>		
Percentage of Licensees with No Recent Violations (RN)	97.5%	98.71%
Percent of Licensees Who Renew Online (RN)	91.5%	92.06%
Percent of New Individual Licenses Issued Online (RN)	50%	65.84%
Percentage of Licensees with No Recent Violations (LVN)	96%	98.01%
Percent of Licensees Who Renew Online (LVN)	80%	86.65%
Percent of New Individual Licenses Issued Online (LVN)	35%	56.51%
<b>A.1.1. Strategy: LICENSING</b>		
<b>Output (Volume):</b>		
Number of New Licenses Issued to Individuals (RN)	12,419	2,374
Number of Individual Licenses Renewed (RN)	89,115	26,844
Number of New Licenses Issued to Individuals (LVN)	6,016	2,021
Number of Individual Licenses Renewed (LVN)	36,690	10,868
<b>Efficiencies:</b>		
Average Licensing Cost Per Individual License Issued (RN)	\$2	\$1.64
<b>A.2.1. Strategy: ACCREDITATION</b>		
<b>Output (Volume):</b>		
Total Number of Programs Licensed (LVN)	95	93
<b>B. Goal: PROTECT PUBLIC</b>		
<b>Outcome (Results/Impact):</b>		
Percent of Complaints Resulting in Disciplinary Action (RN)	38%	12.45%
Percent of Complaints Resulting in Disciplinary Action (LVN)	42%	16.95%
<b>B.1.1. Strategy: ADJUDICATE VIOLATIONS</b>		
<b>Output (Volume):</b>		
Number of Complaints Resolved (RN)	3,625	1,870
Number of Complaints Resolved (LVN)	2,404	1,404
<b>Efficiencies:</b>		
Average Time for Complaint Resolution (Days) (RN)	215	186.06
<b>Explanatory:</b>		
Number of Jurisdictional Complaints Received (RN)	4,500	1,664
Number of Jurisdictional Complaints Received (LVN)	2,500	1,553
<b>B.1.2. Strategy: PEER ASSISTANCE</b>		
<b>Output (Volume):</b>		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	550	578
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	225	174