

Agenda Item #: 5.1.2
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TEXAS BOARD OF NURSING

Quarterly Statistical Report

First Quarter

Fiscal Year 2016

Fiscal Year 2016
First 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
Outcome Measures						
% in Compliance with Pre-Renewal CE Audit - RN	94.96%		91.02%			
% in Compliance with Pre-Renewal CE Audit - LVN	80.05%		83.54%			
% of RN Licensees with no recent violations	98.45%		98.52%			
% of LVN Licensees with no recent violations	96.11%		96.26%			
% of RN Licensees Who Renew Online	93.12%		93.49%			
% of LVN Licensees Who Renew Online	91.15%		92.10%			
% of New RN Individual Licenses Issued Online	75.93%		76.30%			
% of New LVN Individual Licenses Issued Online	71.88%		79.35%			
Output Measures						
# of Current RN Licensees	285,945		287,450			
# of Current LVN Licensees	101,314		101,753			
# of Individuals Taking the RN Examination	17,266		2,712			
# of Individuals Taking the PN Examination	6,304		2,005			
# of RN Licenses Renewed	131,307		34,374			
# of LVN Licenses Renewed	47,341		12,138			
# of RN Licenses Issued by Endorsement	9,953		2,367			
# of LVN Licenses Issued by Endorsement	1,234		295			
# of RN Licenses Issued by Examination	12,282		1,633			
# of LVN Licenses Issued by Examination	4,829		1,661			
# of RN Temporary Licenses Issued	10,712		2,447			
# of LVN Temporary Permits Issued	1,391		304			
# of RN Licenses Verified	1,176		262			
# of LVN Licenses Verified	18		3			
# of Current APRNs	21,587		22,267			
# of Authorizations Issued to Fully Qualified APRNs	2,625		819			
# of APRN Authorizations Renewed	9,757		2,663			
# of APRNs Granted Prescriptive Authorization	2,289		754			

	FY15	FY16	FY16: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	5,810		1,264			
# Approved Without Stipulations	4,796		1,046			
# Individuals Denied	54		12			
# Approved with Stipulations	588		134			
# Petitions/Applications Pending	396		419			
# Closed due to No Response or Withdrawal	247		36			
# Closed with Corrective Action	102		28			
# Licenses placed on "Retired Status" - RN	496		104			
# Licenses placed on "Retired Status" - LVN	92		29			
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$2.13		\$2.23			
Average Time for Issuing RN Initial License (Days)	81.37		83.25			
Average Time for Issuing LVN Initial License (Days)	117.14		112.90			
Average Time for RN/LVN License Renewals (Days)	2.40		2.43			
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	1,221		285			
# LVN Licenses Placed Inactive	506		127			
# APRNs Placed Inactive	172		55			
NCLEX - RN Pass Rate - Total	74.66%		66.19%			
NCLEX - PN Pass Rate - Total	76.46%		78.92%			
NCLEX - RN Pass Rate - 1 st Time	84.71%		81.48%			
NCLEX - PN Pass Rate - 1 st Time	85.37%		85.20%			

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

None

Fiscal Year 2016
First 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%			
% of LVN Nursing Programs in Compliance	94.56%		94.56%			
<u>Output Measures</u>						
# of RN Nursing Programs Approved	117		116			
# of LVN Nursing Programs Approved	92		92			
# of RN Nursing Programs Sanctioned	19		17			
# of LVN Nursing Programs with Sanctions	5		5			
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$638.26		\$1,953.44			
<u>Explanatory Measures</u>						
# of Programs Surveyed	24		2			
Average Length of Survey Visit (in Days)	.75		2			

Output Measure

Programs with Sanctions

Amarillo College ADN - Full with Warning
Bell Tech Career Institute VN - Initial with Warning
East Texas Baptist University BSN - Full with Warning
Hallmark College ADN - Initial with Warning
Hill College ADN - Conditional
Houston Community College ADN - Full with Warning
Kaplan College, San Antonio VN - Conditional
Kilgore College ADN - Full with Warning
Lone Star Kingwood ADN - Full with Warning
Lone Star North Harris ADN - Full with Warning
Midwestern State University BSN - Full with Warning
Mountain View College ADN - Initial with Warning
Odessa College ADN - Full with Warning
Odessa College Monahans VN - Full with Warning
Quest College VN - Conditional
Ranger College ADN - Full with Warning
San Antonio College ADN - Full with Warning
Schreiner University BSN - Initial with Warning
Texas Southmost College ADN - Full with Warning
Texas State Technical College Harlingen ADN - Initial with Warning
Texas Tech University El Paso BSN - Full with Warning
The College of Health Care Professions VN - Full with Warning
Vernon College ADN - Full with Warning
Western Governors BSN - Full with Warning

Fiscal Year 2016
First 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			
% of Complaints Resolved Resulting in Discipline	18.96%		18.14%			
Recidivism Rate for Those Receiving Discipline	11.63%		15.25%			
Recidivism Rate for RNs Enrolled in TPAPN	8%		3%			
% of Complaints Resolved in 6 months	80.39%		82.24%			
<u>Output Measures</u>						
# Jurisdictional Complaints Received	10,316		2,372			
# Non-Jurisdictional Complaints Received	217		51			
# Investigations Conducted (Cases Open-Cumulative)	9,617		3,521			
# of Complaints Resolved	10,796		2,574			
# of Informal Conferences	193		61			
# of ALJ Hearings	336		87			
# of Licenses Sanctioned	1,692		400			
Limited Licenses	22		3			
Remedial Education	98		19			
Reprimand	0		1			
Reprimand with Stipulations	109		32			
Reprimand with Remedial Education	0		0			
Revocation	208		49			
Stipulation Only	2		0			
Suspension	46		15			
Suspend/Probate	69		19			

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

LVN Enforcement Statistics	FY15	FY16	FY16 1 st Q	2 nd Q	3 rd Q	4 th Q
Ration of Complaints filed per 100 NURSE population	1.71		1.52			
% of Complaints Resolved Resulting in Discipline	24.55%		25%			
Recidivism Rate for LVNs Discipline	16.26%		27.15%			
Recidivism Rate for LVNs Enrolled in TPAPN	8.75%		0%			
% of Complaints Resolved in 6 Months	76.91%		79.28%			
Jurisdictional Complaints Received	6,743		1,511			
Cumulative Investigations Conducted	12,807		908			
Complaints Resolved	7,370		1,728			
Informal Conferences	114		29			
Total LVN Licenses Sanctioned	1,458		361			
# of LVNs Participating in TPAPN	155		150			
Breakdown of Discipline:						
Reprimand	1		1			
Fine	0		0			
Fine and Remedial Education	72		11			
Voluntary Surrender	113		31			
Probation	0		0			
Suspension	37		15			
Revocation	341		88			
Warning W/Stipulation	300		65			
Average Days for Complaint Resolution	57.07		39.52			
Average Days for Final Disposition	133.47		117.71			
Age of Cases: More than 12 Months	25.25%		21.43%			
6 to 12 Months	21.16%		22.08%			
Less than 6 Months	53.59%		56.49%			

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

Fiscal Year 2016
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 - 1,614

Eligibility Staff - 1,826

Legal Investigator - 3

Monitoring Staff - 274

Nurse-Criminal Justice Staff - 2,354

Operations Staff - 965

Fiscal Year 2016
First 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%			
<u>Output Measures</u>						
# of Board Training Sessions	4		0			
# of Telephone Calls Received	215,407		49,753			
# of New Hires	14		6			
# of Resignations/Retirements	12		7			
# of Terminations	0		0			
Workforce Composition:						
African-American	10.3%		8.9%			
Anglo	57.5%		57.1%			
Hispanic	29.7%		31.3%			
Other	2.5%		2.7%			
# of Workshops/Webinars Conducted	30		3			
# of Nurses Attending Workshops/Webinars	3,332		291			
# of Attendees at Open Forums	8		0			
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.5		1.25			
Average Cost of Conducting Workshop per Registrant	\$158.84		\$135.45			

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 6 resignations: One administrative assistant in Enforcement, two Investigators, two administrative staff in Operations and one Practice nursing consultant.

This quarter we had 1 retirement: One nursing practice consultant.

Fiscal Year 2016
First 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%			
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	0		0			
# of HUBs from which Agency Made Purchases	22		7			
Dollar Value of Purchases and Contracts to HUBs	\$87,710		\$86,010			

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%	98.52%
Percent of Licensees Who Renew Online (RN)	92%	93.49%
Percent of New Individual Licenses Issued Online (RN)	77%	76.30%
Percentage of Licensees with No Recent Violations (LVN)	98%	96.26%
Percent of Licensees Who Renew Online (LVN)	88%	92.10%
Percent of New Individual Licenses Issued Online (LVN)	63%	79.35%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	19,000	4,000
Number of Individual Licenses Renewed (RN)	125,000	34,374
Number of New Licenses Issued to Individuals (LVN)	6,250	1,956
Number of Individual Licenses Renewed (LVN)	47,000	12,138
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	23%	18.14%
Percent of Complaints Resulting in Disciplinary Action (LVN)	24%	25.00%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	10,000	2,574
Number of Complaints Resolved (LVN)	7,000	1,728
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	185	103
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	7,500	2,372
Number of Jurisdictional Complaints Received (LVN)	5,550	1,511
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	600	619
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	150

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%	98.52%
Percent of Licensees Who Renew Online (RN)	91.82%	90.65%	93.19%	93.12%	93.49%
Percent of New Individual Licenses Issued Online (RN)	79.70%	77.89%	77.87%	75.93%	76.30%
Percentage of Licensees with No Recent Violations (LVN)	98.11%	97.68%	96.04%	96.11%	92.26%
Percent of Licensees Who Renew Online (LVN)	86.72%	86.13%	90.11%	91.15%	92.10%
Percent of New Individual Licenses Issued Online (LVN)	60.54%	63.51%	68.18%	71.88%	79.35%

A.1.1. Strategy: LICENSING

Output (Volume):

Number of New Licenses Issued to Individuals (RN)	8,005	18,259	19,880	22,235	4,000
Number of Individual Licenses Renewed (RN)	114,370	119,160	126,631	131,307	34,374
Number of New Licenses Issued to Individuals (LVN)	6,998	6,344	5,883	6,063	1,956
Number of Individual Licenses Renewed (LVN)	43,633	45,059	46,796	47,341	12,138

B. Goal: PROTECT PUBLIC

Outcome (Results/Impact):

Percent of Complaints Resulting in Disciplinary Action (RN)	22.67%	20.23%	19.82%	18.96%	18.14%
Percent of Complaints Resulting in Disciplinary Action (LVN)	27.64%	24.80%	23.37%	24.55%	25.00%

B.1.1. Strategy: ADJUDICATE VIOLATIONS

Output (Volume):

Number of Complaints Resolved (RN)	10,436	11,265	11,003	10,796	2,574
Number of Complaints Resolved (LVN)	7,682	8,167	8,083	7,370	1,728

Efficiencies:

Average Time for Complaint Resolution (Days) (RN)	258	187	164	133	103
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Explanatory:

Number of Jurisdictional Complaints Received (RN)	9,709	11,094	9,411	10,316	2,372
Number of Jurisdictional Complaints Received (LVN)	6,922	8,269	6,413	6,743	1,511

B.1.2. Strategy: PEER ASSISTANCE

Output (Volume):

Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	527	582	625	613	619
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	133	162	162	155	150

Comment:

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