

Agenda Item #: 5.1.2
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BOARD OF NURSE EXAMINERS

FISCAL YEAR 2006

Action Plan

Third Quarter Status Report

BOARD OF NURSE EXAMINERS STRATEGIC PLAN
Fiscal Year 2006 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.

	FY05	FY06	FY06: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in Compliance with CE - RN	85.6%		81.7%	79.4%	UA	
% in Compliance with CE - LVN	72.0%		56.4%	66.9%	UA	
% of RN Licensees with no recent violations	97.6%		97.8%	97.7%	97.6%	
% of LVN Licensees with no recent violations	95.4%		95.8%	95.6%	95.3%	
% of RN Licensees Who Renew Online	89.9%		91.6%	91.7%	91.8%	
% of LVN Licensees Who Renew Online	78%		79.6%	82.1%	83.2%	
% of New RN Individual Licenses Issued Online	1.3%		21.5%	40.0%	33.6%	
% of New LVN Individual Licenses Issued Online	1.7%		4.7%	13.6%	24.8%	
<u>Output Measures</u>						
# of Current RN Licensees	186,192		186,365	188,611	189,727	
# of Current LVN Licensees	78,258		79,131	79,917	79,920	
# of Individuals Taking the RN Examination	8,028		1,009	2,139	1,113	
# of Individuals Taking the PN Examination	4,704		1,951	1,324	682	
# of RN Licenses Renewed	88,155		22,553	22,064	21,016	
# of LVN Licenses Renewed	36,719		9,297	9,272	8,299	
# of RN Licenses Issued by Endorsement	4,127		902	1,479	1,295	
# of LVN Licenses Issued by Endorsement	1,026		299	452	338	
# of RN Licenses Issued by Examination	6,839		887	1,786	812	
# of LVN Licenses Issued by Examination	4,215		1,750	1,205	583	
# of RN Temporary Licenses Issued	4,537		2,046	1,417	1,506	
# of LVN Temporary Permits Issued	920		527	334	329	
# of RN Licenses Verified	1,202		233	248	277	
# of LVN Licenses Verified	43		13	3	9	
# of Current APNs	10,650		10,762	10,975	11,117	
# of Authorizations Issued to New Graduate APNs	481		74	116	89	
# of Authorizations Issued to Fully Qualified APNs	944		197	278	242	
# of APN Authorizations Renewed	4,842		1,275	1,255	1,224	
# of APNs Granted Prescriptive Authorization	708		204	218	175	
	FY05	FY06	FY06: 1 st Q	2 nd Q	3 rd Q	4 th Q

Eligibility Orders:

#of Petitions/Applications Processed	1,891	405	301	450
# Approved Without Stipulations	1,432	289	155	293
# Individuals Proposed Ineligible by Staff	0	0	0	0
# Approved with Stipulations	368	95	127	144
# Individuals Denied By Board/E & D	91	21	19	13
# Petitions/Applications Pending	454	473	574	669
# Petitions/Applications Pending with ALJ	7	1	8	3
# Petitions/Applications Denied by ALJ	0	1	7	0
# Licenses placed on "Retired Status" - RN	206	53	45	49
# Licenses currently in "Retired Status" - LVN	103	39	29	29

Efficiency Measures

Average Cost for Issuing LVN/RN License	\$1.67	\$1.55	\$1.74	\$2.06
Average Time for Issuing RN Initial License (Days)	64.87	94.41	99.46	108.10
Average Time for Issuing LVN Initial License (Days)	81.49	85.00	94.80	93.36
Average Time for RN/LVN License Renewals (Days)	2.98	3.02	2.89	2.65

Explanatory Measures

# RN Licenses Placed Inactive	876	221	205	198
# LVN Licenses Placed Inactive	498	221	149	111
# APNs Placed Inactive	143	30	29	28
NCLEX - RN Pass Rate - Total	85.70%	76.90%	87.51%	81.71%
NCLEX - PN Pass Rate - Total	88.74%	89.35%	88.67%	82.70%
NCLEX - RN Pass Rate - 1 st Time	89.69%	86.33%	91.02%	90.06%
NCLEX - PN Pass Rate - 1 st Time	91.51%	90.54%	91.38%	90.02%

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

Outcome Measures

The CE compliance rate continues to be low. The specific reasons for the lack of compliance are attached to board agenda item number 2.2.

Efficiency Measures

The cost of issuing a license increased due to the lower of number of licenses issued by renewal. The average time for issuing an initial license continues to grow due to the high number of applications by endorsement (volume) and the length of time to receive verifications from other states of licensure.

BOARD OF NURSE EXAMINERS 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.

	FY05	FY06	FY06:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	98.35%		99.0%	97.91%	91.92%	
% of LVN Nursing Programs in Compliance	97.30%		100%	100%	100%	
<u>Output Measures</u>						
# of RN Nursing Programs Approved	95		95	96	96	
# of LVN Nursing Programs Approved	118		118	119	117	
# of RN Nursing Programs Sanctioned	2		0	2	0	
# of LVN Nursing Programs with Sanctions	10		0	0	0	
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$582.61		\$581.17	\$471.45	\$417.25	
<u>Explanatory Measures</u>						
# of Programs Surveyed	20		6	6	11	
Average Length of Survey Visit (in Days)	1.14		1.25	1.17	1.91	

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

None

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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.

	FY05	FY06	FY06: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
Ratio to Complaints filed per 100 Licensee Population	2.122		0.490	0.457	0.480	
% of Complaints Resolved Resulting in Discipline	30.91%		36.55%	39.51%	34.92%	
Recidivism Rate for Those Receiving Discipline	11.18%		10.47%	12.32%	7.93%	
Recidivism Rate for RNs Enrolled in TPAPN	10.2%		3.2%	7.6%	0%	
Recidivism Rate for LVNs Enrolled in TPAPN	11.8%		3.8%	0.0%	12.5%	
% of Complaints Resolved in 6 months	66.48%		57.82%	51.82%	29.92%	
RN Enforcement Statistics						
Output Measures						
# Jurisdictional Complaints Received	3,889		915	862	919	
# Non-Jurisdictional Complaints Received	96		10	15	26	
# Investigations Conducted (Cases Open-Cumulative)	5,521		3,004	3,858	4,782	
# of Complaints Resolved	3,398		755	777	951	
# of Informal Conferences	115		39	53	9	
# of ALJ Hearings	20		13	14	9	
# of Licenses Sanctioned	996		258	284	305	
Limited Licenses	2		5	3	0	
Remedial Education	69		16	21	37	
Reprimand	0		0	0	0	
Reprimand with Stipulations	39		19	15	22	
Reprimand with Remedial Education	0		0	0	0	
Revocation	75		27	31	20	
Stipulation Only	0		0	0	0	
Suspension	30		5	11	8	
Suspend/Probate	24		9	8	7	
	FY05	FY06	FY06: 1 st Q	2 nd Q	3 rd Q	4 th Q

Voluntary Surrender	105	27	24	27
Warning	0	0	0	0
Warning with Remedial Education	0	0	0	0
Warning with Stipulation	71	21	24	17
Warning with Fine	0	0	0	0
License Reinstated - clear	0	0	0	0
License Reinstated with Stipulation	28	9	9	12
Fine	106	20	10	15
Reinstatement Denied	25	6	8	3
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	89	15	21	32
Cease and Desist Order	0	0	0	0
Peer Assistance Order	0	0	0	0
Applicant/Petitioner with Stipulations	264	60	86	78
TPAPN Order	68	19	13	24
# of RNs Participating in TPAPN	525	513	529	522
<u>Efficiency Measures</u>				
Average Time for Investigations (in Days)	99.84	102.07	123.41	158.04
Average Cost per Investigation	\$309.43	\$103.30	\$292.92	\$271.17
Average Cost of Informal Conference	\$126.03	\$134.49	\$117.01	\$294.26
Average Cost of Complaint Resolution	\$199.78	\$214.06	\$209.95	\$226.32
Average Time for Final Disposition (open to ratification)	150	201	192	230
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	239.48	320.17	299.38	256.20
Average Time from Hearing Date to PFD (in Days)	64.19	60.33	36.18	30.47
Average Time from Proposal for Decision to Ratification by the Board/E&D (in Days)	47.27	60.33	39.82	33.53
Average Time for Disciplinary Action - ALJ only	567.38	683.17	616.82	563.93

	FY05	FY06	FY06: 1 st Q	2 nd Q	3 rd Q	4 th Q
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Age of Cases:				
More than 12 Months	28%	32%	32%	34%
Between 6 and 12 Months	27%	29%	28%	27%
Less than 6 Months	45%	39%	39%	39%
<u>Explanatory Measures</u>				
Average Case Load per Investigator	327	246	291	342
Attorney:Investigator Ratio	3:16	3:17	3:17	3:17

LVN Enforcement Statistics

	FY05	FY06	FY06: 1 st Q	2 nd Q	3 rd Q	4 th Q
Ratio of Complaints filed per 100 NURSE population	3.16		.76	.76	.84	
% of Complaints Resolved Resulting in Discipline	31.59%		41.37%	42.39%	43.27%	
Recidivism Rate for LVNs Discipline	8.83%		5.07%	5.45%	6.00%	
% of Complaints Resolved in 6 Months	67.40%		61.21%	60.23%	23.89%	
Jurisdictional Complaints Received	2,453		607	610	670	
Cumulative Investigations Conducted	3,556		2,165	2,255	2,412	
Complaints Resolved	1,941		510	519	617	
Informal Conferences	48		12	17	6	
Total LVN Licenses Sanctioned	581		197	201	250	
# of LVNs Participating in TPAPN	197		185	208	205	
Breakdown of Discipline:						
Reprimand	0		0	0	0	
Fine	47		12	9	7	
Voluntary Surrender	79		23	26	38	
Probation	0		0	0	0	
Suspension	5		5	6	2	
Revocation	44		41	36	40	
Average Days for Complaint Resolution	89		98	139	184	
Average Days for Final Disposition	154		194	210	240	
Age of Cases: More than 12 Month	18%		33%	33%	34%	
6 to 12 Months	27%		28%	27%	25%	
Less than 6 Months	55%		39%	40%	41%	

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Output Measures

The number of LVNs and RNs participating in TPAPN was separated to show the numbers in each category.

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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.

	FY05	FY06	FY06:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	10.6%		1.2%	2.5%	2.4%	
<u>Output Measures</u>						
# of Board Training Sessions	4		1	1	1	
# of Telephone Calls Received	235,386		54,618	57,904	50,600	
# of New Hires	11		9	1	2	
# of Resignations	8		1	2	2	
# of Terminations	0		0	0	0	
Workforce Composition:						
African-American	15%		16%	16%	15.8%	
Anglo	60%		60%	59%	60.5%	
Hispanic	23%		23%	23%	22.4%	
Other	2%		1%	2%	1.3%	
# of Workshops Conducted	10		2	1	3	
# of Nurses Attending Workshops	2,390		335	278	1,258	
# Attending Workshop for First Time	811		152	114	519	
# of Attendees at Open Forums	8		2	1	2	
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.75		2.0	1.5	1.5	
Average Cost of Conducting Workshop per Registrant	\$82.44		\$92.47	\$147.91	\$58.96	

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

Output Measures

We had two resignations: one Administrative Assistant in Customer Service and one Investigator in the Enforcement Department.

Efficiency Measures

The cost of an individual to attend the workshop dropped since most of the supplies, postage and mailings were completed in the previous quarter.

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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.

	FY05	FY06	FY06:1 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	46		15	11	20	
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	1		0	0	0	
# of HUBs from which Agency Made Purchases	40		11	10	7	
Dollar Value of Purchases and Contracts to HUBs	\$265,302		\$89,857	\$29,816	\$14,720	

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

Output Measure

The dollar value purchased from HUBs dropped since the contract for the quarterly newsletter went out for bid and was awarded to a non-HUB vendor.

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)	4,700	4,700
Number of Complaints Resolved (LVN)	2,500	2,500
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)	1,100	1,100
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	275	275