

Agenda Item #: 5.1.2
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BOARD OF NURSE EXAMINERS

FISCAL YEAR 2006

Action Plan

Fourth Quarter Status Report

BOARD OF NURSE EXAMINERS STRATEGIC PLAN
Fiscal Year 2006 Action Plan
Fourth 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%	UA	81.7%	79.4%	UA	UA
% in Compliance with CE - LVN	72.0%	UA	56.4%	66.9%	UA	UA
% of RN Licensees with no recent violations	97.6%	97.65%	97.8%	97.7%	97.6%	97.5%
% of LVN Licensees with no recent violations	95.4%	95.4%	95.8%	95.6%	95.3%	94.9%
% of RN Licensees Who Renew Online	89.9%	91.7%	91.6%	91.7%	91.8%	91.6%
% of LVN Licensees Who Renew Online	78%	82.3%	79.6%	82.1%	83.2%	84.4%
% of New RN Individual Licenses Issued Online	1.3%	41.4%	21.5%	40.0%	33.6%	45.9%
% of New LVN Individual Licenses Issued Online	1.7%	16.9%	4.7%	13.6%	24.8%	31.2%
<u>Output Measures</u>						
# of Current RN Licensees	186,192	193,764	186,365	188,611	189,727	193,764
# of Current LVN Licensees	78,258	80,538	79,131	79,917	79,920	80,538
# of Individuals Taking the RN Examination	8,028	8,504	1,009	2,139	1,113	4,243
# of Individuals Taking the PN Examination	4,704	5,229	1,951	1,324	682	1,272
# of RN Licenses Renewed	88,155	89,115	22,553	22,064	21,016	23,482
# of LVN Licenses Renewed	36,719	36,690	9,297	9,272	8,299	9,822
# of RN Licenses Issued by Endorsement	4,127	5,202	902	1,479	1,295	1,526
# of LVN Licenses Issued by Endorsement	1,026	1,200	200	352	338	310
# of RN Licenses Issued by Examination	6,839	7,217	887	1,786	812	3,732
# of LVN Licenses Issued by Examination	4,215	4,617	1,750	1,205	583	1,079
# of RN Temporary Licenses Issued	4,537	6,655	2,046	1,417	1,506	1,686
# of LVN Temporary Permits Issued	920	1,583	527	334	329	393
# of RN Licenses Verified	1,202	1,054	233	248	277	296
# of LVN Licenses Verified	43	33	13	3	9	8
# of Current APNs	10,650	11,368	10,762	10,975	11,117	11,368
# of Authorizations Issued to New Graduate APNs	481	415	74	116	89	136
# of Authorizations Issued to Fully Qualified APNs	944	1,056	197	278	242	339
# of APN Authorizations Renewed	4,842	5,113	1,275	1,255	1,224	1,359
# of APNs Granted Prescriptive Authorization	708	903	204	218	175	306

	FY05	FY06	FY06: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	1,891	1,632	405	301	450	476
# Approved Without Stipulations	1,432	1,019	289	155	293	282
# Individuals Proposed Ineligible by Staff	0	0	0	0	0	0
# Approved with Stipulations	368	554	95	127	144	188
# Individuals Denied By Board/E & D	91	59	21	19	13	6
# Petitions/Applications Pending	454	523	473	574	669	523
# Petitions/Applications Pending with ALJ	7	4	1	8	3	4
# Petitions/Applications Denied by ALJ	0	9	1	7	0	1
# Licenses placed on "Retired Status" - RN	206	210	53	45	49	63
# Licenses currently in "Retired Status" - LVN	103	129	39	29	29	32
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$1.67	\$1.76	\$1.55	\$1.74	\$2.06	\$1.69
Average Time for Issuing RN Initial License (Days)	64.87	100.59	94.41	99.46	108.10	100.38
Average Time for Issuing LVN Initial License (Days)	81.49	93.13	85.00	94.80	93.36	99.37
Average Time for RN/LVN License Renewals (Days)	2.98	2.83	3.02	2.89	2.65	2.76
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	876	941	221	205	198	317
# LVN Licenses Placed Inactive	498	686	221	149	111	205
# APNs Placed Inactive	143	122	30	29	28	35
NCLEX - RN Pass Rate - Total	85.70%	86.78%	76.90%	87.51%	81.71%	89.64%
NCLEX - PN Pass Rate - Total	88.74%	88.02%	89.35%	88.67%	82.70%	88.27%
NCLEX - RN Pass Rate - 1 st Time	89.69%	90.71%	86.33%	91.02%	90.06%	91.36%
NCLEX - PN Pass Rate - 1 st Time	91.51%	90.81%	90.54%	91.38%	90.02%	91.14%

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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

In response to the decreasing compliance with continuing education requirements, staff transitioned from post-renewal audits to pre-renewal audits in June, 2006. Therefore, beginning in June, 2006, audited licensees can no longer renew their license until they show proof of meeting the CE requirement.

The number licensees using the online renewal system has stabilized at over 90% for RNs and 80% for VNs. We are experiencing a dramatic increasing in online registrations for the examination.

Output Measures

The workload measure for the licensing process increased significantly from fiscal year 2005 to fiscal year 2006. The number of examination applications for RN and VN applicants increased 5.6% and 10% respectively and the number of RNs and VNs applying for licensure by endorsement increased 20.7% and 14.5% respectively.

Efficiency Measures

The days to license an RN and VN by endorsement continues to remain high due to the high volume of overall applications as reported above and the associated documents required to complete the permanent licensure process, i.e. verification forms and FBI/DPS background checks.

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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%	98.2%	99.0%	97.91%	91.92%	97.94%
% of LVN Nursing Programs in Compliance	97.30%	100%	100%	100%	100%	100%
<u>Output Measures</u>						
# of RN Nursing Programs Approved	95	96	95	96	96	96
# of LVN Nursing Programs Approved	118	115	118	119	117	115
# of RN Nursing Programs Sanctioned	2	2	0	2	0	0
# of LVN Nursing Programs with Sanctions	10	0	0	0	0	0
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$582.61	\$495.43	\$581.17	\$471.45	\$417.25	\$511.86
<u>Explanatory Measures</u>						
# of Programs Surveyed	20	30	6	6	11	7
Average Length of Survey Visit (in Days)	1.14	1.37	1.25	1.17	1.91	1.14

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Output Measures

One (1) RN to BSN Program was approved and placed on initial approval status. One (1) VN - Multiple Entry/Exit program was approved and placed on initial approval status.

One (1) VN program was consolidated with their main campus 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.

	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	2.050	0.490	0.457	0.480	0.623
% of Complaints Resolved Resulting in Discipline	30.91%	37.99%	36.55%	39.51%	34.92%	40.98%
Recidivism Rate for Those Receiving Discipline	11.18%	9.64%	10.47%	12.32%	7.93%	7.83%
Recidivism Rate for RNs Enrolled in TPAPN	10.2%	3.9%	3.7%	7.6%	0%	5.4%
Recidivism Rate for LVNs Enrolled in TPAPN	11.8%	8.0%	0.0%	0.0%	12.5%	20%
% of Complaints Resolved in 6 months	66.48%	47.96%	57.82%	51.82%	29.92%	52.28%
RN Enforcement Statistics						
Output Measures						
# Jurisdictional Complaints Received	3,889	3,904	915	862	919	1,208
# Non-Jurisdictional Complaints Received	96	75	10	15	26	24
# Investigations Conducted (Cases Open-Cumulative)	5,521	5,957	3,004	3,858	4,782	5,957
# of Complaints Resolved	3,398	3,625	755	777	951	1,142
# of Informal Conferences	115	162	42	47	35	38
# of ALJ Hearings	20	47	13	14	9	11
# of Licenses Sanctioned	996	1,281	258	284	305	434
Limited Licenses	2	12	5	3	0	4
Remedial Education	69	116	16	21	37	42
Reprimand	0	0	0	0	0	0
Reprimand with Stipulations	39	79	19	15	22	23
Reprimand with Remedial Education	0	0	0	0	0	0
Revocation	75	111	27	31	20	33
Stipulation Only	0	0	0	0	0	0
Suspension	30	33	5	11	8	9
Suspend/Probate	24	31	9	8	7	7

	FY05	FY06	FY06: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	105	108	27	24	27	30
Warning	0	0	0	0	0	0
Warning with Remedial Education	0	0	0	0	0	0
Warning with Stipulation	71	102	21	24	17	40
Warning with Fine	0	0	0	0	0	0
License Reinstated - clear	0	0	0	0	0	0
License Reinstated with Stipulation	28	38	9	9	12	8
Fine	106	84	20	10	15	39
Reinstatement Denied	25	20	6	8	3	3
Limited License with Fine	0	0	0	0	0	0
Probation	0	0	0	0	0	0
Reprimand with Fine	0	0	0	0	0	0
Suspension with Fine	0	0	0	0	0	0
Fine with Remedial Education-CE/Delinquent	89	133	15	21	32	65
Cease and Desist Order	0	0	0	0	0	0
Peer Assistance Order	0	0	0	0	0	0
Applicant/Petitioner with Stipulations	264	339	60	86	78	115
TPAPN Order	68	72	19	13	24	16
# of RNs Participating in TPAPN	525	557	513	529	522	557
<u>Efficiency Measures</u>						
Average Time for Investigations (in Days)	99.84	131.31	102.07	123.41	158.04	141.72
Average Cost per Investigation	\$309.43	\$271.17	\$103.30	\$292.92	\$271.17	\$419.94
Average Cost of Informal Conference	\$126.03	\$168.43	\$134.49	\$117.01	\$294.26	\$127.94
Average Cost of Complaint Resolution	\$199.78	249.27	\$214.06	\$209.95	\$226.32	\$346.72
Average Time for Final Disposition (open to ratification)	150	218	201	192	230	250
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	239.48	341	320.17	299.38	256.20	489
Average Time from Hearing Date to PFD (in Days)	64.19	35.62	60.33	36.18	30.47	15.5
Average Time from Proposal for Decision to Ratification by the Board/E&D (in Days)	47.27	44.05	60.33	39.82	33.53	42.5
Average Time for Disciplinary Action - ALJ only	567.38	631	683.17	616.82	563.93	660

	FY05	FY06	FY06: 1 st Q	2 nd Q	3 rd Q	4 th Q
Age of Cases:						
More than 12 Months	28%	32%	32%	32%	34%	29%
Between 6 and 12 Months	27%	27%	29%	28%	27%	24%
Less than 6 Months	45%	41%	39%	39%	39%	48%
<u>Explanatory Measures</u>						
Average Case Load per Investigator	327	322	246	291	342	410
Attorney:Investigator Ratio	3:16	3:17	3:17	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	3.45	.76	.76	.84	1.09
% of Complaints Resolved Resulting in Discipline	31.59%	43.5%	41.37%	42.39%	43.27%	46.97%
Recidivism Rate for LVNs Discipline	8.83%	5.6%	5.07%	5.45%	6.00%	5.88%
% of Complaints Resolved in 6 Months	67.40%	49.89%	61.21%	60.23%	23.89%	54.23%
Jurisdictional Complaints Received	2,453	2,769	607	610	670	882
Cumulative Investigations Conducted	3,556	2,666	2,165	2,255	2,412	2,666
Complaints Resolved	1,941	2,404	510	519	617	758
Informal Conferences	48	67	14	13	21	19
Total LVN Licenses Sanctioned	581	988	197	201	250	340
# of LVNs Participating in TPAPN	197	225	185	208	205	225
Breakdown of Discipline:						
Reprimand	0	0	0	0	0	0
Fine	47	52	12	9	7	24
Voluntary Surrender	79	117	23	26	38	30
Probation	0	0	0	0	0	0
Suspension	5	22	5	6	2	9
Revocation	44	169	41	36	40	52
Average Days for Complaint Resolution	89	136	98	139	184	121
Average Days for Final Disposition	154	220	194	210	240	235
Age of Cases: More than 12 Month	18%	32%	33%	33%	34%	30%
6 to 12 Months	27%	26%	28%	27%	25%	23%
Less than 6 Months	55%	42%	39%	40%	41%	47%

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for Strategy 2.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measures

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

Explanatory Measures

The average caseload per investigator increased in the fourth quarter due to the large number of jurisdictional complaints processed from the FBI/DPS checks.

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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%	11.0%	1.2%	2.5%	2.4%	4.9%
<u>Output Measures</u>						
# of Board Training Sessions	4	4	1	1	1	1
# of Telephone Calls Received	235,386	212,641	54,618	57,904	50,600	49,519
# of New Hires	11	17	9	1	2	5
# of Resignations	8	9	1	2	2	4
# of Terminations	0	0	0	0	0	0
Workforce Composition:						
African-American	15%	14.5%	16%	16%	15.8%	14.5%
Anglo	60%	59.2%	60%	59%	60.5%	59.2%
Hispanic	23%	25%	23%	23%	22.4%	25%
Other	2%	1.3%	1%	2%	1.3%	1.3%
# of Workshops Conducted	10	7	2	1	3	1
# of Nurses Attending Workshops	2,390	1,982	335	278	1,258	111
# Attending Workshop for First Time	811	828	152	114	519	43
# of Attendees at Open Forums	8	7	2	1	2	2
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.75	1.625	2.0	1.5	1.5	1.5
Average Cost of Conducting Workshop per Registrant	\$82.44	\$95.42	\$92.47	\$147.91	\$58.96	\$82.34

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

Output Measures

We had four resignations: one administrative assistant in Customer Service, one investigator in the Enforcement Department, one nursing consultant in Education and one legal assistant in the Administration Section.

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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
Outcome Measures:						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	46	24.25%	15%	11%	20%	51%
Output Measures:						
# of Contracts Awarded to HUBs	1	0	0	0	0	0
# of HUBs from which Agency Made Purchases	40	47	11	10	7	19
Dollar Value of Purchases and Contracts to HUBs	\$265,302	\$371,108	\$89,857	\$29,816	\$14,720	\$236,715

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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.

Our purchases from HUBs in the fourth quarter increased substantially due to end-of-the-year purchases for supplies and office remodeling.

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