

Agenda Item #: 5.1.2
Prepared by: Mark Majek
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BOARD OF NURSE EXAMINERS

FISCAL YEAR 2007

Action Plan

Fourth Quarter Status Report

BOARD OF NURSE EXAMINERS STRATEGIC PLAN
Fiscal Year 2007 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.

	FY06	FY07	FY07: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
% in Compliance with CE - RN	UA	92.4%	92.4%	89.5%	93.61%	93.64%
% in Compliance with CE - LVN	UA	87.5%	89.6%	85.5%	85.53%	89.53%
% of RN Licensees with no recent violations	97.65%	99%	97.72%	97.16%	97.22%	99%
% of LVN Licensees with no recent violations	95.4%	98%	94.55%	94.30%	94.10%	98%
% of RN Licensees Who Renew Online	91.7%	90.33%	91.5%	89.4%	89.6%	90.69%
% of LVN Licensees Who Renew Online	82.3%	82.91%	84.5%	82.7%	81.8%	82.43%
% of New RN Individual Licenses Issued Online	41.4%	58.92%	64.7%	63.2%	61.5%	57.32%
% of New LVN Individual Licenses Issued Online	16.9%	34.05%	29.4%	34.2%	32.9%	41.14%
Output Measures						
# of Current RN Licensees	193,764	201,172	194,593	196,572	197,346	201,172
# of Current LVN Licensees	80,538	82,621	81,140	81,805	81,185	82,621
# of Individuals Taking the RN Examination	8,504	9,181	1,169	2,447	1,230	4,335
# of Individuals Taking the PN Examination	5,229	5,345	1,759	1,444	866	1,276
# of RN Licenses Renewed	89,115	93,972	24,952	22,374	22,620	24,026
# of LVN Licenses Renewed	36,690	38,475	10,219	9,474	9,084	9,698
# of RN Licenses Issued by Endorsement	5,202	5,257	1342	1,164	1,367	1,384
# of LVN Licenses Issued by Endorsement	1,200	1,156	317	265	276	298
# of RN Licenses Issued by Examination	7,217	7,150	892	2,008	800	3,450
# of LVN Licenses Issued by Examination	4,617	4,557	1,584	1,176	707	1,090
# of RN Temporary Licenses Issued	6,655	5,981	1,440	1,282	1,459	1,800
# of LVN Temporary Permits Issued	1,583	1,191	277	247	294	373
# of RN Licenses Verified	1,054	923	234	227	206	256
# of LVN Licenses Verified	33	47	5	9	13	20
# of Current APNs	11,368	12,024	11,478	11,677	11,783	12,024
# of Authorizations Issued to New Graduate APNs	415	442	78	101	100	163
# of Authorizations Issued to Fully Qualified APNs	1,056	721	231	249	171	70
# of APN Authorizations Renewed	5,113	5,396	1,444	1,279	1,269	1,404
# of APNs Granted Prescriptive Authorization	903	901	246	174	154	327

	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	2,141	446	322	787	586
# Approved Without Stipulations	1,019	1,571	308	225	611	427
# Individuals Proposed Ineligible by Staff	0	0	0	0	0	0
# Approved with Stipulations	554	533	124	92	165	152
# Individuals Denied By Board/E & D	59	37	14	5	11	7
# Petitions/Applications Pending	523	345	388	357	394	345
# Petitions/Applications Pending with ALJ	4	5	2	3	4	5
# Petitions/Applications Denied by ALJ	9	0	0	0	0	0
# Licenses placed on "Retired Status" - RN	210	245	69	75	48	53
# Licenses currently in "Retired Status" - LVN	129	93	28	24	22	19
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$1.76	\$2.22	\$2.18	\$2.31	\$2.19	\$2.19
Average Time for Issuing RN Initial License (Days)	100.59	95.97	99.61	93.76	99.68	90.84
Average Time for Issuing LVN Initial License (Days)	93.13	93.55	98.62	86.02	97.52	92.02
Average Time for RN/LVN License Renewals (Days)	2.83	2.83	2.72	3.262	2.620	2.73
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	941	1,132	279	202	339	312
# LVN Licenses Placed Inactive	686	763	185	163	202	213
# APNs Placed Inactive	122	167	49	18	42	58
NCLEX - RN Pass Rate - Total	86.78%	86.18%	79.88%	90.22%	74.87%	88.10%
NCLEX - PN Pass Rate - Total	88.02%	87.09%	89.28%	85.81%	82.82%	88.39%
NCLEX - RN Pass Rate - 1 st Time	90.71%	90.27%	88.89%	92.84%	85.27%	90.00%
NCLEX - PN Pass Rate - 1 st Time	90.81%	90.16%	91.20%	88.41%	88.31%	91.84%

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Comment page on Action Plan
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.

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.

	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%	97.94%	97.92%	97.92%	97.92%	97.94%
% of LVN Nursing Programs in Compliance	100%	100%	100%	100%	100%	100%
<u>Output Measures</u>						
# of RN Nursing Programs Approved	96	97	96	96	96	97
# of LVN Nursing Programs Approved	115	99	113	113	107	99
# of RN Nursing Programs Sanctioned	2	0	0	2	0	0
# of LVN Nursing Programs with Sanctions	0	0	0	0	0	0
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$495.43	\$685.25	\$662.58	\$636.18	\$500.77	\$941.47
<u>Explanatory Measures</u>						
# of Programs Surveyed	30	21	6	4	8	3
Average Length of Survey Visit (in Days)	1.37	1.11	1.17	1.0	1.25	1

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Output Measure

Several vocational nursing education program consolidated as indicated below:

2 separate vocational nursing education programs consolidated into 1 program.

Efficiency Measure

The cost of a survey visit increased due to the training of two new Education Nursing Consultants.

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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	2.443	0.526	0.470	0.660	0.787
% of Complaints Resolved Resulting in Discipline	37.99%	30.16%	37.42%	30.20%	27.80%	25.22%
Recidivism Rate for Those Receiving Discipline	9.64%	9.13%	7.85%	12.04%	8.17%	8.45%
Recidivism Rate for RNs Enrolled in TPAPN	3.9%	2.38%	0%	5.8%	3.4%	0%
Recidivism Rate for LVNs Enrolled in TPAPN	8.0%	0%	0%	0%	0%	0%
% of Complaints Resolved in 6 months	47.96%	59.92%	52.94%	61.90%	57.11%	67.74%

RN Enforcement Statistics

Output Measures						
# Jurisdictional Complaints Received	3,904	4,832	1,024	923	1,302	1,583
# Non-Jurisdictional Complaints Received	75	58	4	5	9	40
# Investigations Conducted (Cases Open-Cumulative)	5,957	7,268	3,394	4,348	5,635	7,268
# of Complaints Resolved	3,625	4,388	954	1,013	1,176	1,245
# of Informal Conferences	162	170	58	37	41	34
# of ALJ Hearings	47	27	8	8	7	4
# of Licenses Sanctioned	1,281	1,207	331	274	306	296
Limited Licenses	12	2	1	0	1	0
Remedial Education	116	97	28	25	28	16
Reprimand	0	0	0	0	0	0
Reprimand with Stipulations	79	64	24	18	6	16
Reprimand with Remedial Education	0	0	0	0	0	0
Revocation	111	119	36	19	39	25
Stipulation Only	0	1	0	0	0	1
Suspension	33	58	16	30	4	8
Suspend/Probate	31	51	17	11	10	13

	FY06	FY07	FY07: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	108	110	27	28	28	27
Warning	0	1	1	0	0	0
Warning with Remedial Education	0	0	0	0	0	0
Warning with Stipulation	102	117	34	28	19	36
Warning with Fine	0	0	0	0	0	0
License Reinstated - clear	0	2	0	0	0	2
License Reinstated with Stipulation	38	30	5	10	9	6
Fine	84	17	15	1	0	1
Reinstatement Denied	20	18	2	3	5	8
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	133	129	39	23	34	33
Cease and Desist Order	0	0	0	0	0	0
Peer Assistance Order	0	0	0	0	0	0
Applicant/Petitioner with Stipulations	339	298	62	57	98	81
TPAPN Order	72	86	24	20	21	21
# of RNs Participating in TPAPN	557	637	576	582	639	637
<u>Efficiency Measures</u>						
Average Time for Investigations (in Days)	131.31	98.65	109.57	81.41	101.76	101.84
Average Cost per Investigation	\$271.17	\$293.66	\$113.62	\$132.36	\$428.30	\$500.37
Average Cost of Informal Conference	\$168.43	\$106.69	\$98.57	\$104.02	\$141.64	\$83.10
Average Cost of Complaint Resolution	\$249.27	\$275.37	\$262.58	\$258.86	\$259.98	\$320.04
Average Time for Final Disposition (open to ratification)	218	192.62	232.99	184.26	188.91	164.30
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	341	322.21	274.50	418	264	332.33
Average Time from Hearing Date to PFD (in Days)	35.62	46.79	33.63	38.86	50	64.67
Average Time from Proposal for Decision to Ratification by the Board/E&D (in Days)	44.05	64.83	74.88	59.43	50	75
Average Time for Disciplinary Action - ALJ only	631	658.57	554.88	667.29	679	733.11

	FY06	FY07	FY07: 1 st Q	2 nd Q	3 rd Q	4 th Q
Age of Cases:						
More than 12 Months	32%	26%	28%	22%	27%	27%
Between 6 and 12 Months	27%	23%	23%	16%	29%	23%
Less than 6 Months	41%	51%	49%	62%	44%	50%
<u>Explanatory Measures</u>						
Average Case Load per Investigator	322	222	113	233	286	255
Attorney:Investigator Ratio	3:17	3:18	3:17	3:18	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	4.86	1.00	.84	1.29	1.73
% of Complaints Resolved Resulting in Discipline	43.5%	36.25%	45.30%	40.77%	32.88%	26.05%
Recidivism Rate for LVNs Discipline	5.6%	9.35%	5.09%	9.82%	11.32%	11.15%
% of Complaints Resolved in 6 Months	49.89%	56.94	46.38%	53.80%	60.90%	66.69
Jurisdictional Complaints Received	2,769	3,980	809	690	1,048	1,433
Cumulative Investigations Conducted	2,666	6,014	2,707	3,437	4,542	6,014
Complaints Resolved	2,404	3,468	660	726	885	1,197
Informal Conferences	67	107	30	23	26	28
Total LVN Licenses Sanctioned	988	1,102	275	275	265	287
# of LVNs Participating in TPAPN	225	228	232	226	246	228
Breakdown of Discipline:						
Reprimand	0	39	0	39	0	0
Fine	52	11	9	2	0	0
Voluntary Surrender	117	105	20	28	35	22
Probation	0	4	0	4	0	0
Suspension	22	30	7	0	10	13
Revocation	169	136	46	12	36	42
Average Days for Complaint Resolution	136	136.33	133.68	152.93	134.16	124.54
Average Days for Final Disposition	220	201.67	257.89	228.58	175.32	144.88
Age of Cases: More than 12 Month	32%	26%	27%	26%	26%	26%
6 to 12 Months	26%	26%	23%	27%	31%	23%
Less than 6 Months	42%	48%	50%	47%	44%	51%

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Efficiency Measure

The average cost of an investigation increased due to the training of new Investigators who went on onsite with senior Investigators.

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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%	19.6%	6.1%	2.4%	4.9%	7.3%
<u>Output Measures</u>						
# of Board Training Sessions	4	4	1	1	1	1
# of Telephone Calls Received	212,641	219,438	49,988	58,559	51,425	59,466
# of New Hires	17	21	9	4	3	5
# of Resignations	9	16	4	2	4	6
# of Terminations	0	1	1	0	0	0
Workforce Composition:						
African-American	14.5%	10.5%	12.8%	12.8%	11.5%	10.5%
Anglo	59.2%	63.1%	62.8%	63.0%	62.8%	63.1%
Hispanic	25%	25.1%	23.1%	22.9%	24.4%	25.1%
Other	1.3%	1.3%	1.3%	1.3%	1.3%	1.3%
# of Workshops Conducted	7	4	0	1	1	2
# of Nurses Attending Workshops	1,982	1,890	0	260	468	1162
# Attending Workshop for First Time	828	557	0	64	109	384
# of Attendees at Open Forums	7	6	1	2	2	1
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.625	1.75	1.5	1.5	2.0	1.5
Average Cost of Conducting Workshop per Registrant	\$95.42	\$56.74	\$0.00	\$133.64	\$55.82	\$37.51

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

Output Measures

In the third quarter, we had six resignations:

- One Operations/Customer Service Supervisor
- Two Investigators
- One Admin Assistant for Directors
- One Admin Assistant for Practice and Education Consultants
- 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
Outcome Measures:						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	24.25%	15.5%	5.02%	10.68%	18%	17%
Output Measures:						
# of Contracts Awarded to HUBs	0	0	0	0	0	0
# of HUBs from which Agency Made Purchases	47	31	9	6	9	7
Dollar Value of Purchases and Contracts to HUBs	\$371,108	\$172,339	\$34,207	\$70,394	\$13,411	\$54,327

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The official report of total dollar amount purchased from HUBS will be issued in November. We will report the official amount in January.

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>	<u>Actual</u>
A. Goal: LICENSING			
Outcome (Results/Impact):			
Percentage of Licensees with No Recent Violations (RN)	98.8%	98.8%	99%
Percent of Licensees Who Renew Online (RN)	90%	90%	90.69%
Percent of New Individual Licenses Issued Online (RN)	25%	25%	57.32%
Percentage of Licensees with No Recent Violations (LVN)	98%	98%	98%
Percent of Licensees Who Renew Online (LVN)	70%	70%	82.43%
Percent of New Individual Licenses Issued Online (LVN)	10%	10%	41.14%
A.1.1. Strategy: LICENSING			
Output (Volume):			
Number of New Licenses Issued to Individuals (RN)	9,500	9,500	12,407
Number of Individual Licenses Renewed (RN)	83,000	84,000	93,972
Number of New Licenses Issued to Individuals (LVN)	4,800	4,900	5,713
Number of Individual Licenses Renewed (LVN)	38,000	38,500	38,475
Efficiencies:			
Average Licensing Cost Per Individual License Issued (RN)	1.7	1.7	\$2.22
A.2.1. Strategy: ACCREDITATION			
Output (Volume):			
Total Number of Programs Licensed (LVN)	125	125	99
B. Goal: PROTECT PUBLIC			
Outcome (Results/Impact):			
Percent of Complaints Resulting in Disciplinary Action (RN)	38%	38%	30.16%
Percent of Complaints Resulting in Disciplinary Action (LVN)	42%	42%	36.25%
B.1.1. Strategy: ADJUDICATE VIOLATIONS			
Output (Volume):			
Number of Complaints Resolved (RN)	2,500	2,500	4,388
Number of Complaints Resolved (LVN)	1,500	1,500	3,468
Efficiencies:			
Average Time for Complaint Resolution (Days) (RN)	167	167	192.62
Explanatory:			
Number of Jurisdictional Complaints Received (RN)	2,500	2,500	4,832
Number of Jurisdictional Complaints Received (LVN)	1,250	1,250	3,980
B.1.3. Strategy: PEER ASSISTANCE			
Output (Volume):			
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	600	600	637
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	150	150	228
Met 76.2%			