

Agenda Item #: 5.1.2
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TEXAS BOARD OF NURSING

FISCAL YEAR 2008

Action Plan

First Quarter Status Report

TEXAS BOARD OF NURSING STRATEGIC PLAN
Fiscal Year 2008 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: Licensure/Credentialing/Processing.

	FY07	FY08	FY08: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in Compliance with CE Audit - RN	92.4%		93.73%			
% in Compliance with CE Audit - LVN	87.5%		91.71%			
% of RN Licensees with no recent violations	99%		98.65%			
% of LVN Licensees with no recent violations	98%		98.02%			
% of RN Licensees Who Renew Online	90.33%		90.95%			
% of LVN Licensees Who Renew Online	82.91%		83.86%			
% of New RN Individual Licenses Issued Online	58.92%		68.69%			
% of New LVN Individual Licenses Issued Online	34.05%		40.32%			
<u>Output Measures</u>						
# of Current RN Licensees	201,172		201,631			
# of Current LVN Licensees	82,621		83,600			
# of Individuals Taking the RN Examination	9,181		1,187			
# of Individuals Taking the PN Examination	5,345		1,957			
# of RN Licenses Renewed	93,972		24,617			
# of LVN Licenses Renewed	38,475		10,084			
# of RN Licenses Issued by Endorsement	5,257		1,339			
# of LVN Licenses Issued by Endorsement	1,156		298			
# of RN Licenses Issued by Examination	7,150		788			
# of LVN Licenses Issued by Examination	4,557		1,676			
# of RN Temporary Licenses Issued	5,981		1,314			
# of LVN Temporary Permits Issued	1,191		291			
# of RN Licenses Verified	923		173			
# of LVN Licenses Verified	47		10			
# of Current APNs	12,024		12,173			
# of Authorizations Issued to New Graduate APNs	442		144			
# of Authorizations Issued to Fully Qualified APNs	721		90			
# of APN Authorizations Renewed	5,396		1,412			
# of APNs Granted Prescriptive Authorization	901		235			

	FY07	FY08	FY08: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	2,141		627			
# Approved Without Stipulations	1,571		509			
# Individuals Proposed Ineligible by Staff	0		0			
# Approved with Stipulations	533		116			
# Individuals Denied By Board/E & D	37		2			
# Petitions/Applications Pending	345		346			
# Petitions/Applications Pending with ALJ	5		1			
# Petitions/Applications Denied by ALJ	0		1			
# Licenses placed on "Retired Status" - RN	317		69			
# Licenses placed on "Retired Status" - LVN	93		29			
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$2.22		\$2.0			
Average Time for Issuing RN Initial License (Days)	95.97		86.15			
Average Time for Issuing LVN Initial License (Days)	93.55		98.40			
Average Time for RN/LVN License Renewals (Days)	2.83		2.833			
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	1,132		254			
# LVN Licenses Placed Inactive	763		158			
# APNs Placed Inactive	167		40			
NCLEX - RN Pass Rate - Total	86.18%		73.64%			
NCLEX - PN Pass Rate - Total	87.09%		87.12%			
NCLEX - RN Pass Rate - 1 st Time	90.27%		84.42%			
NCLEX - PN Pass Rate - 1 st Time	90.16%		89.52%			

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Fiscal Year 2008 Action Plan
Comment page on Action Plan
for Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

No comments.

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.

	FY07	FY08	FY08:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	97.94%		98.90%			
% of LVN Nursing Programs in Compliance	100%		100%			
<u>Output Measures</u>						
# of RN Nursing Programs Approved	97		90			
# of LVN Nursing Programs Approved	99		93			
# of RN Nursing Programs Sanctioned	0		0			
# of LVN Nursing Programs with Sanctions	0		0			
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$685.25		\$1,035			
<u>Explanatory Measures</u>						
# of Programs Surveyed	21		1			
Average Length of Survey Visit (in Days)	1.11		1			

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

Output Measure

- Seven (7) vocational nursing educational programs consolidated as indicated below:
 - 2 separate vocational nursing educational programs consolidated into 1 program;
 - 2 other separate vocational nursing educational programs consolidated into 1 program; and
 - 3 separate vocational nursing educational programs consolidated into 1 program.
- Nine (9) professional nursing educational programs were withdrawn from Board approval due to legislative changes in the Nursing Practice Act.
- Two (2) new professional nursing educational programs were approved.

Efficiency Measure

The cost of a survey visit increased due to the training of two (2) 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.

	FY07	FY08	FY08: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
Ratio to Complaints filed per 100 Licensee Population	2.443		.719			
% of Complaints Resolved Resulting in Discipline	30.16%		20.41%			
Recidivism Rate for Those Receiving Discipline	9.13%		14.05%			
Recidivism Rate for RNs Enrolled in TPAPN	2.38%		6.6%			
Recidivism Rate for LVNs Enrolled in TPAPN	0%		0%			
% of Complaints Resolved in 6 months	59.92%		68.37%			

RN Enforcement Statistics

Output Measures						
# Jurisdictional Complaints Received	4,832		1,450			
# Non-Jurisdictional Complaints Received	58		36			
# Investigations Conducted (Cases Open-Cumulative)	7,268		4,112			
# of Complaints Resolved	4,388		1,254			
# of Informal Conferences	170		40			
# of ALJ Hearings	27		5			
# of Licenses Sanctioned	1,207		242			
Limited Licenses	2		3			
Remedial Education	97		22			
Reprimand	0		0			
Reprimand with Stipulations	64		17			
Reprimand with Remedial Education	0		0			
Revocation	119		15			
Stipulation Only	1		0			
Suspension	58		16			
Suspend/Probate	51		12			

	FY07	FY08	FY08: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	110		15			
Warning	1		0			
Warning with Remedial Education	0		0			
Warning with Stipulation	117		20			
Warning with Fine	0		0			
License Reinstated - clear	2		0			
License Reinstated with Stipulation	30		15			
Fine	17		0			
Reinstatement Denied	18		2			
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	129		0			
Cease and Desist Order	0		0			
Peer Assistance Order	0		0			
Applicant/Petitioner with Stipulations	298		60			
TPAPN Order	86		10			
# of RNs Participating in TPAPN	637		659			
<u>Efficiency Measures</u>						
Average Time for Investigations (in Days)	98.65		120.51			
Average Cost per Investigation	\$293.66		\$282.10			
Average Cost of Informal Conference	\$106.69		\$149.96			
Average Cost of Complaint Resolution	\$275.37		\$370.68			
Average Time for Final Disposition (open to ratification)	192.62		150.24			
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	322.21		277.75			
Average Time from Hearing Date to PFD (in Days)	46.79		95.25			
Average Time from Proposal for Decision to Ratification by the Board/E&D (in Days)	64.83		76.25			
Average Time for Disciplinary Action - ALJ only	658.57		743.50			
	FY07	FY08	FY08: 1 st Q	2 nd Q	3 rd Q	4 th Q

Age of Cases:		
More than 12 Months	26%	30%
Between 6 and 12 Months	23%	26%
Less than 6 Months	51%	44%
<u>Explanatory Measures</u>		
Average Case Load per Investigator	222	204
Attorney:Investigator Ratio	3:18	3:20

LVN Enforcement Statistics

	FY07	FY08	FY08: 1 st Q	2 nd Q	3 rd Q	4 th Q
Ratio of Complaints filed per 100 NURSE population	4.86		1.03			
% of Complaints Resolved Resulting in Discipline	36.25%		28.63%			
Recidivism Rate for LVNs Discipline	9.35%		14.18%			
% of Complaints Resolved in 6 Months	56.94		59.56%			
Jurisdictional Complaints Received	3,980		861			
Cumulative Investigations Conducted	6,014		3,338			
Complaints Resolved	3,468		1,020			
Informal Conferences	107		14			
Total LVN Licenses Sanctioned	1,102		268			
# of LVNs Participating in TPAPN	228		206			
Breakdown of Discipline:						
Reprimand	39		0			
Fine	11		0			
Fine and Remedial Education	112		29			
Voluntary Surrender	105		29			
Probation	4		0			
Suspension	30		21			
Revocation	136		19			
Warning W/Stipulation	85		34			
Average Days for Complaint Resolution	136.33		153.44			
Average Days for Final Disposition	201.67		192.72			
Age of Cases: More than 12 Month	32%		30%			
6 to 12 Months	26%		24%			
Less than 6 Months	48%		45%			

Comment page on Action Plan
for Strategy 2.1.1
(Explain trends and issues; identify responses, actions and outcomes)

No comments.

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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.

	FY07	FY08	FY08:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	19.6%		2.4%			
<u>Output Measures</u>						
# of Board Training Sessions	4		1			
# of Telephone Calls Received	219,438		57,492			
# of New Hires	21		3			
# of Resignations	16		2			
# of Terminations	1		0			
Workforce Composition:						
African-American	10.5%		11.7%			
Anglo	63.1%		63.6%			
Hispanic	25.1%		23.4%			
Other	1.3%		1.3%			
# of Workshops Conducted	4		0			
# of Nurses Attending Workshops	1,890		0			
# Attending Workshop for First Time	557		0			
# of Attendees at Open Forums	6		1			
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.75		1.5			
Average Cost of Conducting Workshop per Registrant	\$56.74		0			

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Comment page on Action Plan
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 Investigator
- One Customer Service Representative

We did not conduct a workshop in the first 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.

	FY07	FY08	FY08:1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures:						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	17.7%		5.0%			
Output Measures:						
# of Contracts Awarded to HUBs	0		0			
# of HUBs from which Agency Made Purchases	31		17			
Dollar Value of Purchases and Contracts to HUBs	\$205,020		\$11,745			

TEXAS BOARD OF NURSING STRATEGIC PLAN
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Comment page on Action Plan
for Strategy 4.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measures

The HUB purchases were low for the first quarter due to the high number of items purchased in the last quarter of fiscal year 2007. This number will pick up in the second quarter.

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>2008</u>	<u>Actual</u>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	97.5%	98.65%
Percent of Licensees Who Renew Online (RN)	91.5%	90.95%
Percent of New Individual Licenses Issued Online (RN)	50%	68.69%
Percentage of Licensees with No Recent Violations (LVN)	96%	98.02%
Percent of Licensees Who Renew Online (LVN)	80%	83.86%
Percent of New Individual Licenses Issued Online (LVN)	35%	40.32%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	12,419	2,127
Number of Individual Licenses Renewed (RN)	89,115	24,617
Number of New Licenses Issued to Individuals (LVN)	6,016	1,974
Number of Individual Licenses Renewed (LVN)	36,690	10,084
Efficiencies:		
Average Licensing Cost Per Individual License Issued (RN)	2	2
A.2.1. Strategy: ACCREDITATION		
Output (Volume):		
Total Number of Programs Licensed (LVN)	95	93
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	38%	20.41%
Percent of Complaints Resulting in Disciplinary Action (LVN)	42%	28.63%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	3,625	1,254
Number of Complaints Resolved (LVN)	2,404	1,020
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	215	150.24
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	4,500	1,450
Number of Jurisdictional Complaints Received (LVN)	2,500	861
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	550	659
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	225	206