

Agenda Item #: 5.1.2
Prepared by: Mark Majek
Meeting Date: July 2009

TEXAS BOARD OF NURSING

FISCAL YEAR 2009

Action Plan

Third Quarter Status Report

TEXAS BOARD OF NURSING STRATEGIC PLAN

Fiscal Year 2009 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.

	FY08	FY09	FY09: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
% in Compliance with CE Audit - RN	93.38%		95.03%	95.87%	94.89%	
% in Compliance with CE Audit - LVN	90.17%		82.35%	86.67%	93.43%	
% of RN Licensees with no recent violations	98.66%		98.71%	98.71%	98.69%	
% of LVN Licensees with no recent violations	97.99%		98.01%	97.96%	97.91%	
% of RN Licensees Who Renew Online	90.90%		92.06%	91.42%	92.28%	
% of LVN Licensees Who Renew Online	83.91%		86.65%	86.55%	88.23%	
% of New RN Individual Licenses Issued Online	68.23%		65.84%	67.64%	69.99%	
% of New LVN Individual Licenses Issued Online	41.45%		56.51%	56.35%	41.44%	
Output Measures						
# of Current RN Licensees	209,588		210,584	212,907	214,054	
# of Current LVN Licensees	85,175		85,977	86,980	87,368	
# of Individuals Taking the RN Examination	10,051		1,394	2,714	1,253	
# of Individuals Taking the PN Examination	5,791		2,033	1,583	1,100	
# of RN Licenses Renewed	97,702		26,844	24,059	25,489	
# of LVN Licenses Renewed	39,424		10,868	9,975	10,036	
# of RN Licenses Issued by Endorsement	5,387		1,366	1,208	1,497	
# of LVN Licenses Issued by Endorsement	1,065		246	208	235	
# of RN Licenses Issued by Examination	7,995		1,008	2,133	912	
# of LVN Licenses Issued by Examination	4,711		1,775	1,256	834	
# of RN Temporary Licenses Issued	5,920		1,572	1,653	1,802	
# of LVN Temporary Permits Issued	1,204		251	275	282	
# of RN Licenses Verified	794		200	212	211	
# of LVN Licenses Verified	54		5	9	3	
# of Current APNs	12,748		12,916	13,106	13,214	
# of Authorizations Issued to New Graduate APNs	682		126	94	28	
# of Authorizations Issued to Fully Qualified APNs	522		319	280	264	
# of APN Authorizations Renewed	5,757		1,628	1,349	1,458	
# of APNs Granted Prescriptive Authorization	880		278	164	142	

	FY08	FY09	FY09: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	2,899		858	714	926	
# Approved Without Stipulations	2,522		760	620	846	
# Individuals Proposed Ineligible by Staff	0		0	0	0	
# Approved with Stipulations	349		98	94	80	
# Individuals Denied By Board/E & D	18		0	0	0	
# Petitions/Applications Pending	365		369	328	387	
# Petitions/Applications Pending with ALJ	17		2	2	3	
# Petitions/Applications Denied by ALJ	1		0	0	0	
# Licenses placed on "Retired Status" - RN	228		48	43	43	
# Licenses placed on "Retired Status" - LVN	100		25	29	17	
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$1.90		\$1.64	\$1.34	\$1.77	
Average Time for Issuing RN Initial License (Days)	86.43		90.50	119.60	114.82	
Average Time for Issuing LVN Initial License (Days)	98.99		100.61	126.61	131.67	
Average Time for RN/LVN License Renewals (Days)	2.857		3.600	3.352	2.936	
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	950		250	219	217	
# LVN Licenses Placed Inactive	615		152	131	127	
# APNs Placed Inactive	161		42	47	30	
NCLEX - RN Pass Rate - Total	86.05%		76.38%	87.01%	79.41%	
NCLEX - PN Pass Rate - Total	84.13%		87.21%	82.46%	75.65%	
NCLEX - RN Pass Rate - 1 st Time	90.42%		85.86%	90.65%	85.83%	
NCLEX - PN Pass Rate - 1 st Time	88.53%		90.11%	86.79%	82.89%	

TEXAS BOARD OF NURSING STRATEGIC PLAN
Fiscal Year 2009 Action Plan
Comment page on Action Plan
for Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Efficiency Measures

The average time in days it takes to issue a license by endorsement as steadily increased since the implementation of the mandatory jurisprudence exam. Even though the instructions clearly state the requirement, many do not understand what jurisprudence means.

TEXAS BOARD OF NURSING STRATEGIC PLAN
 Fiscal Year 2009 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 1-2: 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.

	FY08	FY09	FY09:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	97.90%		97.90%	97.87%	98.95%	
% of LVN Nursing Programs in Compliance	98.90%		98.92%	98.92%	100%	
<u>Output Measures</u>						
# of RN Nursing Programs Approved	95		95	94	95	
# of LVN Nursing Programs Approved	91		93	93	94	
# of RN Nursing Programs Sanctioned	2		2	2	1	
# of LVN Nursing Programs with Sanctions	1		1	1	0	
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$663.05		\$348.09	0	\$387.08	
<u>Explanatory Measures</u>						
# of Programs Surveyed	14		8	0	5	
Average Length of Survey Visit (in Days)	1.2		1.13	0	1.6	

TEXAS BOARD OF NURSING STRATEGIC PLAN
Fiscal Year 2009 Action Plan
Comment page on Action Plan
for Strategy 1.2.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

- 1 new associate degree nursing educational program was approved at the April 2009 Board Meeting
- 1 new vocational nursing educational program was approved at the April 2009 Board Meeting
- 1 professional nursing educational programs has a sanction

Efficiency Measure

There were 5 survey visits conducted during the third quarter.

TEXAS BOARD OF NURSING STRATEGIC PLAN
Fiscal Year 2009 Action Plan
Third Quarter Status Report

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.

RN Enforcement Statistics	FY08	FY09	FY09: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	2.742		.790	.913	.845	
% of Complaints Resolved Resulting in Discipline	20.15%		12.45%	19.58%	22.49%	
Recidivism Rate for Those Receiving Discipline	14.44%		14.49%	7.83%	9.24%	
Recidivism Rate for RNs Enrolled in TPAPN	1.65%		0%	.9%	3.7%	
% of Complaints Resolved in 6 months	65.40%		63.68%	69.53	65.85	
<u>Output Measures</u>						
# Jurisdictional Complaints Received	5,634		1,664	1,943	1,848	
# Non-Jurisdictional Complaints Received	109		25	34	26	
# Investigations Conducted (Cases Open-Cumulative)	8,379		5,425	7,446	9,251	
# of Complaints Resolved	4,851		1,870	1,736	1,672	
# of Informal Conferences	150		29	34	56	
# of ALJ Hearings	25		4	1	3	
# of Licenses Sanctioned	860		207	281	303	
Limited Licenses	7		0	2	3	
Remedial Education	71		22	28	16	
Reprimand	0		0	0	0	
Reprimand with Stipulations	54		13	16	17	
Reprimand with Remedial Education	0		0	0	0	
Revocation	76		18	23	37	
Stipulation Only	0		0	0	0	
Suspension	36		4	10	4	
Suspend/Probate	44		14	10	12	

	FY08	FY09	FY09: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	78		11	28	27	
Warning	0		0	0	0	
Warning with Remedial Education	0		0	0	0	
Warning with Stipulation	110		15	37	55	
Warning with Fine	0		0	0	0	
License Reinstated - clear	0		0	0	0	
License Reinstated with Stipulation	31		8	6	6	
Fine	0		0	0	0	
Reinstatement Denied	14		5	3	4	
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	102		24	37	50	
Cease and Desist Order	1		0	0	0	
Peer Assistance Order	1		0	0	0	
Applicant/Petitioner with Stipulations	181		55	54	40	
TPAPN Order	46		12	22	30	
# of RNs Participating in TPAPN	593		578	569	588	
Age of Cases:						
More than 12 Months	31%		39%	40%	37%	
Between 6 and 12 Months	29%		26%	24%	24%	
Less than 6 Months	40%		35%	36%	39%	

LVN Enforcement Statistics	FY08	FY09	FY09: 1 st Q	2 nd Q	3 rd Q	4 th Q
Ratio of Complaints filed per 100 NURSE population	5.74		1.80	1.64	1.65	
% of Complaints Resolved Resulting in Discipline	21.74%		16.95%	20.91%	25.82%	
Recidivism Rate for LVNs Discipline	14.31%		11.82%	8.70%	11.33%	
Recidivism Rate for LVNs Enrolled in TPAPN	0%		0%	0%	0%	
% of Complaints Resolved in 6 Months	67.11%		67.04	65.82	60.75	
Jurisdictional Complaints Received	4,851		1,553	1,465	1,452	
Cumulative Investigations Conducted	7,440		4,713	6,202	7,655	
Complaints Resolved	4,311		1,404	1,320	1,499	

Informal Conferences	80	13	25	33		
Total LVN Licenses Sanctioned	820	203	230	309		
# of LVNs Participating in TPAPN	198	174	182	187		
Breakdown of Discipline:						
Reprimand	0	0	1	0		
Fine	0	0	0	0		
Fine and Remedial Education	80	33	53	54		
Voluntary Surrender	99	25	21	19		
Probation	0	0	0	0		
Suspension	36	3	3	7		
Revocation	95	29	29	44		
Warning W/Stipulation	110	20	23	52		
Average Days for Complaint Resolution	127.38	130.39	130.35	192.43		
Average Days for Final Disposition	164.50	154.27	174.62	245.36		
Age of Cases: More than 12 Month	31%	37%	39%	36%		
6 to 12 Months	27%	28%	24%	25%		
Less than 6 Months	42%	35%	37%	39%		
<hr/>						
LVN and RN Enforcement Statistics	FY08	FY09	FY09: 1 st Q	2 nd Q	3 rd Q	4 th Q
<hr/>						
<u>Efficiency Measures</u>						
Average Cost per Investigation	\$427.45		\$453.47	\$1,559	\$583.83	
Average Cost of Informal Conference	\$151.98		\$132.85	\$135.21	\$141.21	
Average Cost of Complaint Resolution	\$477.35		\$167.83	\$225.86	170.17	
Average Time for Final Disposition (open to ratification)	173.25		186.06	151.90	223.27	
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	324.01		377.00	470.00	0	
Average Time from Hearing Date to PFD (in Days)	48.14		46.71	46.67	0	
Average Time from PFD to Ratification (in Days)	57.81		67.86	69.22	0	
Average Time for Disciplinary Action (ALJ Only)	646.31		807.86	780.67	0	
<u>Explanatory Measures</u>						
Average Case Load per Investigator	279		222	326	373	
Average Attorney - Investigator Ratio	3:20		3:20	3:26	4:31	

TEXAS BOARD OF NURSING STRATEGIC PLAN

Fiscal Year 2009 Action Plan

Comment page on Action Plan

for Strategy 2.1.1

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

Efficiency Measure

The BON did not have a proposal for decision in the third quarter.

TEXAS BOARD OF NURSING STRATEGIC PLAN
 Fiscal Year 2009 Action Plan
 Third Quarter Status Report

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.

	FY08	FY09	FY09:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	14.2%		2.4%	3.5%	2.3%	
<u>Output Measures</u>						
# of Board Training Sessions	4		1	1	1	
# of Telephone Calls Received	267,401		69,988	80,344	78,487	
# of New Hires	19		4	4	3	
# of Resignations	12		2	3	2	
# of Terminations	0		0	0	0	
Workforce Composition:						
African-American	10.1%		13.4%	13.3%	13.4%	
Anglo	60.8%		58.5%	60.2%	59.7%	
Hispanic	27.8%		26.8%	25.3%	25.6%	
Other	1.3%		1.3%	1.2%	1.3%	
# of Workshops Conducted	2		1	1	1	
# of Nurses Attending Workshops	442		158	341	572	
# Attending Workshop for First Time	179		68	97	203	
# of Attendees at Open Forums	4		1	1	0	
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.5		1.5	2.0	1.5	
Average Cost of Conducting Workshop per Registrant	\$197.31		\$87.55	\$143.89	\$80.87	

TEXAS BOARD OF NURSING STRATEGIC PLAN
Fiscal Year 2009 Action Plan
Comment page on Action Plan
for Strategy 3.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measures

In the third quarter, we had two resignations: one customer staff member and one law clerk.

The number of phone calls to the agency remains at an all-time high.

TEXAS BOARD OF NURSING STRATEGIC PLAN
 Fiscal Year 2009 Action Plan
 Third Quarter Status Report

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.

	FY08	FY09	FY09:1 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	5.74%		5%	6.5%	11%	
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	1		0	0	0	
# of HUBs from which Agency Made Purchases	64		8	11	8	
Dollar Value of Purchases and Contracts to HUBs	\$59,308		\$17,979	\$20,365	\$13,668	

TEXAS BOARD OF NURSING STRATEGIC PLAN
Fiscal Year 2009 Action Plan
Comment page on Action Plan
for Strategy 4.1.1
(Explain trends and issues; identify responses, actions and outcomes)

No comments.

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>2009</u>	<u>Actual</u>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	97.5%	98.69%
Percent of Licensees Who Renew Online (RN)	91.5%	92.28%
Percent of New Individual Licenses Issued Online (RN)	50%	69.99%
Percentage of Licensees with No Recent Violations (LVN)	96%	97.91%
Percent of Licensees Who Renew Online (LVN)	80%	88.23%
Percent of New Individual Licenses Issued Online (LVN)	35%	41.44%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	12,419	8,124
Number of Individual Licenses Renewed (RN)	89,115	76,392
Number of New Licenses Issued to Individuals (LVN)	6,016	4,554
Number of Individual Licenses Renewed (LVN)	36,690	30,879
Efficiencies:		
Average Licensing Cost Per Individual License Issued (RN)	\$2	\$1.77
A.2.1. Strategy: ACCREDITATION		
Output (Volume):		
Total Number of Programs Licensed (LVN)	95	94
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	38%	18.17%
Percent of Complaints Resulting in Disciplinary Action (LVN)	42%	21.23%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	3,625	5,278
Number of Complaints Resolved (LVN)	2,404	4,223
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	215	187
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	4,500	5,455
Number of Jurisdictional Complaints Received (LVN)	2,500	4,470
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	550	588
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	225	187