

Agenda Item #: 5.1.2  
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# **TEXAS BOARD OF NURSING**

## **Quarterly Statistical Report**

**First Quarter**

**Fiscal Year 2013**

Fiscal Year 2013  
First Quarter Status

**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.**

	FY11	FY12	FY13: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<b><u>Outcome Measures</u></b>						
% in Compliance with Pre-Renewal CE Audit - RN	92.78%	89.58%	83.59%			
% in Compliance with Pre-Renewal CE Audit - LVN	81.85%	78.19%	64.37%			
% of RN Licensees with no recent violations	98.79%	98.54%	98.68%			
% of LVN Licensees with no recent violations	98.02%	98.11%	97.75%			
% of RN Licensees Who Renew Online	92.39%	91.82%	91.37%			
% of LVN Licensees Who Renew Online	89.91%	86.72%	86.87%			
% of New RN Individual Licenses Issued Online	76.52%	79.70%	82.79%			
% of New LVN Individual Licenses Issued Online	62.89%	60.54%	65.85%			
<b><u>Output Measures</u></b>						
# of Current RN Licensees	239,377	250,385	250,158			
# of Current LVN Licensee	93,413	96,275	96,571			
# of Individuals Taking the RN Examination	12,770	13,683	1,822			
# of Individuals Taking the PN Examination	6,981	7,276	2,336			
# of RN Licenses Renewed	110,999	114,370	30,583			
# of LVN Licenses Renewed	43,355	43,633	11,779			
# of RN Licenses Issued by Endorsement	6,251	6,545	1,459			
# of LVN Licenses Issued by Endorsement	1,116	1,195	234			
# of RN Licenses Issued by Examination	10,262	11,460	1,371			
# of LVN Licenses Issued by Examination	5,629	5,803	1,965			
# of RN Temporary Licenses Issued	6,706	7,197	1,459			
# of LVN Temporary Permits Issued	1,459	1,269	234			
# of RN Licenses Verified	717	688	113			
# of LVN Licenses Verified	35	42	34			
# of Current APNs	15,279	15,841	16,180			
# of Authorizations Issued to New Graduate APNs	0	0	0			
# of Authorizations Issued to Fully Qualified APNs	1,565	1,671	501			
# of APN Authorizations Renewed	6,688	7,374	1,992			
# of APNs Granted Prescriptive Authorization	1,292	1,396	501			

	FY11	FY12	FY13: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	5,010	4,898	1,361			
# Approved Without Stipulations	4,351	4,121	852			
# Individuals Denied by Executive Director	0	8	9			
# Approved with Stipulations	467	553	308			
# Individuals Denied By Board/E & D	56	49	7			
# Petitions/Applications Pending	854	3,702	614			
# Closed due to No Response or Withdrawal	2	4	144			
# Closed with Corrective Action	10	2	41			
# Licenses placed on "Retired Status" - RN	259	396	113			
# Licenses placed on "Retired Status" - LVN	64	109	34			
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$2.01	\$1.69	\$1.74			
Average Time for Issuing RN Initial License (Days)	109.21	99.06	84.00			
Average Time for Issuing LVN Initial License (Days)	119.54	121.08	84.00			
Average Time for RN/LVN License Renewals (Days)	2.58	2.78	2.58			
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	979	1,208	324			
# LVN Licenses Placed Inactive	632	637	158			
# APNs Placed Inactive	226	186	53			
NCLEX - RN Pass Rate - Total	83.35%	86.20%	78.80%			
NCLEX - PN Pass Rate - Total	82.21%	78.35%	83.40%			
NCLEX - RN Pass Rate - 1 <sup>st</sup> Time	87.07%	90.52%	86.62%			
NCLEX - PN Pass Rate - 1 <sup>st</sup> Time	88.56%	84.61%	88.80%			

Fiscal Year 2013  
Comment page on Strategy 1.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

Output Measures

The number of current RNs decreased for the first time since I started recording statistics for the BON. Also, the rate of growth for current VNs was the smallest in history. The main factor was the number of VNs and RNs going delinquent in the first quarter doubled from the same time last year. I expect the numbers will rise in the second quarter but overall, will expect lower growth at the end of the fiscal year than in the past three years.

Fiscal Year 2013  
First Quarter Status

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 Nursing rules.

Strategy 1-2-1: Accrediting of Nursing Programs.

	FY11	FY12	FY13:1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	94.39%	93.76%	96.40%			
% of LVN Nursing Programs in Compliance	93.88%	93.14%	92.93%			
<u>Output Measures</u>						
# of RN Nursing Programs Approved	107	110	111			
# of LVN Nursing Programs Approved	98	99	99			
# of RN Nursing Programs Sanctioned	6	7	4			
# of LVN Nursing Programs with Sanctions	6	8	7			
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$396.88	\$407.03	\$1,177.43			
<u>Explanatory Measures</u>						
# of Programs Surveyed	24	27	11			
Average Length of Survey Visit (in Days)	.8	.9	1			

Fiscal Year 2013  
Comment page for Strategy 1.2.1  
(Explain trends and issues; identify responses, actions and outcomes)

**Output Measure**

VN Programs with Sanctions

American Medical Institute -full with warning  
Clarendon College - full with warning  
Kaplan Corpus Christi - conditional  
Midland College - conditional  
Platt College - full with warning  
Universal Health Services - full with warning  
Valley Grande - full with warning

RN Programs with Sanctions

Angelo State University - full with warning  
Howard College - full with warning  
Lamar State College in Port Arthur - full with warning  
San Jacinto College - South - full with warning

**Efficiency Measure**

All program visits this quarter were completed by outside contractors thus incurring higher hourly costs and overhead.

**Explanatory Measure**

Schools of Nursing Surveyed:

9/17: Visit to Texas A&M Commerce, Commerce (RC) - 1 day  
10/15: Visit to Platt College, Dallas (RC) - 1 day  
10/22: Visit to Panola College, Carthage and Center (GV) - 1 day  
10/31: Visit to Universal Health Services, Ft. Worth (RC) - 1 day  
11/6: Visit to Tyler Junior College, Tyler (GV) - 2 days  
11/7: Visit to Lamar State College, Port Arthur (RC) - 1 Day  
11/10: Visit to Blinn College, Bryan (RC) - 1 day  
11/19: Visit to Blinn College, Brenham (RC) - 1 day  
11/27: Visit to Hill College, Hillsboro (RC) - 2 days

Fiscal Year 2013  
First Quarter Status

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 Nursing 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.

<b>RN Enforcement Statistics</b>	FY11	FY12	FY13: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	1.01	.99	1.17			
% of Complaints Resolved Resulting in Discipline	18.99%	22.67%	24.29%			
Recidivism Rate for Those Receiving Discipline	11.07%	10.85%	1.17%			
Recidivism Rate for RNs Enrolled in TPAPN	3.1%	10%	10%			
% of Complaints Resolved in 6 months	65.06%	61.53%	66.41%			
<u>Output Measures</u>						
# Jurisdictional Complaints Received	9,373	9,709	2,745			
# Non-Jurisdictional Complaints Received	100	98	0			
# Investigations Conducted (Cases Open-Cumulative)	14,997	15,703	7,397			
# of Complaints Resolved	9,054	10,436	2,577			
# of Informal Conferences	192	117	30			
# of ALJ Hearings	68	123	31			
# of Licenses Sanctioned	1,384	1,802	470			
Limited Licenses	13	25	7			
Remedial Education	91	148	35			
Reprimand	3	1	1			
Reprimand with Stipulations	69	92	18			
Reprimand with Remedial Education	0	0	0			
Revocation	178	244	44			
Stipulation Only	0	3	1			
Suspension	32	48	14			
Suspend/Probate	54	97	28			

	FY11	FY12	FY13: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
Voluntary Surrender	155	189	43			
Warning	3	0	0			
Warning with Remedial Education	0	0	0			
Warning with Stipulation	232	305	74			
Warning with Fine	1	0	0			
License Reinstated - clear	0	0	0			
License Reinstated with Stipulation	28	27	6			
Fine	0	0	0			
Reinstatement Denied	15	23	4			
Limited License with Fine	0	0	0			
Probation	0	0	0			
Reprimand with Fine	0	0	0			
Suspension with Fine	0	0	0			
Fine with Remedial Education-CE/Delinquent	178	130	56			
Cease and Desist Order	4	0	0			
Peer Assistance Order	0	0	0			
Applicant/Petitioner with Stipulations	263	328	48			
TPAPN Order	69	98	30			
# of RNs Participating in TPAPN	467	527	516			
Average Days for Complaint Resolution	129.36	161.17	93.10			
Average Days for Final Disposition	204.39	244.52	206.94			
Age of Cases:						
More than 12 Months	40%	36%	35%			
Between 6 and 12 Months	28%	28%	25%			
Less than 6 Months	32%	36%	40%			

<b>LVN Enforcement Statistics</b>	FY11	FY12	FY13 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
Ratio of Complaints filed per 100 NURSE population	1.74	1.82	2.25			
% of Complaints Resolved Resulting in Discipline	25.60%	27.64%	28.49%			
Recidivism Rate for LVNs Discipline	9.01%	9.83%	2.25%			
Recidivism Rate for LVNs Enrolled in TPAPN	0%	5%	0%			
% of Complaints Resolved in 6 Months	57.56%	55.46%	61.20%			
Jurisdictional Complaints Received	6,450	6,922	2,011			

Cumulative Investigations Conducted	10,691	11,227	5,701
Complaints Resolved	6,264	7,682	1,871
Informal Conferences	93	63	24
Total LVN Licenses Sanctioned	1,254	1,605	412
# of LVNs Participating in TPAPN	124	133	135
Breakdown of Discipline:			
Reprimand	1	0	1
Fine	0	0	0
Fine and Remedial Education	125	178	39
Voluntary Surrender	131	185	41
Probation	0	0	0
Suspension	37	30	8
Revocation	245	290	86
Warning W/Stipulation	225	260	61
Average Days for Complaint Resolution	133.81	188.50	106.79
Average Days for Final Disposition	251.44	287.37	236.37
Age of Cases: More than 12 Month	42%	37%	37%
6 to 12 Months	28%	28%	27%
Less than 6 Months	30%	35%	36%

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**LVN and RN Enforcement Statistics**

FY11      FY12      FY13: 1<sup>st</sup> Q      2<sup>nd</sup> Q      3<sup>rd</sup> Q      4<sup>th</sup> Q

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Efficiency Measures

Average Cost per Investigation	\$444.17	\$483.33	\$179.97
Average Cost of Informal Conference	\$183.57	\$215.59	\$200.02
Average Cost of Complaint Resolution	\$200.99	\$180.73	\$169.03
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	406.77	366.63	321.64
Average Time from Hearing Date to PFD (in Days)	34.85	45.72	44.33
Average Time from PFD to Ratification (in Days)	109.60	108.19	109.24
Average Time for Disciplinary Action (ALJ Only)	826.28	744.70	872.30

Explanatory Measures

Total Case Load	420	See Notes	See Notes
Average Attorney - Investigator Ratio	5:28	6:28	5:28

Fiscal Year 2013  
Comment page for Strategy 2.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

Efficiency Measure

There was a substantial increase in the average time for disciplinary action (ALJ Only). This was due to the Enforcement initiative to work on and clear agency cases that were over two years old.

Explanatory Measure

Total Case Load by group:

Administrative Staff Review - 1,723

Eligibility Staff - 4,842

Legal Investigator - 89

Monitoring Staff - 425

Nurse-Criminal Justice Staff - 3,713

Operations Staff - 814

Fiscal Year 2013  
First Quarter Status

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.

	FY11	FY12	FY13:1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures</u>						
Staff Turnover	9.3%	11.1%	3.7			
<u>Output Measures</u>						
# of Board Training Sessions	4	3	1			
# of Telephone Calls Received	246,402	285,715	68,526			
# of New Hires	1	22	9			
# of Resignations	8	11	4			
# of Terminations	1	0	0			
Workforce Composition:						
African-American	11.4%	13.1%	15.4%			
Anglo	59.1%	57.6%	54.8%			
Hispanic	28.4%	28.3%	28.8%			
Other	1.1%	1.0%	1.0%			
# of Workshops/Webinars Conducted	3	10	4			
# of Nurses Attending Workshops/Webinars	1,466	2,415	591			
# of Attendees at Open Forums	7	4	3			
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	2	1.75	2.5			
Average Cost of Conducting Workshop per Registrant	\$149.43	\$180.77	\$61.13			

Fiscal Year 2013  
Comment page for Strategy 3.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

None

Fiscal Year 2013  
First Quarter Status

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.

	FY11	FY12	FY13:1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures:</u>						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	5.25%	13.5%	11%			
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	0	0	0			
# of HUBs from which Agency Made Purchases	20	23	7			
Dollar Value of Purchases and Contracts to HUBs	\$98,675	\$190,764	\$58,432			

Fiscal Year 2013  
Comment page for Strategy 4.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

None

**2012/2013 General Appropriations Act**  
(Current)

**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>2013</u>	<u>Actual</u>
<b>A. Goal: LICENSING</b>		
<b>Outcome (Results/Impact):</b>		
Percentage of Licensees with No Recent Violations (RN)	98%	98.68%
Percent of Licensees Who Renew Online (RN)	91%	91.37%
Percent of New Individual Licenses Issued Online (RN)	70%	82.79%
Percentage of Licensees with No Recent Violations (LVN)	97%	97.75%
Percent of Licensees Who Renew Online (LVN)	87%	86.87%
Percent of New Individual Licenses Issued Online (LVN)	55%	65.85%
<b>A.1.1. Strategy: LICENSING</b>		
<b>Output (Volume):</b>		
Number of New Licenses Issued to Individuals (RN)	16,400	2,830
Number of Individual Licenses Renewed (RN)	105,000	30,583
Number of New Licenses Issued to Individuals (LVN)	6,200	2,199
Number of Individual Licenses Renewed (LVN)	41,500	11,779
<b>B. Goal: PROTECT PUBLIC</b>		
<b>Outcome (Results/Impact):</b>		
Percent of Complaints Resulting in Disciplinary Action (RN)	18%	24.29%
Percent of Complaints Resulting in Disciplinary Action (LVN)	21%	28.49%
<b>B.1.1. Strategy: ADJUDICATE VIOLATIONS</b>		
<b>Output (Volume):</b>		
Number of Complaints Resolved (RN)	4,000	2,577
Number of Complaints Resolved (LVN)	3,500	1,871
<b>Efficiencies:</b>		
Average Time for Complaint Resolution (Days) (RN)	170	207
<b>Explanatory:</b>		
Number of Jurisdictional Complaints Received (RN)	7,000	2,745
Number of Jurisdictional Complaints Received (LVN)	6,000	2,011
<b>B.1.2. Strategy: PEER ASSISTANCE</b>		
<b>Output (Volume):</b>		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	525	516
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	135

**General Appropriations Act**  
(Five Year Trend Report)

**Performance Measure Targets and Trends.** 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>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
<b>A. Goal: LICENSING</b>					
<b>Outcome (Results/Impact):</b>					
Percentage of Licensees with No Recent Violations (RN)	98.72%	98.83%	98.82%	98.54%	98.68%
Percent of Licensees Who Renew Online (RN)	92.20%	92.60%	92.39%	91.82%	91.37%
Percent of New Individual Licenses Issued Online (RN)	70.94%	70.02%	76.52%	79.70%	82.79%
Percentage of Licensees with No Recent Violations (LVN)	97.97%	98.12%	98.11%	98.11%	97.75%
Percent of Licensees Who Renew Online (LVN)	87.45%	88.59%	89.91%	86.72%	86.87%
Percent of New Individual Licenses Issued Online (LVN)	52.93%	57.56%	62.89%	60.54%	65.85%
<b>A.1.1. Strategy: LICENSING</b>					
<b>Output (Volume):</b>					
Number of New Licenses Issued to Individuals (RN)	14,294	16,407	16,513	18,005	2,830
Number of Individual Licenses Renewed (RN)	102,666	105,711	110,999	114,370	30,583
Number of New Licenses Issued to Individuals (LVN)	6,059	6,263	6,745	6,998	2,199
Number of Individual Licenses Renewed (LVN)	41,287	41,644	43,355	43,633	11,779
<b>B. Goal: PROTECT PUBLIC</b>					
<b>Outcome (Results/Impact):</b>					
Percent of Complaints Resulting in Disciplinary Action (RN)	19.12%	18.07%	18.99%	22.67%	24.29%
Percent of Complaints Resulting in Disciplinary Action (LVN)	22.07%	23.51%	25.60%	27.64%	28.49%
<b>B.1.1. Strategy: ADJUDICATE VIOLATIONS</b>					
<b>Output (Volume):</b>					
Number of Complaints Resolved (RN)	7,091	8,273	9,054	10,436	2,577
Number of Complaints Resolved (LVN)	5,763	6,156	6,264	7,682	1,871
<b>Efficiencies:</b>					
Average Time for Complaint Resolution (Days) (RN)	188	172	204	258	207
<b>Explanatory:</b>					
Number of Jurisdictional Complaints Received (RN)	7,307	9,469	9,373	9,709	2,745
Number of Jurisdictional Complaints Received (LVN)	6,058	7,421	6,450	6,922	2,011
<b>B.1.2. Strategy: PEER ASSISTANCE</b>					
<b>Output (Volume):</b>					
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	592	473	467	527	535
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	187	119	124	133	135

Comment:

Pages 14 and 15 provide a view of current performance measures and trending performance measures over a five year period.