

Agenda Item #: 5.1.2
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TEXAS BOARD OF NURSING

Quarterly Statistical Report

Third Quarter

Fiscal Year 2013

Fiscal Year 2013
Third 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 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
% in Compliance with Pre-Renewal CE Audit - RN	92.78%	89.58%	83.59%	78.78%	83.81%	
% in Compliance with Pre-Renewal CE Audit - LVN	81.85%	78.19%	64.37%	55.99%	65.06%	
% of RN Licensees with no recent violations	98.79%	98.54%	98.68%	98.50%	98.62%	
% of LVN Licensees with no recent violations	98.02%	98.11%	97.75%	97.73%	97.63%	
% of RN Licensees Who Renew Online	92.39%	91.82%	91.37%	89.61%	89.85%	
% of LVN Licensees Who Renew Online	89.91%	86.72%	86.87%	85.64%	84.65%	
% of New RN Individual Licenses Issued Online	76.52%	79.70%	82.79%	84.17%	77.94%	
% of New LVN Individual Licenses Issued Online	62.89%	60.54%	65.85%	64.45%	55.90%	
Output Measures						
# of Current RN Licensees	239,377	250,385	250,158	252,524	253,959	
# of Current LVN Licensee	93,413	96,275	96,571	96,689	96,821	
# of Individuals Taking the RN Examination	12,770	13,683	1,822	4,019	1,948	
# of Individuals Taking the PN Examination	6,981	7,276	2,336	1,687	1,254	
# of RN Licenses Renewed	110,999	114,370	30,583	28,491	28,606	
# of LVN Licenses Renewed	43,355	43,633	11,779	11,192	10,514	
# of RN Licenses Issued by Endorsement	6,251	6,545	1,459	1,598	2,100	
# of LVN Licenses Issued by Endorsement	1,116	1,195	234	261	257	
# of RN Licenses Issued by Examination	10,262	11,460	1,371	3,387	1,079	
# of LVN Licenses Issued by Examination	5,629	5,803	1,965	1,323	898	
# of RN Temporary Licenses Issued	6,706	7,197	1,459	1,871	2,526	
# of LVN Temporary Permits Issued	1,459	1,269	234	225	394	
# of RN Licenses Verified	717	688	113	131	165	
# of LVN Licenses Verified	35	42	5	2	5	
# of Current APNs	15,279	15,841	16,180	16,408	16,676	
# of Authorizations Issued to New Graduate APNs	0	0	0	0	0	
# of Authorizations Issued to Fully Qualified APNs	1,565	1,671	501	390	391	
# of APN Authorizations Renewed	6,688	7,374	1,992	1,776	1,888	
# of APNs Granted Prescriptive Authorization	1,292	1,396	501	390	391	

	FY11	FY12	FY13: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	5,010	4,898	1,361	1,196	1,239	
# Approved Without Stipulations	4,351	4,121	988	998	1,004	
# Individuals Denied by Executive Director	0	8	9	1	9	
# Approved with Stipulations	467	553	172	134	60	
# Individuals Denied By Board/E & D	56	49	7	15	9	
# Petitions/Applications Pending	854	3,702	679	455	689	
# Closed due to No Response or Withdrawal	2	4	144	45	42	
# Closed with Corrective Action	10	2	41	2	112	
# Licenses placed on "Retired Status" - RN	259	396	113	122	91	
# Licenses placed on "Retired Status" - LVN	64	109	34	27	27	
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$2.01	\$1.69	\$1.74	\$1.76	\$1.91	
Average Time for Issuing RN Initial License (Days)	109.21	99.06	103.91	120.70	119.37	
Average Time for Issuing LVN Initial License (Days)	119.54	121.08	122.27	135.68	137.28	
Average Time for RN/LVN License Renewals (Days)	2.58	2.78	2.58	2.91	1.73	
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	979	1,208	324	287	296	
# LVN Licenses Placed Inactive	632	637	158	152	146	
# APNs Placed Inactive	226	186	53	33	37	
NCLEX - RN Pass Rate - Total	83.35%	86.20%	78.80%	85.0%	63.96%	
NCLEX - PN Pass Rate - Total	82.21%	78.35%	83.40%	84.3%	69.48%	
NCLEX - RN Pass Rate - 1 st Time	87.07%	90.52%	86.62%	90.84%	76.02%	
NCLEX - PN Pass Rate - 1 st Time	88.56%	84.61%	88.80%	86.92%	80.20%	

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

No Comments

Fiscal Year 2013
Third 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 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	94.39%	93.76%	96.40%	96.40%	96.52%	
% of LVN Nursing Programs in Compliance	93.88%	93.14%	92.93%	92.93%	92.93%	
<u>Output Measures</u>						
# of RN Nursing Programs Approved	107	110	111	111	115	
# of LVN Nursing Programs Approved	98	99	99	99	99	
# of RN Nursing Programs Sanctioned	6	7	4	4	4	
# of LVN Nursing Programs with Sanctions	6	8	7	7	7	
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$396.88	\$407.03	\$1,177.43	\$594.11	\$512.22	
<u>Explanatory Measures</u>						
# of Programs Surveyed	24	27	11	11	28	
Average Length of Survey Visit (in Days)	.8	.9	1	1	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
 Dallas Nursing Institute - full with warning
 Fortis College, Houston - full with warning
 Kaplan College (Corpus Christi) - full with warning
 Midland College in Midland - withdrawal of approval - to be removed August 31
 Platt College - conditional
 Universal Health Services - conditional

RN Programs with Sanctions

Lamar State College ADN in Port Arthur - conditional
 Lamar State College ADN in Orange - full with warning
 Midland College ADN in Midland - full with warning
 Wayland Baptist University BSN in San Antonio - full with warning

Explanatory Measure

Schools of Nursing Surveyed:

Date	Program	Location	Program Type	Program Evaluator	Length of Visit
3/4/2013	Clarendon College	Pampa	VN	Robin Caldwell, PhD, RN, CLNC	8.75
3/6/2013	Wayland Baptist University	San Antonio	BSN	Janice I. Hooper, PhD, RN, FRE & Sandi Emerson, MSN, RN	8
3/6/2013	Concorde Career College	Dallas	ADN	Gayle Varnell, PhD, APRN, CPNP-PC	3
3/11/2013	Temple College	Temple	VN	Robin Caldwell, PhD, RN, CLNC	9
3/12/2013	Temple College	Taylor	VN	Robin Caldwell, PhD, RN, CLNC	3.5
3/18/2013	University of Texas of the Permian Basin	Odessa	BSN	Janice I. Hooper, PhD, RN, FRE & Kristin Benton, MSN, RN	4
3/18/2013	Paris Junior College	Paris	VN	Gayle Varnell, PhD, RN, PNP	8
3/19/2013	Texas State University	Round Rock	FNP	Gayle Varnell, PhD, RN, PNP	3

3/26/2013	Northeast Texas CC	Mt. Pleasant	VN	Gayle Varnell, PhD, APRN, CPNP-PC	8
3/27/2013	Northeast Texas CC	Mt. Pleasant	ADN	Gayle Varnell, PhD, APRN, CPNP-PC	8.5
3/27/2013	St. Philip's College	San Antonio	VN	Janice I. Hooper, PhD, RN, FRE & Sandi Emerson, MSN, RN	8
3/28/2013	St. Philip's College	New Braunfels	VN	Janice I. Hooper, PhD, RN, FRE & Sandi Emerson, MSN, RN	6
3/28/2013	Brazosport	Lake Jackson	VN	Beverly Skloss, MSN, RN	8
4/5/2013	Southwest Texas Junior College	Uvalde	VN	Beverly Skloss, MSN, RN	8
4/11/2013	Frank Phillips College	Borger	VN	Susan Wilkinson, PhD, RN, CNS	8
4/12/2013	Amarillo College	Amarillo	VN	Susan Wilkinson, PhD, RN, CNS	8
4/12/2013	Alvin Community College	Alvin	VN	LeAnn Wagner, MSN, RN	8
4/17/2013	Odessa College	Odessa & Monahans	VN	Susan Wilkinson, PhD, RN, CNS	6.5
4/18/2013	Sam Houston State University	Huntsville	BSN	LeAnn Wagner, MSN, RN	9.5
4/22-23/2013	Lamar State College Port Arthur	Port Arthur	ADN	Sandi Emerson, MSN, RN & Virginia Ayars, EdD, MS, RN	12
4/25/2013	Howard College	Big Spring	VN	Susan Wilkinson, PhD, RN, CNS	7
4/25/2013	Houston Community College	Houston	ADN	LeAnn Wagner, MSN, RN	9.5
4/26/2013	ITT Technical Institute	Richardson	ADN	Robin Caldwell, PhD, RN, CLNC	8
4/26/2013	South Texas College	McAllen	VN	Beverly Skloss, MSN, RN	9.5
5/2/2013	Sul Ross University	Alpine	VN	Susan Wilkinson, PhD, RN, CNS	5

5/2/2013	Lone Star - CyFair	Cypress	VN	LeAnn Wagner, MSN, RN	8
5/17/2013	Valley Baptist Medical Center	Harlingen	VN	Beverly Skloss, MSN, RN	7
5/22/2013	American Medical Institute	Houston	VN	Virginia Ayars, EdD, MS, RN & Sandi Emerson, MSN, RN	4

Total Programs Visited: 28

VN Programs Visited: 19

ADN Programs Visited: 5

BSN Program Visited: 3

FNP Program Visited: 1

Fiscal Year 2013
Third 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.

RN Enforcement Statistics	FY11	FY12	FY13: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	1.01	.99	1.10	0.97	1.16	
% of Complaints Resolved Resulting in Discipline	18.99%	22.67%	24.29%	19.98%	18.65%	
Recidivism Rate for Those Receiving Discipline	11.07%	10.85%	11.06%	16.14%	10.54%	
Recidivism Rate for RNs Enrolled in TPAPN	3.1%	10%	10%	5%	5%	
% of Complaints Resolved in 6 months	65.06%	61.53%	66.41%	68.57%	63.80%	
<u>Output Measures</u>						
# Jurisdictional Complaints Received	9,373	9,709	2,745	2,460	2,954	
# Non-Jurisdictional Complaints Received	100	98	0	26	44	
# Investigations Conducted (Cases Open-Cumulative)	14,997	15,703	7,397	10,496	13,300	
# of Complaints Resolved	9,054	10,436	2,577	2,607	2,799	
# of Informal Conferences	192	117	30	26	36	
# of ALJ Hearings	68	123	31	14	48	
# of Licenses Sanctioned	1,384	1,802	470	409	528	
Limited Licenses	13	25	7	5	7	
Remedial Education	91	148	35	16	32	
Reprimand	3	1	1	0	0	
Reprimand with Stipulations	69	92	18	15	33	
Reprimand with Remedial Education	0	0	0	0	0	
Revocation	178	244	44	54	63	
Stipulation Only	0	3	1	0	0	
Suspension	32	48	14	17	16	
Suspend/Probate	54	97	28	18	38	

	FY11	FY12	FY13: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	155	189	43	45	58	
Warning	3	0	0	0	0	
Warning with Remedial Education	0	0	0	0	0	
Warning with Stipulation	232	305	74	81	95	
Warning with Fine	1	0	0	0	0	
License Reinstated - clear	0	0	0	0	0	
License Reinstated with Stipulation	28	27	6	12	5	
Fine	0	0	0	0	0	
Reinstatement Denied	15	23	4	4	8	
Limited License with Fine	0	0	0	0	0	
Probation	0	0	0	0	0	
Reprimand with Fine	0	0	0	0	0	
Suspension with Fine	0	0	0	0	0	
Fine with Remedial Education-CE/Delinquent	178	130	38	26	60	
Cease and Desist Order	4	0	0	0	0	
Peer Assistance Order	0	0	0	0	0	
Applicant/Petitioner with Stipulations	263	328	111	75	68	
TPAPN Order	69	98	30	28	33	
# of RNs Participating in TPAPN	467	527	516	526	585	
Average Days for Complaint Resolution	129.36	161.17	93.10	116.41	113.60	
Average Days for Final Disposition	204.39	244.52	206.94	181.21	197.98	
Age of Cases:						
More than 12 Months	40%	36%	32%	31%	25%	
Between 6 and 12 Months	28%	28%	28%	27%	30%	
Less than 6 Months	32%	36%	40%	42%	45%	

LVN Enforcement Statistics	FY11	FY12	FY13 1 st Q	2 nd Q	3 rd Q	4 th Q
Ratio of Complaints filed per 100 NURSE population	1.74	1.82	2.08	1.86	2.67	
% of Complaints Resolved Resulting in Discipline	25.60%	27.64%	28.49%	26.04%	24.75%	
Recidivism Rate for LVNs Discipline	9.01%	9.83%	10.19%	11.78%	7.29%	
Recidivism Rate for LVNs Enrolled in TPAPN	0%	5%	0%	9%	6%	
% of Complaints Resolved in 6 Months	57.56%	55.46%	61.20%	61.40%	57.84%	

Jurisdictional Complaints Received	6,450	6,922	2,011	1,800	2,194
Cumulative Investigations Conducted	10,691	11,227	5,701	7,754	7,213
Complaints Resolved	6,264	7,682	1,871	1,859	2,061
Informal Conferences	93	63	24	9	23
Total LVN Licenses Sanctioned	1,254	1,605	412	382	543
# of LVNs Participating in TPAPN	124	133	135	142	173
Breakdown of Discipline:					
Reprimand	1	0	1	0	1
Fine	0	0	0	0	0
Fine and Remedial Education	125	178	39	30	66
Voluntary Surrender	131	185	41	42	71
Probation	0	0	0	0	0
Suspension	37	30	8	8	21
Revocation	245	290	86	72	57
Warning W/Stipulation	225	260	61	71	89
Average Days for Complaint Resolution	133.81	188.50	106.79	139.71	145.51
Average Days for Final Disposition	251.44	287.37	236.37	217.41	237.06
Age of Cases: More than 12 Months	42%	37%	37%	31%	23%
6 to 12 Months	28%	28%	23%	25%	30%
Less than 6 Months	30%	35%	40%	44%	47%

LVN and RN Enforcement Statistics

	FY11	FY12	FY13 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Efficiency Measures</u>						
Average Cost per Investigation	\$444.17	\$483.33	\$179.97	\$1,475	\$276.86	
Average Cost of Informal Conference	\$183.57	\$215.59	\$200.02	\$276.32	\$181.93	
Average Cost of Complaint Resolution	\$200.99	\$180.73	\$169.03	\$177.97	\$205.24	
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	406.77	366.63	321.64	311.15	178.44	
Average Time from Hearing Date to PFD (in Days)	34.85	45.72	44.33	30.33	46.93	
Average Time from PFD to Ratification (in Days)	109.60	108.19	109.24	83.56	110.41	
Average Time for Disciplinary Action (ALJ Only)	826.28	744.70	872.30	708.17	603.13	
<u>Explanatory Measures</u>						
Total Case Load	420	See Notes	See Notes	See Notes	See Notes	
Average Attorney - Investigator Ratio	5:28	6:28	5:28	6:32	7:33	

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

Total Case Load by group:

Administrative Staff Review - 3,413

Eligibility Staff - 4,134

Legal Investigator - 33

Monitoring Staff - 365

Nurse-Criminal Justice Staff - 2,186

Operations Staff - 2,370

Fiscal Year 2013
Third 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 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	9.3%	11.1%	3.7%	3.7%	2.8%	
<u>Output Measures</u>						
# of Board Training Sessions	4	3	1	0	1	
# of Telephone Calls Received	246,402	285,715	68,526	40,281	50,215	
# of New Hires	1	22	9	2	3	
# of Resignations	8	11	4	4	3	
# of Terminations	1	0	0	0	0	
Workforce Composition:						
African-American	11.4%	13.1%	15.4%	13.7%	14.7%	
Anglo	59.1%	57.6%	54.8%	57.8%	56.9%	
Hispanic	28.4%	28.3%	28.8%	28.5%	28.4%	
Other	1.1%	1.0%	1.0%	0%	0%	
# of Workshops/Webinars Conducted	3	10	4	1	3	
# of Nurses Attending Workshops/Webinars	1,466	2,415	591	149	311	
# of Attendees at Open Forums	7	4	3	0	3	
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	2	1.75	2.5	2.0	1.5	
Average Cost of Conducting Workshop per Registrant	\$149.43	\$180.77	\$61.13	\$155.09	\$202.76	

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

Outcome Measure

We had three resignations this quarter: two investigators in Enforcement and one customer service representative in Operations.

Fiscal Year 2013
Third 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.

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 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	5.25%	13.5%	11%	12%	9%	
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	0	0	0	0	0	
# of HUBs from which Agency Made Purchases	20	23	7	29	5	
Dollar Value of Purchases and Contracts to HUBs	\$98,675	\$190,764	\$58,432	\$71,379	\$28,908	

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>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98%	98.62%
Percent of Licensees Who Renew Online (RN)	91%	89.85%
Percent of New Individual Licenses Issued Online (RN)	70%	77.94%
Percentage of Licensees with No Recent Violations (LVN)	97%	97.63%
Percent of Licensees Who Renew Online (LVN)	87%	84.65%
Percent of New Individual Licenses Issued Online (LVN)	55%	55.90%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	16,400	10,994
Number of Individual Licenses Renewed (RN)	105,000	87,680
Number of New Licenses Issued to Individuals (LVN)	6,200	4,938
Number of Individual Licenses Renewed (LVN)	41,500	33,485
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	18%	20.97%
Percent of Complaints Resulting in Disciplinary Action (LVN)	21%	26.71%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	4,000	8,019
Number of Complaints Resolved (LVN)	3,500	5,791
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	170	195
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	7,000	8,159
Number of Jurisdictional Complaints Received (LVN)	6,000	6,005
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	525	585
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	173

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>
A. Goal: LICENSING					
Outcome (Results/Impact):					
Percentage of Licensees with No Recent Violations (RN)	98.72%	98.83%	98.82%	98.54%	98.62%
Percent of Licensees Who Renew Online (RN)	92.20%	92.60%	92.39%	91.82%	89.85%
Percent of New Individual Licenses Issued Online (RN)	70.94%	70.02%	76.52%	79.70%	77.94%
Percentage of Licensees with No Recent Violations (LVN)	97.97%	98.12%	98.11%	98.11%	97.63%
Percent of Licensees Who Renew Online (LVN)	87.45%	88.59%	89.91%	86.72%	84.65%
Percent of New Individual Licenses Issued Online (LVN)	52.93%	57.56%	62.89%	60.54%	55.90%

A.1.1. Strategy: LICENSING

Output (Volume):

Number of New Licenses Issued to Individuals (RN)	14,294	16,407	16,513	18,005	10,994
Number of Individual Licenses Renewed (RN)	102,666	105,711	110,999	114,370	87,680
Number of New Licenses Issued to Individuals (LVN)	6,059	6,263	6,745	6,998	4,938
Number of Individual Licenses Renewed (LVN)	41,287	41,644	43,355	43,633	33,485

B. Goal: PROTECT PUBLIC

Outcome (Results/Impact):

Percent of Complaints Resulting in Disciplinary Action (RN)	19.12%	18.07%	18.99%	22.67%	20.97%
Percent of Complaints Resulting in Disciplinary Action (LVN)	22.07%	23.51%	25.60%	27.64%	26.71%

B.1.1. Strategy: ADJUDICATE VIOLATIONS

Output (Volume):

Number of Complaints Resolved (RN)	7,091	8,273	9,054	10,436	8,019
Number of Complaints Resolved (LVN)	5,763	6,156	6,264	7,682	5,791

Efficiencies:

Average Time for Complaint Resolution (Days) (RN)	188	172	204	258	195
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Explanatory:

Number of Jurisdictional Complaints Received (RN)	7,307	9,469	9,373	9,709	8,159
Number of Jurisdictional Complaints Received (LVN)	6,058	7,421	6,450	6,922	6,005

B.1.2. Strategy: PEER ASSISTANCE

Output (Volume):

Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	592	473	467	527	585
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	187	119	124	133	173

Comment:

Pages 16 and 17 provide a view of current performance measures and trending performance measures over a five year period.