

Agenda Item #: 5.1.2
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TEXAS BOARD OF NURSING

Quarterly Statistical Report

Fourth Quarter

Fiscal Year 2013

Fiscal Year 2013
Fourth 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: Licensure/Credentialing/Processing.

	FY12	FY13	FY13: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
% in Compliance with Pre-Renewal CE Audit - RN	89.58%	83.70%	83.59%	78.78%	83.81%	91.90%
% in Compliance with Pre-Renewal CE Audit - LVN	78.19%	63.80%	64.37%	55.99%	65.06%	78.80%
% of RN Licensees with no recent violations	98.79%	98.60%	98.68%	98.50%	98.62%	98.61%
% of LVN Licensees with no recent violations	98.11%	97.68%	97.75%	97.73%	97.63%	97.61%
% of RN Licensees Who Renew Online	91.82%	90.65%	91.37%	89.61%	89.85%	91.61%
% of LVN Licensees Who Renew Online	86.72%	86.13%	86.87%	85.60%	84.65%	87.25%
% of New RN Individual Licenses Issued Online	79.70%	77.89%	75.48%	79.92%	72.22%	79.92%
% of New LVN Individual Licenses Issued Online	60.54%	63.51%	65.35%	63.32%	58.61%	64.86%
Output Measures						
# of Current RN Licensees	250,385	258,208	250,158	252,524	253,959	258,208
# of Current LVN Licensee	96,275	96,724	96,571	96,689	96,821	96,724
# of Individuals Taking the RN Examination	12,770	12,589	1,431	3,637	1,518	6,003
# of Individuals Taking the PN Examination	6,981	6,761	2,331	1,687	1,252	1,491
# of RN Licenses Renewed	114,370	119,160	30,583	28,491	28,606	31,480
# of LVN Licenses Renewed	43,633	45,059	11,779	11,192	10,514	11,574
# of RN Licenses Issued by Endorsement	6,545	7,379	1,459	1,598	2,100	2,222
# of LVN Licenses Issued by Endorsement	1,195	1,049	234	261	257	297
# of RN Licenses Issued by Examination	11,460	10,880	1,371	3,387	1,079	5,043
# of LVN Licenses Issued by Examination	5,803	5,295	1,965	1,323	898	1,109
# of RN Temporary Licenses Issued	7,179	8,370	1,459	1,871	2,526	2,514
# of LVN Temporary Permits Issued	1,269	1,202	234	225	394	349
# of RN Licenses Verified	688	618	163	131	165	159
# of LVN Licenses Verified	42	14	5	2	5	2
# of Current APNs	15,841	17,177	16,180	16,408	16,676	17,177
# of Authorizations Issued to New Graduate APNs	0	0	0	0	0	0
# of Authorizations Issued to Fully Qualified APNs	1,671	2,005	533	390	391	691
# of APN Authorizations Renewed	7,374	7,793	1,992	1,776	1,888	2,137
# of APNs Granted Prescriptive Authorization	1,396	1,703	501	258	320	624

	FY12	FY13	FY13: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	4,898	5,350	1,361	1,196	1,239	1,554
# Approved Without Stipulations	4,121	4,338	988	998	1,004	1,348
# Individuals Denied by Executive Director	8	29	9	1	9	10
# Approved with Stipulations	553	492	172	134	60	126
# Individuals Denied By Board/E & D	49	33	7	15	9	2
# Petitions/Applications Pending	872	750	679	455	689	750
# Closed due to No Response or Withdrawal	85	270	144	45	42	39
# Closed with Corrective Action	82	184	41	2	112	29
# Licenses placed on "Retired Status" - RN	396	429	113	122	91	103
# Licenses placed on "Retired Status" - LVN	109	116	34	27	27	28
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$2.01	\$1.68	\$1.74	\$1.76	\$1.91	\$1.29
Average Time for Issuing RN Initial License (Days)	99.06	116.79	103.91	120.70	119.37	123.18
Average Time for Issuing LVN Initial License (Days)	121.08	131.20	122.27	135.68	137.28	129.55
Average Time for RN/LVN License Renewals (Days)	2.78	2.78	2.58	2.91	1.73	2.40
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	1,208	1,216	324	287	296	309
# LVN Licenses Placed Inactive	637	596	158	152	146	140
# APNs Placed Inactive	186	171	53	33	37	48
NCLEX - RN Pass Rate - Total	86.20%	79.11%	78.80%	85.0%	63.96%	77.55%
NCLEX - PN Pass Rate - Total	78.35%	78.79%	83.40%	84.3%	69.48%	78.60%
NCLEX - RN Pass Rate - 1 st Time	90.52%	79.98%	86.62%	90.84%	76.02%	79.98%
NCLEX - PN Pass Rate - 1 st Time	84.61%	86.45%	88.80%	86.92%	80.20%	86.76%

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

No Comments

Fiscal Year 2013
Fourth 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.

	FY12	FY13	FY13:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	93.76%	95.65%	96.40%	96.40%	96.52%	95.65%
% of LVN Nursing Programs in Compliance	93.14%	94.90%	92.93%	92.93%	92.93%	94.90%
<u>Output Measures</u>						
# of RN Nursing Programs Approved	110	115	111	111	115	115
# of LVN Nursing Programs Approved	99	98	99	99	99	98
# of RN Nursing Programs Sanctioned	7	5	4	4	4	5
# of LVN Nursing Programs with Sanctions	5	5	7	7	7	5
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$396.88	\$677.01	\$1,177.43	\$594.11	\$512.22	\$424.26
<u>Explanatory Measures</u>						
# of Programs Surveyed	24	77	11	11	28	27
Average Length of Survey Visit (in Days)	.8	1	1	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
 Platt College - conditional
 Universal Health Services - conditional

RN Programs with Sanctions

Dallas Nursing Institute ADN in Dallas - initial with warning
 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 in Hours
June 3, 2013	Wharton County Junior College	Wharton	VN	Beverly Skloss, MSN, RN	7.5
June 4, 2013	Weatherford College	Weatherford	VN	Robin Caldwell, PhD, RN, CLNC	8
June 10, 2013	North Central Texas College	Gainesville	VN	Robin Caldwell, PhD, RN, CLNC	8.5
June 11, 2013	San Jacinto College North	Houston	VN	LeAnn Wagner, MSN, RN	8
June 18, 2013	Texas State Technical College West Texas	Sweetwater	VN	Susan Wilkinson, PhD, RN, CNS	7
June 18, 2013	Lone Star College - Tomball	Tomball	VN	LeAnn Wagner, MSN, RN	8
June 19, 2013	College of the Mainland	Texas City	VN	Janice Hooper, PhD, RN, FRE	8
June 19, 2013	Dallas Nursing Institute	Dallas	VN	Gayle Varnell, PhD, APRN, CPNP-PC	9
June 19, 2013	Joe G. Davis	Huntsville	VN	LeAnn Wagner, MSN, RN	8.5
June 20, 2013	Dallas Nursing Institute	Dallas	ADN	Gayle Varnell, PhD, APRN, CPNP-PC	8
June 24, 2013	Schreiner University	Kerrville	VN	Robin Caldwell, PhD, RN, CLNC	9

Date	Program	Location	Program Type	Program Evaluator	Length of Visit in Hours
June 24, 2013	South Plains College	Levelland, Reese Center, & Plainview	VN (3 sites)	Susan Wilkinson, PhD, RN, CNS	7.5
June 25, 2013	Abilene Christian University	Abilene	BSN	Susan Wilkinson, PhD, RN, CNS	2
June 25, 2013	Houston Community College	Houston	VN	LeAnn Wagner, MSN, RN	9
June 27, 2013	Kaplan College	Corpus Christi	VN	LeAnn Wagner, MSN, RN	9
July 23, 2013	Teamwork Services	Grand Prairie	VN	Gayle Varnell, PhD, APRN, CPNP-PC	8
August 6, 2013	Fortis Institute	Grand Prairie	VN	Gayle Varnell, PhD, APRN, CPNP-PC	8
August 7, 2013	El Paso Community College	El Paso	VN & MEEP	Susan Wilkinson, PhD, RN, CNS	8
August 7-8, 2013	Army Practical Nursing Program	San Antonio	VN	Sandi Emerson, MSN, RN & Virginia Ayars, EdD, MS, RN	14
August 8, 2013	Anamarc College	El Paso	VN	Susan Wilkinson, PhD, RN, CNS	7.5
August 15, 2013	Concorde Career Institute	Arlington	VN	Gayle Varnell, PhD, APRN, CPNP-PC	8
August 28, 2013	Lee College	Baytown	VN	LeAnn Wagner	8
August 29, 2013	Lone Star College - Kingwood	Kingwood	VN	LeAnn Wagner, MSN, RN	8
August 29-30, 2013	South Texas College	McAllen	ADN	Beverly Skloss, MSN, RN	8

Number of Program Survey Visits = 27 (2 of the visits were for 2 or 3 programs under same school)

Average Number of Days for Visits = 1

Average Number of Hours per Visit per Day = 7.2

Average Number of People Conducting Each Visit = 1

Fiscal Year 2013
Fourth 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	FY12	FY13	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	.99	1.09	1.10	0.97	1.16	1.14
% of Complaints Resolved Resulting in Discipline	22.67%	20.23%	24.29%	19.98%	18.65%	17.98%
Recidivism Rate for Those Receiving Discipline	10.85%	12.72%	11.06%	16.14%	10.54%	13.15%
Recidivism Rate for RNs Enrolled in TPAPN	3.1%	7%	10%	5%	5%	5%
% of Complaints Resolved in 6 months	61.53%	67.49%	66.41%	68.57%	63.80%	71.18%
<u>Output Measures</u>						
# Jurisdictional Complaints Received	9,709	11,094	2,745	2,460	2,954	2,935
# Non-Jurisdictional Complaints Received	98	117	0	26	44	47
# Investigations Conducted (Cases Open-Cumulative)	15,703	16,415	7,397	10,496	13,300	16,415
# of Complaints Resolved	10,436	11,265	2,577	2,607	2,799	3,282
# of Informal Conferences	117	125	30	26	36	33
# of ALJ Hearings	123	148	31	14	48	55
# of Licenses Sanctioned	1,802	1,871	470	409	528	464
Limited Licenses	25	23	7	5	7	4
Remedial Education	148	114	35	16	32	31
Reprimand	1	1	1	0	0	0
Reprimand with Stipulations	92	91	18	15	33	25
Reprimand with Remedial Education	0	0	0	0	0	0
Revocation	244	209	44	54	63	48
Stipulation Only	1	1	1	0	0	0
Suspension	48	62	14	17	16	15
Suspend/Probate	97	105	28	18	38	21

	FY12	FY13	FY13: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	189	208	43	45	58	62
Warning	0	0	0	0	0	0
Warning with Remedial Education	0	0	0	0	0	0
Warning with Stipulation	305	348	78	81	95	94
Warning with Fine	0	0	0	0	0	0
License Reinstated - clear	0	0	0	0	0	0
License Reinstated with Stipulation	28	30	6	12	5	7
Fine	0	0	0	0	0	0
Reinstatement Denied	23	19	4	4	8	3
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	130	165	38	26	60	41
Cease and Desist Order	4	0	0	0	0	0
Peer Assistance Order	0	0	0	0	0	0
Applicant/Petitioner with Stipulations	328	339	111	75	68	85
TPAPN Order	69	77	17	18	32	10
# of RNs Participating in TPAPN	467	582	516	526	585	582
Average Days for Complaint Resolution	161.17	112.63	93.10	116.41	113.60	127.41
Average Days for Final Disposition	244.52	186.87	206.94	181.21	197.98	161.36
Age of Cases:						
More than 12 Months	36%	28%	32%	31%	25%	25%
Between 6 and 12 Months	28%	29%	28%	27%	30%	30%
Less than 6 Months	36%	43%	40%	42%	45%	45%

LVN Enforcement Statistics	FY12	FY13	FY13 1 st Q	2 nd Q	3 rd Q	4 th Q
Ratio of Complaints filed per 100 NURSE population	1.82	2.24	2.08	1.86	2.67	2.34
% of Complaints Resolved Resulting in Discipline	27.64%	24.80%	28.49%	26.04%	24.75%	19.91%
Recidivism Rate for LVNs Discipline	9.83%	10.19%	10.19%	11.78%	7.29%	11.48%
Recidivism Rate for LVNs Enrolled in TPAPN	0%	5%	0%	9%	6%	0%
% of Complaints Resolved in 6 Months	55.46%	62.08%	61.20%	61.40%	57.84%	67.89%
Jurisdictional Complaints Received	6,922	8,269	2,011	1,800	2,194	2,264
Cumulative Investigations Conducted	11,227	11,977	5,701	7,754	7,213	11,977
Complaints Resolved	7,682	8,167	1,871	1,859	2,061	2,376
Informal Conferences	63	80	24	9	23	24
Total LVN Licenses Sanctioned	1,605	1,703	412	382	543	366
# of LVNs Participating in TPAPN	124	162	135	142	173	162
Breakdown of Discipline:						
Reprimand	0	2	1	0	1	0
Fine	0	0	0	0	0	0
Fine and Remedial Education	178	188	39	30	66	53
Voluntary Surrender	185	193	41	42	71	39
Probation	0	0	0	0	0	0
Suspension	30	50	8	8	21	13
Revocation	290	262	86	72	57	47
Warning W/Stipulation	260	285	63	71	89	62
Average Days for Complaint Resolution	188.50	132.83	106.79	139.71	145.51	139.32
Average Days for Final Disposition	287.37	219.35	236.37	217.41	237.06	186.55
Age of Cases: More than 12 Months	37%	29%	37%	31%	23%	23%
6 to 12 Months	28%	26%	23%	25%	30%	27%
Less than 6 Months	35%	45%	40%	44%	47%	50%

LVN and RN Enforcement Statistics	FY12	FY13	FY13 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Efficiency Measures</u>						
Average Cost per Investigation	\$483.33	\$548.12	\$179.97	\$1,475	\$276.86	\$260.67
Average Cost of Informal Conference	\$215.59	\$220.17	\$200.02	\$276.32	\$181.93	\$222.42
Average Cost of Complaint Resolution	\$180.73	\$199.56	\$169.03	\$177.97	\$205.24	\$245.98
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	366.63	268.33	321.64	311.15	178.44	262.07
Average Time from Hearing Date to PFD (in Days)	45.72	40.21	44.33	30.33	46.93	39.24
Average Time from PFD to Ratification (in Days)	108.19	98.83	109.24	83.56	110.41	92.11
Average Time for Disciplinary Action (ALJ Only)	744.70	654.34	872.30	708.17	603.13	421.74
<u>Explanatory Measures</u>						
Total Case Load	420	See Notes	See Notes	See Notes	See Notes	See Notes
Average Attorney - Investigator Ratio	6:28	7:33	5:28	6:32	7:33	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 - 2703

Eligibility Staff - 4,663

Legal Investigator - 52

Monitoring Staff - 460

Nurse-Criminal Justice Staff - 3,664

Operations Staff - 1,034

Fiscal Year 2013
Fourth 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.

	FY12	FY13	FY13:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	11.1%	16.7%	3.7%	3.7%	2.8%	6.5%
<u>Output Measures</u>						
# of Board Training Sessions	3	3	1	0	1	1
# of Telephone Calls Received	285,715	204,920	68,526	40,281	50,215	45,898
# of New Hires	22	17	9	2	3	3
# of Resignations	11	18	4	4	3	7
# of Terminations	0	0	0	0	0	0
Workforce Composition:						
African-American	13.1%	15.3%	15.4%	13.7%	14.7%	15.3%
Anglo	57.6%	55.1%	54.8%	57.8%	56.9%	55.1%
Hispanic	28.3%	29.6%	28.8%	28.5%	28.4%	29.6%
Other	1.0%	0%	1.0%	0%	0%	0%
# of Workshops/Webinars Conducted	10	12	4	1	3	4
# of Nurses Attending Workshops/Webinars	2,415	1,663	591	149	311	612
# of Attendees at Open Forums	4	6	3	0	3	0
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.75	1.875	2.5	2.0	1.5	1.5
Average Cost of Conducting Workshop per Registrant	\$149.43	\$143.77	\$61.13	\$155.09	\$202.76	\$155.95

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

Output Measure

We had six resignations and one retirement: two administrative staff in Operations; one attorney and one law clerk in Administration and two investigators and one administrative staff in Enforcement.

Fiscal Year 2013
Fourth 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.

	FY12	FY13	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	13.5%	10.8%	11%	12%	9%	11%
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	0	0	0	0	0	0
# of HUBs from which Agency Made Purchases	23	43	7	29	5	2
Dollar Value of Purchases and Contracts to HUBs	\$190,764	\$190,887	\$58,432	\$71,379	\$28,908	\$32,167

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%	98.60%
Percent of Licensees Who Renew Online (RN)	91%	90.60%
Percent of New Individual Licenses Issued Online (RN)	70%	69.50%
Percentage of Licensees with No Recent Violations (LVN)	97%	97.61%
Percent of Licensees Who Renew Online (LVN)	87%	86.13%
Percent of New Individual Licenses Issued Online (LVN)	55%	62.67%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	16,400	18,259
Number of Individual Licenses Renewed (RN)	105,000	119,160
Number of New Licenses Issued to Individuals (LVN)	6,200	6,344
Number of Individual Licenses Renewed (LVN)	41,500	45,059
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	18%	20.23%
Percent of Complaints Resulting in Disciplinary Action (LVN)	21%	24.80%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	4,000	11,265
Number of Complaints Resolved (LVN)	3,500	8,167
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	170	187
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	7,000	11,094
Number of Jurisdictional Complaints Received (LVN)	6,000	8,269
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	525	582
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	162

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%	98.60%
Percent of Licensees Who Renew Online (RN)	92.20%	92.60%	92.39%	91.82%	90.60%
Percent of New Individual Licenses Issued Online (RN)	70.94%	70.02%	76.52%	79.70%	69.50%
Percentage of Licensees with No Recent Violations (LVN)	97.97%	98.12%	98.11%	98.11%	97.61%
Percent of Licensees Who Renew Online (LVN)	87.45%	88.59%	89.91%	86.72%	86.13%
Percent of New Individual Licenses Issued Online (LVN)	52.93%	57.56%	62.89%	60.54%	62.67%
A.1.1. Strategy: LICENSING					
Output (Volume):					
Number of New Licenses Issued to Individuals (RN)	14,294	16,407	16,513	18,005	18,259
Number of Individual Licenses Renewed (RN)	102,666	105,711	110,999	114,370	119,160
Number of New Licenses Issued to Individuals (LVN)	6,059	6,263	6,745	6,998	6,344
Number of Individual Licenses Renewed (LVN)	41,287	41,644	43,355	43,633	45,059
B. Goal: PROTECT PUBLIC					
Outcome (Results/Impact):					
Percent of Complaints Resulting in Disciplinary Action (RN)	19.12%	18.07%	18.99%	22.67%	20.23%
Percent of Complaints Resulting in Disciplinary Action (LVN)	22.07%	23.51%	25.60%	27.64%	24.80%
B.1.1. Strategy: ADJUDICATE VIOLATIONS					
Output (Volume):					
Number of Complaints Resolved (RN)	7,091	8,273	9,054	10,436	11,265
Number of Complaints Resolved (LVN)	5,763	6,156	6,264	7,682	8,167
Efficiencies:					
Average Time for Complaint Resolution (Days) (RN)	188	172	204	258	187
Explanatory:					
Number of Jurisdictional Complaints Received (RN)	7,307	9,469	9,373	9,709	11,094
Number of Jurisdictional Complaints Received (LVN)	6,058	7,421	6,450	6,922	8,269
B.1.2. Strategy: PEER ASSISTANCE					
Output (Volume):					
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	592	473	467	527	582
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	187	119	124	133	162

Comment:

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