

Agenda Item #: 5.1.2
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TEXAS BOARD OF NURSING

Quarterly Statistical Report

Second Quarter

Fiscal Year 2016

Fiscal Year 2016
Second 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.

| | FY15 | FY16 | FY16: 1 st Q | 2 nd Q | 3 rd Q | 4 th Q |
|---|---------|------|-------------------------|-------------------|-------------------|-------------------|
| Outcome Measures | | | | | | |
| % in Compliance with Pre-Renewal CE Audit - RN | 94.96% | | 91.02% | 95.65% | | |
| % in Compliance with Pre-Renewal CE Audit - LVN | 80.05% | | 83.54% | 89.54% | | |
| % of RN Licensees with no recent violations | 98.45% | | 98.52% | 98.55% | | |
| % of LVN Licensees with no recent violations | 96.11% | | 96.26% | 96.33% | | |
| % of RN Licensees Who Renew Online | 93.12% | | 93.49% | 92.77% | | |
| % of LVN Licensees Who Renew Online | 91.15% | | 92.10% | 90.61% | | |
| % of New RN Individual Licenses Issued Online | 75.93% | | 76.30% | 82.34% | | |
| % of New LVN Individual Licenses Issued Online | 71.88% | | 79.35% | 74.35% | | |
| Output Measures | | | | | | |
| # of Current RN Licensees | 285,945 | | 287,450 | 290,614 | | |
| # of Current LVN Licensees | 101,314 | | 101,753 | 102,104 | | |
| # of Individuals Taking the RN Examination | 17,266 | | 2,712 | 4,918 | | |
| # of Individuals Taking the PN Examination | 6,304 | | 2,005 | 1,502 | | |
| # of RN Licenses Renewed | 131,307 | | 34,374 | 32,808 | | |
| # of LVN Licenses Renewed | 47,341 | | 12,138 | 11,987 | | |
| # of RN Licenses Issued by Endorsement | 9,953 | | 2,367 | 1,664 | | |
| # of LVN Licenses Issued by Endorsement | 1,234 | | 295 | 230 | | |
| # of RN Licenses Issued by Examination | 12,282 | | 1,633 | 3,721 | | |
| # of LVN Licenses Issued by Examination | 4,829 | | 1,661 | 1,162 | | |
| # of RN Temporary Licenses Issued | 10,712 | | 2,447 | 2,547 | | |
| # of LVN Temporary Permits Issued | 1,391 | | 304 | 291 | | |
| # of RN Licenses Verified | 1,176 | | 262 | 303 | | |
| # of LVN Licenses Verified | 18 | | 3 | 3 | | |
| # of Current APRNs | 21,587 | | 22,267 | 22,857 | | |
| # of Authorizations Issued to Fully Qualified APRNs | 2,625 | | 819 | 761 | | |
| # of APRN Authorizations Renewed | 9,757 | | 2,663 | 2,486 | | |
| # of APRNs Granted Prescriptive Authorization | 2,289 | | 754 | 618 | | |

| | FY15 | FY16 | FY16: 1 st Q | 2 nd Q | 3 rd Q | 4 th Q |
|---|--------|------|-------------------------|-------------------|-------------------|-------------------|
| <u>Eligibility Orders:</u> | | | | | | |
| #of Petitions/Applications Processed | 5,810 | | 1,264 | 1,102 | | |
| # Approved Without Stipulations | 4,796 | | 1,046 | 889 | | |
| # Individuals Denied | 54 | | 12 | 17 | | |
| # Approved with Stipulations | 588 | | 134 | 121 | | |
| # Petitions/Applications Pending | 396 | | 419 | 327 | | |
| # Closed due to No Response or Withdrawal | 247 | | 36 | 50 | | |
| # Closed with Corrective Action | 102 | | 28 | 23 | | |
| # Licenses placed on "Retired Status" - RN | 496 | | 104 | 121 | | |
| # Licenses placed on "Retired Status" - LVN | 92 | | 29 | 24 | | |
| <u>Efficiency Measures</u> | | | | | | |
| Average Cost for Issuing LVN/RN License | \$2.13 | | \$2.23 | \$3.55 | | |
| Average Time for Issuing RN Initial License (Days) | 81.37 | | 83.25 | 105.43 | | |
| Average Time for Issuing LVN Initial License (Days) | 117.14 | | 112.90 | 118.57 | | |
| Average Time for RN/LVN License Renewals (Days) | 2.40 | | 2.43 | 2.76 | | |
| <u>Explanatory Measures</u> | | | | | | |
| # RN Licenses Placed Inactive | 1,221 | | 285 | 294 | | |
| # LVN Licenses Placed Inactive | 506 | | 127 | 111 | | |
| # APRNs Placed Inactive | 172 | | 55 | 40 | | |
| NCLEX - RN Pass Rate - Total | 74.66% | | 66.19% | 81.17% | | |
| NCLEX - PN Pass Rate - Total | 76.46% | | 78.92% | 76.35% | | |
| NCLEX - RN Pass Rate - 1 st Time | 84.71% | | 81.48% | 87.93% | | |
| NCLEX - PN Pass Rate - 1 st Time | 85.37% | | 85.20% | 85.42% | | |

Fiscal Year 2016
Comment page on Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

Fiscal Year 2016
Second 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.

| | FY15 | FY16 | FY16:1 st Q | 2 nd Q | 3 rd Q | 4 th Q |
|--|----------|------|------------------------|-------------------|-------------------|-------------------|
| <u>Outcome Measures</u> | | | | | | |
| % in RN Nursing Programs in Compliance | 83.76% | | 85.34% | 89.66% | | |
| % of LVN Nursing Programs in Compliance | 94.56% | | 94.56% | 97.80% | | |
| <u>Output Measures</u> | | | | | | |
| # of RN Nursing Programs Approved | 117 | | 116 | 116 | | |
| # of LVN Nursing Programs Approved | 92 | | 92 | 92 | | |
| # of RN Nursing Programs Sanctioned | 19 | | 17 | 12 | | |
| # of LVN Nursing Programs with Sanctions | 5 | | 5 | 2 | | |
| <u>Efficiency Measures</u> | | | | | | |
| Average Cost of Program Survey | \$638.26 | | \$1,953 | \$1,614 | | |
| <u>Explanatory Measures</u> | | | | | | |
| # of Programs Surveyed | 24 | | 2 | 3 | | |
| Average Length of Survey Visit (in Days) | .75 | | 2 | 1 | | |

Output Measure

Programs with Sanctions

Bell Tech Career Institute VN - Initial with Warning
Chamberlain College BSN - Full with Warning
Hallmark College ADN - Conditional
Houston Community College ADN - Conditional
ITT Technical Institute ADN - Initial with Warning
Northeast Texas Community College ADN - Full with Warning
Patty Hanks Shelton School of Nursing BSN - Full with Warning
Schreiner University BSN - Conditional
Texarkana College ADN - Full with Warning
Texas Southmost College ADN - Conditional
The College of Health Care Professions VN - Full with Warning
University of St. Thomas BSN - Initial with Warning
University of Texas Health Science Center in San Antonio BSN - Full with Warning
Western Governors BSN - Conditional

Fiscal Year 2016
Second 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 | FY15 | FY16 | FY16: 1 st Q | 2 nd Q | 3 rd Q | 4 th Q |
|---|--------|------|-------------------------|-------------------|-------------------|-------------------|
| <u>Outcome Measures</u> | | | | | | |
| Ratio to Complaints filed per 100 Licensee Population | .94 | | .84 | .77 | | |
| % of Complaints Resolved Resulting in Discipline | 18.96% | | 18.14% | 18.58% | | |
| Recidivism Rate for Those Receiving Discipline | 11.63% | | 15.25% | 13.86% | | |
| Recidivism Rate for RNs Enrolled in TPAPN | 8% | | 3% | 18% | | |
| % of Complaints Resolved in 6 months | 80.39% | | 82.24% | 81.89% | | |
| <u>Output Measures</u> | | | | | | |
| # Jurisdictional Complaints Received | 10,316 | | 2,372 | 2,214 | | |
| # Non-Jurisdictional Complaints Received | 217 | | 51 | 28 | | |
| # Investigations Conducted (Cases Open-Cumulative) | 9,617 | | 3,521 | 4,988 | | |
| # of Complaints Resolved | 10,796 | | 2,574 | 2,317 | | |
| # of Informal Conferences | 193 | | 61 | 40 | | |
| # of ALJ Hearings | 336 | | 87 | 81 | | |
| # of Licenses Sanctioned | 1,692 | | 400 | 368 | | |
| Limited Licenses | 22 | | 3 | 3 | | |
| Remedial Education | 98 | | 19 | 18 | | |
| Reprimand | 0 | | 1 | 1 | | |
| Reprimand with Stipulations | 109 | | 32 | 36 | | |
| Reprimand with Remedial Education | 0 | | 0 | 0 | | |
| Revocation | 208 | | 49 | 44 | | |
| Stipulation Only | 2 | | 0 | 0 | | |
| Suspension | 46 | | 15 | 12 | | |
| Suspend/Probate | 69 | | 19 | 14 | | |

| | FY15 | FY16 | FY16: 1 st Q | 2 nd Q | 3 rd Q | 4 th Q |
|--|--------|------|-------------------------|-------------------|-------------------|-------------------|
| Voluntary Surrender | 140 | | 32 | 26 | | |
| Warning | 1 | | 1 | 0 | | |
| Warning with Remedial Education | 0 | | 0 | 0 | | |
| Warning with Stipulation | 374 | | 84 | 70 | | |
| Warning with Fine | 0 | | 0 | 0 | | |
| License Reinstated - clear | 0 | | 0 | 0 | | |
| License Reinstated with Stipulation | 29 | | 5 | 7 | | |
| Fine | 0 | | 0 | 0 | | |
| Reinstatement Denied | 10 | | 3 | 2 | | |
| 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 | 64 | | 9 | 16 | | |
| Cease and Desist Order | 0 | | 0 | 0 | | |
| Peer Assistance Order | 0 | | 0 | 0 | | |
| Applicant/Petitioner with Stipulations | 138 | | 28 | 28 | | |
| TPAPN Order | 61 | | 15 | 7 | | |
| # of RNs Participating in TPAPN | 613 | | 619 | 614 | | |
| Average Days for Complaint Resolution | 43.37 | | 37.95 | 35.72 | | |
| Average Days for Final Disposition | 110.72 | | 103.03 | 97.75 | | |
| Age of Cases: | | | | | | |
| More than 12 Months | 25.79% | | 21.10% | 20.52% | | |
| Between 6 and 12 Months | 20.39% | | 21.65% | 22.48% | | |
| Less than 6 Months | 53.82% | | 57.25% | 57.00% | | |

| LVN Enforcement Statistics | FY15 | FY16 | FY16 1 st Q | 2 nd Q | 3 rd Q | 4 th Q |
|---|--------|------|------------------------|-------------------|-------------------|-------------------|
| Ration of Complaints filed per 100 NURSE population | 1.71 | | 1.52 | 1.40 | | |
| % of Complaints Resolved Resulting in Discipline | 24.55% | | 25% | 25.70% | | |
| Recidivism Rate for LVNs Discipline | 16.26% | | 27.15% | 26.36% | | |
| Recidivism Rate for LVNs Enrolled in TPAPN | 8.75% | | 0% | 0% | | |
| % of Complaints Resolved in 6 Months | 76.91% | | 79.28% | 77.63 | | |
| Jurisdictional Complaints Received | 6,743 | | 1,511 | 1,416 | | |
| Cumulative Investigations Conducted | 12,807 | | 908 | 2,008 | | |
| Complaints Resolved | 7,370 | | 1,728 | 1,533 | | |
| Informal Conferences | 114 | | 29 | 22 | | |
| Total LVN Licenses Sanctioned | 1,458 | | 361 | 330 | | |
| # of LVNs Participating in TPAPN | 155 | | 150 | 148 | | |
| Breakdown of Discipline: | | | | | | |
| Reprimand | 1 | | 1 | 1 | | |
| Fine | 0 | | 0 | 0 | | |
| Fine and Remedial Education | 72 | | 11 | 14 | | |
| Voluntary Surrender | 113 | | 31 | 30 | | |
| Probation | 0 | | 0 | 0 | | |
| Suspension | 37 | | 15 | 10 | | |
| Revocation | 341 | | 88 | 91 | | |
| Warning W/Stipulation | 300 | | 65 | 63 | | |
| Average Days for Complaint Resolution | 57.07 | | 39.52 | 50.22 | | |
| Average Days for Final Disposition | 133.47 | | 117.71 | 128.98 | | |
| Age of Cases: More than 12 Months | 25.25% | | 21.43% | 20.14% | | |
| 6 to 12 Months | 21.16% | | 22.08% | 21.32% | | |
| Less than 6 Months | 53.59% | | 56.49% | 58.54% | | |

| LVN and RN Enforcement Statistics | FY15 | FY16 | FY16 1 st Q | 2 nd Q | 3 rd Q | 4 th Q |
|--|----------|------|------------------------|-------------------|-------------------|-------------------|
| <u>Efficiency Measures</u> | | | | | | |
| Average Cost per Investigation | \$313.17 | | \$327.60 | \$439.74 | | |
| Average Cost of Informal Conference | \$223.61 | | \$192.14 | \$232.85 | | |
| Average Cost of Complaint Resolution | \$185.96 | | \$175.49 | \$192.45 | | |
| Average Time from Completion of Investigation to Hearing with ALJ (in Days) | 266.56 | | 300.40 | 423.22 | | |
| Average Time from Hearing Date to PFD (in Days) | 25.32 | | 24.79 | 15.23 | | |
| Average Time from PFD to Ratification (in Days) | 85.04 | | 172.40 | 110.33 | | |
| Average Time for Disciplinary Action (ALJ Only) | 564.11 | | 696.71 | 598.63 | | |
| <u>Explanatory Measures</u> | | | | | | |
| Total Case Load | | | See Notes | See Notes | | |
| Average Attorney - Investigator Ratio | 7:32 | | 7:34 | 7:32 | | |

Fiscal Year 2016
Comment page for Strategy 2.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Explanatory Measures

Total Case Load by group:

Administrative Staff Review - 1,716

Eligibility Staff - 1,547

Legal Investigator - 26

Monitoring Staff - 257

Nurse-Criminal Justice Staff - 2,122

Operations Staff - 814

Fiscal Year 2016
Second 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.

| | FY15 | FY16 | FY16:1 st Q | 2 nd Q | 3 rd Q | 4 th Q |
|--|----------|------|------------------------|-------------------|-------------------|-------------------|
| <u>Outcome Measures</u> | | | | | | |
| Staff Turnover | 10.9% | | 5.6% | 4.8% | | |
| <u>Output Measures</u> | | | | | | |
| # of Board Training Sessions | 4 | | 0 | 1 | | |
| # of Telephone Calls Received | 215,407 | | 49,753 | 82,408 | | |
| # of New Hires | 14 | | 6 | 5 | | |
| # of Resignations/Retirements | 12 | | 7 | 6 | | |
| # of Terminations | 0 | | 0 | 0 | | |
| Workforce Composition: | | | | | | |
| African-American | 10.3% | | 8.9% | 10.8% | | |
| Anglo | 57.5% | | 57.1% | 55.9% | | |
| Hispanic | 29.7% | | 31.3% | 30.6% | | |
| Other | 2.5% | | 2.7% | 2.7% | | |
| # of Workshops/Webinars Conducted | 30 | | 3 | 0 | | |
| # of Nurses Attending Workshops/Webinars | 3,332 | | 291 | 0 | | |
| # of Attendees at Open Forums | 8 | | 0 | 2 | | |
| <u>Efficiency Measures</u> | | | | | | |
| Average # of Days for New Hire Orientation | 1.5 | | 1.25 | 1.5 | | |
| Average Cost of Conducting Workshop per Registrant | \$158.84 | | \$135.45 | 0 | | |

Fiscal Year 2016
Comment page for Strategy 3.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

This quarter we had 4 resignations and 2 retirements:

Resignations: 1 Enforcement Administration
 2 Enforcement Investigators
 1 Education Nursing Consultant

Retirements: 2 Enforcement Investigators

Fiscal Year 2016
Second 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.

| | FY15 | FY16 | FY16:1 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 | 7.50% | | 3% | 4% | | |
| <u>Output Measures:</u> | | | | | | |
| # of Contracts Awarded to HUBs | 0 | | 0 | 1 | | |
| # of HUBs from which Agency Made Purchases | 22 | | 7 | 6 | | |
| Dollar Value of Purchases and Contracts to HUBs | \$87,710 | | \$86,010 | \$62,779 | | |

Fiscal Year 2016
Comment page for Strategy 4.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

2016/2017 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>2016</u> | <u>Actual</u> |
|---|--------------------|----------------------|
| A. Goal: LICENSING | | |
| Outcome (Results/Impact): | | |
| Percentage of Licensees with No Recent Violations (RN) | 98% | 98.55% |
| Percent of Licensees Who Renew Online (RN) | 92% | 92.77% |
| Percent of New Individual Licenses Issued Online (RN) | 77% | 82.34% |
| Percentage of Licensees with No Recent Violations (LVN) | 98% | 96.33% |
| Percent of Licensees Who Renew Online (LVN) | 88% | 90.61% |
| Percent of New Individual Licenses Issued Online (LVN) | 63% | 74.35% |
| | | |
| A.1.1. Strategy: LICENSING | | |
| Output (Volume): | | |
| Number of New Licenses Issued to Individuals (RN) | 19,000 | 9,385 |
| Number of Individual Licenses Renewed (RN) | 125,000 | 67,182 |
| Number of New Licenses Issued to Individuals (LVN) | 6,250 | 3,348 |
| Number of Individual Licenses Renewed (LVN) | 47,000 | 24,125 |
| | | |
| B. Goal: PROTECT PUBLIC | | |
| Outcome (Results/Impact): | | |
| Percent of Complaints Resulting in Disciplinary Action (RN) | 23% | 18.58% |
| Percent of Complaints Resulting in Disciplinary Action (LVN) | 24% | 25.70% |
| | | |
| B.1.1. Strategy: ADJUDICATE VIOLATIONS | | |
| Output (Volume): | | |
| Number of Complaints Resolved (RN) | 10,000 | 4,891 |
| Number of Complaints Resolved (LVN) | 7,000 | 3,261 |
| Efficiencies: | | |
| Average Time for Complaint Resolution (Days) (RN) | 185 | 98 |
| Explanatory: | | |
| Number of Jurisdictional Complaints Received (RN) | 7,500 | 4,587 |
| Number of Jurisdictional Complaints Received (LVN) | 5,550 | 2,927 |
| | | |
| B.1.2. Strategy: PEER ASSISTANCE | | |
| Output (Volume): | | |
| Number of Licensed Individuals Participating in a Peer Assistance Program (RN) | 600 | 614 |
| Number of Licensed Individuals Participating in a Peer Assistance Program (LVN) | 175 | 148 |

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>2012</u> | <u>2013</u> | <u>2014</u> | <u>2015</u> | <u>2016</u> |
|---|-------------|-------------|-------------|-------------|-------------|
| A. Goal: LICENSING | | | | | |
| Outcome (Results/Impact): | | | | | |
| Percentage of Licensees with No Recent Violations (RN) | 98.54% | 98.60% | 98.44% | 98.45% | 98.55% |
| Percent of Licensees Who Renew Online (RN) | 91.82% | 90.65% | 93.19% | 93.12% | 92.77% |
| Percent of New Individual Licenses Issued Online (RN) | 79.70% | 77.89% | 77.87% | 75.93% | 82.34% |
| Percentage of Licensees with No Recent Violations (LVN) | 98.11% | 97.68% | 96.04% | 96.11% | 96.33% |
| Percent of Licensees Who Renew Online (LVN) | 86.72% | 86.13% | 90.11% | 91.15% | 90.61% |
| Percent of New Individual Licenses Issued Online (LVN) | 60.54% | 63.51% | 68.18% | 71.88% | 74.35% |

A.1.1. Strategy: LICENSING

Output (Volume):

| | | | | | |
|--|---------|---------|---------|---------|--------|
| Number of New Licenses Issued to Individuals (RN) | 18,005 | 18,259 | 19,880 | 22,235 | 9,385 |
| Number of Individual Licenses Renewed (RN) | 114,370 | 119,160 | 126,631 | 131,307 | 67,182 |
| Number of New Licenses Issued to Individuals (LVN) | 6,998 | 6,344 | 5,883 | 6,063 | 3,348 |
| Number of Individual Licenses Renewed (LVN) | 43,633 | 45,059 | 46,796 | 47,341 | 24,125 |

B. Goal: PROTECT PUBLIC

Outcome (Results/Impact):

| | | | | | |
|--|--------|--------|--------|--------|--------|
| Percent of Complaints Resulting in Disciplinary Action (RN) | 22.67% | 20.23% | 19.82% | 18.96% | 18.58% |
| Percent of Complaints Resulting in Disciplinary Action (LVN) | 27.64% | 24.80% | 23.37% | 24.55% | 25.70% |

B.1.1. Strategy: ADJUDICATE VIOLATIONS

Output (Volume):

| | | | | | |
|-------------------------------------|--------|--------|--------|--------|-------|
| Number of Complaints Resolved (RN) | 10,436 | 11,265 | 11,003 | 10,796 | 4,891 |
| Number of Complaints Resolved (LVN) | 7,682 | 8,167 | 8,083 | 7,370 | 3,261 |

Efficiencies:

| | | | | | |
|---|-----|-----|-----|-----|----|
| Average Time for Complaint Resolution (Days) (RN) | 258 | 187 | 164 | 133 | 98 |
|---|-----|-----|-----|-----|----|

Explanatory:

| | | | | | |
|--|-------|--------|-------|--------|-------|
| Number of Jurisdictional Complaints Received (RN) | 9,709 | 11,094 | 9,411 | 10,316 | 4,587 |
| Number of Jurisdictional Complaints Received (LVN) | 6,922 | 8,269 | 6,413 | 6,743 | 2,927 |

B.1.2. Strategy: PEER ASSISTANCE

Output (Volume):

| | | | | | |
|---|-----|-----|-----|-----|-----|
| Number of Licensed Individuals Participating in a Peer Assistance Program (RN) | 527 | 582 | 625 | 613 | 614 |
| Number of Licensed Individuals Participating in a Peer Assistance Program (LVN) | 133 | 162 | 162 | 155 | 148 |

Comment:

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