TEXAS BOARD OF NURSING

Quarterly Statistical Report

Fourth Quarter

Fiscal Year 2016

Fiscal Year 2016
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: Licensing/Credentialing/Processing.

	FY15	FY16	FY16: 1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
% in Compliance with Pre-Renewal CE Audit - RN	94.96%	93.95%	91.02%	95.65%	92.70%	95.98%
% in Compliance with Pre-Renewal CE Audit - LVN	80.05%	87.95%	83.54%	89.54%	90.00%	88.88%
% of RN Licensees with no recent violations	98.45%	98.56%	98.52%	98.55%	98.58%	98.59%
% of LVN Licensees with no recent violations	96.11%	96.38%	96.26%	96.33%	96.42%	96.51%
% of RN Licensees Who Renew Online	93.12%	93.02%	93.49%	92.77%	92.47%	93.35%
% of LVN Licensees Who Renew Online	91.15%	91.44%	92.10%	90.61%	90.90%	92.13%
% of New RN Individual Licenses Issued Online	75.93%	78.65%	76.30%	82.34%	73.66%	82.31%
% of New LVN Individual Licenses Issued Online	71.88%	77.08%	79.35%	74.35%	76.42%	78.18%
Output Measures						
# of Current RN Licensees	285,945	297,978	287,450	290,614	293,597	297,978
# of Current LVN Licensees	101,314	102,702	101,753	102,104	102,688	102,702
# of Individuals Taking the RN Examination	17,266	17,291	2,712	4,922	2,649	7,008
# of Individuals Taking the PN Examination	6,304	6,029	2,006	1,502	1,153	1,368
# of RN Licenses Renewed	131,307	137,130	34,374	32,808	33,816	36,132
# of LVN Licenses Renewed	47,341	47,817	12,138	11,987	11,265	12,427
# of RN Licenses Issued by Endorsement	9,953	8,946	2,367	1,664	2,475	2,440
# of LVN Licenses Issued by Endorsement	1,234	1,163	295	230	312	326
# of RN Licenses Issued by Examination	12,282	12,552	1,633	3,721	1,542	5,656
# of LVN Licenses Issued by Examination	4,829	4,630	1,661	1,162	795	1,012
# of RN Temporary Licenses Issued	10,712	10,313	2,447	2,547	2,577	2,742
# of LVN Temporary Permits Issued	1,391	1,334	304	291	305	434
# of RN Licenses Verified	1,176	1,229	262	303	315	349
# of LVN Licenses Verified	18	34	3	3	12	16
# of Current APRNs	21,587	24,017	22,267	22,857	23,400	24,017
# of Authorizations Issued to Fully Qualified APRNs	2,625	3,059	819	761	642	837
# of APRN Authorizations Renewed	9,757	10,776	2,663	2,486	2,742	2,885
# of APRNs Granted Prescriptive Authorization	2,289	2,710	754	618	587	751

	FY15	FY16	FY16: 1st Q	2nd Q	3rd Q	4th Q
Eligibility Orders:						
#of Petitions/Applications Processed	5,810	5,253	1,264	1,102	1,433	1,454
# Approved Without Stipulations	4,796	4,413	1,046	889	1,229	1,249
# Individuals Denied	54	60	12	17	19	12
# Approved with Stipulations	588	511	134	121	116	140
# Petitions/Applications Pending	396	472	419	327	405	472
# Closed due to No Response or Withdrawal	247	155	36	50	43	26
# Closed with Corrective Action	102	96	28	23	23	22
# Licenses placed on "Retired Status" - RN	496	463	104	121	114	124
# Licenses placed on "Retired Status" - LVN	92	106	29	24	26	27
Efficiency Measures						
Average Cost for Issuing LVN/RN License	$2.13	$3.26	$2.23	$3.55	$3.81	$3.46
Average Time for Issuing RN Initial License (Days)	81.37	94.67	83.25	105.43	102.86	87.12
Average Time for Issuing LVN Initial License (Days)	117.14	111.80	112.90	118.57	112.97	102.75
Average Time for RN/LVN License Renewals (Days)	2.40	2.57	2.43	2.76	2.72	2.35
Explanatory Measures						
# RN Licenses Placed Inactive	1,221	1,132	285	294	259	294
# LVN Licenses Placed Inactive	506	453	127	111	100	115
# APRNs Placed Inactive	172	208	55	40	47	66
NCLEX - RN Pass Rate - Total	74.66%	74.61%	66.19%	81.17%	66.77%	84.32%
NCLEX - PN Pass Rate - Total	76.46%	75.49%	78.92%	76.35%	67.71%	78.99%
NCLEX - RN Pass Rate - 1st Time	84.71%	84.89%	81.48%	87.93%	81.51%	88.62%
NCLEX - PN Pass Rate - 1st Time	85.37%	85.90%	85.20%	85.42%	82.54%	90.45%

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

None

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

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	FY16:1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
% in RN Nursing Programs in Compliance	83.76%	88.62%	85.34%	89.66%	89.56%	89.92%
% of LVN Nursing Programs in Compliance	94.56%	94.87%	94.56%	97.80%	93.55%	93.55%
Output Measures						
# of RN Nursing Programs Approved	117	119	116	116	115	119
# of LVN Nursing Programs Approved	92	93	92	92	93	93
# of RN Nursing Programs Sanctioned	19	12	17	12	12	12
# of LVN Nursing Programs with Sanctions	5	6	5	2	6	6
Efficiency Measures						
Average Cost of Program Survey	$638.26	$1,160	$1,953	$1,614	$668.61	$741.59
Explanatory Measures						
# of Programs Surveyed	24	14	2	3	6	3
Average Length of Survey Visit (in Days)	.75	1.25	2	1	1	1

Fiscal Year 2016
Comment page for Strategy 1.2.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

Programs with Sanctions
Bell Tech Career Institute VN - Conditional
Cephas Center for Health Sciences VN - Initial with Warning
Chamberlain College BSN - Full with Warning
Concorde Career Institute VN - Full with Warning
Hallmark College ADN - Conditional
Houston Community College ADN - Conditional
Houston Community College VN - Full with Warning
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 - Conditional
University of St. Thomas BSN - Initial with Warning
University of Texas Health Science Center in San Antonio BSN -Full with Warning
Vocational Nursing Institute VN - Initial with Warning
Western Governors BSN - Conditional

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: 1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
Ratio to Complaints filed per 100 Licensee Population	.94	.88	.84	.77	.95	.97
% of Complaints Resolved Resulting in Discipline	18.96%	17.02%	18.14%	18.58%	16.54%	14.82%
Recidivism Rate for Those Receiving Discipline	11.63%	15.98%	15.25%	13.86%	17.17%	17.63%
Recidivism Rate for RNs Enrolled in TPAPN	8%	9%	3%	18%	6%	9%
% of Complaints Resolved in 6 months	80.39%	84.36%	82.24%	81.89%	85.47%	87.83%
Output Measures						
# Jurisdictional Complaints Received	10,316	10,186	2,372	2,214	2,755	2,845
# Non-Jurisdictional Complaints Received	217	174	51	28	41	54
# Investigations Conducted (Cases Open-Cumulative)	9,617	8,809	3,521	4,988	6,754	8,809
# of Complaints Resolved	10,796	10,222	2,574	2,317	2,705	2,626
# of Informal Conferences	193	185	61	40	52	32
# of ALJ Hearings	336	352	87	81	95	89
# of Licenses Sanctioned	1,692	1,464	400	368	367	329
Limited Licenses	22	15	3	3	4	5
Remedial Education	98	51	19	18	11	3
Reprimand	0	3	1	1	1	0
Reprimand with Stipulations	109	106	32	36	20	18
Reprimand with Remedial Education	0	0	0	0	0	0
Revocation	208	180	49	44	39	48
Stipulation Only	2	3	0	0	2	1
Suspension	46	51	15	12	13	11
Suspend/Probate	69	84	19	14	22	29

	FY15	FY16	FY16: 1st Q	2nd Q	3rd Q	4th Q
Voluntary Surrender	140	138	32	26	42	38
Warning	1	1	1	0	0	0
Warning with Remedial Education	0	0	0	0	0	0
Warning with Stipulation	374	266	84	70	72	40
Warning with Fine	0	0	0	0	0	0
License Reinstated - clear	0	0	0	0	0	0
License Reinstated with Stipulation	29	37	5	7	9	16
Fine	0	0	0	0	0	0
Reinstatement Denied	10	12	3	2	7	0
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	64	48	9	16	13	10
Cease and Desist Order	0	0	0	0	0	0
Peer Assistance Order	0	0	0	0	0	0
Applicant/Petitioner with Stipulations	138	123	28	28	35	32
TPAPN Order	61	43	15	7	13	8
# of RNs Participating in TPAPN	613	665	619	614	630	665
Average Days for Complaint Resolution	43.37	31.28	37.95	35.72	24.07	27.37
Average Days for Final Disposition	110.72	86.78	103.03	97.75	79.26	67.08
Age of Cases:						
More than 12 Months	25.79%	20.13%	21.10%	20.52%	19.03%	19.87%
Between 6 and 12 Months	20.39%	22.70%	21.65%	22.48%	24.91%	21.76%
Less than 6 Months	53.82%	57.17%	57.25%	57.00%	56.06%	58.37%

LVN Enforcement Statistics	FY15	FY16	FY16 1st Q	2nd Q	3rd Q	4th Q
Ration of Complaints filed per 100 NURSE population	1.71	1.52	1.52	1.40	1.46	1.70
% of Complaints Resolved Resulting in Discipline	24.55%	23.31%	25%	25.70%	22.05%	20.50%
Recidivism Rate for LVNs Discipline	16.26%	23.91%	27.15%	26.36%	21.28%	20.83%
Recidivism Rate for LVNs Enrolled in TPAPN	8.75%	9.25%	0%	0%	37%	0%
% of Complaints Resolved in 6 Months	76.91%	79.96%	79.28%	77.63	80.05%	82.86%
Jurisdictional Complaints Received	6,743	6,122	1,511	1,416	1,483	1,712
Cumulative Investigations Conducted	5,311	4,300	908	2,008	3,116	4,300
Complaints Resolved	7,370	6,390	1,728	1,533	1,519	1,610
Informal Conferences	114	109	29	22	32	26
Total LVN Licenses Sanctioned	1,458	1,261	361	330	282	288
# of LVNs Participating in TPAPN	155	137	150	148	136	137
Breakdown of Discipline:						
Reprimand	1	3	1	1	0	1
Fine	0	0	0	0	0	0
Fine and Remedial Education	72	46	11	14	14	7
Voluntary Surrender	113	116	31	30	29	26
Probation	0	0	0	0	0	0
Suspension	37	42	15	10	9	8
Revocation	341	269	88	91	49	41
Warning W/Stipulation	300	258	65	63	66	64
Average Days for Complaint Resolution	57.07	43.31	39.52	50.22	39.60	43.91
Average Days for Final Disposition	133.47	112.73	117.71	128.98	107.52	96.71
Age of Cases: More than 12 Months	25.25%	19.48%	21.43%	20.14%	18.97%	17.38%
6 to 12 Months	21.16%	23.03%	22.08%	21.32%	24.01%	24.69%
Less than 6 Months	53.59%	57.49%	56.49%	58.54%	57.02%	57.93%

LVN and RN Enforcement Statistics	FY15	FY16	FY16 1st Q	2nd Q	3rd Q	4th Q
Efficiency Measures						
Average Cost per Investigation	$313.17	$374.89	$327.60	$439.74	$732.21	$0
Average Cost of Informal Conference	$223.61	$222.36	$192.14	$232.85	$210.89	$253.55
Average Cost of Complaint Resolution	$185.96	$210.44	$175.49	$192.45	$179.23	$294.58
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	266.56	339.35	300.40	423.22	339.18	294.59
Average Time from Hearing Date to PFD (in Days)	25.32	28.27	24.79	15.23	35.35	37.70
Average Time from PFD to Ratification (in Days)	85.04	113.21	172.40	110.33	83.93	86.17
Average Time for Disciplinary Action (ALJ Only)	564.11	626.58	696.71	598.63	557.21	653.77
Explanatory Measures						
Total Case Load			See Notes	See Notes	See Notes	See Notes
Average Attorney - Investigator Ratio	7:32		7:34	7:32	7:32	7:31

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 - 1,739

Eligibility Staff - 1,727

Legal Investigator - 29

Monitoring Staff - 195

Nurse-Criminal Justice - 2,265

Operations Staff - 1,115

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	FY16:1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
Staff Turnover	10.9%	20.7%	5.6%	4.8%	4.0%	6.3%
Output Measures						
# of Board Training Sessions	4	3	0	1	1	1
# of Telephone Calls Received	215,407	286,414	49,753	82,408	68,810	85,443
# of New Hires	14	22	6	5	5	6
# of Resignations/Retirements	12	22	7	6	4	5
# of Terminations	0	2	0	0	1	1
Workforce Composition:						
African-American	10.3%	11.7%	8.9%	10.8%	9.8%	11.7%
Anglo	57.5%	55.9%	57.1%	55.9%	56.2%	55.9%
Hispanic	29.7%	29.7%	31.3%	30.6%	31.3%	29.7%
Other	2.5%	2.7%	2.7%	2.7%	2.7%	2.7%
# of Workshops/Webinars Conducted	30	8	3	0	3	2
# of Nurses Attending Workshops/Webinars	3,332	918	291	0	365	262
# of Attendees at Open Forums	8	5	0	2	0	3
Efficiency Measures						
Average # of Days for New Hire Orientation	1.5	1.5	1.25	1.5	1.5	1.5
Average Cost of Conducting Workshop per Registrant	$158.84	$114.69	$135.45	$0	$104.61	$218.71

<u>Output Measure</u>

This quarter we had 4 resignations, 1 retirement and 1 termination:

Resignations: 1 Enforcement Administration
                    2 Enforcement Investigator
                    1 Operations Administration

Retirement :   1 Operations Endorsement Staff

Termination: 1 Enforcement Administration

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 pubic 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	FY16:1st Q	2nd Q	3rd Q	4th Q
Outcome Measures:						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	7.50%	6%	3%	4%	14%	3%
Output Measures:						
# of Contracts Awarded to HUBs	0	1	0	1	0	0
# of HUBs from which Agency Made Purchases	22	19	7	6	2	4
Dollar Value of Purchases and Contracts to HUBs	$87,710	$330,907	$86,010	$62,779	$6,700	$175,418

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

None

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.

	2016	**Actual**
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98%	98.56%
Percent of Licensees Who Renew Online (RN)	92%	93.02%
Percent of New Individual Licenses Issued Online (RN)	77%	78.65%
Percentage of Licensees with No Recent Violations (LVN)	98%	96.38%
Percent of Licensees Who Renew Online (LVN)	88%	91.44%
Percent of New Individual Licenses Issued Online (LVN)	63%	77.08%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	19,000	21,498
Number of Individual Licenses Renewed (RN)	125,000	137,130
Number of New Licenses Issued to Individuals (LVN)	6,250	5,793
Number of Individual Licenses Renewed (LVN)	47,000	47,817
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	23%	17.02%
Percent of Complaints Resulting in Disciplinary Action (LVN)	24%	23.31%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	10,000	10,222
Number of Complaints Resolved (LVN)	7,000	6,390
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	185	87
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	7,500	10,186
Number of Jurisdictional Complaints Received (LVN)	5,550	6,122
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	600	665
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	137

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.

	2012	**2013**	**2014**	**2015**	**2016**
A. Goal: LICENSING					
Outcome (Results/Impact):					
Percentage of Licensees with No Recent Violations (RN)	98.54%	98.60%	98.44%	98.45%	98.56%
Percent of Licensees Who Renew Online (RN)	91.82%	90.65%	93.19%	93.12%	93.02%
Percent of New Individual Licenses Issued Online (RN)	79.70%	77.89%	77.87%	75.93%	78.65%
Percentage of Licensees with No Recent Violations (LVN)	98.11%	97.68%	96.04%	96.11%	96.38%
Percent of Licensees Who Renew Online (LVN)	86.72%	86.13%	90.11%	91.15%	91.44%
Percent of New Individual Licenses Issued Online (LVN)	60.54%	63.51%	68.18%	71.88%	77.08%
A.1.1. Strategy: LICENSING					
Output (Volume):					
Number of New Licenses Issued to Individuals (RN)	18,005	18,259	19,880	22,235	21,498
Number of Individual Licenses Renewed (RN)	114,370	119,160	126,631	131,307	137,130
Number of New Licenses Issued to Individuals (LVN)	6,998	6,344	5,883	6,063	5,793
Number of Individual Licenses Renewed (LVN)	43,633	45,059	46,796	47,341	47,817
B. Goal: PROTECT PUBLIC					
Outcome (Results/Impact):					
Percent of Complaints Resulting in Disciplinary Action (RN)	22.67%	20.23%	19.82%	18.96%	17.02%
Percent of Complaints Resulting in Disciplinary Action (LVN)	27.64%	24.80%	23.37%	24.55%	23.31%
B.1.1. Strategy: ADJUDICATE VIOLATIONS					
Output (Volume):					
Number of Complaints Resolved (RN)	10,436	11,265	11,003	10,796	10,222
Number of Complaints Resolved (LVN)	7,682	8,167	8,083	7,370	6,390
Efficiencies:					
Average Time for Complaint Resolution (Days) (RN)	258	187	159	106	87
Explanatory:					
Number of Jurisdictional Complaints Received (RN)	9,709	11,094	9,411	10,316	10,186
Number of Jurisdictional Complaints Received (LVN)	6,922	8,269	6,413	6,743	6,122
B.1.2. Strategy: PEER ASSISTANCE					
Output (Volume):					
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	527	582	625	613	665
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	133	162	162	155	137

Comment:

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