

Agenda Item #: 5.1.2
Prepared by: Mark Majek
Meeting Date: October 2017

TEXAS BOARD OF NURSING

Quarterly Statistical Report

Fourth Quarter

Fiscal Year 2017

Fiscal Year 2017
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.

	FY16	FY17	FY17: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in Compliance with Pre-Renewal CE Audit - RN	93.95%	95.06%	95.09%	93.59%	95.18%	96.46%
% in Compliance with Pre-Renewal CE Audit - LVN	87.95%	87.45%	80.95%	89.14%	91.22%	88.02%
% of RN Licensees with no recent violations	98.56%	98.70%	98.65%	98.69%	98.72%	98.76%
% of LVN Licensees with no recent violations	96.38%	96.72%	96.60%	96.70%	96.76%	96.82%
% of RN Licensees Who Renew Online	93.02%	93.81%	94.17%	93.40%	94.10%	94.05%
% of LVN Licensees Who Renew Online	91.44%	92.69%	93.26%	92.21%	92.70%	93.04%
% of New RN Individual Licenses Issued Online	78.65%	80.27%	77.25%	83.74%	75.66%	84.42%
% of New LVN Individual Licenses Issued Online	77.08%	78.46%	78.56%	77.37%	76.69%	81.21%
<u>Output Measures</u>						
# of Current RN Licensees	297,978	310,509	299,381	303,987	305,221	310,509
# of Current LVN Licensees	102,702	104,426	103,242	103,873	103,885	104,426
# of Individuals Taking the RN Examination	17,291	17,621	2,803	5,365	2,540	6,913
# of Individuals Taking the PN Examination	6,029	5,889	1,872	1,539	1,024	1,454
# of RN Licenses Renewed	137,130	143,347	36,118	34,827	35,344	37,058
# of LVN Licenses Renewed	47,817	49,400	12,690	12,252	11,876	12,582
# of RN Licenses Issued by Endorsement	8,946	9,243	2,460	2,216	2,326	2,241
# of LVN Licenses Issued by Endorsement	1,163	1,176	338	274	287	277
# of RN Licenses Issued by Examination	12,552	13,346	1,954	4,254	1,376	5,762
# of LVN Licenses Issued by Examination	4,630	4,609	1,621	1,202	674	1,112
# of RN Temporary Licenses Issued	10,313	10,013	2,473	2,472	2,520	2,548
# of LVN Temporary Permits Issued	1,334	1,274	307	295	336	336
# of RN Licenses Verified	1,229	1,047	279	351	141	276
# of LVN Licenses Verified	34	5	5	0	0	0
# of Current APRNs	24,017	26,490	24,791	25,310	25,682	26,490
# of Authorizations Issued to Fully Qualified APRNs	3,059	3,215	884	731	615	985
# of APRN Authorizations Renewed	10,776	11,997	2,941	2,842	3,095	3,119
# of APRNs Granted Prescriptive Authorization	2,710	2,888	831	583	572	902
	FY16	FY17	FY17: 1 st Q	2 nd Q	3 rd Q	4 th Q

Eligibility Orders:

#of Petitions/Applications Processed	5,253	5,945	1,524	1,601	1,355	1,465
# Approved Without Stipulations	4,413	5,230	1,269	1,379	1,257	1,325
# Individuals Denied	60	22	6	7	2	7
# Approved with Stipulations	511	474	136	156	85	97
# Petitions/Applications Pending	472	273	439	292	364	273
# Closed due to No Response or Withdrawal	155	160	78	51	8	23
# Closed with Corrective Action	96	42	33	7	1	1
# Licenses placed on "Retired Status" - RN	463	729	152	191	181	205
# Licenses placed on "Retired Status" - LVN	106	157	31	38	39	49

Efficiency Measures

Average Cost for Issuing LVN/RN License	\$3.26	\$3.57	\$3.56	\$3.55	\$3.73	\$3.43
Average Time for Issuing RN Initial License (Days)	94.67	78.74	77.93	85.69	81.60	69.74
Average Time for Issuing LVN Initial License (Days)	111.80	100.97	102.74	112.84	97.12	91.17
Average Time for RN/LVN License Renewals (Days)	2.57	2.43	2.60	2.67	2.16	2.30

Explanatory Measures

# RN Licenses Placed Inactive	1,132	896	272	268	221	135
# LVN Licenses Placed Inactive	453	402	105	125	91	81
# APRNs Placed Inactive	208	196	54	51	56	35
NCLEX - RN Pass Rate - Total	74.61%	74.90%	72.03%	84.54%	70.15%	80.78%
NCLEX - PN Pass Rate - Total	75.49%	78.08%	83.00%	77.06%	68.38%	79.23%
NCLEX - RN Pass Rate - 1 st Time	84.89%	89.17%	84.15%	90.66%	85.29%	90.53%
NCLEX - PN Pass Rate - 1 st Time	85.90%	86.74%	89.91%	84.03%	82.23%	88.34%

Fiscal Year 2017
Comment page on Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

Fiscal Year 2017
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.

	FY16	FY17	FY17:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	88.62%	92.88%	94.12%	92.44%	92.44%	92.50%
% of LVN Nursing Programs in Compliance	94.87%	93.43%	94.51%	95.60%	92.39%	91.21%
<u>Output Measures</u>						
# of RN Nursing Programs Approved	119	120	119	119	119	120
# of LVN Nursing Programs Approved	93	91	91	91	92	91
# of RN Nursing Programs Sanctioned	12	9	7	9	9	9
# of LVN Nursing Programs with Sanctions	6	8	5	4	7	8
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$1,160	\$622.09	\$856.05	\$456.60	\$509.06	\$666.65
<u>Explanatory Measures</u>						
# of Programs Surveyed	14	6.25	4	7	7	7
Average Length of Survey Visit (in Days)	1.25	.8	.9	.8	1	.5

Fiscal Year 2017
 Comment page for Strategy 1.2.1
 (Explain trends and issues; identify responses, actions and outcomes)

Output Measure

Programs with Sanctions on August 31, 2017:

VN Programs:

Cephas Center for Health Sciences	Dallas	VN	Conditional
Concorde Career Institute	Grand Prairie	VN	Conditional
Fortis Institute	Grand Prairie	VN	Full with Warning
Houston Community College	Houston	VN	Conditional
Joe G. Davis	Huntsville	VN	Full with Warning
Schreiner University	Kerrville	VN	Full with Warning
Vocational Nursing Institute	Houston	VN	Initial with Warning

ADN Programs:

Brazosport College	Lake Jackson	ADN	Full with Warning
Concorde Career College	Dallas	ADN	Initial with Warning
Dallas Nursing Institute	Dallas	ADN	Full with Warning
El Centro College	Dallas	ADN	Full with Warning
Northeast Texas Community College	Mt Pleasant	ADN	Conditional

BSN Programs:

Chamberlain College of Nursing	Houston	BSN	Conditional
Patty Hanks Shelton School of Nursing	Abilene	BSN	Conditional
University of Mary Hardin Baylor	Belton	BSN	Full with Warning
University of Texas Rio Grande Valley	Edinburg	BSN	Full with Warning

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	FY16	FY17	FY17: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	.88	.82	.82	.83	.81	.81
% of Complaints Resolved Resulting in Discipline	17.02%	15.90%	18.53%	14.46%	15.53%	15.07%
Recidivism Rate for Those Receiving Discipline	15.98%	12.59%	14.48%	12.29%	11.46%	12.12%
Recidivism Rate for RNs Enrolled in TPAPN	9%	14.75%	11%	29%	7%	12%
% of Complaints Resolved in 6 months	84.36%	83.53%	83.66%	84.29%	82.55%	83.63%
<u>Output Measures</u>						
# Jurisdictional Complaints Received	10,186	9,767	2,386	2,468	2,442	2,471
# Non-Jurisdictional Complaints Received	174	198	57	67	44	30
# Investigations Conducted (Cases Open-Cumulative)	8,809	8,030	10,345	4,913	6,502	8,030
# of Complaints Resolved	10,222	10,062	2,406	2,641	2,562	2,453
# of Informal Conferences	185	162	40	36	44	42
# of ALJ Hearings	352	283	84	47	69	83
# of Licenses Sanctioned	1,462	1,337	364	351	324	298
Limited Licenses	15	19	9	6	3	1
Remedial Education	36	51	8	11	22	10
Fine and Remedial Education - Deferred	4	0	0	0	0	0
Remedial Education - Deferred	14	10	2	2	3	3
Reprimand	3	1	1	0	0	0
Reprimand with Stipulations	108	103	32	30	21	20
Revocation	167	134	49	22	30	33
Renewal Denied	1	0	0	0	0	0
Stipulations (Other)	3	4	0	2	2	0
Suspend (Enforced)	50	33	12	12	2	7
Suspend/Probate	86	106	18	25	30	33

	FY16	FY17	FY17: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	143	101	30	28	18	25
Warning	1	4	2	0	1	1
Warning with Stipulations - Deferred	11	5	1	0	0	4
Warning with Stipulations	252	253	66	58	82	47
Warning with Stipulations - KSTAR	19	26	7	5	9	5
Warning with Stipulations - Deferred KSTAR	4	5	1	1	1	2
Reinstated with Stipulations	37	39	8	10	8	13
Deny Reinstatement	11	6	1	2	2	1
Enforced Suspension - TPAPN	41	30	7	5	12	6
Fine and Remedial Education	46	29	10	8	7	4
Petitioner - Denied by Executive Director	36	14	6	4	0	4
Petitioner - Denied	0	1	0	0	0	1
Petitioner - Enforced Suspension -TPAPN	10	6	1	1	1	3
Petitioner - Fine and Remedial Education	47	21	10	7	2	2
Petitioner - Stipulations	123	128	34	44	25	25
Petitioner - Confidential TPAPN Order	55	19	6	8	3	2
Petitioner - Remedial Education	96	119	23	43	25	28
Petitioner - TPAPN Order	2	9	6	1	1	1
Confidential TPAPN Order	37	33	7	10	6	10
TPAPN Order	4	28	7	6	8	7
# of RNs Participating in TPAPN	665	586	604	517	613	586
Average Days for Complaint Resolution	31.28	40.04	31.77	45.06	43.84	39.50
Average Days for Final Disposition	86.78	87.27	90.27	81.21	85.89	91.72
Age of Cases:						
More than 12 Months	20.13%	23.86%	21.57%	23.58%	24.32%	25.99%
Between 6 and 12 Months	22.70%	24.03%	23.71%	28.22%	23.94%	20.23%
Less than 6 Months	57.17%	52.11%	54.72%	48.20%	51.74%	53.78%

LVN Enforcement Statistics	FY16	FY17	FY17 1st Q	2nd Q	3rd Q	4th Q
Ration of Complaints filed per 100 NURSE population	1.52	1.43	1.39	1.36	1.39	1.43
% of Complaints Resolved Resulting in Discipline	23.31%	21.31%	24.31%	21.10%	20.08%	19.75%
Recidivism Rate for LVNs Discipline	23.91%	20.08%	19.52%	24.51%	19.92%	16.38%
Recidivism Rate for LVNs Enrolled in TPAPN	9.25%	10.50%	0%	14%	20%	8%
% of Complaints Resolved in 6 Months	79.96%	80.51%	80.79%	79.87%	80.18%	81.20%
Jurisdictional Complaints Received	6,122	5,653	1,408	1,366	1,413	1,466
Cumulative Investigations Conducted	4,300	4,025	5,373	1,859	2,959	4,025
Complaints Resolved	6,390	6,165	1,489	1,649	1,559	1,468
Informal Conferences	109	96	32	23	25	16
# of LVNs Participating in TPAPN	137	111	112	116	113	111
Total LVN Licenses Sanctioned	1,249	997	295	263	238	201
Breakdown of Discipline:						
Reprimand	3	2	2	0	0	0
Fine and Remedial Education	47	23	8	5	3	7
Fine and Remedial Education - Deferred	2	0	0	0	0	0
Voluntary Surrender	122	79	24	28	13	14
Limited License	5	7	5	2	0	0
Remedial Education	30	43	9	7	20	7
Remedial Education - Deferred	5	6	2	1	2	1
Reprimand with Stipulations	99	95	19	28	21	27
Revocation	249	172	56	52	34	30
Suspend/Probate	70	94	17	26	31	20
Stipulations (Other)	0	2	0	2	0	0
Suspend (Enforced)	42	26	11	8	5	2
Deny Reinstatement	25	10	3	2	3	2
Warning	2	6	3	0	1	2
Warning with Stipulations	247	228	51	57	72	48
Warning with Stipulations - Deferred	9	7	0	2	4	1
Warning with Stipulations - KSTAR	4	8	2	2	3	1
Warning with Stipulations - Deferred KSTAR	1	2	0	2	0	0
Reinstated with Stipulations	22	49	12	11	9	17
Enforced Suspension - TPAPN	18	12	3	4	2	3

Petitioner - Denied by Executive Director	28	1	1	0	0	0
Petitioner - Denied	1	0	0	0	0	0
Petitioner - Fine and Remedial Education	20	16	9	5	1	1
Petitioner - Stipulations	88	37	23	5	3	6
Petitioner - Confidential TPAPN Order	20	7	5	0	0	2
Petitioner - Remedial Education	71	36	19	10	4	3
Petitioner - TPAPN Order	1	3	2	0	0	1
Petitioner - Enforced Suspension TPAPN	2	0	0	0	0	0
Confidential TPAPN Order	16	15	3	2	6	4
Petitioner - Enforced Suspension TPAPN	2	0	0	0	0	0
Reinstatement with TPAPN	0	1	0	0	0	1
TPAPN Order	0	10	6	2	1	1
Average Days for Complaint Resolution	43.31	52.29	44.56	59.16	51.91	53.51
Average Days for Final Disposition	112.73	106.74	107.29	109.90	104.32	105.45
Age of Cases: More than 12 Months	19.48%	21.13%	18.89%	22.75%	21.54%	21.32%
6 to 12 Months	23.03%	23.61%	22.93%	26.70%	23.85%	20.96%
Less than 6 Months	57.49%	55.26%	58.18%	50.55%	54.61%	57.72%

LVN and RN Enforcement Statistics	FY16	FY17	FY17 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Efficiency Measures</u>						
Average Cost per Investigation	\$374.89	\$122.09	\$0	\$200.52	\$146.27	\$141.56
Average Cost of Informal Conference	\$222.36	\$240.66	\$218.80	\$244.73	\$242.34	\$256.76
Average Cost of Complaint Resolution	\$210.44	\$182.86	\$176.42	\$159.23	\$166.89	\$228.90
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	339.35	288.16	272.34	269.53	297.59	313.19
Average Time from Hearing Date to PFD (in Days)	28.27	11.06	16.11	17.80	3.51	6.84
Average Time from PFD to Ratification (in Days)	113.21	54.28	61.27	59.51	42.38	53.97
Average Time for Disciplinary Action (ALJ Only)	626.58	660.41	668.30	590.77	636.95	745.63
<u>Explanatory Measures</u>						
Total Case Load			See Notes	See Notes	See Notes	
Average Attorney - Investigator Ratio			6:32	6:30	6:28	6:25

Fiscal Year 2017
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 - 1,771

Eligibility Staff - 1,060

Legal Investigator - 214

Monitoring Staff - 90

Nurse-Criminal Justice - 2,141

Operations Staff - 1,198

Fiscal Year 2017
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.

	FY16	FY17	FY17:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	20.7%	10.4%	3%	1%	2.4%	4%
<u>Output Measures</u>						
# of Board Training Sessions	3	5	2	1	1	1
# of Telephone Calls Received	286,414	187,087	54,776	56,835	10,201	65,275
# of New Hires	22	5	4	1	0	0
# of Resignations/Retirements	22	12	4	0	3	5
# of Terminations	2	1	0	1	0	0
Workforce Composition:						
African-American	11.7%	13.3%	12.7%	11.5%	7.7%	13.3%
Anglo	55.9%	58.1%	52.8%	57.5%	61.5%	58.1%
Hispanic	29.7%	27.6%	31.8%	29.2%	29.8%	27.6%
Other	2.7%	1%	2.7%	1.8%	1%	1%
# of Workshops/Webinars Conducted	8	8	4	0	3	1
# of Nurses Attending Workshops/Webinars	918	928	382	0	357	189
# of Attendees at Open Forums	5	3	2	1	0	0
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.5	1.25	1.25	1.25	0	0
Average Cost of Conducting Workshop per Registrant	\$114.69	\$143.75	\$92.26	0	\$92.96	\$389.79

Fiscal Year 2017
Comment page for Strategy 3.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

The BON implemented a new call system in March, 2017 and we are working on the call reporting system. The number of calls in the 3rd quarter are less since the new system did not record calls until May, 2017.

The Governor proclaimed a hiring freeze effective February 1, 2017.

We had 4 employment resignations in the fourth quarter and one retirement: Administrative Assistant in Operations; Attorney and Legal Assistant in Administration and one Investigator. The retirement was in Operations with a staff member with 33 years tenure.

Fiscal Year 2017
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.

	FY16	FY17	FY17:1 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	6%	3.75%	1%	5%	4%	5%
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	1	0	0	0	0	0
# of HUBs from which Agency Made Purchases	19	24	7	8	2	7
Dollar Value of Purchases and Contracts to HUBs	\$330,907	\$147,821	\$17,951	\$11,856	\$6,306	\$111,709

Fiscal Year 2017
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>2017</u>	<u>Actual</u>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98%	98.70%
Percent of Licensees Who Renew Online (RN)	92%	93.81%
Percent of New Individual Licenses Issued Online (RN)	77%	80.27%
Percentage of Licensees with No Recent Violations (LVN)	98%	96.72%
Percent of Licensees Who Renew Online (LVN)	88%	92.69%
Percent of New Individual Licenses Issued Online (LVN)	63%	78.46%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	19,000	22,589
Number of Individual Licenses Renewed (RN)	125,000	143,347
Number of New Licenses Issued to Individuals (LVN)	6,250	5,785
Number of Individual Licenses Renewed (LVN)	47,000	49,400
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	23%	15.90%
Percent of Complaints Resulting in Disciplinary Action (LVN)	24%	21.31%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	10,000	10,062
Number of Complaints Resolved (LVN)	7,000	6,165
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	185	87
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	7,500	9,767
Number of Jurisdictional Complaints Received (LVN)	5,550	5,653
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	600	586
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	111

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>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
A. Goal: LICENSING					
Outcome (Results/Impact):					
Percentage of Licensees with No Recent Violations (RN)	98.60%	98.44%	98.45%	98.56%	98.70%
Percent of Licensees Who Renew Online (RN)	90.65%	93.19%	93.12%	93.02%	93.81%
Percent of New Individual Licenses Issued Online (RN)	77.89%	77.87%	75.93%	78.65%	80.27%
Percentage of Licensees with No Recent Violations (LVN)	97.68%	96.04%	96.11%	96.38%	96.72%
Percent of Licensees Who Renew Online (LVN)	86.13%	90.11%	91.15%	91.44%	92.69%
Percent of New Individual Licenses Issued Online (LVN)	63.51%	68.18%	71.88%	77.08%	78.46%
A.1.1. Strategy: LICENSING					
Output (Volume):					
Number of New Licenses Issued to Individuals (RN)	18,259	19,880	22,235	21,498	22,589
Number of Individual Licenses Renewed (RN)	119,160	126,631	131,307	137,130	143,347
Number of New Licenses Issued to Individuals (LVN)	6,344	5,883	6,063	5,793	5,785
Number of Individual Licenses Renewed (LVN)	45,059	46,796	47,341	47,817	49,400
B. Goal: PROTECT PUBLIC					
Outcome (Results/Impact):					
Percent of Complaints Resulting in Disciplinary Action (RN)	20.23%	19.82%	18.96%	17.02%	15.90%
Percent of Complaints Resulting in Disciplinary Action (LVN)	24.80%	23.37%	24.55%	23.31%	21.31%
B.1.1. Strategy: ADJUDICATE VIOLATIONS					
Output (Volume):					
Number of Complaints Resolved (RN)	11,265	11,003	10,796	10,222	10,062
Number of Complaints Resolved (LVN)	8,167	8,083	7,370	6,390	6,165
Efficiencies:					
Average Time for Complaint Resolution (Days) (RN)	187	159	106	87	87
Explanatory:					
Number of Jurisdictional Complaints Received (RN)	11,094	9,411	10,316	10,186	9,767
Number of Jurisdictional Complaints Received (LVN)	8,269	6,413	6,743	6,122	5,653
B.1.2. Strategy: PEER ASSISTANCE					
Output (Volume):					
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	582	625	613	665	586
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	162	162	155	137	111

Comment:

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