

Agenda Item #: 5.1.2
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TEXAS BOARD OF NURSING

Quarterly Statistical Report

First Quarter

Fiscal Year 2018

Fiscal Year 2018
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.

	FY17	FY18	FY18: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
% in Compliance with Pre-Renewal CE Audit - RN	95.06%		92.60%			
% in Compliance with Pre-Renewal CE Audit - LVN	87.45%		85.59%			
% of RN Licensees with no recent violations	98.70%		98.82%			
% of LVN Licensees with no recent violations	96.72%		96.94%			
% of RN Licensees Who Renew Online	93.81%		94.35%			
% of LVN Licensees Who Renew Online	92.69%		93.68%			
% of New RN Individual Licenses Issued Online	80.27%		78.72%			
% of New LVN Individual Licenses Issued Online	78.46%		84.71%			
Output Measures						
# of Current RN Licensees	310,509		311,823			
# of Current LVN Licensees	104,426		104,847			
# of Individuals Taking the RN Examination	17,621		3,077			
# of Individuals Taking the PN Examination	5,889		1,802			
# of RN Licenses Renewed	143,347		37,229			
# of LVN Licenses Renewed	49,400		12,554			
# of RN Licenses Issued by Endorsement	9,243		2,020			
# of LVN Licenses Issued by Endorsement	1,176		230			
# of RN Licenses Issued by Examination	13,346		2,130			
# of LVN Licenses Issued by Examination	4,609		1,523			
# of RN Temporary Licenses Issued	10,013		2,282			
# of LVN Temporary Permits Issued	1,274		285			
# of RN Licenses Verified	1,047		263			
# of LVN Licenses Verified	5		1			
# of Current APRNs	26,490		27,201			
# of Authorizations Issued to Fully Qualified APRNs	3,215		963			
# of APRN Authorizations Renewed	11,997		3,237			
# of APRNs Granted Prescriptive Authorization	2,888		917			

	FY17	FY18	FY18: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	5,945		1,243			
# Approved Without Stipulations	5,230		1,159			
# Individuals Denied	22		1			
# Approved with Stipulations	474		61			
# Petitions/Applications Pending	273		252			
# Closed due to No Response or Withdrawal	160		19			
# Closed with Corrective Action	42		0			
# Licenses placed on "Retired Status" - RN	729		193			
# Licenses placed on "Retired Status" - LVN	157		43			
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$3.57		\$3.24			
Average Time for Issuing RN Initial License (Days)	78.74		82.06			
Average Time for Issuing LVN Initial License (Days)	100.97		95.88			
Average Time for RN/LVN License Renewals (Days)	2.43		2.36			
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	896		267			
# LVN Licenses Placed Inactive	402		106			
# APRNs Placed Inactive	196		38			
NCLEX - RN Pass Rate - Total	74.90%		77.51%			
NCLEX - PN Pass Rate - Total	78.08%		83.21%			
NCLEX - RN Pass Rate - 1 st Time	89.17%		87.74%			
NCLEX - PN Pass Rate - 1 st Time	86.74%		89.27%			

Fiscal Year 2018
Comment page on Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

Fiscal Year 2018
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.

	FY17	FY18	FY18:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	92.88%		94.07%			
% of LVN Nursing Programs in Compliance	93.43%		91.11%			
<u>Output Measures</u>						
# of RN Nursing Programs Approved	120		118			
# of LVN Nursing Programs Approved	91		90			
# of RN Nursing Programs Sanctioned	9		7			
# of LVN Nursing Programs with Sanctions	8		8			
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$622.09		\$916.41			
<u>Explanatory Measures</u>						
# of Programs Surveyed	6.25		9			
Average Length of Survey Visit (in Days)	.8		1			

Output Measure

Programs with Sanctions on November 30, 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
Valley Grande Institute for Academic Studies	Weslaco	VN	Full with Warning
Vernon College at Wichita Falls	Wichita Falls	VN	Full 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

BSN Programs:

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

Total with Sanctions: 15

Fiscal Year 2018
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	FY17	FY18	FY18: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	.82		.65			
% of Complaints Resolved Resulting in Discipline	15.90%		14.69%			
Recidivism Rate for Those Receiving Discipline	12.59%		14.63%			
Recidivism Rate for RNs Enrolled in TPAPN	14.75%		7%			
% of Complaints Resolved in 6 months	83.53%		84.37%			
<u>Output Measures</u>						
# Jurisdictional Complaints Received	9,767		1,991			
# Non-Jurisdictional Complaints Received	198		45			
# Investigations Conducted (Cases Open-Cumulative)	8,030		2,953			
# of Complaints Resolved	10,062		2,057			
# of Informal Conferences	162		31			
# of ALJ Hearings	283		63			
# of Licenses Sanctioned	1,337		246			
Limited Licenses	19		1			
Remedial Education	51		10			
Fine and Remedial Education - Deferred	0		0			
Remedial Education - Deferred	10		2			
Reprimand	1		1			
Reprimand with Stipulations	103		23			
Revocation	134		29			
Renewal Denied	0		0			
Stipulations (Other)	4		0			
Suspend (Enforced)	33		11			
Suspend/Probate	106		19			

	FY17	FY18	FY18: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	101		18			
Warning	4		0			
Warning with Stipulations - Deferred	5		2			
Warning with Stipulations	253		50			
Warning with Stipulations - KSTAR	26		9			
Warning with Stipulations - Deferred KSTAR	5		0			
Reinstated with Stipulations	39		15			
Deny Reinstatement	6		3			
Enforced Suspension - TPAPN	30		2			
Fine and Remedial Education	29		6			
Petitioner - Denied by Executive Director	14		0			
Petitioner - Denied	1		0			
Petitioner - Enforced Suspension -TPAPN	6		3			
Petitioner - Fine and Remedial Education	21		1			
Petitioner - Stipulations	128		10			
Petitioner - Confidential TPAPN Order	19		2			
Petitioner - Remedial Education	119		16			
Petitioner - TPAPN Order	9		2			
Confidential TPAPN Order	33		8			
TPAPN Order	28		3			
# of RNs Participating in TPAPN	586		504			
Average Days for Complaint Resolution	40.04		34.57			
Average Days for Final Disposition	87.27		83.60			
Age of Cases:						
More than 12 Months	23.86%		24.65%			
Between 6 and 12 Months	24.03%		22.03%			
Less than 6 Months	52.11%		53.32%			

LVN Enforcement Statistics	FY17	FY18	FY18 1st Q	2nd Q	3rd Q	4th Q
Ration of Complaints filed per 100 NURSE population	1.43		1.03			
% of Complaints Resolved Resulting in Discipline	21.31%		22.37%			
Recidivism Rate for LVNs Discipline	20.08%		18.78%			
Recidivism Rate for LVNs Enrolled in TPAPN	10.50%		0%			
% of Complaints Resolved in 6 Months	80.51%		79.26%			
Jurisdictional Complaints Received	5,653		1,057			
Cumulative Investigations Conducted	4,025		610			
Complaints Resolved	6,165		1,167			
Informal Conferences	96		21			
# of LVNs Participating in TPAPN	111		95			
Total LVN Licenses Sanctioned	997		180			
Breakdown of Discipline:						
Reprimand	2		1			
Fine and Remedial Education	23		6			
Fine and Remedial Education - Deferred	0		0			
Voluntary Surrender	79		14			
Limited License	7		0			
Remedial Education	43		5			
Remedial Education - Deferred	6		2			
Reprimand with Stipulations	95		17			
Revocation	172		17			
Suspend/Probate	94		10			
Stipulations (Other)	2		1			
Suspend (Enforced)	26		8			
Deny Reinstatement	10		0			
Warning	6		0			
Warning with Stipulations	228		54			
Warning with Stipulations - Deferred	7		1			
Warning with Stipulations - KSTAR	8		5			
Warning with Stipulations - Deferred KSTAR	2		0			
Reinstated with Stipulations	49		19			
Enforced Suspension - TPAPN	12		1			

Petitioner - Denied by Executive Director	1	0
Petitioner - Denied	0	0
Petitioner - Fine and Remedial Education	16	0
Petitioner - Stipulations	37	8
Petitioner - Confidential TPAPN Order	7	0
Petitioner - Remedial Education	36	4
Petitioner - TPAPN Order	3	0
Petitioner - Enforced Suspension TPAPN	0	0
Confidential TPAPN Order	15	2
Petitioner - Enforced Suspension TPAPN	0	0
Reinstatement with TPAPN	1	0
TPAPN Order	10	5
Average Days for Complaint Resolution	52.29	40.64
Average Days for Final Disposition	106.74	115.23
Age of Cases: More than 12 Months	21.13%	18.85%
6 to 12 Months	23.61%	21.46%
Less than 6 Months	55.26%	59.69%

LVN and RN Enforcement Statistics	FY17	FY18	FY18 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Efficiency Measures</u>						
Average Cost per Investigation	\$122.09		\$141.97			
Average Cost of Informal Conference	\$240.66		\$275.29			
Average Cost of Complaint Resolution	\$182.86		\$297.76			
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	288.16		316.32			
Average Time from Hearing Date to PFD (in Days)	11.06		5.60			
Average Time from PFD to Ratification (in Days)	54.28		82.07			
Average Time for Disciplinary Action (ALJ Only)	660.41		606.20			
<u>Explanatory Measures</u>						
Total Case Load			See Notes			
Average Attorney - Investigator Ratio	6:25		6:29			

Fiscal Year 2018
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 - 1,212

Eligibility Staff - 1,225

Legal Investigator - 11

Monitoring Staff - 51

Nurse-Criminal Justice - 1,929

Operations Staff - 1,105

Fiscal Year 2018
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.

	FY17	FY18	FY18:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	10.4%		4.01%			
<u>Output Measures</u>						
# of Board Training Sessions	5		1			
# of Telephone Calls Received	187,087		80,358			
# of New Hires	5		9			
# of Resignations/Retirements	12		5			
# of Terminations	1		0			
Workforce Composition:						
African-American	13.3%		11.4%			
Anglo	58.1%		61.3%			
Hispanic	27.6%		26.3%			
Other	1%		1%			
# of Workshops/Webinars Conducted	8		4			
# of Nurses Attending Workshops/Webinars	928		340			
# of Attendees at Open Forums	3		1			
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.25		1.5			
Average Cost of Conducting Workshop per Registrant	\$143.75		\$156.06			

Fiscal Year 2018
Comment page for Strategy 3.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

We had 4 employment resignations in the first quarter and one retirement: Administrative Assistant in Operations, Legal Assistant in Administration and two RN investigators. The retirement was in Administration with an attorney having 10 years tenure.

Fiscal Year 2018
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.

	FY17	FY18	FY18:1 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	3.75%		1%			
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	0		0			
# of HUBs from which Agency Made Purchases	24		3			
Dollar Value of Purchases and Contracts to HUBs	\$147,821		\$8,634			

Fiscal Year 2018
Comment page for Strategy 4.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

2018/2019 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>2018</u>	<u>Actual</u>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98%	98.82%
Percent of Licensees Who Renew Online (RN)	95%	94.35%
Percent of New Individual Licenses Issued Online (RN)	95%	78.72%
Percentage of Licensees with No Recent Violations (LVN)	98%	96.94%
Percent of Licensees Who Renew Online (LVN)	95%	93.68%
Percent of New Individual Licenses Issued Online (LVN)	95%	84.71%

A.1.1. Strategy: LICENSING

Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	22,000	4,150
Number of Individual Licenses Renewed (RN)	140,000	37,229
Number of New Licenses Issued to Individuals (LVN)	6,000	1,753
Number of Individual Licenses Renewed (LVN)	48,000	12,554

B. Goal: PROTECT PUBLIC

Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	20%	14.69%
Percent of Complaints Resulting in Disciplinary Action (LVN)	24%	22.37%

B.1.1. Strategy: ADJUDICATE VIOLATIONS

Output (Volume):		
Number of Complaints Resolved (RN)	10,000	2,057
Number of Complaints Resolved (LVN)	7,000	1,167
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	150	84
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	10,000	1,991
Number of Jurisdictional Complaints Received (LVN)	6,000	1,057

B.1.2. Strategy: PEER ASSISTANCE

Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	625	504
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	185	95

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
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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.