

Agenda Item #: 5.1.2
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TEXAS BOARD OF NURSING

Quarterly Statistical Report

Fourth 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: Licensing/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%	93.56%	92.60%	94.86%	95.22%	91.46%
% in Compliance with Pre-Renewal CE Audit - LVN	87.45%	86.52%	85.59%	86.94%	87.31%	85.55%
% of RN Licensees with no recent violations	98.70%	98.90%	98.82%	98.87%	98.93%	98.99%
% of LVN Licensees with no recent violations	96.72%	97.16%	96.94%	97.10%	97.22%	97.38%
% of RN Licensees Who Renew Online	93.81%	94.39%	94.35%	94.67%	94.43%	94.09%
% of LVN Licensees Who Renew Online	92.69%	93.22%	93.68%	93.11%	93.27%	92.82%
% of New RN Individual Licenses Issued Online	80.27%	80.03%	78.72%	82.35%	76.09%	82.95%
% of New LVN Individual Licenses Issued Online	78.46%	80.90%	84.71%	80.73%	78.17%	80.00%
Output Measures						
# of Current RN Licensees	310,509	322,199	311,823	315,806	317,329	322,199
# of Current LVN Licensees	104,426	106,051	104,847	105,432	105,583	106,051
# of Individuals Taking the RN Examination	17,621	19,054	3,077	5,375	3,152	7,450
# of Individuals Taking the PN Examination	5,889	5,658	1,802	1,392	1,069	1,395
# of RN Licenses Renewed	143,347	147,259	37,229	35,628	36,266	38,136
# of LVN Licenses Renewed	49,400	49,076	12,554	12,322	11,627	12,573
# of RN Licenses Issued by Endorsement	9,243	7,982	2,020	2,038	2,069	1,855
# of LVN Licenses Issued by Endorsement	1,176	1,073	230	283	278	282
# of RN Licenses Issued by Examination	13,346	14,442	2,130	4,222	1,887	6,203
# of LVN Licenses Issued by Examination	4,609	4,542	1,523	1,118	803	1,098
# of RN Temporary Licenses Issued	10,013	8,695	2,282	2,025	2,247	2,141
# of LVN Temporary Permits Issued	1,274	1,160	285	240	309	326
# of RN Licenses Verified	1,047	986	263	226	399	98
# of LVN Licenses Verified	5	1	1	0	0	0
# of Current APRNs	26,490	29,464	27,201	27,996	28,576	29,464
# of Authorizations Issued to Fully Qualified APRNs	3,215	3,759	963	904	830	1,062
# of APRN Authorizations Renewed	11,997	13,111	3,237	3,076	3,390	3,408
# of APRNs Granted Prescriptive Authorization	2,888	3,487	917	788	783	999

	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	3,823	1,243	1,258	765	557
# Approved Without Stipulations	5,230	3,438	1,159	1,157	664	458
# Individuals Denied	22	16	0	4	4	8
# Approved with Stipulations	474	284	61	75	84	64
# Petitions/Applications Pending	273	311	252	249	292	311
# Closed due to No Response or Withdrawal	160	73	19	20	8	26
# Individuals Denied by the Board/E&D	1	2	1	1	0	0
# Licenses placed on "Retired Status" - RN	729	839	193	192	198	256
# Licenses placed on "Retired Status" - LVN	157	191	43	42	59	47
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$3.57	\$3.51	\$3.24	\$3.55	\$3.81	\$3.45
Average Time for Issuing RN Initial License (Days)	78.74	114	82.06	105	117	150
Average Time for Issuing LVN Initial License (Days)	100.97	97	95.88	105	99	87
Average Time for RN/LVN License Renewals (Days)	2.43	2.49	2.36	2.63	2.29	2.69
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	896	869	267	194	216	192
# LVN Licenses Placed Inactive	402	357	106	81	94	76
# APRNs Placed Inactive	196	167	38	37	43	49
NCLEX - RN Pass Rate - Total	74.90%	84.86%	77.51%	87.47%	87.47%	88.30%
NCLEX - PN Pass Rate - Total	78.08%	82.01%	83.21%	83.65%	83.65%	82.18%
NCLEX - RN Pass Rate - 1 st Time	89.17%	91.28%	87.74%	92.75%	92.75%	92.01%
NCLEX - PN Pass Rate - 1 st Time	86.74%	89.22%	89.27%	90.49%	90.49%	89.30%

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%	94.96%	94.07%	94.92%	94.92%	95.87%
% of LVN Nursing Programs in Compliance	93.43%	91.11%	91.11%	93.33%	93.33%	93.33%
<u>Output Measures</u>						
# of RN Nursing Programs Approved	120	121	118	118	118	121
# of LVN Nursing Programs Approved	91	90	90	90	90	90
# of RN Nursing Programs Sanctioned	9	5	7	6	6	5
# of LVN Nursing Programs with Sanctions	8	6	8	6	6	6
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$622.09	\$648.99	\$916.41	\$507.03	\$480.06	\$692.44
<u>Explanatory Measures</u>						
# of Programs Surveyed	6.25	28	9	7	6	6
Average Length of Survey Visit (in Days)	.8	.9	1	1	1	.625

Fiscal Year 2018
 Comment page for Strategy 1.2.1
 (Explain trends and issues; identify responses, actions and outcomes)

Output Measure

Programs with Sanctions on August 31, 2018:

VN Programs:

Clarendon College	Pampa	VN	Full with Warning
Cybertex Institute	Austin	VN	Conditional
Fortis Institute	Grand Prairie	VN	Conditional
Kilgore College	Longview	VN	Full with Warning
Valley Grande Institute for Academic Studies	Weslaco	VN	Conditional
Vernon College at Wichita Falls	Wichita Falls	VN	Conditional

ADN Programs:

Clarendon College	Pampa	ADN	Full with Warning
College of Health Care Professions	Houston	ADN	Initial with Warning
El Centro College	Dallas	ADN	Conditional
McLennan Community College	Waco	ADN	Full with Warning

BSN Programs:

University of Texas of the Permian Basin	Odessa	BSN	Full with Warning
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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	.68	.65	.65	.56	.87
% of Complaints Resolved Resulting in Discipline	15.90%	13.55%	14.69%	12.92%	15.04%	11.53%
Recidivism Rate for Those Receiving Discipline	12.59%	13.68%	14.63%	11.57%	13.74%	14.77%
Recidivism Rate for RNs Enrolled in TPAPN	14.75%	6%	7%	5%	3%	4%
% of Complaints Resolved in 6 months	83.53%	85.06%	84.37%	85.29%	83.90%	88.56%
<u>Output Measures</u>						
# Jurisdictional Complaints Received	9,767	8,481	1,991	2,014	1,718	2,758
# Non-Jurisdictional Complaints Received	198	206	45	53	60	48
# of Complaints Resolved	10,062	8,331	2,057	2,080	1,601	2,593
# of Informal Conferences	162	69	31	9	17	12
# of ALJ Hearings	283	155	63	34	28	30
# of Licenses Sanctioned	1,337	942	246	217	214	265
Limited Licenses	19	8	1	1	3	3
Remedial Education	51	43	10	13	10	10
Fine and Remedial Education - Deferred	0	1	0	0	0	1
Remedial Education - Deferred	10	9	2	3	1	3
Reprimand	1	3	1	1	0	1
Reprimand with Stipulations	103	72	23	13	16	20
Revocation	134	89	29	17	16	27
Renewal Denied	0	0	0	0	0	0
Stipulations (Other)	4	4	0	1	2	1
Suspend (Enforced)	33	28	11	5	4	8
Suspend/Probate	106	60	19	11	13	17

	FY17	FY18	FY18: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	101	67	18	12	14	23
Confidential EEP Order	N/A	1	0	0	0	1
Warning with Stipulations - Deferred	5	13	2	3	5	3
Warning with Stipulations	253	175	50	41	39	45
Warning with Stipulations - KSTAR	26	34	9	5	9	11
Warning with Stipulations - Deferred KSTAR	5	4	0	0	1	3
Stipulations (Executive)	0	1	0	1	0	0
Reinstated with Stipulations	39	44	15	15	5	9
Deny Reinstatement	6	8	3	3	1	1
Enforced Suspension - TPAPN	30	14	2	4	5	3
Fine and Remedial Education	29	27	6	8	3	10
Petitioner - Denied by Executive Director	14	8	0	0	2	6
Petitioner - Denied	1	0	0	0	0	0
Petitioner - Enforced Suspension -TPAPN	6	6	3	1	2	0
Petitioner - Fine and Remedial Education	21	4	1	1	1	1
Petitioner - Stipulations	128	48	10	13	15	10
Petitioner - Confidential TPAPN Order	19	24	2	5	12	5
Petitioner - Remedial Education	119	89	16	24	22	27
Petitioner - TPAPN Order	9	6	2	0	1	3
Confidential TPAPN Order	33	35	8	12	7	8
Reinstatement with TPAPN	0	1	0	0	1	0
TPAPN Order	28	15	3	4	4	4
# of RNs Participating in TPAPN	586	478	504	505	486	478
Average Days for Complaint Resolution	40.04	33.94	34.57	32.21	42.71	26.27
Average Days for Final Disposition	87.27	81.31	83.60	79.85	96.97	64.82
Age of Cases:						
More than 12 Months	23.86%	26.02%	24.65%	27.59%	28.57%	23.27%
Between 6 and 12 Months	24.03%	21.33%	22.03%	23.43%	22.02%	17.86%
Less than 6 Months	52.11%	52.65%	53.32%	48.98%	49.41%	58.87%

LVN Enforcement Statistics	FY17	FY18	FY18 1 st Q	2 nd Q	3 rd Q	4 th Q
Ration of Complaints filed per 100 NURSE population	1.43	1.22	1.03	1.08	1.05	1.73
% of Complaints Resolved Resulting in Discipline	21.31%	17.50%	22.37%	15.93%	18.77%	12.92%
Recidivism Rate for LVNs Discipline	20.08%	17.32%	18.78%	13.21%	18.40%	18.91%
Recidivism Rate for LVNs Enrolled in TPAPN	10.50%	0%	0%	0%	0%	0%
% of Complaints Resolved in 6 Months	80.51%	83.12%	79.26%	83.07%	80.75%	89.41%
Jurisdictional Complaints Received	5,653	5,046	1,057	1,109	1,080	1,800
Complaints Resolved	6,165	5,170	1,167	1,199	1,039	1,765
Informal Conferences	96	38	21	5	4	8
# of LVNs Participating in TPAPN	111	73	95	86	80	73
Total LVN Licenses Sanctioned	997	641	180	129	146	186
Breakdown of Discipline:						
Reprimand	2	2	1	0	0	1
Fine and Remedial Education	23	24	6	7	3	8
Fine and Remedial Education - Deferred	0	0	0	0	0	0
Voluntary Surrender	79	52	14	12	11	15
Limited License	7	3	0	1	2	0
Remedial Education	43	23	5	5	9	4
Remedial Education - Deferred	6	9	2	2	0	5
Reprimand with Stipulations	95	49	17	10	12	10
Revocation	172	71	17	17	14	23
Suspend/Probate	94	41	10	7	11	13
Stipulations (Other)	2	2	1	1	0	0
Suspend (Enforced)	26	16	8	2	2	4
Deny Reinstatement	10	7	0	3	2	2
Fine	N/A	0	0	0	0	1
Warning with Stipulations	228	185	54	26	43	62
Warning with Stipulations - Deferred	7	7	1	3	2	0
Warning with Stipulations - KSTAR	8	17	5	3	4	5
Warning with Stipulations - Deferred KSTAR	2	0	0	0	0	0
Reinstated with Stipulations	49	58	19	16	7	16
Enforced Suspension - TPAPN	12	13	1	3	3	6
Petitioner - Denied by Executive Director	1	0	0	0	0	0

Petitioner - Denied	0	0	0	0	0	0
Petitioner - Fine and Remedial Education	16	1	0	0	1	0
Petitioner - Stipulations	37	20	8	0	7	5
Petitioner - Confidential TPAPN Order	7	2	0	0	2	0
Petitioner - Remedial Education	36	17	4	5	4	4
Petitioner - TPAPN Order	3	1	0	0	1	0
Petitioner - Enforced Suspension TPAPN	0	0	0	0	0	0
Confidential TPAPN Order	15	11	2	5	3	1
Petitioner - Enforced Suspension TPAPN	0	0	0	0	0	0
Reinstatement with TPAPN	1	0	0	0	0	0
TPAPN Order	10	10	5	1	3	1
Average Days for Complaint Resolution	52.29	39.86	40.64	43.98	53.79	21.01
Average Days for Final Disposition	106.74	92.72	115.23	93.74	100.77	61.15
Age of Cases: More than 12 Months	21.13%	20.60%	18.85%	22.01%	22.75%	19.58%
6 to 12 Months	23.61%	22.45%	21.46%	23.32%	25.35%	20.56%
Less than 6 Months	55.26%	56.95%	59.69%	54.67%	51.90%	59.86%

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	\$108.76	\$141.97	\$151.25	\$0	\$141.80
Average Cost of Informal Conference	\$240.66	\$321.86	\$275.29	\$381.54	\$316.34	\$314.28
Average Cost of Complaint Resolution	\$182.86	\$263.20	\$297.76	\$237.47	\$311.71	\$205.85
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	288.16	304.50	316.32	314.19	343.45	244.05
Average Time from Hearing Date to PFD (in Days)	11.06	18.66	5.60	6.78	32.11	30.13
Average Time from PFD to Ratification (in Days)	54.28	88.07	82.07	97.80	106.75	95.67
Average Time for Disciplinary Action (ALJ Only)	660.41	650.72	606.20	861.28	670.47	464.95
<u>Explanatory Measures</u>						
Total Case Load			See Notes	See Notes	See Notes	See Notes
Average Attorney - Investigator Ratio	6:25		6:29	7:29	7:28	7:29

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 - 3,450

Eligibility Staff - 1,727

Legal Investigator - 19

Monitoring Staff - 83

Nurse-Criminal Justice - 1,973

Operations Staff - 63

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%	8.8%	4.01%	2.4%	1.6%	.8%
<u>Output Measures</u>						
# of Board Training Sessions	5	4	1	1	1	1
# of Telephone Calls Received	187,087	329,361	81,772	81,667	76,177	89,745
# of New Hires	5	22	9	2	5	6
# of Resignations/Retirements	12	10	5	2	2	1
# of Terminations	1	1	0	1	0	0
Workforce Composition:						
African-American	13.3%	13.6%	11.4%	13.6%	13.3%	13.6%
Anglo	58.1%	59.3%	61.3%	59.1%	59.2%	59.3%
Hispanic	27.6%	25.4%	26.3%	25.5%	25.7%	25.4%
Other	1%	1.7%	1%	1.8%	1.8%	1.7%
# of Workshops/Webinars Conducted	8	7	4	0	1	2
# of Nurses Attending Workshops/Webinars	928	873	340	0	169	364
# of Attendees at Open Forums	3	3	1	0	1	1
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	1.25	1.625	1.5	1.5	1.5	2
Average Cost of Conducting Workshop per Registrant	\$143.75	\$195.84	\$156.06	\$0	\$407.34	\$219.97

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

Output Measure

The number of phone calls escalated drastically this year due to the implementation of the new compact and the ability of our new phone software to capture all comes coming into the agency whether to the main number or calling numbers direct.

We had 1 employment resignation in the fourth quarter: Nurse Consultant in the Nursing Department.

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
Outcome Measures:						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	3.75%	3.5%	1%	4%	4%	5%
Output Measures:						
# of Contracts Awarded to HUBs	0	11	0	1	2	8
# of HUBs from which Agency Made Purchases	24	17	3	8	2	4
Dollar Value of Purchases and Contracts to HUBs	\$147,821	\$52,212	\$8,634	\$24,953	\$7,278	\$11,347

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%	98.99%
Percent of Licensees Who Renew Online (RN)	95%	94.09%
Percent of New Individual Licenses Issued Online (RN)	95%	82.95%
Percentage of Licensees with No Recent Violations (LVN)	98%	97.38%
Percent of Licensees Who Renew Online (LVN)	95%	92.82%
Percent of New Individual Licenses Issued Online (LVN)	95%	80.90%

A.1.1. Strategy: LICENSING

Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	22,000	22,424
Number of Individual Licenses Renewed (RN)	140,000	147,259
Number of New Licenses Issued to Individuals (LVN)	6,000	5,615
Number of Individual Licenses Renewed (LVN)	48,000	49,076

B. Goal: PROTECT PUBLIC

Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	20%	13.55%
Percent of Complaints Resulting in Disciplinary Action (LVN)	24%	17.50%

B.1.1. Strategy: ADJUDICATE VIOLATIONS

Output (Volume):		
Number of Complaints Resolved (RN)	10,000	8,331
Number of Complaints Resolved (LVN)	7,000	5,170
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	150	81
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	10,000	8,481
Number of Jurisdictional Complaints Received (LVN)	6,000	5,046

B.1.2. Strategy: PEER ASSISTANCE

Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	625	478
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	185	73

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>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
A. Goal: LICENSING					
Outcome (Results/Impact):					
Percentage of Licensees with No Recent Violations (RN)	98.44%	98.45%	98.56%	98.70%	98.99%
Percent of Licensees Who Renew Online (RN)	93.19%	93.12%	93.02%	93.81%	94.09%
Percent of New Individual Licenses Issued Online (RN)	77.87%	75.93%	78.65%	80.27%	82.95%
Percentage of Licensees with No Recent Violations (LVN)	96.04%	96.11%	96.38%	96.72%	97.38%
Percent of Licensees Who Renew Online (LVN)	90.11%	91.15%	91.44%	92.69%	92.82%
Percent of New Individual Licenses Issued Online (LVN)	68.18%	71.88%	77.08%	78.46%	80.90%

A.1.1. Strategy: LICENSING

Output (Volume):

Number of New Licenses Issued to Individuals (RN)	19,880	22,235	21,498	22,589	22,424
Number of Individual Licenses Renewed (RN)	126,631	131,307	137,130	143,347	147,259
Number of New Licenses Issued to Individuals (LVN)	5,883	6,063	5,793	5,785	5,615
Number of Individual Licenses Renewed (LVN)	46,796	47,341	47,817	49,400	49,076

B. Goal: PROTECT PUBLIC

Outcome (Results/Impact):

Percent of Complaints Resulting in Disciplinary Action (RN)	19.82%	18.96%	17.02%	15.90%	13.55%
Percent of Complaints Resulting in Disciplinary Action (LVN)	23.37%	24.55%	23.31%	21.31%	17.50%

B.1.1. Strategy: ADJUDICATE VIOLATIONS

Output (Volume):

Number of Complaints Resolved (RN)	11,003	10,796	10,222	10,062	8,331
Number of Complaints Resolved (LVN)	8,083	7,370	6,390	6,165	5,170

Efficiencies:

Average Time for Complaint Resolution (Days) (RN)	159	106	87	87	81
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Explanatory:

Number of Jurisdictional Complaints Received (RN)	9,411	10,316	10,186	9,767	8,481
Number of Jurisdictional Complaints Received (LVN)	6,413	6,743	6,122	5,653	5,046

B.1.2. Strategy: PEER ASSISTANCE

Output (Volume):

Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	625	613	665	586	478
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	162	155	137	111	73

Comment:

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