# TEXAS BOARD OF NURSING

## Quarterly Statistical Report

## First Quarter

## Fiscal Year 2019

Fiscal Year 2019
First 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.

| | FY18 | FY19 | FY19: 1st Q | 2nd Q | 3rd Q | 4th Q |
|---|---|---|---|---|---|---|
| **Outcome Measures** | | | | | | |
| % in Compliance with Pre-Renewal CE Audit - RN | 93.56% | | 93.68% | | | |
| % in Compliance with Pre-Renewal CE Audit - LVN | 88.52% | | 86.50% | | | |
| | | | | | | |
| % of RN Licensees with no recent violations | 98.90% | | 99.60% | | | |
| % of LVN Licensees with no recent violations | 97.16% | | 99.16% | | | |
| | | | | | | |
| % of RN Licensees Who Renew Online | 94.39% | | 94.84% | | | |
| % of LVN Licensees Who Renew Online | 93.22% | | 94.13% | | | |
| | | | | | | |
| % of New RN Individual Licenses Issued Online | 80.03% | | 81.08% | | | |
| % of New LVN Individual Licenses Issued Online | 80.90% | | 80.06% | | | |
| | | | | | | |
| **Output Measures** | | | | | | |
| # of Current RN Licensees | 322,199 | | 322,958 | | | |
| # of Current LVN Licensees | 106,051 | | 106,354 | | | |
| | | | | | | |
| # of Individuals Taking the RN Examination | 19,054 | | 3,354 | | | |
| # of Individuals Taking the PN Examination | 5,658 | | 1,685 | | | |
| | | | | | | |
| # of RN Licenses Renewed | 147,259 | | 38,699 | | | |
| # of LVN Licenses Renewed | 49,076 | | 12,903 | | | |
| | | | | | | |
| # of RN Licenses Issued by Endorsement | 7,982 | | 1,956 | | | |
| # of LVN Licenses Issued by Endorsement | 1,073 | | 248 | | | |
| | | | | | | |
| # of RN Licenses Issued by Examination | 14,442 | | 2,368 | | | |
| # of LVN Licenses Issued by Examination | 4,542 | | 1,488 | | | |
| | | | | | | |
| # of RN Temporary Licenses Issued | 8,695 | | 2,117 | | | |
| # of LVN Temporary Permits Issued | 1,160 | | 242 | | | |
| | | | | | | |
| # of Current APRNs | 29,464 | | 30,468 | | | |
| | | | | | | |
| # of Authorizations Issued to Fully Qualified APRNs | 3,759 | | 1,266 | | | |
| | | | | | | |
| # of APRN Authorizations Renewed | 13,111 | | 3,607 | | | |
| | | | | | | |
| # of APRNs Granted Prescriptive Authorization | 3,487 | | 1,212 | | | |

| | FY18 | FY19 | FY19: 1st Q | 2nd Q | 3rd Q | 4th Q |
|---|---|---|---|---|---|---|
| **Eligibility Orders:** | | | | | | |
| #of Petitions/Applications Processed | 3,823 | | 2,105 | | | |
| # Approved Without Stipulations | 3,438 | | 2,053 | | | |
| # Individuals Denied | 16 | | 4 | | | |
| # Approved with Stipulations | 284 | | 80 | | | |
| # Petitions/Applications Pending | 311 | | 356 | | | |
| # Closed due to No Response or Withdrawal | 73 | | 5 | | | |
| # Licenses placed on "Retired Status" - RN | 839 | | 183 | | | |
| # Licenses placed on "Retired Status" - LVN | 191 | | 43 | | | |
| **Efficiency Measures** | | | | | | |
| Average Cost for Issuing LVN/RN License | $3.51 | | $3.50 | | | |
| Average Time for Issuing RN Initial License (Days) | 114 | | 53.66 | | | |
| Average Time for Issuing LVN Initial License (Days) | 97 | | 85.11 | | | |
| Average Time for RN/LVN License Renewals (Days) | 2.49 | | 2.37 | | | |
| **Explanatory Measures** | | | | | | |
| # RN Licenses Placed Inactive | 869 | | 295 | | | |
| # LVN Licenses Placed Inactive | 357 | | 99 | | | |
| # APRNs Placed Inactive | 167 | | 45 | | | |
| NCLEX - RN Pass Rate - Total | 84.86% | | 81.60% | | | |
| NCLEX - PN Pass Rate - Total | 82.01% | | 84.36% | | | |
| NCLEX - RN Pass Rate - 1st Time | 91.28% | | 90.84% | | | |
| NCLEX - PN Pass Rate - 1st Time | 89.22% | | 89.02% | | | |

Fiscal Year 2019
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)

Fiscal Year 2019
First 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.

|  | FY18 | FY19 | FY19:1st Q | 2nd Q | 3rd Q | 4th Q |
|---|---|---|---|---|---|---|
| **Outcome Measures** | | | | | | |
| % in RN Nursing Programs in Compliance | 94.96% | | 96.72% | | | |
| % of LVN Nursing Programs in Compliance | 91.11% | | 94.44% | | | |
| | | | | | | |
| **Output Measures** | | | | | | |
| # of RN Nursing Programs Approved | 121 | | 122 | | | |
| # of LVN Nursing Programs Approved | 90 | | 90 | | | |
| | | | | | | |
| # of RN Nursing Programs Sanctioned | 5 | | 4 | | | |
| # of LVN Nursing Programs with Sanctions | 6 | | 5 | | | |
| | | | | | | |
| **Efficiency Measures** | | | | | | |
| Average Cost of Program Survey | $648.99 | | $715.94 | | | |
| | | | | | | |
| **Explanatory Measures** | | | | | | |
| # of Programs Surveyed | 28 | | 6 | | | |
| | | | | | | |
| Average Length of Survey Visit (in Days) | .9 | | .5 | | | |

Fiscal Year 2019
Comment page for Strategy 1.2.1
(Explain trends and issues; identify responses, actions and outcomes)

**Output Measure**

Programs with Sanctions on November 30, 2018:

VN Programs:

| | | |
|---|---|---|
| Clarendon College | Pampa | Full with Warning |
| Cybertex Institute | Austin | Conditional |
| Kilgore College | Longview | Full with Warning |
| Valley Grande Institute for Academic Studies | Weslaco | Conditional |
| Vernon College at Wichita Falls | Wichita Falls | Conditional |

AND Programs:

| | | | |
|---|---|---|---|
| Clarendon College | Pampa | ADN | Full with Warning |
| The College of Health Care Professions | Houston | ADN | Initial with Warning |
| McLennan Community College | Waco | ADN | Full with Warning |

BSN Programs:

| | | | |
|---|---|---|---|
| University of Texas of the Permian Basin | Odessa | BSN | Full with Warning |

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 | FY18 | FY19 | FY19: 1st Q | 2nd Q | 3rd Q | 4th Q |
|---|---|---|---|---|---|---|
| Outcome Measures | | | | | | |
| Ratio to Complaints filed per 100 Licensee Population | .68 | | .78 | | | |
| % of Complaints Resolved Resulting in Discipline | 13.55% | | 10.58% | | | |
| Recidivism Rate for Those Receiving Discipline | 13.68% | | 7.98% | | | |
| Recidivism Rate for RNs Enrolled in TPAPN | 6% | | 4% | | | |
| % of Complaints Resolved in 6 months | 85.06% | | 92.75% | | | |
| Output Measures | | | | | | |
| # Jurisdictional Complaints Received | 8,481 | | 2,778 | | | |
| # Non-Jurisdictional Complaints Received | 206 | | 32 | | | |
| # of Complaints Resolved | 8,331 | | 2,796 | | | |
| # of Informal Conferences | 69 | | 19 | | | |
| # of ALJ Hearings | 155 | | 36 | | | |
| # of Licenses Sanctioned | 942 | | 252 | | | |
| Limited Licenses | 8 | | 5 | | | |
| Remedial Education | 43 | | 11 | | | |
| Fine and Remedial Education - Deferred | 1 | | 1 | | | |
| Fine | 0 | | 1 | | | |
| Remedial Education - Deferred | 9 | | 4 | | | |
| Reprimand | 3 | | 0 | | | |
| Reprimand with Stipulations | 72 | | 22 | | | |
| Revocation | 89 | | 21 | | | |
| Renewal Denied | 0 | | 0 | | | |
| Stipulations (Other) | 4 | | 1 | | | |
| Suspend (Enforced) | 28 | | 8 | | | |

| | FY18 | FY19 | FY19: 1st Q | 2nd Q | 3rd Q | 4th Q |
|---|---|---|---|---|---|---|
| Suspend/Probate | 60 | | 21 | | | |
| Voluntary Surrender | 67 | | 25 | | | |
| Confidential EEP Order | 1 | | 1 | | | |
| Warning with Stipulations - Deferred | 13 | | 4 | | | |
| Warning with Stipulations | 175 | | 51 | | | |
| Warning with Stipulations - KSTAR | 34 | | 11 | | | |
| Warning with Stipulations - Deferred KSTAR | 4 | | 3 | | | |
| Stipulations (Executive) | 1 | | 0 | | | |
| Reinstated with Stipulations | 44 | | 11 | | | |
| Deny Reinstatement | 8 | | 2 | | | |
| Enforced Suspension - TPAPN | 14 | | 3 | | | |
| Fine and Remedial Education | 27 | | 15 | | | |
| Petitioner - Denied by Executive Director | 8 | | 1 | | | |
| Petitioner - Denied | 0 | | 0 | | | |
| Petitioner - Enforced Suspension -TPAPN | 6 | | 0 | | | |
| Petitioner - Fine and Remedial Education | 4 | | 1 | | | |
| Petitioner - Stipulations | 48 | | 3 | | | |
| Petitioner - Confidential TPAPN Order | 24 | | 2 | | | |
| Petitioner - Remedial Education | 89 | | 9 | | | |
| Petitioner - TPAPN Order | 6 | | 2 | | | |
| Confidential TPAPN Order | 35 | | 8 | | | |
| Reinstatement with TPAPN | 1 | | 0 | | | |
| TPAPN Order | 15 | | 5 | | | |
| # of RNs Participating in TPAPN | 478 | | 500 | | | |
| Average Days for Complaint Resolution | 33.94 | | 24.47 | | | |
| Average Days for Final Disposition | 81.31 | | 47.62 | | | |
| Age of Cases: | | | | | | |
| More than 12 Months | 26.02% | | 22.37% | | | |
| Between 6 and 12 Months | 21.33% | | 16.94% | | | |
| Less than 6 Months | 52.65% | | 60.69% | | | |

| | FY18 | FY19 | FY19: 1st Q | 2nd Q | 3rd Q | 4th Q |
|---|---|---|---|---|---|---|

| LVN Enforcement Statistics | FY18 | FY19 | FY19 1st Q | 2nd Q | 3rd Q | 4th Q |
|---|---|---|---|---|---|---|
| Ration of Complaints filed per 100 NURSE population | 1.22 | | .39 | | | |
| % of Complaints Resolved Resulting in Discipline | 17.50% | | 12.05% | | | |
| Recidivism Rate for LVNs Discipline | 17.32% | | 9.38% | | | |
| Recidivism Rate for LVNs Enrolled in TPAPN | 0% | | 0% | | | |
| % of Complaints Resolved in 6 Months | 83.12% | | 90.09% | | | |
| Jurisdictional Complaints Received | 5,046 | | 1,258 | | | |
| Complaints Resolved | 5,170 | | 1,279 | | | |
| Informal Conferences | 38 | | 8 | | | |
| # of LVNs Participating in TPAPN | 73 | | 67 | | | |
| Total LVN Licenses Sanctioned | 641 | | 189 | | | |
| Breakdown of Discipline: | | | | | | |
| Reprimand | 2 | | 1 | | | |
| Fine and Remedial Education | 24 | | 8 | | | |
| Fine and Remedial Education - Deferred | 0 | | 0 | | | |
| Voluntary Surrender | 52 | | 16 | | | |
| Limited License | 3 | | 0 | | | |
| Remedial Education | 23 | | 4 | | | |
| Remedial Education - Deferred | 9 | | 5 | | | |
| Reprimand with Stipulations | 49 | | 10 | | | |
| Revocation | 71 | | 22 | | | |
| Suspend/Probate | 41 | | 13 | | | |
| Stipulations (Other) | 2 | | 0 | | | |
| Suspend (Enforced) | 16 | | 4 | | | |
| Deny Reinstatement | 7 | | 3 | | | |
| Fine | 0 | | 1 | | | |
| Warning with Stipulations | 185 | | 62 | | | |
| Warning with Stipulations - Deferred | 7 | | 0 | | | |
| Warning with Stipulations - KSTAR | 17 | | 5 | | | |
| Warning with Stipulations - Deferred KSTAR | 2 | | 0 | | | |
| Reinstated with Stipulations | 58 | | 16 | | | |
| Enforced Suspension - TPAPN | 13 | | 6 | | | |
| Petitioner - Denied by Executive Director | 0 | | 0 | | | |

| | FY18 | FY19 | FY19 1st Q | 2nd Q | 3rd Q | 4th Q |
|---|---|---|---|---|---|---|
| Petitioner - Denied | 0 | | 0 | | | |
| Petitioner - Fine and Remedial Education | 1 | | 0 | | | |
| Petitioner - Stipulations | 20 | | 6 | | | |
| Petitioner - Confidential TPAPN Order | 2 | | 0 | | | |
| Petitioner - Remedial Education | 17 | | 5 | | | |
| Petitioner - TPAPN Order | 1 | | 0 | | | |
| Petitioner - Enforced Suspension TPAPN | 0 | | 0 | | | |
| Confidential TPAPN Order | 11 | | 1 | | | |
| Petitioner - Enforced Suspension TPAPN | 0 | | 0 | | | |
| Reinstatement with TPAPN | 0 | | 0 | | | |
| TPAPN Order | 10 | | 1 | | | |
| Average Days for Complaint Resolution | 39.86 | | 27.80 | | | |
| Average Days for Final Disposition | 92.72 | | 60.42 | | | |
| Age of Cases: More than 12 Months | 20.60% | | 18.73% | | | |
| 6 to 12 Months | 22.45% | | 17.22% | | | |
| Less than 6 Months | 56.95% | | 64.05% | | | |

| LVN and RN Enforcement Statistics | FY18 | FY19 | FY19 1st Q | 2nd Q | 3rd Q | 4th Q |
|---|---|---|---|---|---|---|
| **Output Measures** | | | | | | |
| # of Mediations | 43 | 16 | | | | |
| **Efficiency Measures** | | | | | | |
| Average Cost per Investigation | $108.76 | $606.64 | | | | |
| Average Cost of Informal Conference | $321.86 | $334.43 | | | | |
| Average Cost of Complaint Resolution | $263.20 | $206.74 | | | | |
| Average Time from Completion of Investigation to Hearing with ALJ (in Days) | 304.50 | 372.43 | | | | |
| Average Time from Hearing Date to PFD (in Days) | 18.66 | 19.24 | | | | |
| Average Time from PFD to Ratification (in Days) | 88.07 | 81.89 | | | | |
| Average Time for Disciplinary Action (ALJ Only) | 650.72 | 483.33 | | | | |
| **Explanatory Measures** | | | | | | |
| Average Attorney - Investigator Ratio | 6:25 | 7:27 | | | | |

Fiscal Year 2019
Comment page for Strategy 2.1.1
(Explain trends and issues; identify responses, actions and outcomes)

## Output Measures

We have added the number mediations conducted by our staff since it is a major work process.

## Efficiency Measures

The average costs per investigation was higher than normal provided that we only had 3 on site investigations out of town which incurred higher travel costs.

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.

| | FY18 | FY19 | FY19:1st Q | 2nd Q | 3rd Q | 4th Q |
|---|---|---|---|---|---|---|
| **Outcome Measures** | | | | | | |
| Staff Turnover | 8.8 % | | 4.8% | | | |
| **Output Measures** | | | | | | |
| # of Board Training Sessions | 4 | | 1 | | | |
| # of Telephone Calls Received | 329,361 | | U/A | | | |
| # of New Hires | 22 | | 2 | | | |
| # of Resignations/Retirements | 10 | | 6 | | | |
| # of Terminations | 1 | | 0 | | | |
| Workforce Composition: | | | | | | |
| African-American | 13.6% | | 15.5% | | | |
| Anglo | 59.3% | | 59.1% | | | |
| Hispanic | 25.4% | | 23.6% | | | |
| Other | 1.7% | | 1.8% | | | |
| # of Workshops/Webinars Conducted | 7 | | 2 | | | |
| # of Nurses Attending Workshops/Webinars | 873 | | 200 | | | |
| # of Attendees at Open Forums | 3 | | 4 | | | |
| **Efficiency Measures** | | | | | | |
| Average # of Days for New Hire Orientation | 1.625 | | 1.5 | | | |
| Average Cost of Conducting Workshop per Registrant | $195.84 | | $345.42 | | | |

Fiscal Year 2019
Comment page for Strategy 3.1.1
(Explain trends and issues; identify responses, actions and outcomes)

<u>Output Measure</u>

The number of phone calls for the first quarter will be provided next quarter.

We had five employment actions in the first quarter which included four resignations and one retirement.  The resignations where a nurse consultant, attorney, compliance specialist, network specialist and customer service agent.  The retirement was a customer service agent.

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.

| | FY18 | FY19 | FY19:1st Q | 2nd Q | 3rd Q | 4th Q |
|---|---|---|---|---|---|---|
| Outcome Measures: | | | | | | |
| % of Total Dollar Value of Purchasing and Contracts Awarded to HUBs | 3. 5% | | 1% | | | |
| Output Measures: | | | | | | |
| # of Contracts Awarded to HUBs | 11 | | 10 | | | |
| # of HUBs from which Agency Made Purchases | 17 | | 10 | | | |
| Dollar Value of Purchases and Contracts to HUBs | $52,212 | | $37,007 | | | |

Fiscal Year 2019
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.

|  | 2019 | Actual |
|---|---|---|
| **A. Goal:** LICENSING | | |
| **Outcome (Results/Impact):** | | |
| Percentage of Licensees with No Recent Violations (RN) | 98% | 99.60% |
| Percent of Licensees Who Renew Online (RN) | 95% | 94.84% |
| Percent of New Individual Licenses Issued Online (RN) | 95% | 81.08% |
| Percentage of Licensees with No Recent Violations (LVN) | 98% | 99.16% |
| Percent of Licensees Who Renew Online (LVN) | 95% | 94.13% |
| Percent of New Individual Licenses Issued Online (LVN) | 95% | 80.06% |
| | | |
| **A.1.1. Strategy:** LICENSING | | |
| **Output (Volume):** | | |
| Number of New Licenses Issued to Individuals (RN) | 22,000 | 4,324 |
| Number of Individual Licenses Renewed (RN) | 145,000 | 38,699 |
| Number of New Licenses Issued to Individuals (LVN) | 6,000 | 1,736 |
| Number of Individual Licenses Renewed (LVN) | 49,000 | 12,903 |
| | | |
| **B. Goal:** PROTECT PUBLIC | | |
| **Outcome (Results/Impact):** | | |
| Percent of Complaints Resulting in Disciplinary Action (RN) | 20% | 10.58% |
| Percent of Complaints Resulting in Disciplinary Action (LVN) | 24% | 12.05% |
| | | |
| **B.1.1. Strategy:** ADJUDICATE VIOLATIONS | | |
| **Output (Volume):** | | |
| Number of Complaints Resolved (RN) | 10,000 | 2,796 |
| Number of Complaints Resolved (LVN) | 7,000 | 1,279 |
| **Efficiencies:** | | |
| Average Time for Complaint Resolution (Days) (RN) | 150 | 60 |
| **Explanatory:** | | |
| Number of Jurisdictional Complaints Received (RN) | 10,000 | 2,778 |
| Number of Jurisdictional Complaints Received (LVN) | 6,000 | 1,258 |
| | | |
| **B.1.2. Strategy:** PEER ASSISTANCE | | |
| **Output (Volume):** | | |
| Number of Licensed Individuals Participating in a Peer Assistance Program (RN) | 625 | 500 |
| Number of Licensed Individuals Participating in a Peer Assistance Program (LVN) | 185 | 67 |

**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.

| | **2014** | **2015** | **2016** | **2017** | **2018** |
|---|---|---|---|---|---|
| **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 |
| **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.