

Agenda Item #: 5.1.2

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Meeting Date: October 2019

TEXAS BOARD OF NURSING

Quarterly Statistical Report

Fourth Quarter

Fiscal Year 2019

Fiscal Year 2019
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.

	FY18	FY19	FY19: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
% in Compliance with Pre-Renewal CE Audit - RN	93.56%	93.15%	93.68%	92.24%	92.55%	94.10%
% in Compliance with Pre-Renewal CE Audit -LVN	88.52%	87.35%	86.50%	89.27%	86.04%	87.77%
% of RN Licensees with no recent violations	98.90%	99.60%	99.60%	99.59%	99.59%	99.60%
% of LVN Licensees with no recent violations	97.16%	99.19%	99.16%	99.18%	99.19%	99.22%
% of RN Licensees Who Renew Online	94.39%	94.22%	94.84%	93.90%	93.59%	94.55%
% of LVN Licensees Who Renew Online	93.22%	93.71%	94.13%	93.77%	92.65%	94.29%
% of New RN Individual Licenses Issued Online	80.03%	80.85%	81.08%	78.95%	79.41%	83.97%
% of New LVN Individual Licenses Issued Online	80.90%	83.11%	80.06%	83.05%	83.48%	85.83%
Output Measures						
# of Current RN Licensees	322,199	333,096	322,958	327,003	329,152	333,096
# of Current LVN Licensees	106,051	106,642	106,354	106,558	106,571	106,642
# of Individuals Taking the RN Examination	19,054	20,568	3,354	6,025	3,245	7,944
# of Individuals Taking the PN Examination	5,658	5,286	1,685	1,421	799	1,381
# of RN Licenses Renewed	147,259	152,729	38,699	35,613	37,179	41,238
# of LVN Licenses Renewed	49,076	50,090	12,903	12,029	11,931	13,227
# of RN Licenses Issued by Endorsement	7,982	7,739	1,956	1,729	2,001	2,053
# of LVN Licenses Issued by Endorsement	1,073	962	248	236	224	254
# of RN Licenses Issued by Examination	14,442	15,655	2,368	4,781	1,913	6,593
# of LVN Licenses Issued by Examination	4,542	4,331	1,488	1,142	594	1,107
# of RN Temporary Licenses Issued	8,695	8,517	2,117	2,143	2,162	2,095
# of LVN Temporary Permits Issued	1,160	1,059	242	226	272	319
# of Current APRNs	29,464	32,971	30,468	31,551	31,991	32,971
# of Authorizations Issued to Fully Qualified APRNs	3,759	4,396	1,266	931	947	1,252
# of APRN Authorizations Renewed	13,111	14,893	3,607	3,442	3,814	4,030
# of APRNs Granted Prescriptive Authorization	3,487	4,085	1,212	794	905	1,174

	FY18	FY19	FY19: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	3,823	6,419	2,105	869	1,677	1,768
# Approved Without Stipulations	3,438	6,251	2,053	865	1,711	1,622
# Individuals Denied	16	15	4	4	5	2
# Approved with Stipulations	284	242	80	41	55	66
# Petitions/Applications Pending	311	398	356	243	484	398
# Closed due to No Response or Withdrawal	73	27	5	12	5	5
# Licenses placed on "Retired Status" - RN	839	796	183	227	168	218
# Licenses placed on "Retired Status" - LVN	191	182	43	46	45	48
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$3.51	\$3.29	\$3.50	\$3.70	\$3.47	\$2.48
Average Time for Issuing RN Initial License (Days)	114	64.95	53.66	65.43	56.96	83.73
Average Time for Issuing LVN Initial License (Days)	97	89.36	85.11	97.38	91.44	83.48
Average Time for RN/LVN License Renewals (Days)	2.49	2.39	2.37	2.61	2.03	2.56
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	869	918	295	263	175	185
# LVN Licenses Placed Inactive	357	381	99	95	86	101
# APRNs Placed Inactive	167	203	45	52	56	50
NCLEX - RN Pass Rate - Total	84.86%	84.20%	81.60%	89.21%	77.69%	86.67%
NCLEX - PN Pass Rate - Total	82.01%	84.49%	84.36%	82.51%	72.90%	84.70%
NCLEX - RN Pass Rate - 1 st Time	91.28%	91.44%	90.84%	93.64%	89.27%	91.68%
NCLEX - PN Pass Rate - 1 st Time	89.22%	87.74%	89.02%	88.94%	83.69%	92.33%

Fiscal Year 2019
Comment page on Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

Fiscal Year 2019
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.

	FY18	FY19	FY19:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	94.96%	97.60%	96.72%	99.19%	97.60%	97.60%
% of LVN Nursing Programs in Compliance	91.11%	98.85%	94.44%	96.55%	98.85%	98.85%
<u>Output Measures</u>						
# of RN Nursing Programs Approved	121	125	122	124	125	125
# of LVN Nursing Programs Approved	90	87	90	87	87	87
# of RN Nursing Programs Sanctioned	5	3	4	1	3	3
# of LVN Nursing Programs with Sanctions	6	1	5	3	1	1
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$648.99	\$557.27	\$715.94	\$383.65	\$877.17	\$252.30
<u>Explanatory Measures</u>						
# of Programs Surveyed	28	22	6	2	10	4
Average Length of Survey Visit (in Days)	.9	.6	.5	.5	.7	.6

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 August 31, 2019:

VN Programs:

Cybertex Institute	Austin	VN	Conditional
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ADN Programs:

Carrington College	Mesquite	ADN	Initial with Warning
McLennan Community College	Waco	ADN	Conditional
St. Philip's College	San Antonio	ADN	Initial with Warning

Fiscal Year 2019
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	FY18	FY19	FY19:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	.68	.65	.78	.42	.73	.67
% of Complaints Resolved Resulting in Discipline	13.55%	11.90%	10.58%	13.23%	11.81%	11.98%
Recidivism Rate for Those Receiving Discipline	13.68%	7.69%	7.98%	7.84%	7.57%	7.37%
Recidivism Rate for RNs Enrolled in TPAPN	6%	5%	4%	4%	4%	0%
% of Complaints Resolved in 6 months	85.06%	88.80%	85.06%	90.52%	89.25%	90.38%
<u>Output Measures</u>						
# Jurisdictional Complaints Received	8,481	9,620	2,778	2,182	2,413	2,247
# Non-Jurisdictional Complaints Received	206	129	32	25	25	47
# of Complaints Resolved	8,331	9,825	2,796	2,100	2,306	2,623
# of Informal Conferences	69	51	19	2	12	12
# of ALJ Hearings	155	115	36	7	42	30
# of Licenses Sanctioned	942	842	252	144	220	226
Limited Licenses	8	20	5	1	11	3
Remedial Education	43	41	11	4	15	11
Fine and Remedial Education - Deferred	1	2	1	0	0	1
Fine	0	1	1	0	0	0
Remedial Education - Deferred	9	14	4	4	2	4
Reprimand	3	1	0	0	0	1
Reprimand with Stipulations	72	88	22	10	26	30
Revocation	89	77	21	15	18	23
Renewal Denied	0	0	0	0	0	0
Stipulations (Other)	4	4	1	3	0	0
Suspend (Enforced)	28	24	8	4	8	4

	FY18	FY19	FY19: 1 st Q	2 nd Q	3 rd Q	4 th Q
Suspend/Probate	60	60	21	10	10	19
Voluntary Surrender	67	59	25	8	11	15
Confidential EEP Order	1	1	1	0	0	0
Warning	0	2	0	1	0	1
Warning with Stipulations & Fine - Deferred	0	3	0	1	1	1
Warning with Stipulations - Deferred	13	10	4	2	2	2
Warning with Stipulations	175	173	51	29	52	41
Warning with Stipulations - KSTAR	34	45	11	10	9	15
Warning with Stipulations - Deferred KSTAR	4	6	3	0	3	0
Stipulations (Executive)	1	1	0	0	1	0
Reinstated with Stipulations	44	37	11	8	6	12
Deny Reinstatement	8	6	2	0	3	1
Enforced Suspension - TPAPN	14	18	3	6	3	6
Fine and Remedial Education	27	41	15	5	10	11
Petitioner – Denied by Executive Director	8	1	1	0	0	0
Petitioner - Denied	0	0	0	0	0	0
Petitioner – Enforced Suspension - TPAPN	6	1	0	0	0	1
Petitioner – Fine and Remedial Education	4	2	1	1	0	0
Petitioner – Stipulations	48	12	3	3	3	3
Petitioner – Confidential TPAPN Order	24	4	2	2	0	0
Petitioner – Remedial Education	89	35	9	5	12	9
Petitioner – TPAPN Order	6	4	2	0	0	2
Confidential TPAPN Order	35	33	8	7	12	6
Reinstatement with TPAPN	1	1	0	1	0	0
TPAPN Order	15	15	5	4	2	4
# of RNs Participating in TPAPN	478	485	500	466	485	485
Average Days for Complaint Resolution	33.94	24.47	24.47	24.85	26.22	22.34
Average Days for Final Disposition	81.31	63.86	47.62	67.97	72.46	67.40
Age of Cases:						
More than 12 Months	26.02%	24.89%	28.16%	22.91%	24.42%	24.08%
Between 6 and 12 Months	21.33%	21.26%	21.76%	20.77%	20.77%	21.75%
Less than 6 Months	52.65%	53.85%	50.08%	56.32%	54.81%	54.17%

LVN Enforcement Statistics	FY18	FY19	FY19 1st Q	2nd Q	3rd Q	4th Q
Ratio of Complaints filed per 100 NURSE population	.31	.33	.39	.21	.32	.39
% of Complaints Resolved Resulting in Discipline	17.50%	12.85%	12.05%	11.87%	14.93%	12.56%
Recidivism Rate for LVNs Discipline	17.32%	8.86%	9.38%	8.92%	8.79%	8.34%
Recidivism Rate for LVNs Enrolled in TPAPN	0%	0%	0%	0%	0%	0%
% of Complaints Resolved in 6 Months	83.12%	87.64%	83.12%	89.92%	87.88%	89.62%
Jurisdictional Complaints Received	5,046	4,717	1,258	1,076	1,059	1,324
Complaints Resolved	5,170	4,660	1,279	1,061	1,048	1,272
Informal Conferences	38	16	8	1	2	5
# of LVNs Participating in TPAPN	73	79	67	73	66	79
Total LVN Licenses Sanctioned	641	586	189	93	158	146
Breakdown of Discipline:						
Reprimand	2	4	1	1	1	1
Fine and Remedial Education	24	19	8	0	6	5
Fine and Remedial Education - Deferred	0	0	0	0	0	0
Voluntary Surrender	52	42	16	5	8	13
Limited License	3	4	0	0	2	2
Remedial Education	23	25	4	3	8	10
Remedial Education - Deferred	9	7	5	1	1	0
Reprimand with Stipulations	49	60	10	16	16	18
Revocation	71	70	22	9	24	15
Suspend/Probate	41	47	13	6	12	16
Stipulations (Other)	2	1	0	0	0	1
Suspend (Enforced)	16	16	4	3	4	5
Deny Reinstatement	7	7	3	1	2	1
Fine	0	1	1	0	0	0
Warning	0	2	0	1	0	1
Warning with Stipulations	185	153	62	27	42	22
Warning with Stipulations - Deferred	7	3	0	1	1	1
Warning with Stipulations - KSTAR	17	19	5	2	4	8
Warning with Stipulations - Deferred KSTAR	2	1	0	0	1	0
Reinstated with Stipulations	58	40	16	6	8	10

	FY18	FY19	FY19 1 st Q	2 nd Q	3 rd Q	4 th Q
Enforced Suspension - TPAPN	13	17	6	2	5	4
Petitioner - Denied by Executive Director	0	0	0	0	0	0
Petitioner - Denied	0	0	0	0	0	0
Petitioner - Fine and Remedial Education	1	1	0	0	0	1
Petitioner - Stipulations	20	14	6	2	2	4
Petitioner - Confidential TPAPN Order	2	2	0	1	0	1
Petitioner - Remedial Education	17	17	5	2	6	4
Petitioner - TPAPN Order	1	0	0	0	0	0
Petitioner - Enforced Suspension TPAPN	0	1	0	1	0	0
Confidential TPAPN Order	11	7	1	0	4	2
Reinstatement with TPAPN	0	1	0	1	0	0
TPAPN Order	10	5	1	2	1	1
Average Days for Complaint Resolution	39.86	26.49	27.80	25.14	30.31	22.71
Average Days for Final Disposition	92.72	64.62	60.42	57.75	71.25	69.07
Age of Cases: More than 12 Months	20.60%	22.43%	25.11%	20.88%	22.91%	20.79%
6 to 12 Months	22.45%	20.49%	20.52%	20.64%	20.85%	19.91%
Less than 6 Months	56.95%	57.08%	54.27%	58.48%	56.24%	59.30%

LVN and RN Enforcement Statistics	FY18	FY19	FY19 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Output Measures</u>						
# of Mediations	43	101	15	16	34	36
<u>Efficiency Measures</u>						
Average Cost per Investigation	\$108.76	\$233.27	\$606.64	\$0	\$147.09	\$179.33
Average Cost of Informal Conference	\$321.86	\$499.13	\$334.43	\$1,024.82	\$298.87	\$338.41
Average Cost of Complaint Resolution	\$263.20	\$260.62	\$206.74	\$386.23	\$226.12	\$223.40

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

None.

Fiscal Year 2019
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.

	FY18	FY19	FY19:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	8.8 %	16.0%	4.0%	4.0%	5.6%	2.4%
<u>Output Measures</u>						
# of Telephone Calls Received	329,361	90,240	25,238	N/A	30,059	34,943
# of New Hires	22	17	2	4	5	6
# of Resignations/Retirements	10	20	5	5	7	3
# of Terminations	1	0	0	0	0	0
Workforce Composition:						
African-American	13.6%	16.9%	15.5%	17.70%	15.3%	16.9%
Anglo	59.3%	59.4%	59.1%	58.41%	58.6%	59.4%
Hispanic	25.4%	21.7%	23.6%	22.12%	24.3%	21.7%
Other	1.7%	2.0%	1.8%	1.77%	1.8%	2.0%
# of Workshops/Webinars Conducted	7	4	2	0	1	1
# of Nurses Attending Workshops/Webinars	873	556	200	0	171	185
<u>Efficiency Measures</u>						
Average Cost of Conducting Workshop per Registrant	\$195.84	\$287.48	\$345.42	\$0	\$411.77	\$392.74

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

Output Measure

The BON moved to a new phone system in the second quarter of this fiscal year thus a revision in the number of phone calls tallied only for the main number of 512-305-7400 or the customer service line.

We had three resignations – one each in Legal, Enforcement and Operations.

Fiscal Year 2019
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.

	FY18	FY19	FY19:1 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	3.5%	5%	1%	8%	5%	6%
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	11	13	10	1	2	0
# of HUBs from which Agency Made Purchases	17	30	10	10	2	8
Dollar Value of Purchases and Contracts to HUBs	\$52,212	\$148,548	\$37,007	\$43,492	\$444	\$67,605

Fiscal Year 2019
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>2019</u>	<u>Actual</u>
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%	94.22%
Percent of New Individual Licenses Issued Online (RN)	95%	80.85%
Percentage of Licensees with No Recent Violations (LVN)	98%	99.19%
Percent of Licensees Who Renew Online (LVN)	95%	93.71%
Percent of New Individual Licenses Issued Online (LVN)	95%	83.11%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	22,000	23,394
Number of Individual Licenses Renewed (RN)	145,000	152,729
Number of New Licenses Issued to Individuals (LVN)	6,000	5,293
Number of Individual Licenses Renewed (LVN)	49,000	50,090
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	20%	11.90%
Percent of Complaints Resulting in Disciplinary Action (LVN)	24%	12.85%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	10,000	9,825
Number of Complaints Resolved (LVN)	7,000	4,660
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	150	65
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	10,000	9,620
Number of Jurisdictional Complaints Received (LVN)	6,000	4,717
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	625	485
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	185	79

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>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
A. Goal: LICENSING					
Outcome (Results/Impact):					
Percentage of Licensees with No Recent Violations (RN)	98.45%	98.56%	98.70%	98.99%	99.60%
Percent of Licensees Who Renew Online (RN)	93.12%	93.02%	93.81%	94.09%	94.22%
Percent of New Individual Licenses Issued Online (RN)	75.93%	78.65%	80.27%	82.95%	80.85%
Percentage of Licensees with No Recent Violations (LVN)	96.11%	96.38%	96.72%	97.38%	99.19%
Percent of Licensees Who Renew Online (LVN)	91.15%	91.44%	92.69%	92.82%	93.71%
Percent of New Individual Licenses Issued Online (LVN)	71.88%	77.08%	78.46%	80.90%	83.11%

A.1.1. Strategy: LICENSING

Output (Volume):

Number of New Licenses Issued to Individuals (RN)	22,235	21,498	22,589	22,424	23,394
Number of Individual Licenses Renewed (RN)	131,307	137,130	143,347	147,259	152,729
Number of New Licenses Issued to Individuals (LVN)	6,063	5,793	5,785	5,615	5,293
Number of Individual Licenses Renewed (LVN)	47,341	47,817	49,400	49,076	50,090

B. Goal: PROTECT PUBLIC

Outcome (Results/Impact):

Percent of Complaints Resulting in Disciplinary Action (RN)	18.96%	17.02%	15.90%	13.55%	11.90%
Percent of Complaints Resulting in Disciplinary Action (LVN)	24.55%	23.31%	21.31%	17.50%	12.85%

B.1.1. Strategy: ADJUDICATE VIOLATIONS

Output (Volume):

Number of Complaints Resolved (RN)	10,796	10,222	10,062	8,331	9,825
Number of Complaints Resolved (LVN)	7,370	6,390	6,165	5,170	4,660

Efficiencies:

Average Time for Complaint Resolution (Days) (RN)	106	87	87	81	65
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Explanatory:

Number of Jurisdictional Complaints Received (RN)	10,316	10,186	9,767	8,481	9,620
Number of Jurisdictional Complaints Received (LVN)	6,743	6,122	5,653	5,046	4,717

B.1.2. Strategy: PEER ASSISTANCE

Output (Volume):

Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	613	665	586	478	485
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	155	137	111	73	79

Comment:

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