TEXAS BOARD OF NURSING

Quarterly Statistical Report

Third Quarter

Fiscal Year 2018

Fiscal Year 2018
Third 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: 1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
% in Compliance with Pre-Renewal CE Audit - RN	95.06%		92.60%	94.86%	95.22%	
% in Compliance with Pre-Renewal CE Audit - LVN	87.45%		85.59%	86.94%	87.31%	
% of RN Licensees with no recent violations	98.70%		98.82%	98.87%	98.93%	
% of LVN Licensees with no recent violations	96.72%		96.94%	97.10%	97.22%	
% of RN Licensees Who Renew Online	93.81%		94.35%	94.67%	94.43%	
% of LVN Licensees Who Renew Online	92.69%		93.68%	93.11%	93.27%	
% of New RN Individual Licenses Issued Online	80.27%		78.72%	82.35%	76.09%	
% of New LVN Individual Licenses Issued Online	78.46%		84.71%	80.73%	78.17%	
Output Measures						
# of Current RN Licensees	310,509		311,823	315,806	317,329	
# of Current LVN Licensees	104,426		104,847	105,432	105,583	
# of Individuals Taking the RN Examination	17,621		3,077	5,375	3,152	
# of Individuals Taking the PN Examination	5,889		1,802	1,392	1,069	
# of RN Licenses Renewed	143,347		37,229	35,628	36,266	
# of LVN Licenses Renewed	49,400		12,554	12,322	11,627	
# of RN Licenses Issued by Endorsement	9,243		2,020	2,038	2,069	
# of LVN Licenses Issued by Endorsement	1,176		230	283	278	
# of RN Licenses Issued by Examination	13,346		2,130	4,222	1,887	
# of LVN Licenses Issued by Examination	4,609		1,523	1,118	803	
# of RN Temporary Licenses Issued	10,013		2,282	2,025	2,247	
# of LVN Temporary Permits Issued	1,274		285	240	309	
# of RN Licenses Verified	1,047		263	226	399	
# of LVN Licenses Verified	5		1	0	0	
# of Current APRNs	26,490		27,201	27,996	28,576	
# of Authorizations Issued to Fully Qualified APRNs	3,215		963	904	830	
# of APRN Authorizations Renewed	11,997		3,237	3,076	3,390	
# of APRNs Granted Prescriptive Authorization	2,888		917	788	783	

	FY17	FY18	FY18: 1st Q	2nd Q	3rd Q	4th Q
Eligibility Orders:						
#of Petitions/Applications Processed	5,945		1,243	1,258	765	
# Approved Without Stipulations	5,230		1,159	1,157	664	
# Individuals Denied	22		1	4	4	
# Approved with Stipulations	474		61	75	84	
# Petitions/Applications Pending	273		252	249	292	
# Closed due to No Response or Withdrawal	160		19	20	8	
# Closed with Corrective Action	42		0	0	0	
# Licenses placed on "Retired Status" - RN	729		193	192	198	
# Licenses placed on "Retired Status" - LVN	157		43	42	59	
Efficiency Measures						
Average Cost for Issuing LVN/RN License	$3.57		$3.24	$3.55	$3.81	
Average Time for Issuing RN Initial License (Days)	78.74		82.06	105.27	117	
Average Time for Issuing LVN Initial License (Days)	100.97		95.88	104.50	99	
Average Time for RN/LVN License Renewals (Days)	2.43		2.36	2.63	2.29	
Explanatory Measures						
# RN Licenses Placed Inactive	896		267	194	216	
# LVN Licenses Placed Inactive	402		106	81	94	
# APRNs Placed Inactive	196		38	37	43	
NCLEX - RN Pass Rate - Total	74.90%		77.51%	87.47%	87.47%	
NCLEX - PN Pass Rate - Total	78.08%		83.21%	83.65%	83.65%	
NCLEX - RN Pass Rate - 1st Time	89.17%		87.74%	92.75%	92.75%	
NCLEX - PN Pass Rate - 1st Time	86.74%		89.27%	90.49%	90.49%	

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

None

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	FY18:1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
% in RN Nursing Programs in Compliance	92.88%		94.07%	94.92%	94.92%	
% of LVN Nursing Programs in Compliance	93.43%		91.11%	93.33%	93.33%	
Output Measures						
# of RN Nursing Programs Approved	120		118	118	118	
# of LVN Nursing Programs Approved	91		90	90	90	
# of RN Nursing Programs Sanctioned	9		7	6	6	
# of LVN Nursing Programs with Sanctions	8		8	6	6	
Efficiency Measures						
Average Cost of Program Survey	$622.09		$916.41	$507.03	$480.06	
Explanatory Measures						
# of Programs Surveyed	6.25		9	7	6	
Average Length of Survey Visit (in Days)	.8		1	1	1	

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 May 31, 2018:

VN Programs:

Cephas Center for Health Sciences	Dallas	VN	Conditional
Fortis Institute	Grand Prairie	VN	Full with Warning
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

AND Programs:

Clarendon College	Pampa	AND	Full with Warning
College of Health Care Professions	Houston	AND	Initial with Warning
Concorde Career College	Dallas	AND	Conditional
El Centro College	Dallas	AND	Conditional
McLennan Community College	Waco	AND	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	FY17	FY18	FY18: 1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
Ratio to Complaints filed per 100 Licensee Population	.82		.65	.65	.56	
% of Complaints Resolved Resulting in Discipline	15.90%		14.69%	12.92%	15.04%	
Recidivism Rate for Those Receiving Discipline	12.59%		14.63%	11.57%	13.74%	
Recidivism Rate for RNs Enrolled in TPAPN	14.75%		7%	5%	3%	
% of Complaints Resolved in 6 months	83.53%		84.37%	85.29%	83.90%	
Output Measures						
# Jurisdictional Complaints Received	9,767		1,991	2,014	1,718	
# Non-Jurisdictional Complaints Received	198		45	53	60	
# Investigations Conducted (Cases Open-Cumulative)	8,030		2,953	4,160	5,599	
# of Complaints Resolved	10,062		2,057	2,080	1,601	
# of Informal Conferences	162		31	9	17	
# of ALJ Hearings	283		63	34	28	
# of Licenses Sanctioned	1,337		246	217	214	
Limited Licenses	19		1	1	3	
Remedial Education	51		10	13	10	
Fine and Remedial Education - Deferred	0		0	0	0	
Remedial Education - Deferred	10		2	3	1	
Reprimand	1		1	1	0	
Reprimand with Stipulations	103		23	13	16	
Revocation	134		29	17	16	
Renewal Denied	0		0	0	0	
Stipulations (Other)	4		0	1	2	
Suspend (Enforced)	33		11	5	4	
Suspend/Probate	106		19	11	13	

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

	FY17	FY18	FY18: 1st Q	2nd Q	3rd Q	4th Q

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	1.08	1.05	
% of Complaints Resolved Resulting in Discipline	21.31%		22.37%	15.93%	18.77%	
Recidivism Rate for LVNs Discipline	20.08%		18.78%	13.21%	18.40%	
Recidivism Rate for LVNs Enrolled in TPAPN	10.50%		0%	0%	0%	
% of Complaints Resolved in 6 Months	80.51%		79.26%	83.07%	80.75%	
Jurisdictional Complaints Received	5,653		1,057	1,109	1,080	
Cumulative Investigations Conducted	4,025		610	1,512	2,396	
Complaints Resolved	6,165		1,167	1,199	1,039	
Informal Conferences	96		21	5	4	
# of LVNs Participating in TPAPN	111		95	86	80	
Total LVN Licenses Sanctioned	997		180	129	146	
Breakdown of Discipline:						
Reprimand	2		1	0	0	
Fine and Remedial Education	23		6	7	3	
Fine and Remedial Education - Deferred	0		0	0	0	
Voluntary Surrender	79		14	12	11	
Limited License	7		0	1	2	
Remedial Education	43		5	5	9	
Remedial Education - Deferred	6		2	2	0	
Reprimand with Stipulations	95		17	10	12	
Revocation	172		17	17	14	
Suspend/Probate	94		10	7	11	
Stipulations (Other)	2		1	1	0	
Suspend (Enforced)	26		8	2	2	
Deny Reinstatement	10		0	3	2	
Warning	6		0	0	0	
Warning with Stipulations	228		54	26	43	
Warning with Stipulations - Deferred	7		1	3	2	
Warning with Stipulations - KSTAR	8		5	3	4	
Warning with Stipulations - Deferred KSTAR	2		0	0	0	
Reinstated with Stipulations	49		19	16	7	
Enforced Suspension - TPAPN	12		1	3	3	

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

LVN and RN Enforcement Statistics	FY17	FY18	FY18 1st Q	2nd Q	3rd Q	4th Q
Efficiency Measures						
Average Cost per Investigation	$122.09		$141.97	$151.25	$0	
Average Cost of Informal Conference	$240.66		$275.29	$381.54	$316.34	
Average Cost of Complaint Resolution	$182.86		$297.76	$237.47	$311.71	
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	288.16		316.32	314.19	343.45	
Average Time from Hearing Date to PFD (in Days)	11.06		5.60	6.78	32.11	
Average Time from PFD to Ratification (in Days)	54.28		82.07	97.80	106.75	
Average Time for Disciplinary Action (ALJ Only)	660.41		606.20	861.28	670.47	
Explanatory Measures						
Total Case Load			See Notes	See Notes	See Notes	
Average Attorney - Investigator Ratio	6:25		6:29	7:29	7:28	

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 - 2,995

Eligibility Staff - 1,543

Legal Investigator - 22

Monitoring Staff - 64

Nurse-Criminal Justice - 1,911

Operations Staff - 309

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	FY18:1st Q	2nd Q	3rd Q	4th Q
Outcome Measures						
Staff Turnover	10.4%		4.01%	2.4%	1.6%	
Output Measures						
# of Board Training Sessions	5		1	1	1	
# of Telephone Calls Received	187,087		80,358	81,667	76,177	
# of New Hires	5		9	2	5	
# of Resignations/Retirements	12		5	2	2	
# of Terminations	1		0	1	0	
Workforce Composition:						
African-American	13.3%		11.4%	13.6%	13.3%	
Anglo	58.1%		61.3%	59.1%	59.2%	
Hispanic	27.6%		26.3%	25.5%	25.7%	
Other	1%		1%	1.8%	1.8%	
# of Workshops/Webinars Conducted	8		4	0	1	
# of Nurses Attending Workshops/Webinars	928		340	0	169	
# of Attendees at Open Forums	3		1	0	1	
Efficiency Measures						
Average # of Days for New Hire Orientation	1.25		1.5	1.5	1.5	
Average Cost of Conducting Workshop per Registrant	$143.75		$156.06	$0	$407.34	

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

<u>Output Measure</u>

We had 2 employment resignations in the third quarter: Legal Assistant and Attorney in the Legal Department.

<u>Efficiency Measure</u>

Average cost for a workshop registrant is high this quarter due to paying for supplies and prepayment rental space for workshops scheduled for the fourth quarter.

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.

	FY17	FY18	FY18:1st Q	2nd Q	3rd Q	4th Q
Outcome Measures:						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	3.75%		1%	4%	4%	
Output Measures:						
# of Contracts Awarded to HUBs	0		0	1	2	
# of HUBs from which Agency Made Purchases	24		3	8	2	
Dollar Value of Purchases and Contracts to HUBs	$147,821		$8,634	$24,953	$7,278	

Fiscal Year 2018
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.

	2018	**Actual**
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98%	98.93%
Percent of Licensees Who Renew Online (RN)	95%	94.43%
Percent of New Individual Licenses Issued Online (RN)	95%	76.09%
Percentage of Licensees with No Recent Violations (LVN)	98%	97.22%
Percent of Licensees Who Renew Online (LVN)	95%	93.27%
Percent of New Individual Licenses Issued Online (LVN)	95%	78.17%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	22,000	14,366
Number of Individual Licenses Renewed (RN)	140,000	109,123
Number of New Licenses Issued to Individuals (LVN)	6,000	4,235
Number of Individual Licenses Renewed (LVN)	48,000	36,503
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	20%	14.22%
Percent of Complaints Resulting in Disciplinary Action (LVN)	24%	19.02%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	10,000	5,738
Number of Complaints Resolved (LVN)	7,000	3,405
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	150	86.81
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	10,000	5,723
Number of Jurisdictional Complaints Received (LVN)	6,000	3,246
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	625	486
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	185	80

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.

	2013	**2014**	**2015**	**2016**	**2017**
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.