"To ensure safe and competent patient care by licensing health professionals, enforcing standards of practice, and providing information to health care practitioners and the public."
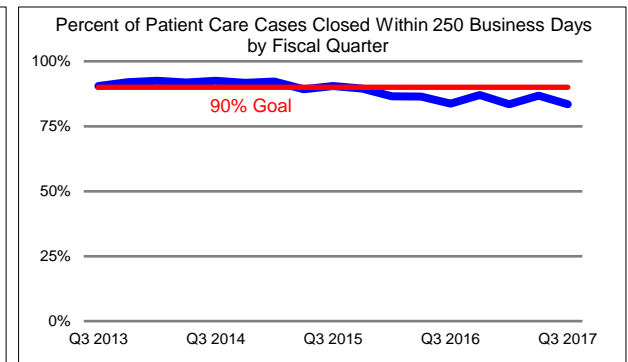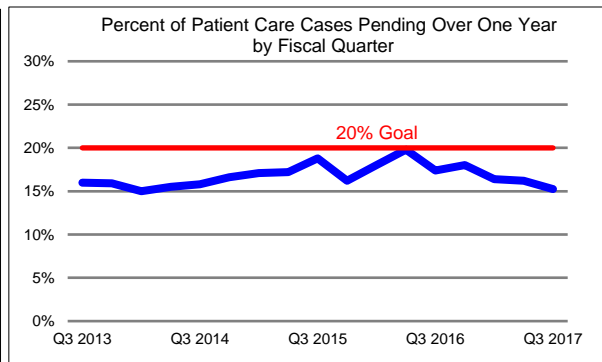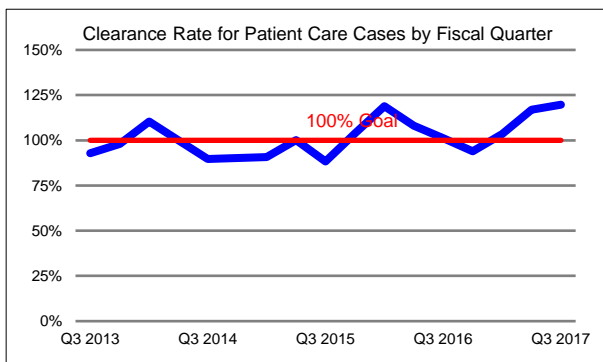**DHP Mission Statement**

In order to uphold its mission relating to discipline, DHP continually assesses and reports on performance. Extensive trend information is provided on the DHP website, in biennial reports, and, most recently, on Virginia Performs through Key Performance Measures (KPMs). KPMs offer a concise, balanced, and data-based way to measure disciplinary case processing. These three measures, taken together, enable staff to identify and focus on areas of greatest importance in managing the disciplinary caseload; Clearance Rate, Age of Pending Caseload and Time to Disposition uphold the objectives of the DHP mission statement. The following pages show the KPMs by board, listed in order by caseload volume; volume is defined as the number of cases received during the previous 4 quarters. In addition, readers should be aware that vertical scales on the line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

Clearance Rate - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct. The current quarter's clearance rate is **120%**, with **964** patient care cases received and **1154** closed.

Age of Pending Caseload - the percent of open patient care cases over 250 business days old. This measure tracks the backlog of patient care cases older than 250 business days to aid management in providing specific closure targets. The goal is to maintain the percentage of open patient care cases older than 250 business days at no more than 20%. The current quarter shows **15%** patient care cases pending over 250 business days with **2,385** patient care cases pending and **364** pending over 250 business days.

Time to Disposition - the percent of patient care cases closed within 250 business days for cases received within the preceding eight quarters. This moving eight-quarter window approach captures the vast majority of cases closed in a given quarter and effectively removes any undue influence of the oldest cases on the measure. The goal is to resolve 90% of patient care cases within 250 business days. The current quarter shows **83%** percent of patient care cases being resolved within 250 business days with **1113** cases closed and **929** closed within 250 business days.


Clearance Rate for Patient Care Cases by Fiscal Quarter

Percent of Patient Care Cases Pending Over One Year by Fiscal Quarter

Percent of Patient Care Cases Closed Within 250 Business Days by Fiscal Quarter

Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

Clearance Rate

Age of Pending Caseload
(percent of cases pending over one year)

Percent Closed in 250 Business Days

Nursing - In Q2 2017, the clearance rate was **112%,** the Pending Caseload older than 250 business days was **9%** and the percent closed within 250 business days was **83%**
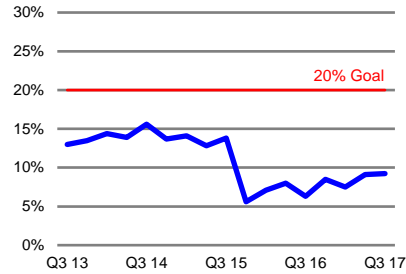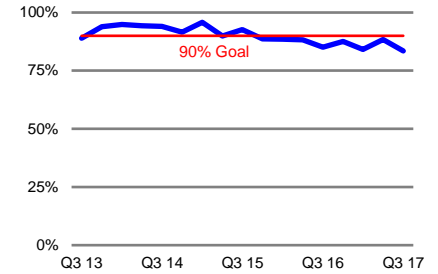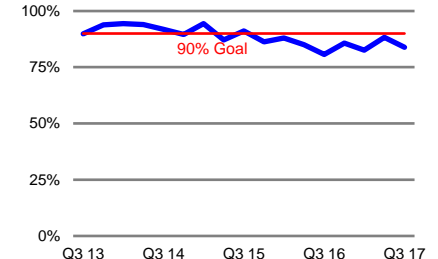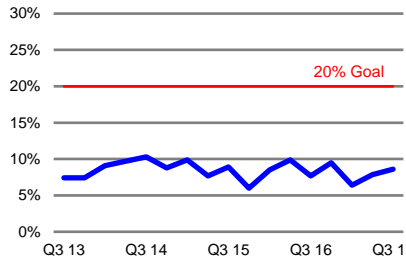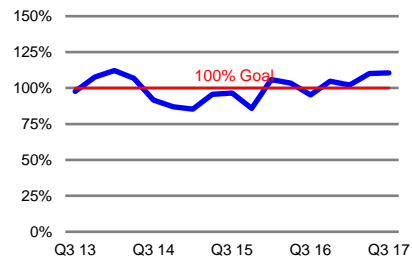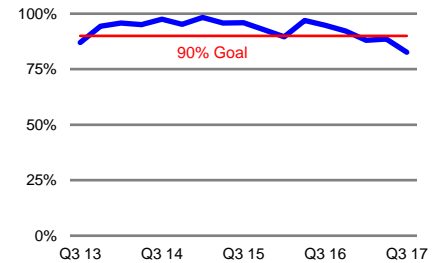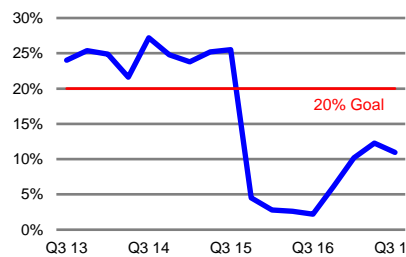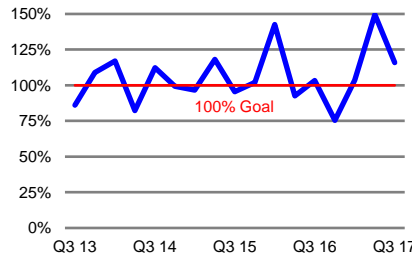
Q2 2017 Caseloads:
Received = **450**, Closed = **505**
Pending over 250 days = **107**
Closed within 250 days = **420**
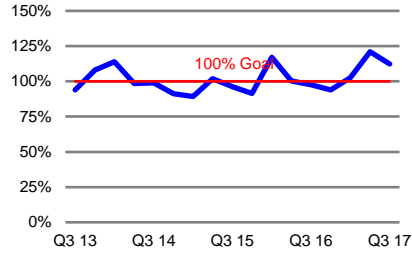
Nurses - In Q2 2017, the clearance rate was **110%,** the Pending Caseload older than 250 business days was **9%** and the percent closed within 250 business days was **84%.**

Q2 2017 Caseloads:
Received = **306,** Closed = **338**
Pending over 250 days = **72**
Closed within 250 days = **282**

CNA - In Q2 2017, the clearance rate was **116%,** the Pending Caseload older than 250 business days was **11%** and the percent closed within 250 business days was **83%.**

Q2 2017 Caseloads:
Received= **144** , Closed = **167**
Pending over 250 days = **35**
Closed within 250 days = **138**

Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board
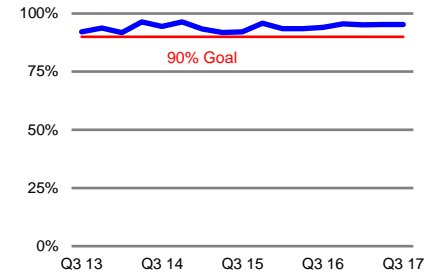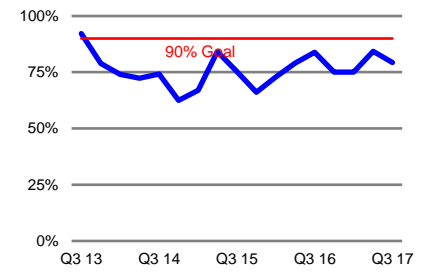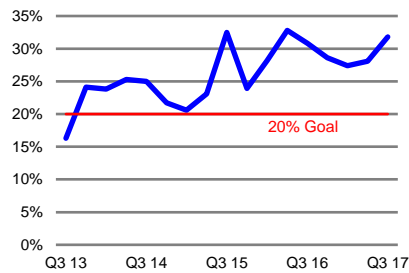
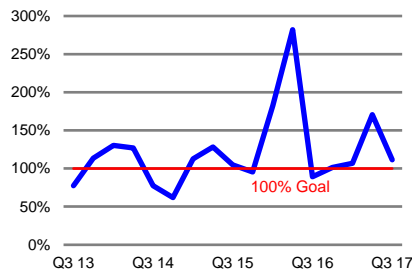| **Clearance Rate**	**Age of Pending Caseload** (percent of cases pending over one year)	**Percent Closed in 250 Business Days**

Medicine - In Q2 2017, the clearance rate was **107%,** the Pending Caseload older than 250 business days was **15%** and the percent closed within 250 business days was **95%.**

Q2 2017 Caseloads:
Received = **305** , Closed = **327**
Pending over 250 days = **86**
Closed within 250 days = **303**
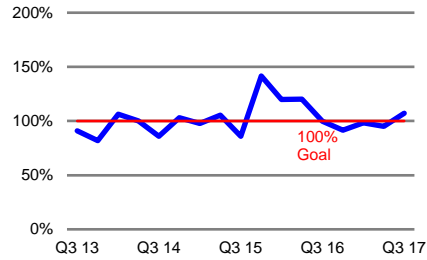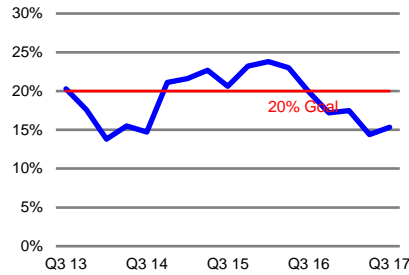
Dentistry - In Q2 2017, the clearance rate was **111%,** the Pending Caseload older than 250 business days was **32%** and the percent closed within 250 business days was **79%.**
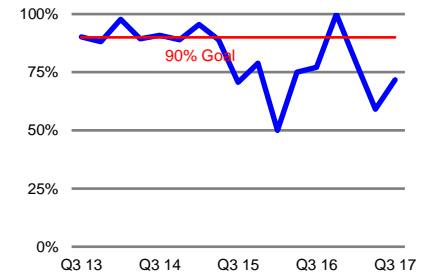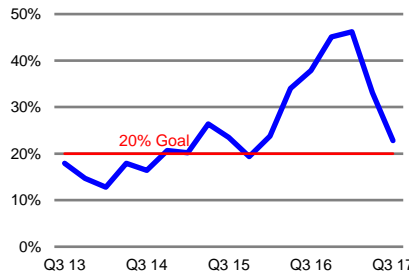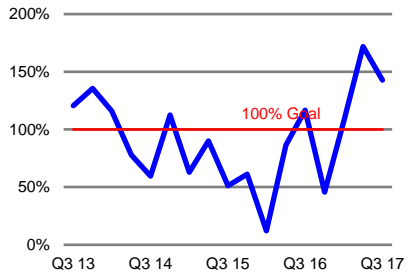
Q2 2017 Caseloads:
Received= **62** , Closed = **69**
Pending over 250 days = **56**
Closed within 250 days = **50**

Pharmacy - In Q2 2017, the clearance rate was **143%,** the Pending Caseload older than 250 business days was **23%** and the percent closed within 250 business days was **72%.**

Q2 2017 Caseloads:
Received = **35** , Closed = **50**
Pending over 250 days = **29**
Closed within 250 days = **28**

Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

Submitted: 4/3/2017

Prepared by: Department of Health Professions

Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

Clearance Rate	Age of Pending Caseload	Percent Closed in 250 Business Days
	(percent of cases pending over one year)	

Veterinary Medicine - In Q2 2017, the clearance rate was **102%,** the Pending Caseload older 250 business days was **26%** and the percent closed within 250 business days was **76%.**
Q2 2017 Caseloads:
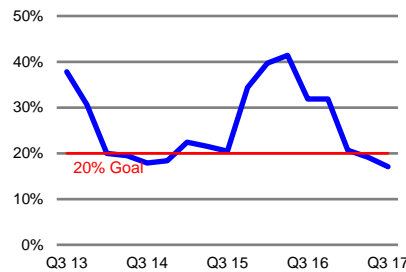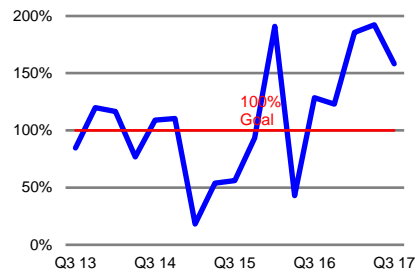Received = 46 , Closed = 47
Pending over 250 days = 31
Closed within 250 days = 34
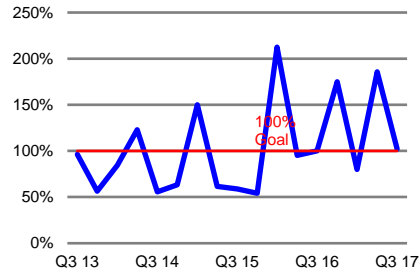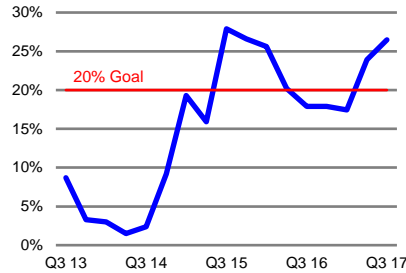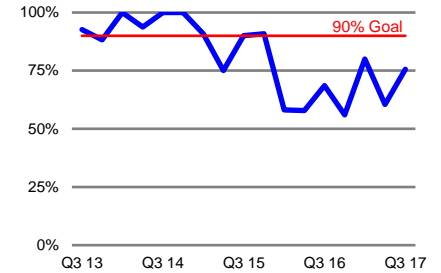
Counseling - In Q2 2017, the clearance rate was **158%,** the Pending Caseload older than 250 business days was **17%** and the percent closed within 250 business days was **92%.**
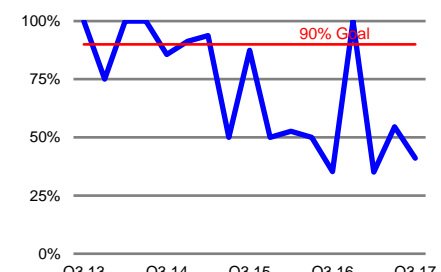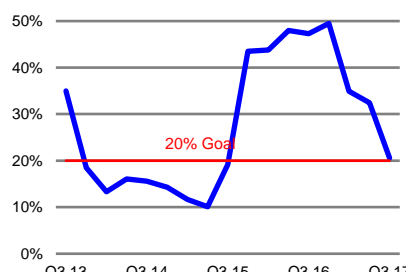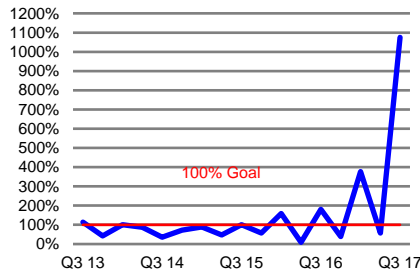Q2 2017 Caseloads:
Received = 24 , Closed = 38
Pending over 250 days = 7
Closed within 250 days = 33
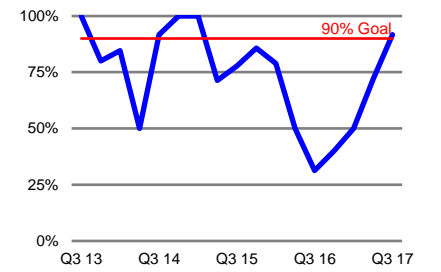
Social Work - In Q2 2017, the clearance rate was **1075%,** the Pending Caseload older than 250 business days was **21%** and the percent closed within 250 business days was **41%.**
Q2 2017 Caseloads:
Received = 4 , Closed = 43
Pending over 250 days = 8
Closed within 250 days = 16

Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

Submitted: 4/3/2017

Prepared by: Department of Health Professions

Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

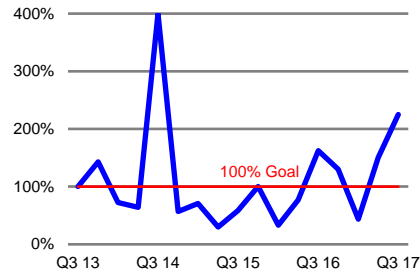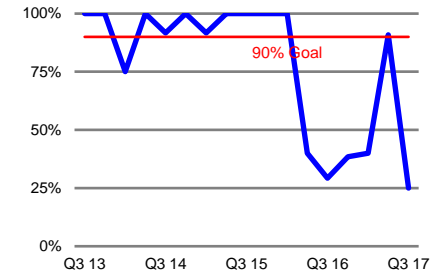| Clearance Rate	Age of Pending Caseload	Percent Closed in 250 Business Days
	(percent of cases pending over one year)	

Psychology - In Q2 2017, the clearance rate was **225%,** the Pending Caseload older than 250 business days was **20%** and the percent closed within 250 business days was **25%.**

Q2 2017 Caseloads:
Received = **12** , Closed = **27**
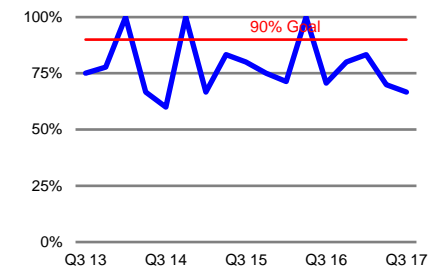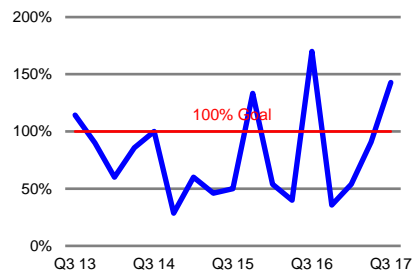Pending over 250 days = **9**
Closed within 250 days = **6**

Long-Term Care - In Q2 2017, the clearance rate was **143%,** the Pending Caseload older than 250 business days was **20%** and the percent closed within 250 business days was **67%.**

Q2 2017 Caseloads:
Received = **7** , Closed = **10**
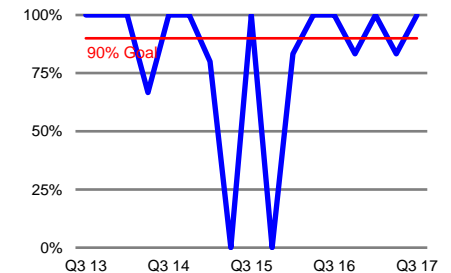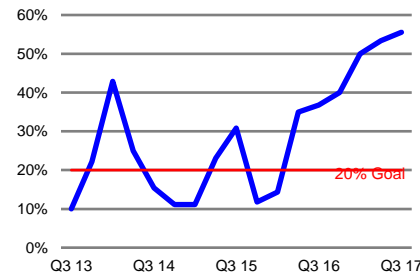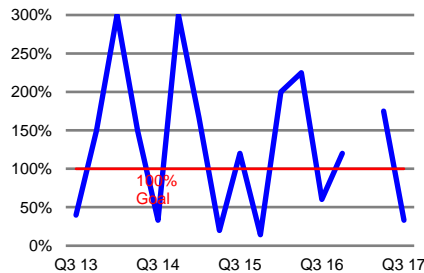Pending over 250 days = **10**
Closed within 250 days = **6**

Optometry - In Q2 2017, the clearance rate was **33%,** the Pending Caseload older than 250 business days was **56%** and the percent closed within 250 business days was **100%.**
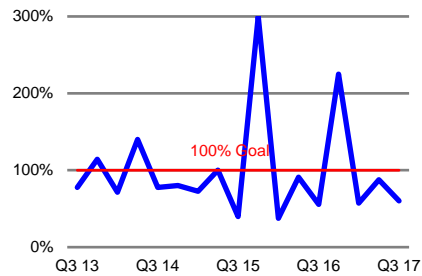
Q2 2017 Caseloads:
Received = **3** , Closed = **1**
Pending over 250 days = **10**
Closed within 250 days = **1**

Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

| Clearance Rate | Age of Pending Caseload (percent of cases pending over one year) | Percent Closed in 250 Business Days |

Physical Therapy - In Q2 2017, the clearance rate was **60%,** the Pending Caseload older than 250 business days was **8%** and the percent closed within 250 business days was **100%.**

Q2 2017 Caseloads:
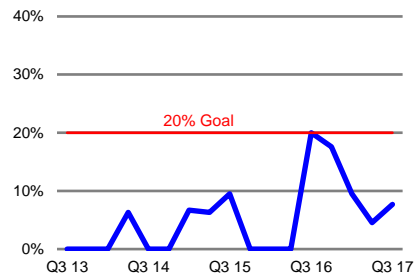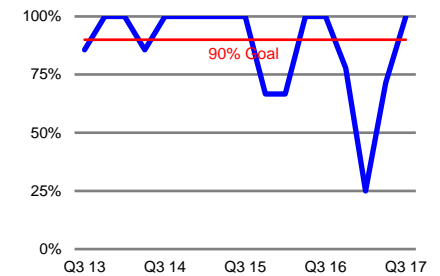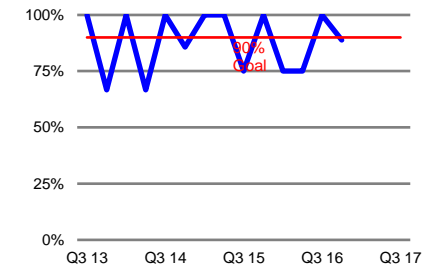Received = **5** , Closed = **3**
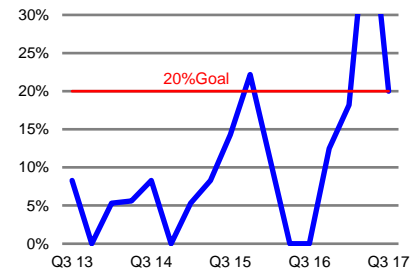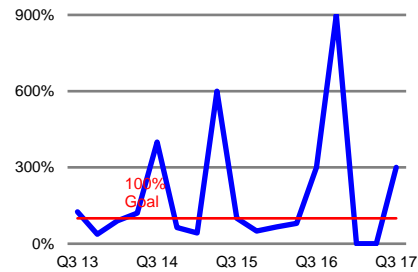Pending over 250 days = **2**
Closed within 250 days = **3**

Funeral - In Q2 2017, the clearance rate was **300%,** the Pending Caseload older than 250 business days was **20%** and the percent closed within 250 business days was **50%.**

Q2 2017 Caseloads:
Received = **2** , Closed = **6**
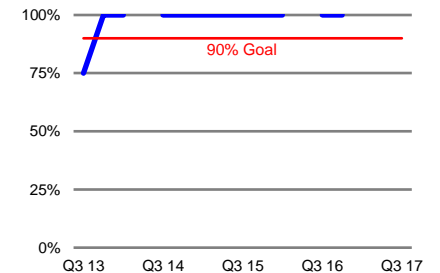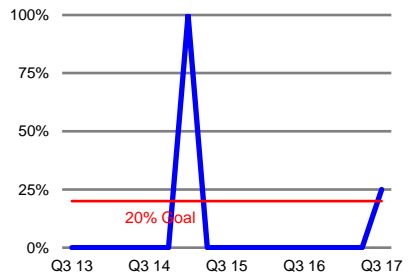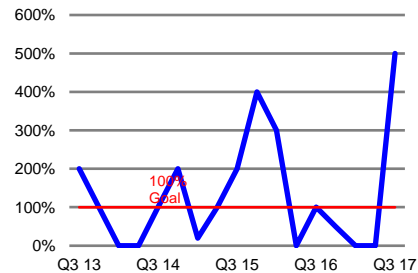Pending over 250 days = **2**
Closed within 250 days = **3**

Audiology - In Q2 2017, the clearance rate was **500%** the Pending Caseload older than 250 business days was **25%** and the percent closed within 250 business days was **100%.**

Q2 2017 Caseloads:
Received = **1** , Closed = **5**
Pending over 250 days = **1**
Closed within 250 days = **5**

Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.