

# Virginia Department of Health Professions

Sandra Whitley Ryals, Director

## Patient Care Disciplinary Case Processing Times: Quarterly Performance Measurement, Q4 2005 - Q4 2009

*"To enhance the delivery of safe and competent health care by licensing qualified health care professionals, enforcing standards of practice, and providing information to both practitioners and consumers of health care services."*

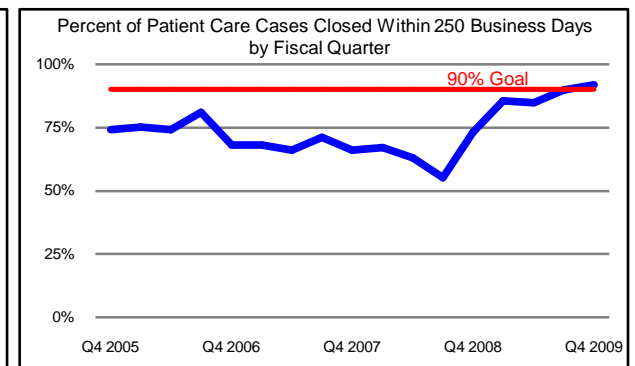
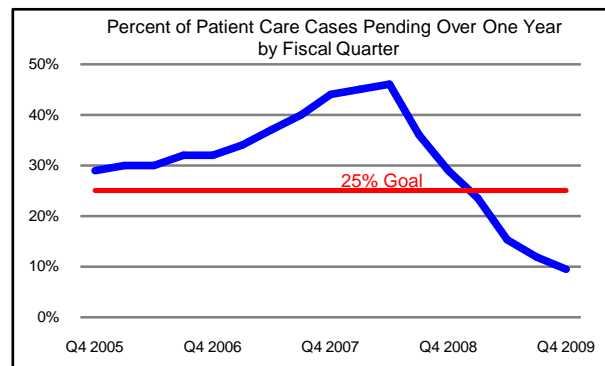
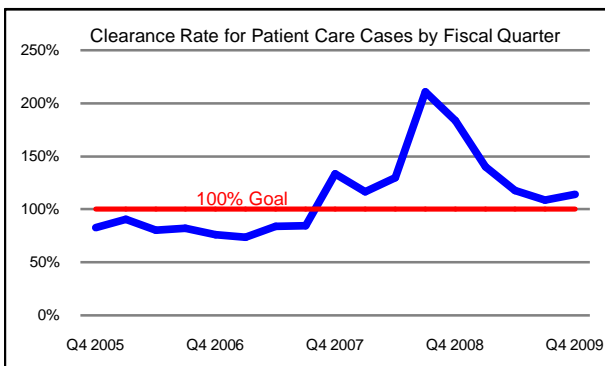
### DHP Mission Statement

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 the 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 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 achieve a 100% clearance rate of allegations of misconduct by the end of FY 2009 and maintain 100% through the end of FY 2010. The clearance rate increased dramatically over the last year, and has far exceeded the 100% goal; for the last quarter shown, the clearance rate was 114%, with 792 patient care cases received and 901 closed.

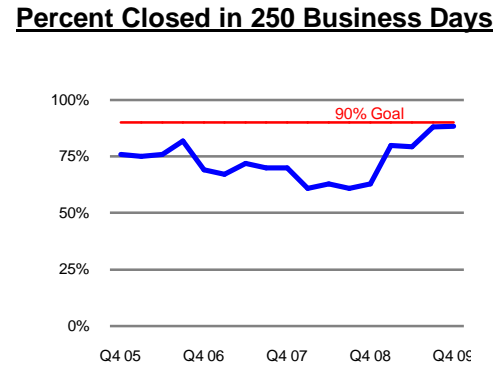
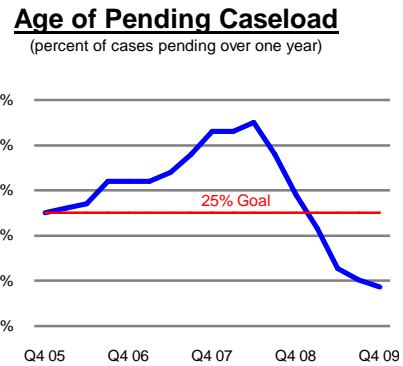
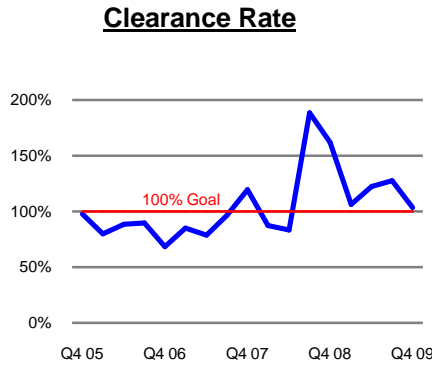
**Age of Pending Caseload** - the percent of open patient care cases over 250 business days old. This measure tracks the backlog of patient care cases older than 250 business days to aid management in providing specific closure targets. The goal is to reduce the percentage of open patient care caseload older than 250 business days to no more than 25% by the end of FY 2010. The percent of cases pending over 250 business days has dropped dramatically over the last year, falling from 29% to 9.5%. For the last quarter shown, there were 1,448 patient care cases pending, with 138 pending over 250 business days.

**Time to Disposition** - the percent of patient care cases closing within 250 business days for cases received within the immediately preceding eight quarters. This moving eight-quarter window approach captures the vast majority of cases closed in a given quarter and effectively removes undue influence of the oldest cases on the measure. The goal is to resolve 90% of complaints related to patient care within 250 business days by the end of FY 2010. The percent of cases resolved within 250 business days increased to 92% during the most recent quarter, exceeding the goal for a second consecutive quarter. For the last quarter shown, there were 857 patient care cases closed, with 786 closed within 250 business days.

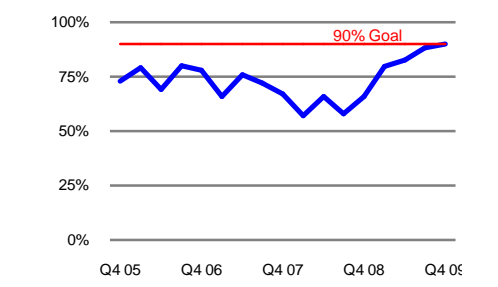
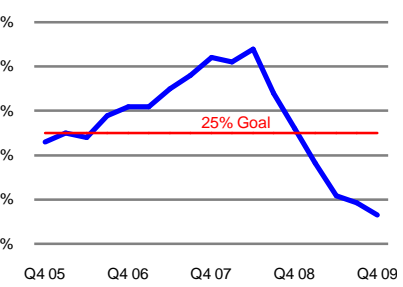
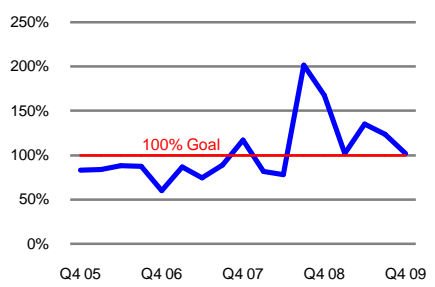


# Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

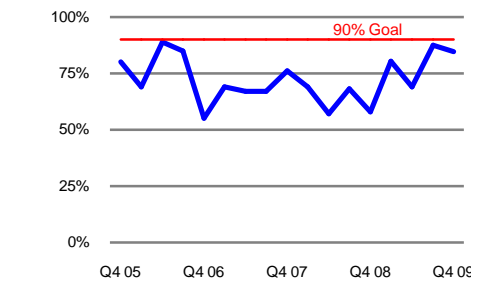
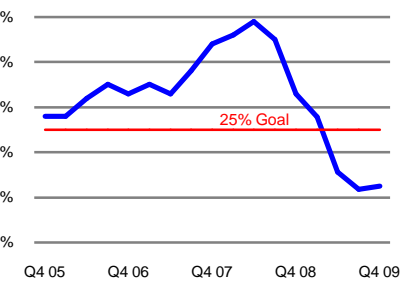
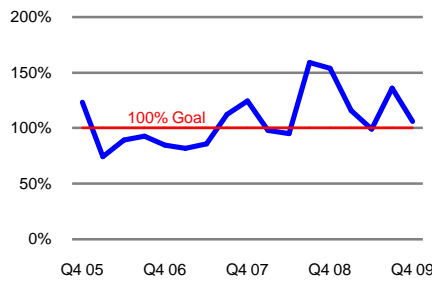
**Nursing** - In Q4 2009, the clearance rate was 103%, the Pending Caseload older than 250 business days was 9% and the percent closed within 250 business days was 88%.  
Q4 2009 Caseloads:  
 Received=385, Closed=398  
 Pending over 250 days=68  
 Closed within 250 days=340



**Nurses** - In Q4 2009, the clearance rate was 102%, the Pending Caseload older than 250 business days was 7% and the percent closed within 250 business days was 90%.  
Q4 2009 Caseloads:  
 Received=267, Closed=273  
 Pending over 250 days=35  
 Closed within 250 days=241



**CNA** - In Q4 2009, the clearance rate was 106%, the Pending Caseload older than 250 business days was 13% and the percent closed within 250 business days was 85%.  
Q4 2009 Caseloads:  
 Received=118, Closed=125  
 Pending over 250 days=34  
 Closed within 250 days=100

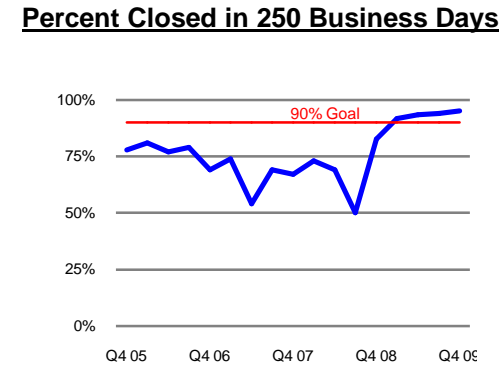
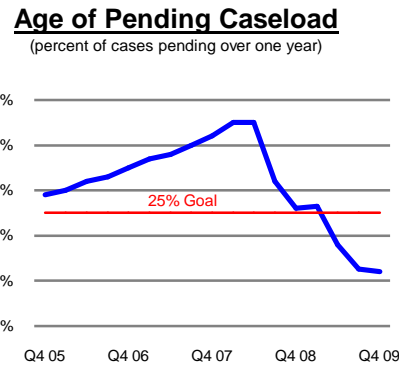
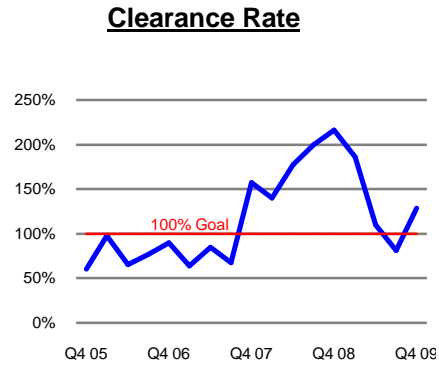


Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

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

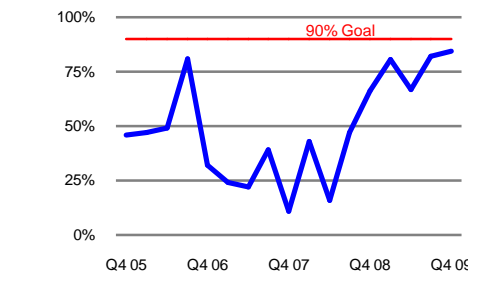
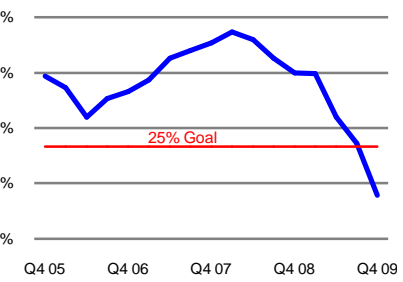
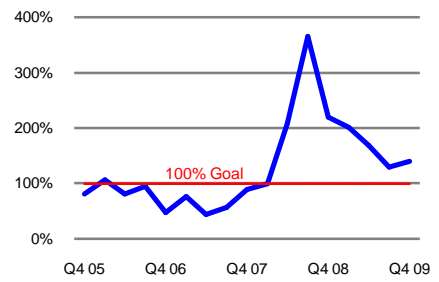
**Medicine** - In Q4 2009, the clearance rate was 128%, the Pending Caseload older than 250 business days was 12% and the percent closed within 250 business days was 95%.

Q4 2009 Caseloads:  
 Received=240, Closed=308  
 Pending over 250 days=42  
 Closed within 250 days=282



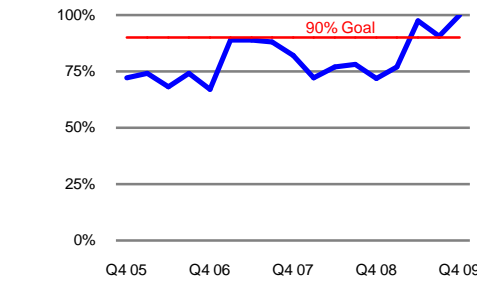
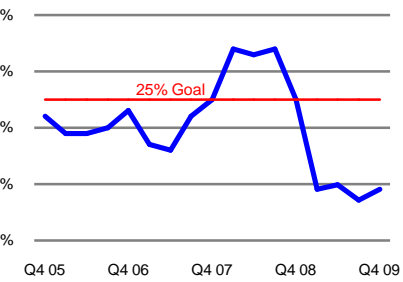
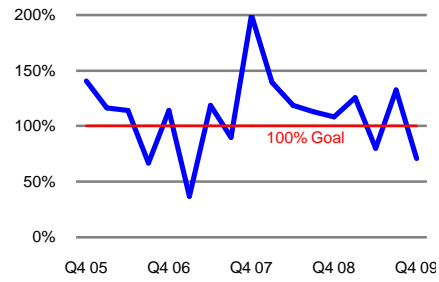
**Dentistry** - In Q4 2009, the clearance rate was 140%, the Pending Caseload older than 250 business days was 12% and the percent closed within 250 business days was 85%.

Q4 2009 Caseloads:  
 Received=65, Closed=91  
 Pending over 250 days=16  
 Closed within 250 days=60



**Pharmacy** - In Q4 2009, the clearance rate was 71%, the Pending Caseload older than 250 business days was 9% and the percent closed within 250 business days was 100%.

Q4 2009 Caseloads:  
 Received=52, Closed=37  
 Pending over 250 days=9  
 Closed within 250 days=36



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

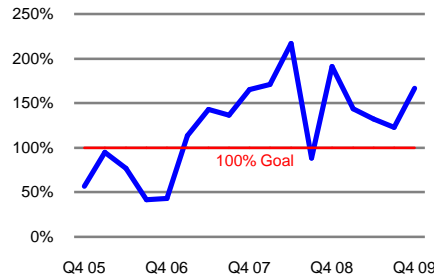
# Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

**Veterinary Medicine** - In Q4 2009, the clearance rate was 167%, the Pending Caseload older 250 business days was 0% and the percent closed within 250 business days was 96%.

Q4 2009 Caseloads:

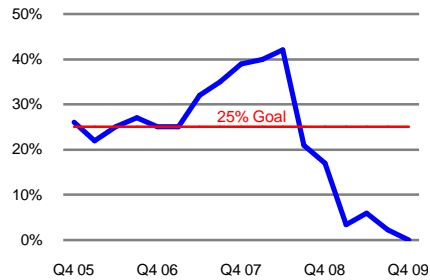
Received=15, Closed=25  
 Pending over 250 days=0  
 Closed within 250 days=24

**Clearance Rate**

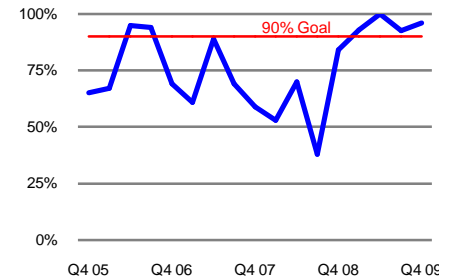


**Age of Pending Caseload**

(percent of cases pending over one year)



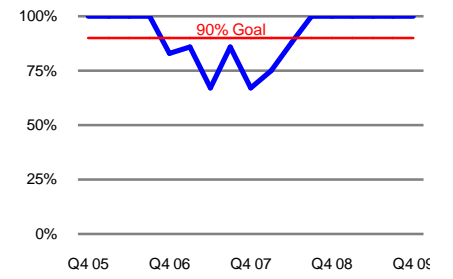
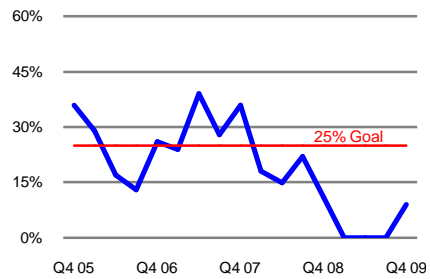
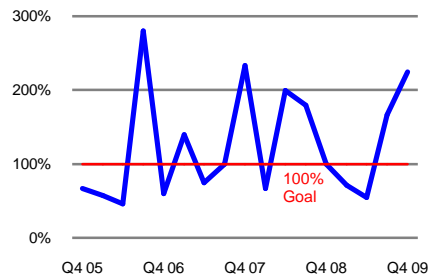
**Percent Closed in 250 Business Days**



**Counseling** - In Q4 2009, the clearance rate was 225%, the Pending Caseload older than 250 business days was 9% and the percent closed within 250 business days was 100%.

Q4 2009 Caseloads:

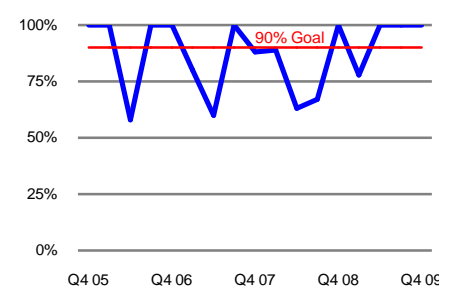
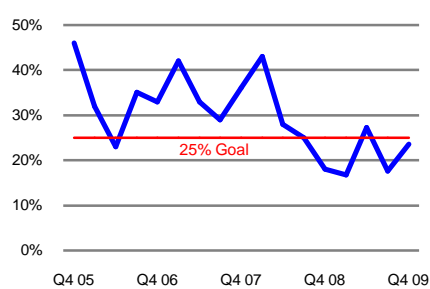
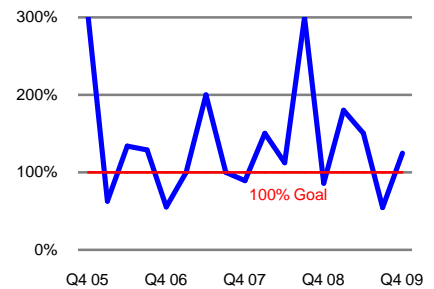
Received=4, Closed=9  
 Pending over 250 days=1  
 Closed within 250 days=9



**Social Work** - In Q4 2009, the clearance rate was 125%, the Pending Caseload older than 250 business days was 24% and the percent closed within 250 business days was 100%.

Q4 2009 Caseloads:

Received=4, Closed=5  
 Pending over 250 days=4  
 Closed within 250 days=5

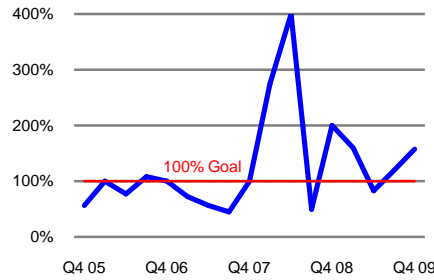


Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

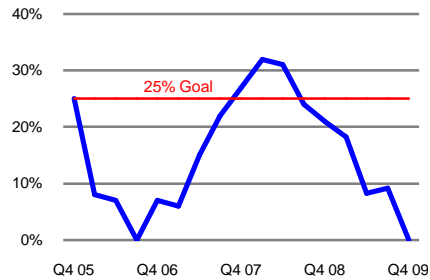
# Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

**Psychology** - In Q4 2009, the clearance rate was 157%, the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 100%.  
Q4 2009 Caseloads:  
 Received=7, Closed=11  
 Pending over 250 days=0  
 Closed within 250 days=11

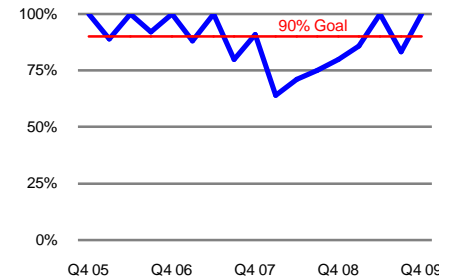
**Clearance Rate**



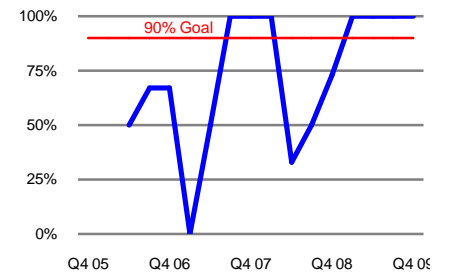
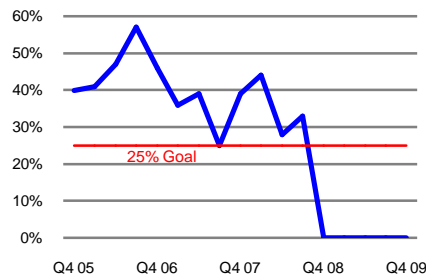
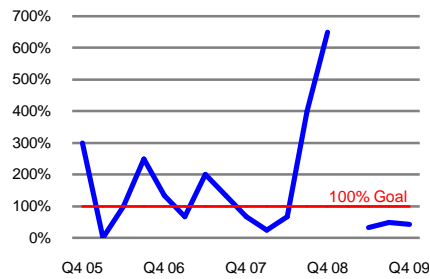
**Age of Pending Caseload**  
 (percent of cases pending over one year)



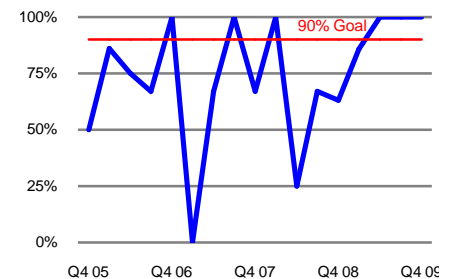
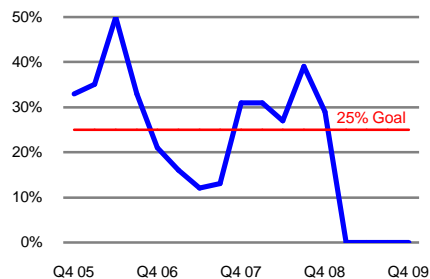
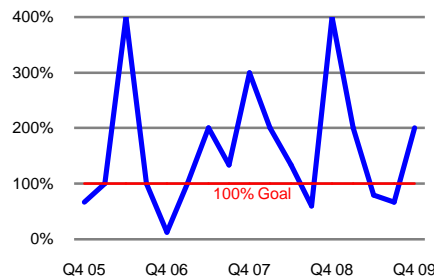
**Percent Closed in 250 Business Days**



**Long-Term Care Administrators** - In Q4 2009, the clearance rate was 43%, the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 100%.  
Q4 2009 Caseloads:  
 Received=7, Closed=3  
 Pending over 250 days=0  
 Closed within 250 days=3



**Optometry** - In Q4 2009, the clearance rate was 200%, the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 100%.  
Q4 2009 Caseloads:  
 Received=3, Closed=6  
 Pending over 250 days=0  
 Closed within 250 days=6



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

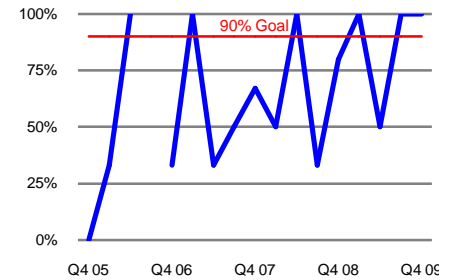
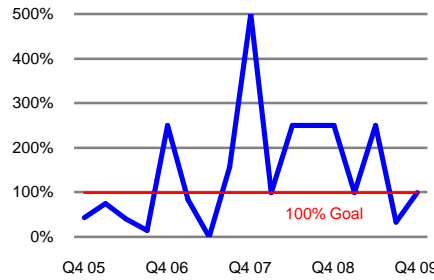
# Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

**Clearance Rate**

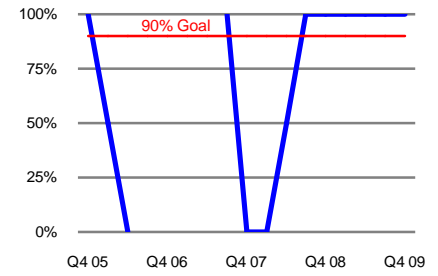
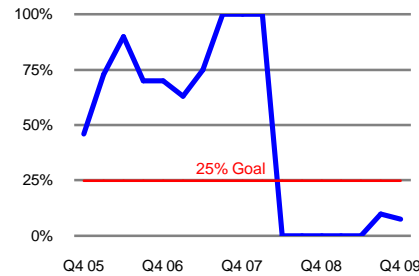
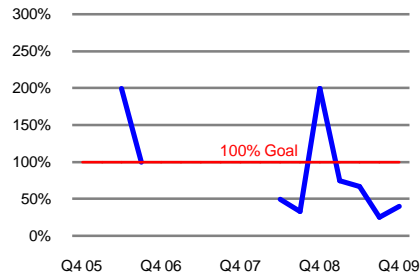
**Age of Pending Caseload**

**Percent Closed in 250 Business Days**

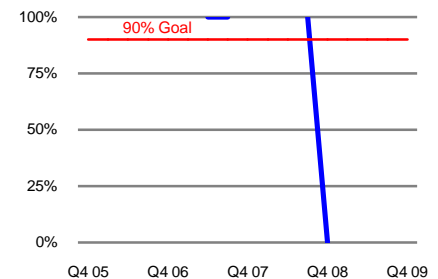
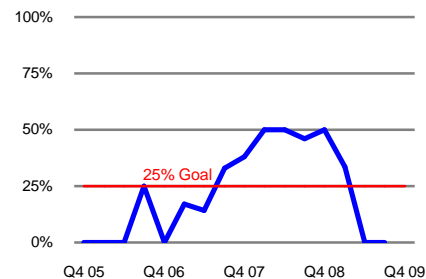
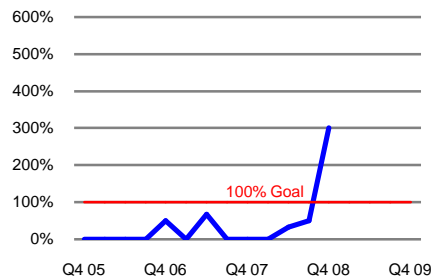
**Physical Therapy** - In Q4 2009, the clearance rate was 100%, the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 100%.  
Q4 2009 Caseloads:  
 Received=5, Closed=5  
 Pending over 250 days=0  
 Closed within 250 days=5



**Funeral** - In Q4 2009, the clearance rate was 40%, the Pending Caseload older than 250 business days was 8% and the percent closed within 250 business days was 100%.  
Q4 2009 Caseloads:  
 Received=5, Closed=2  
 Pending over 250 days=1  
 Closed within 250 days=2



**Audiology** - In Q4 2009, the clearance rate was N/A, the Pending Caseload older than 250 business days was N/A and the percent closed within 250 business days was 100%.  
Q4 2009 Caseloads:  
 Received=0, Closed=1  
 Pending over 250 days=N/A  
 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.