

Virginia Department of Health Professions

Patient Care Disciplinary Case Processing Times (with Continuance Days Removed): Quarterly Performance Measurement, Q2 2017 - Q2 2021

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"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. This report includes the number of days the case was in the continuance activity.

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.

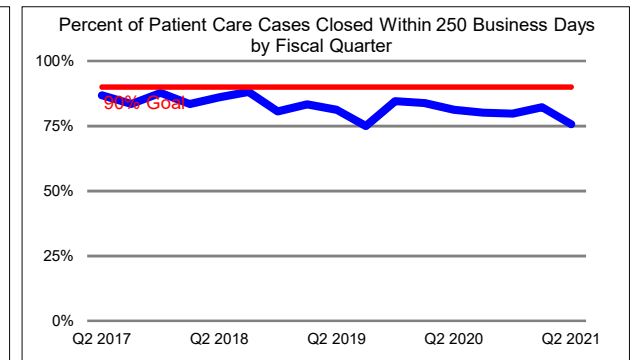
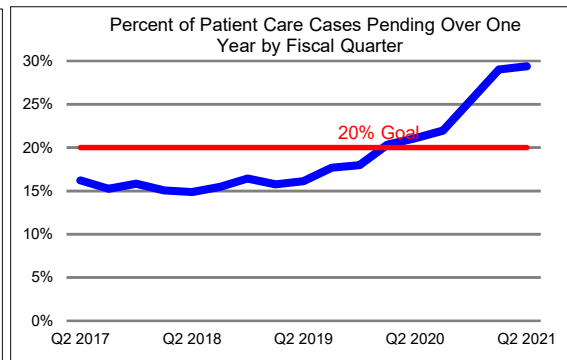
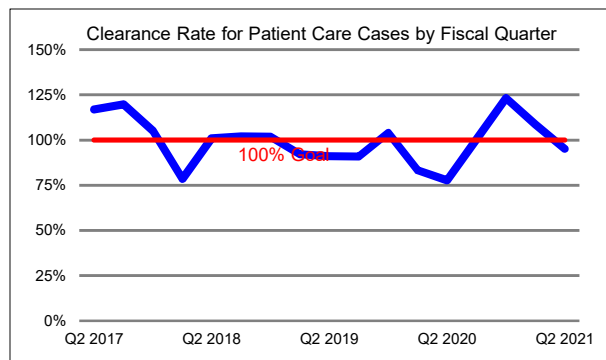
The current quarter's clearance rate is 95%, with 1028 patient care cases received and 978 closed.

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 29% patient care cases pending over 250 business days with 3294 patient care cases pending and 968 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 76% of patient care cases being resolved within 250 business days with 921 cases closed and 697 closed within 250 business days.



Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Nursing

Clearance Rate: 86%

409 Cases Received

351 Cases Closed

Pending Caseload: 33%

527 Cases Pending over 250 Days

Time to Disposition: 59%

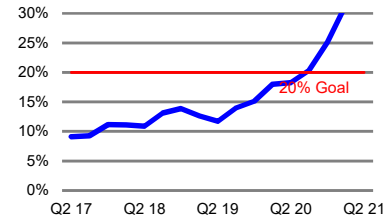
194 Cases Closed within 250 Days

Clearance Rate

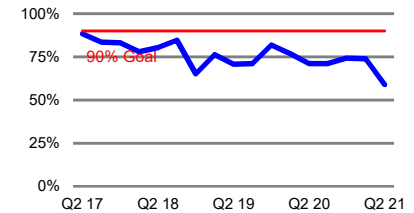


Age of Pending Caseload

(percent of cases pending over one year)



Time to Disposition



Nurses

Clearance Rate: 96%

275 Cases Received

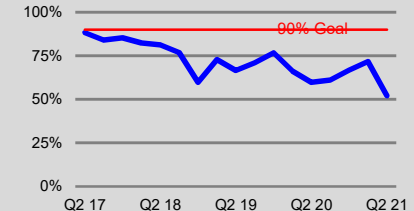
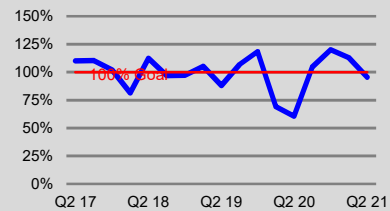
263 Cases Closed

Pending Caseload: 36%

421 Cases Pending over 250 Days

Time to Disposition: 52%

126 Cases Closed within 250 Days



CNA

Clearance Rate: 66%

134 Cases Received

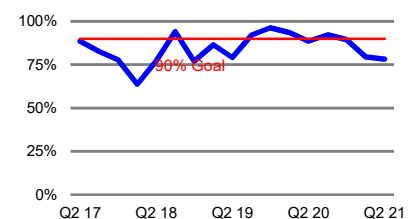
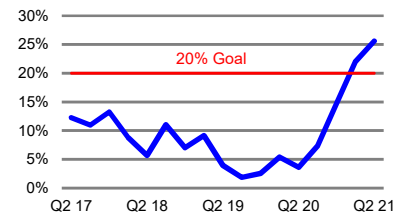
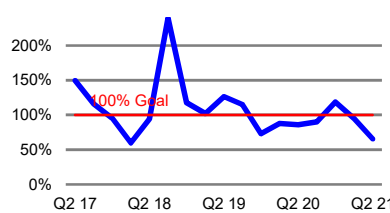
88 Cases Closed

Pending Caseload: 26%

106 Cases Pending over 250 Days

Time to Disposition: 78%

68 Cases Closed within 250 Days



Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Medicine

Clearance Rate: 83%

361 Cases Received

301 Cases Closed

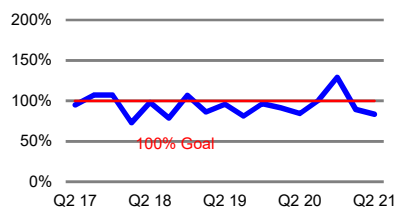
Pending Caseload: 16%

116 Cases Pending over 250 Days

Time to Disposition: 93%

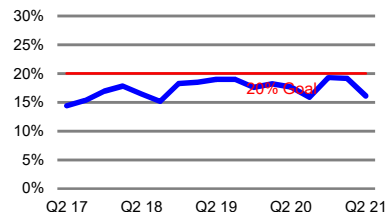
266 Cases Closed within 250 Days

Clearance Rate

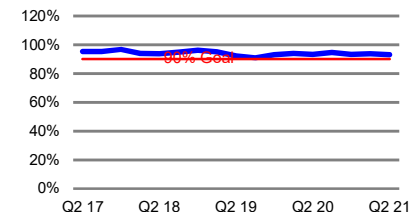


Age of Pending Caseload

(percent of cases pending over one year)



Time to Disposition



Dentistry

Clearance Rate: 141%

68 Cases Received

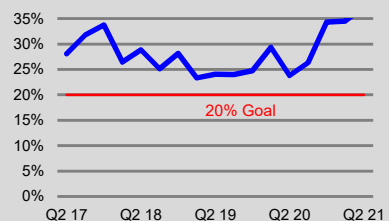
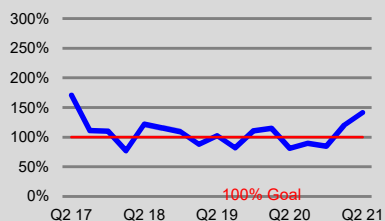
96 Cases Closed

Pending Caseload: 37%

76 Cases Pending over 250 Days

Time to Disposition: 88%

78 Cases Closed within 250 Days



Pharmacy

Clearance Rate: 153%

51 Cases Received

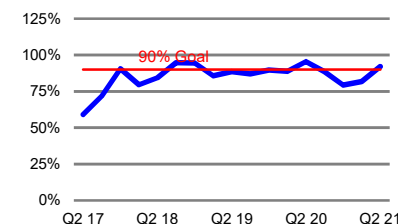
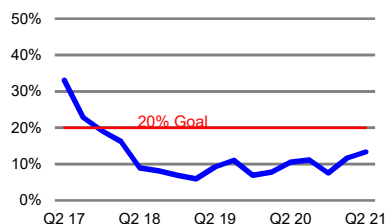
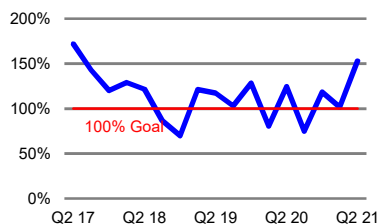
78 Cases Closed

Pending Caseload: 13%

19 Cases Pending over 250 Days

Time to Disposition: 92%

70 Cases Closed within 250 Days



Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Veterinary Medicine

Clearance Rate: 122%

27 Cases Received

33 Cases Closed

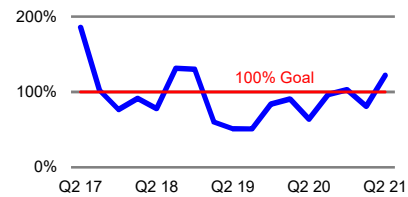
Pending Caseload: 49%

99 Cases Pending over 250 Days

Time to Disposition: 50%

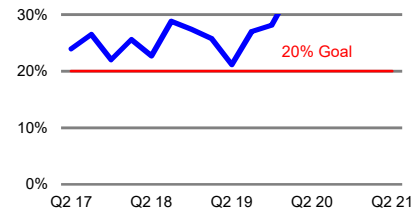
14 Cases Closed within 250 Days

Clearance Rate

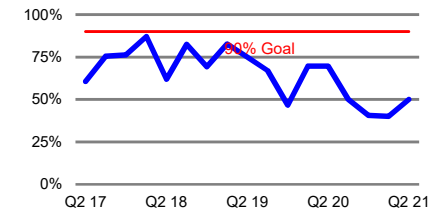


Age of Pending Caseload

(percent of cases pending over one year)



Time to Disposition



Counseling

Clearance Rate: 81%

47 Cases Received

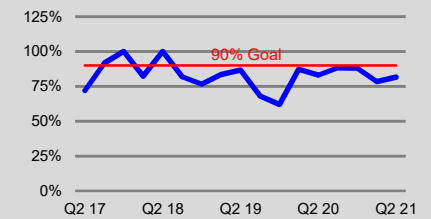
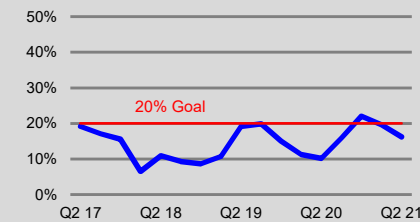
38 Cases Closed

Pending Caseload: 16%

21 Cases Pending over 250 Days

Time to Disposition: 82%

31 Cases Closed within 250 Days



Social Work

Clearance Rate: 175%

8 Cases Received

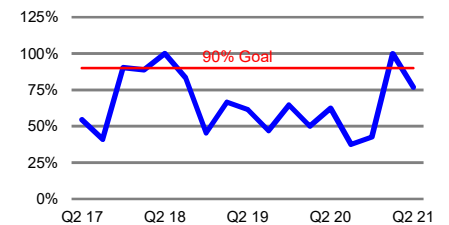
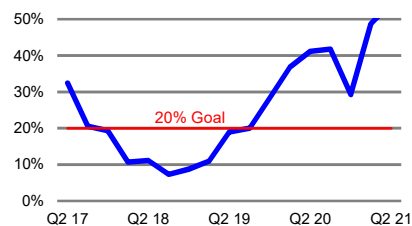
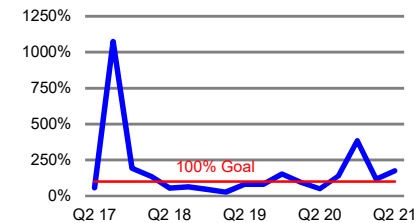
14 Cases Closed

Pending Caseload: 55%

18 Cases Pending over 250 Days

Time to Disposition: 77%

10 Cases Closed within 250 Days



Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Psychology

Clearance Rate: 74%

23 Cases Received

17 Cases Closed

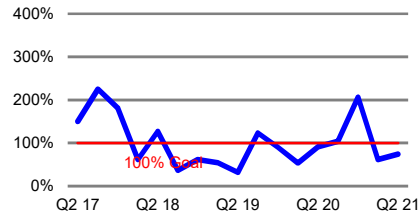
Pending Caseload: 29%

26 Cases Pending over 250 Days

Time to Disposition: 65%

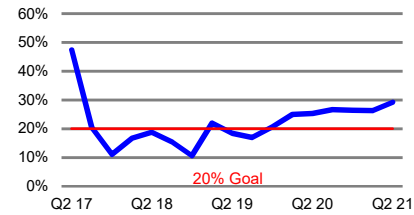
11 Cases Closed within 250 Days

Clearance Rate

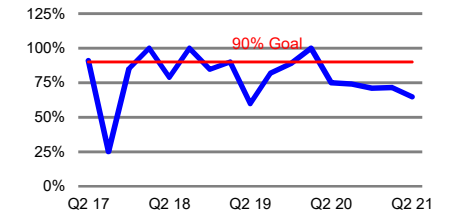


Age of Pending Caseload

(percent of cases pending over one year)



Time to Disposition



Long Term Care

Clearance Rate: 117%

12 Cases Received

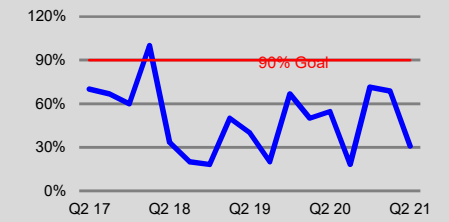
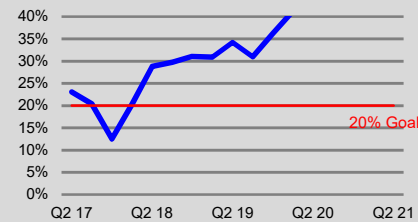
14 Cases Closed

Pending Caseload: 46%

32 Cases Pending over 250 Days

Time to Disposition: 31%

4 Cases Closed within 250 Days



Optometry

Clearance Rate: 240%

5 Cases Received

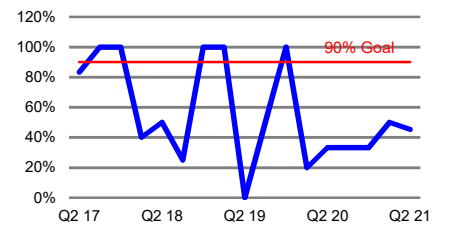
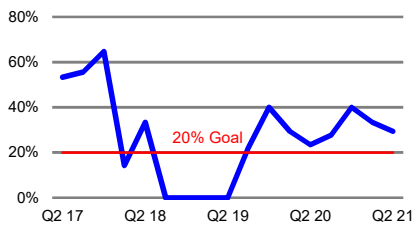
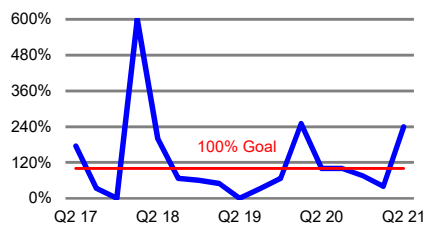
12 Cases Closed

Pending Caseload: 29%

5 Cases Pending over 250 Days

Time to Disposition: 45%

5 Cases Closed within 250 Days



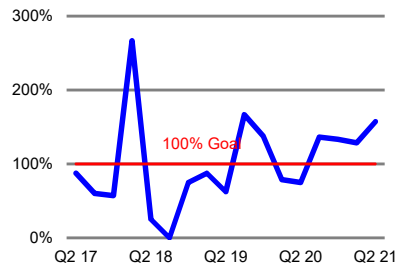
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Physical Therapy
Clearance Rate: 157%
 7 Cases Received
 11 Cases Closed

Pending Caseload: 46%
 13 Cases Pending over 250 Days

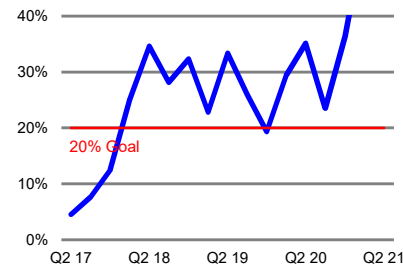
Time to Disposition: 45%
 5 Cases Closed within 250 Days

Clearance Rate

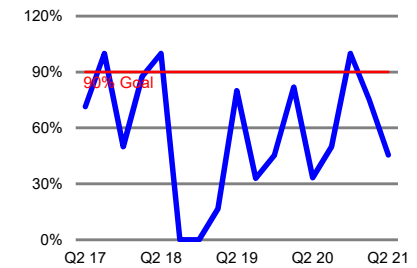


Age of Pending Caseload

(percent of cases pending over one year)



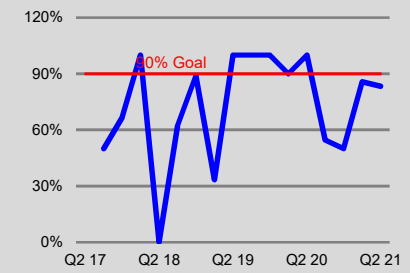
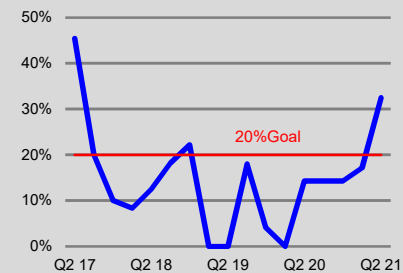
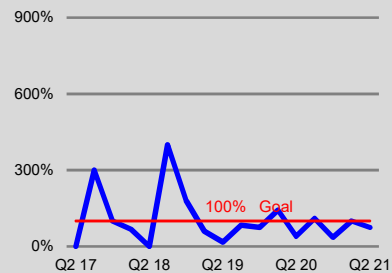
Time to Disposition



Funeral
Clearance Rate: 75%
 8 Cases Received
 6 Cases Closed

Pending Caseload: 33%
 13 Cases Pending over 250 Days

Time to Disposition: 83%
 5 Cases Closed within 250 Days



Audiology
Clearance Rate: 700%
 1 Case Received
 7 Cases Closed

Pending Caseload: 38%
 3 Cases Pending over 250 Days

Time to Disposition: 75%
 3 Cases Closed within 250 Days

