In FY 2023, we shifted from 250 business days to 415 business days to provide a more realistic period for a year's worth of days to process cases.

Quarterly Performance Measurement, Q1 2019 - Q1 2023

"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 126%, with 974 patient care cases received and 1,232 closed.

Age of Pending Caseload - the percent of open patient care cases over 415 business days old. This measure tracks the backlog of patient care cases older than 415 business days to aid management in providing specific closure targets. The goal is to maintain the percentage of open patient care cases older than 415 business days at no more than 20%.

The current quarter shows 8% patient care cases pending over 415 business days with 3,112 patient care cases pending and 263 pending over 415 business days.

Time to Disposition - the percent of patient care cases closed within 415 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 415 business days.

The current quarter shows 98% of patient care cases being resolved within 415 business days with 1,144 cases closed and 1,125 closed within 415 business days.
### Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

#### Nursing
- **Clearance Rate:** 123%
  - 378 Cases Received
  - 464 Cases Closed
- **Pending Caseload Over 415 Days:** 9%
  - 121 Cases Pending over 415 Days
- **Time to Disposition Within 415 Days:** 97%
  - 394 Cases Closed within 415 Days

#### Nurses
- **Clearance Rate:** 116%
  - 289 Cases Received
  - 336 Cases Closed
- **Pending Caseload Over 415 Days:** 9%
  - 83 Cases Pending over 415 Days
- **Time to Disposition Within 415 Days:** 99%
  - 287 Cases Closed within 415 Days

#### CNA
- **Clearance Rate:** 144%
  - 89 Cases Received
  - 128 Cases Closed
- **Pending Caseload Over 415 Days:** 12%
  - 38 Cases Pending over 415 Days
- **Time to Disposition Within 415 Days:** 94%
  - 107 Cases Closed within 415 Days

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Submitted: 11/4/2022

Patient Care Disciplinary Case Processing Times (with Continuance Days Removed)

Prepared by: Department of Health Professions
### Medicine

- **Clearance Rate:** 120%
- **Pending Caseload Over 415 Days:** 7%
  - 56 Cases Pending over 415 Days
- **Time to Disposition Within 415 Days:** 99%
  - 371 Cases Closed within 415 Days

### Dentistry

- **Clearance Rate:** 95%
- **Pending Caseload Over 415 Days:** 1%
  - 2 Cases Pending over 415 Days
- **Time to Disposition Within 415 Days:** 99%
  - 67 Cases Closed within 415 Days

### Pharmacy

- **Clearance Rate:** 171%
- **Pending Caseload Over 415 Days:** 1%
  - 2 Cases Pending over 415 Days
- **Time to Disposition Within 415 Days:** 100%
  - 106 Cases Closed within 415 Days

<table>
<thead>
<tr>
<th>Age of Pending Caseload</th>
<th>Clearance Rate</th>
<th>Time to Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 19</td>
<td>Q1 20</td>
<td>Q1 21</td>
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<tr>
<td>0%</td>
<td>5%</td>
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</tbody>
</table>

Submitted: 11/4/2022

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

<table>
<thead>
<tr>
<th>Board</th>
<th>Clearance Rate</th>
<th>Age of Pending Caseload</th>
<th>Time to Disposition</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>(percent of cases pending over one year)</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>90% Goal</td>
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<td>15% Goal</td>
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<td>0% Goal</td>
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</tbody>
</table>

## Veterinary Medicine
- Clearance Rate: 156%
  - 34 Cases Received
  - 53 Cases Closed
- Pending Caseload Over 415 Days: 8%
  - 7 Cases Pending over 415 Days
- Time to Disposition Within 415 Days: 98%
  - 52 Cases Closed within 415 Days

## Counseling
- Clearance Rate: 137%
  - 46 Cases Received
  - 63 Cases Closed
- Pending Caseload Over 415 Days: 6%
  - 9 Cases Pending over 415 Days
- Time to Disposition Within 415 Days: 100%
  - 61 Cases Closed within 415 Days

## Social Work
- Clearance Rate: 38%
  - 13 Cases Received
  - 5 Cases Closed
- Pending Caseload Over 415 Days: 23%
  - 18 Cases Pending over 415 Days
- Time to Disposition Within 415 Days: 100%
  - 5 Cases Closed within 415 Days
### Psychology
- **Clearance Rate**: 164%
- 11 Cases Received
- 18 Cases Closed
- **Pending Caseload Over 415 Days**: 32%
- 42 Cases Pending over 415 Days
- **Time to Disposition Within 415 Days**: 100%
- 11 Cases Closed within 415 Days

### Long Term Care
- **Clearance Rate**: 179%
- 19 Cases Received
- 34 Cases Closed
- **Pending Caseload Over 415 Days**: 2%
- 1 Cases Pending over 415 Days
- **Time to Disposition Within 415 Days**: 87%
- 26 Cases Closed within 415 Days

### Optometry
- **Clearance Rate**: 100%
- 4 Cases Received
- 4 Cases Closed
- **Pending Caseload Over 415 Days**: 5%
- 1 Cases Pending over 415 Days
- **Time to Disposition Within 415 Days**: 100%
- 4 Cases Closed within 415 Days
### Physical Therapy

**Clearance Rate:** 214%
- **7 Cases Received**
- **15 Cases Closed**

**Pending Caseload Over 415 Days:** 3%
- **1 Case Pending over 415 Days**

**Time to Disposition Within 415 Days:** 100%
- **14 Cases Closed within 415 Days**

### Funeral

**Clearance Rate:** 1200%
- **1 Case Received**
- **12 Cases Closed**

**Pending Caseload Over 415 Days:** 4%
- **2 Cases Pending over 415 Days**

**Time to Disposition Within 415 Days:** 100%
- **11 Cases Closed within 415 Days**

### Audiology

**Clearance Rate:** 75%
- **4 Cases Received**
- **3 Cases Closed**

**Pending Caseload Over 415 Days:** 9%
- **1 Case Pending over 415 Days**

**Time to Disposition Within 415 Days:** 100%
- **3 Cases Closed within 415 Days**