

Virginia Department of Health Professions

Patient Care Disciplinary Case Processing Times (with Continuance Days Removed): Quarterly Performance Measurement, Q4 2016 - Q4 2020

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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.

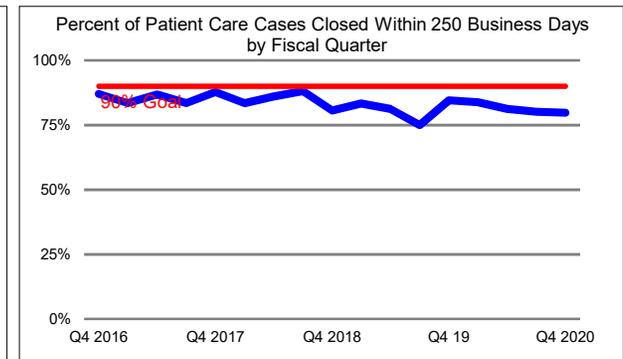
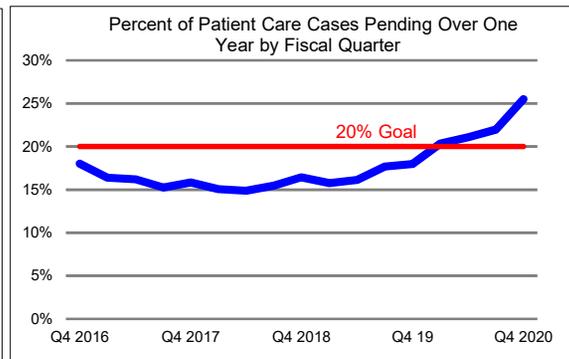
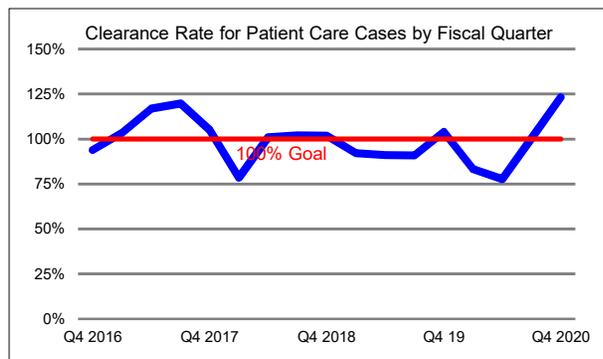
The current quarter's clearance rate is 123%, with 921 patient care cases received and 1135 closed.

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 26% patient care cases pending over 250 business days with 3341 patient care cases pending and 852 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 80% of patient care cases being resolved within 250 business days with 1105 cases closed and 881 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: 120%

392 Cases Received
469 Cases Closed

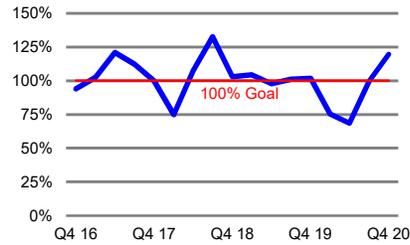
Pending Caseload: 25%

392 Cases Pending over 250 Days

Time to Disposition: 74%

342 Cases Closed within 250 Days

Clearance Rate

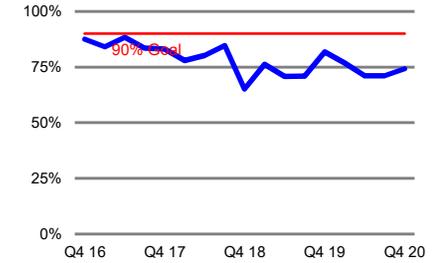


Age of Pending Caseload

(percent of cases pending over one year)



Time to Disposition



Nurses

Clearance Rate: 120%

264 Cases Received
317 Cases Closed

Pending Caseload: 28%

339 Cases Pending over 250 Days

Time to Disposition: 67%

207 Cases Closed within 250 Days

Clearance Rate



Age of Pending Caseload



Time to Disposition



CNA

Clearance Rate: 119%

128 Cases Received
152 Cases Closed

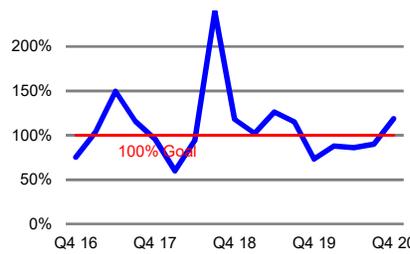
Pending Caseload: 15%

53 Cases Pending over 250 Days

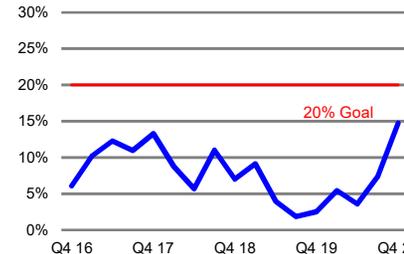
Time to Disposition: 89%

135 Cases Closed within 250 Days

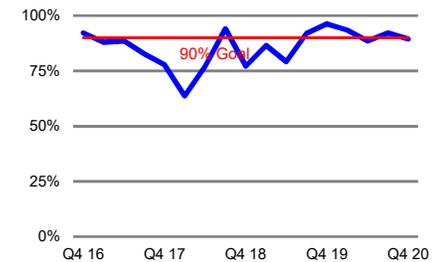
Clearance Rate



Age of Pending Caseload

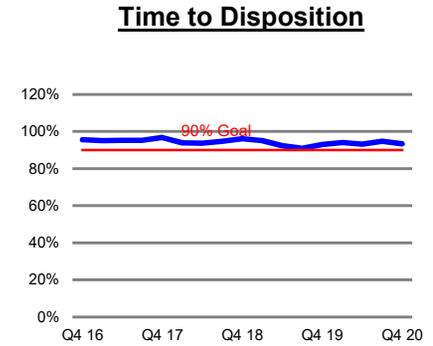
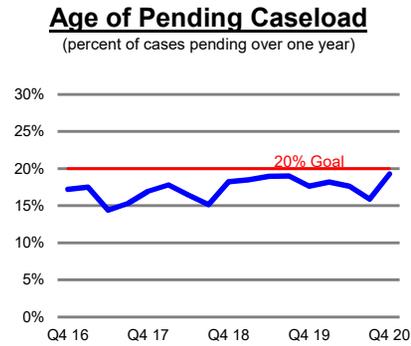
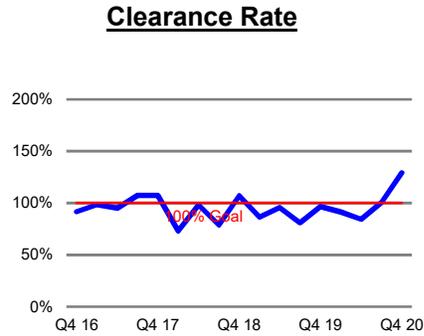


Time to Disposition



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

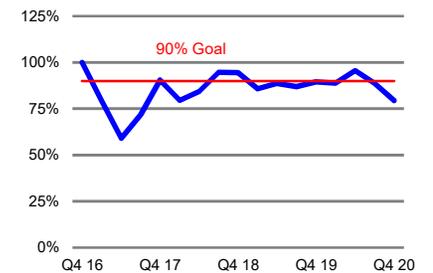
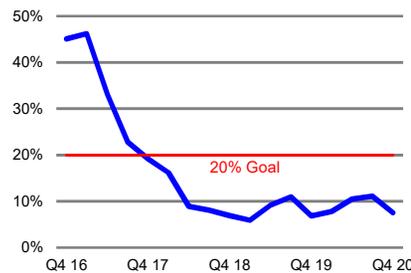
Medicine
Clearance Rate: 129%
 278 Cases Received
 359 Cases Closed
Pending Caseload: 19%
 147 Cases Pending over 250 Days
Time to Disposition: 93%
 323 Cases Closed within 250 Days



Dentistry
Clearance Rate: 85%
 65 Cases Received
 55 Cases Closed
Pending Caseload: 34%
 80 Cases Pending over 250 Days
Time to Disposition: 96%
 52 Cases Closed within 250 Days



Pharmacy
Clearance Rate: 118%
 49 Cases Received
 58 Cases Closed
Pending Caseload: 8%
 12 Cases Pending over 250 Days
Time to Disposition: 79%
 46 Cases Closed within 250 Days



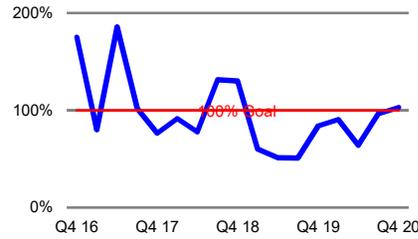
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Veterinary Medicine
Clearance Rate: 103%
 32 Cases Received
 33 Cases Closed

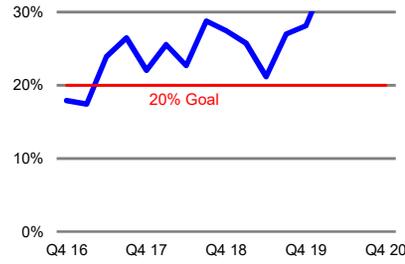
Pending Caseload: 47%
 95 Cases Pending over 250 Days

Time to Disposition: 41%
 13 Cases Closed within 250 Days

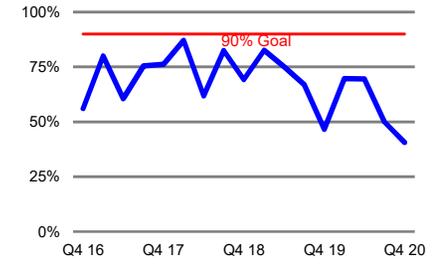
Clearance Rate



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



Time to Disposition



Counseling
Clearance Rate: 92%
 36 Cases Received
 58 Cases Closed

Pending Caseload: 22%
 26 Cases Pending over 250 Days

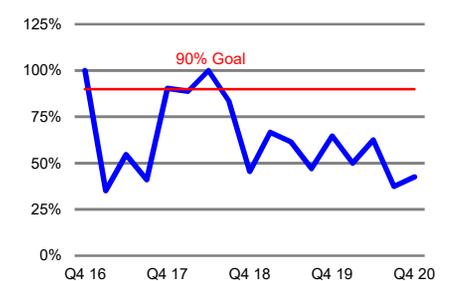
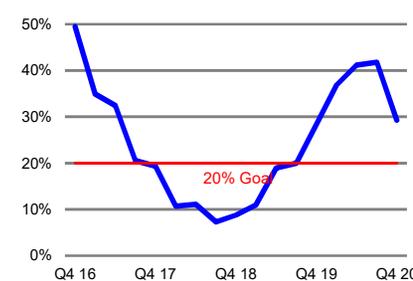
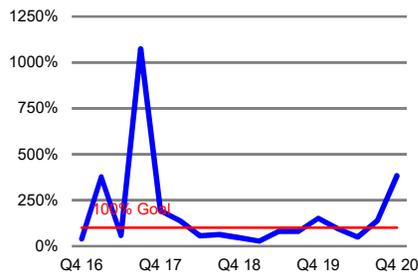
Time to Disposition: 88%
 51 Cases Closed within 250 Days



Social Work
Clearance Rate: 385%
 13 Cases Received
 50 Cases Closed

Pending Caseload: 29%
 12 Cases Pending over 250 Days

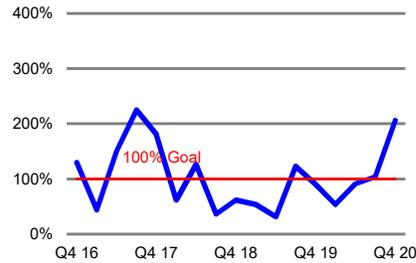
Time to Disposition: 43%
 20 Cases Closed within 250 Days



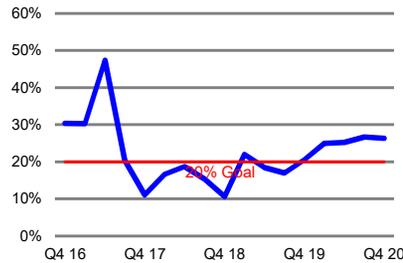
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Psychology
Clearance Rate: 206%
 16 Cases Received
 33 Cases Closed
Pending Caseload: 26%
 19 Cases Pending over 250 Days
Time to Disposition: 71%
 22 Cases Closed within 250 Days

Clearance Rate



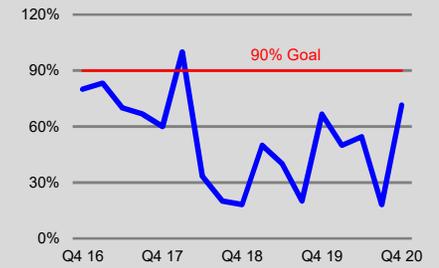
Age of Pending Caseload
 (percent of cases pending over one year)



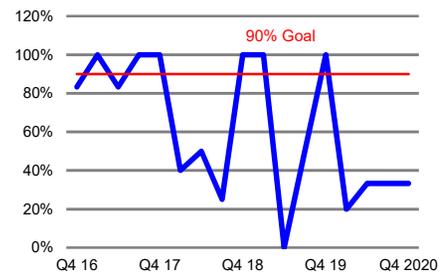
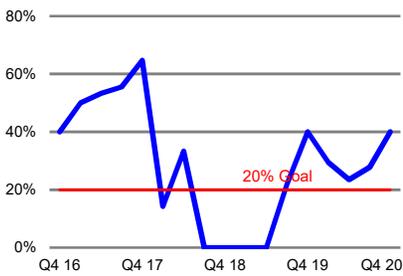
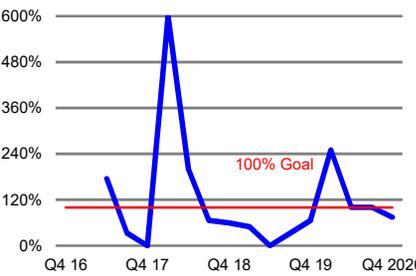
Time to Disposition



Long Term Care
Clearance Rate: 115%
 13 Cases Received
 15 Cases Closed
Pending Caseload: 48%
 38 Cases Pending over 250 Days
Time to Disposition: 71%
 6 Cases Closed within 250 Days



Optometry
Clearance Rate: 75%
 4 Cases Received
 3 Cases Closed
Pending Caseload: 40%
 8 Cases Pending over 250 Days
Time to Disposition: 33%
 1 Cases Closed within 250 Days



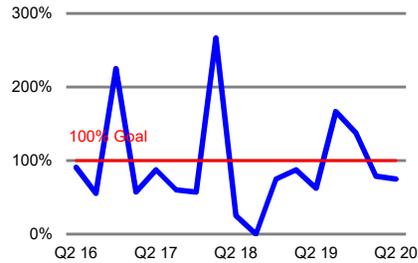
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Physical Therapy
Clearance Rate: 75%
 3 Cases Received
 4 Cases Closed

Pending Caseload: 36%
 12 Cases Pending over 250 Days

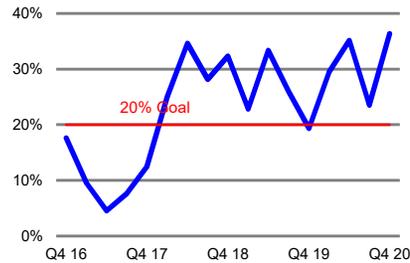
Time to Disposition: 100%
 4 Cases Closed within 250 Days

Clearance Rate

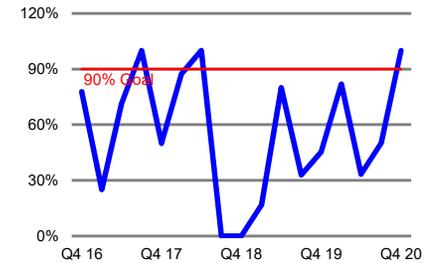


Age of Pending Caseload

(percent of cases pending over one year)



Time to Disposition

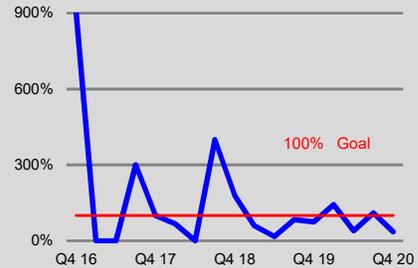


Funeral
Clearance Rate: 36%
 11 Cases Received
 4 Cases Closed

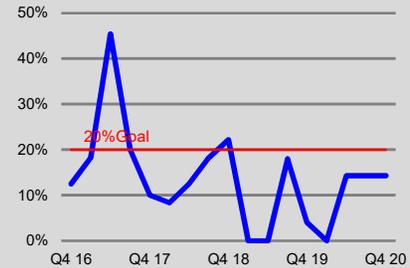
Pending Caseload: 14%
 5 Cases Pending over 250 Days

Time to Disposition: 50%
 2 Cases Closed within 250 Days

Clearance Rate



Age of Pending Caseload



Time to Disposition

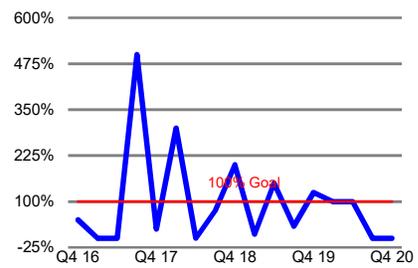


Audiology
Clearance Rate: 0%
 2 Cases Received
 0 Cases Closed

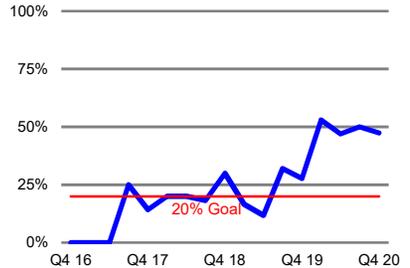
Pending Caseload: 47%
 9 Cases Pending over 250 Days

Time to Disposition: N/A
 0 Cases Closed within 250 Days

Clearance Rate



Age of Pending Caseload



Time to Disposition

