



Table with 6 columns: Policy Name, Agency Standards for Case Resolution, Policy Number, Section Title, Former Policy No., Approval Authority, Effective Date, Responsible Executive, Revised Date, Responsible Office, Last Reviewed, Responsible Reviewer.

Purpose:

To establish guidelines for the resolution of disciplinary cases to ensure that cases are handled expeditiously; evaluate the timeliness of case resolution; establish a mechanism to report on agency performance; facilitate the examination of case processing procedures; and plan for resources necessary to process cases.

Policy:

The timely investigation and adjudication of cases is essential to ensuring that health care services are safe for patients and clients and is an essential element of the fair treatment of licensees who are the subject of reports and complaints of misconduct. This directive sets standards upon which the agency will rely in assessing individual, unit and organizational performance. Nothing in this directive shall be relied upon to justify either compromising the quality or thoroughness of any aspect of the case handling process or limiting any procedural or due process requirements otherwise required by law

Procedures:

- A. The Key Performance Measures stand as DHP Agency Standards for Case Resolution. They are: 1) Clearance Rate; 2) the Age of Pending Caseload over 250 days; and 3) Time to Disposition.
1) Clearance Rate - the number of closed cases as a percentage of the number of received cases. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct.
2) 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. The goal is to maintain the percentage of open patient care cases older than 250 business days at no more than 20%.
3) Time to Disposition - the percent of patient care cases closed within 250 business days for cases received within the preceding eight quarters effectively removing any undue influence of the oldest cases on the measure. The goal is to resolve 90% of patient care cases within 250 business days.
B. To more accurately account for the time that the Agency is in control of case processing time, the days that a case is in continuance are removed from the performance measure calculations.
C. In an effort to meet the Agency's goal of closing all cases within 250 business days, internal performance



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goals have been established for the following units:

Enforcement/Intake & Investigation: 100 days

Board/Probable Cause: 120 days

Administrative Proceedings Division: 30 days

D. Respective Employee Work Profiles (EWPs) for staff members with disciplinary case responsibilities should reflect these timelines as appropriate.