

Virginia Department of Health Professions

Arne W. Owens
Director

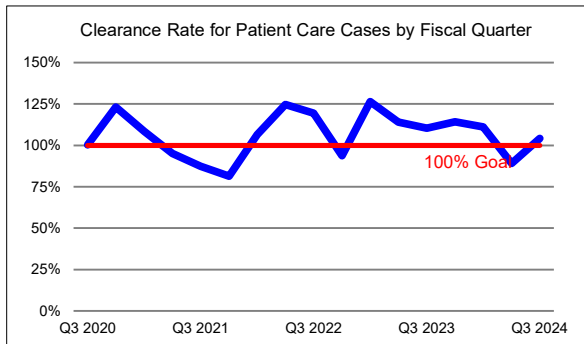
Patient Care Disciplinary Case Processing Times (with Continuance Days Removed): Quarterly Performance Measurement, Q3 2020 - Q3 2024

"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 its disciplinary case processing 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. Clearance Rate, Age of Pending Caseload and Time to Disposition uphold the objectives of the DHP mission statement; these three measures, taken together, enable staff to identify and focus on areas of greatest importance in managing the disciplinary caseload. 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.

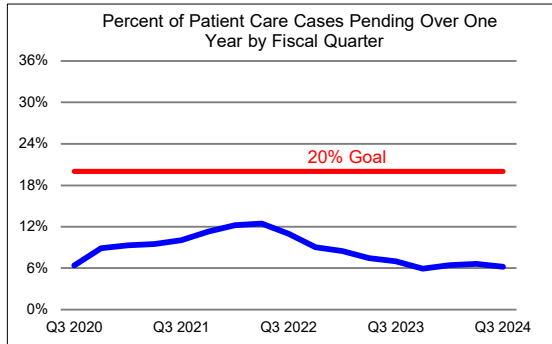
Clearance Rate - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct.

The current quarter's clearance rate is 104%, with 1,302 patient care cases received and 1,358 closed.



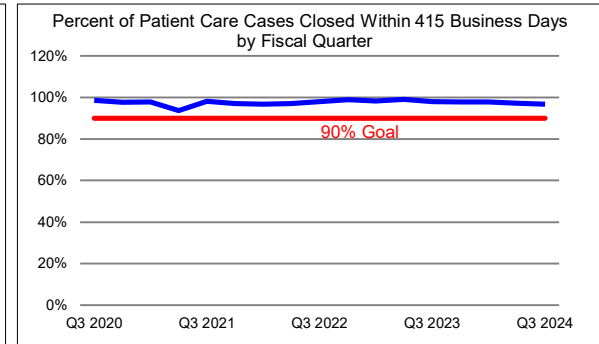
Age of Pending Caseload - the percent of open patient care cases over 415 business days old. This measure tracks the backlog of patient care cases older than 415 business days to aid management in providing specific closure targets. The goal is to maintain the percentage of open patient care cases older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

The current quarter shows 6% patient care cases pending over 415 business days with 221 of the 3,572 patient care cases 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 97% patient care cases pending over 415 business days with 1,264 of the 1,307 cases closed within 415 business days.



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.

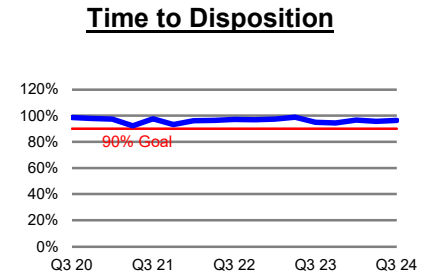
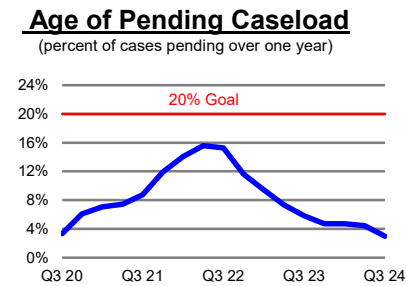
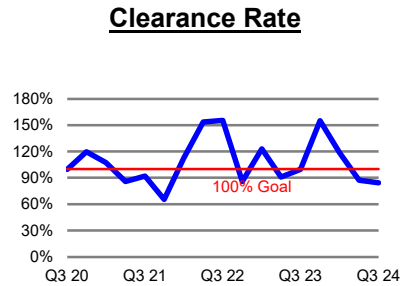
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Nursing

Clearance Rate: 84%
 538 Cases Received
 454 Cases Closed

Pending Caseload Over 415 Days: 3%
 46 cases out of 1,534 are pending over 415 Days

Time to Disposition Within 415 Days: 96%
 416 cases out of 432 were closed within 415 Days

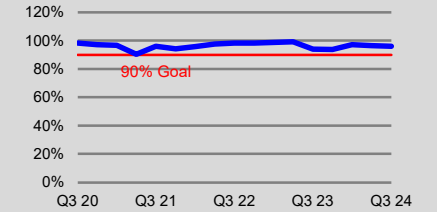
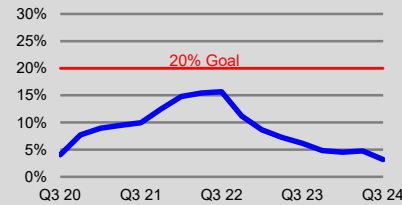
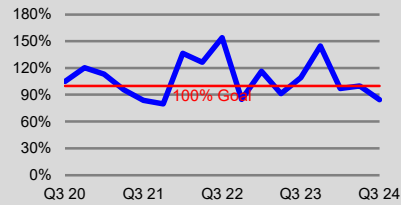


Nurses

Clearance Rate: 84%
 399 Cases Received
 337 Cases Closed

Pending Caseload Over 415 Days: 3%
 36 cases out of 1,127 are pending over 415 Days

Time to Disposition Within 415 Days: 96%
 306 cases out of 319 were closed within 415 Days

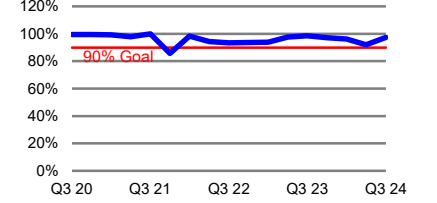
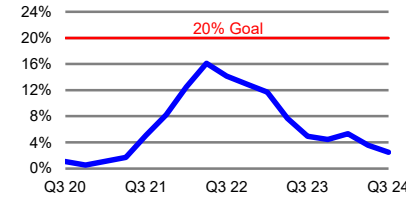
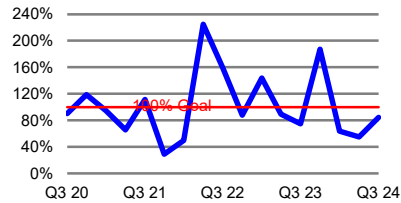


CNA

Clearance Rate: 84%
 139 Cases Received
 117 Cases Closed

Pending Caseload Over 415 Days: 2%
 10 cases out of 407 are pending over 415 Days

Time to Disposition Within 415 Days: 97%
 110 cases out of 113 were closed within 415 Days



Note: If no cases are received and some cases are closed, we assign 100% as clearance rate

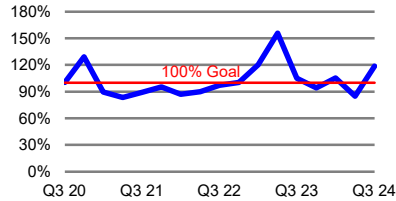
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Medicine
Clearance Rate: 119%
 400 Cases Received
 475 Cases Closed

Pending Caseload Over 415 Days: 4%
 33 cases out of 793 are pending over 415 Days

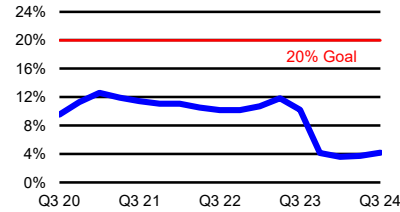
Time to Disposition Within 415 Days: 99%
 465 cases out of 471 were closed within 415 Days

Clearance Rate

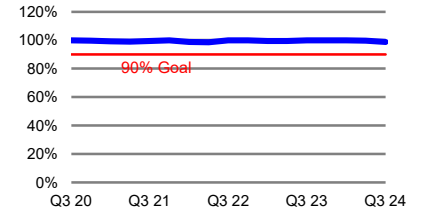


Age of Pending Caseload

(percent of cases pending over one year)



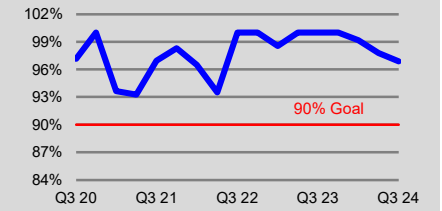
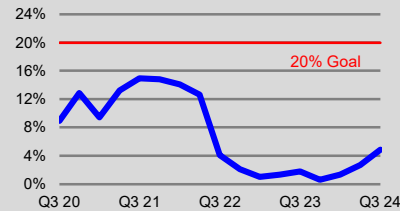
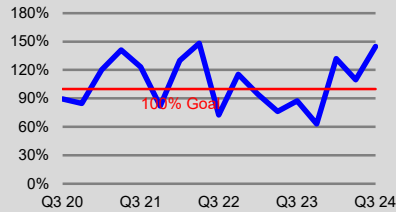
Time to Disposition



Dentistry
Clearance Rate: 145%
 89 Cases Received
 129 Cases Closed

Pending Caseload Over 415 Days: 5%
 13 cases out of 269 are pending over 415 Days

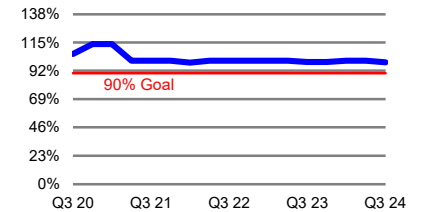
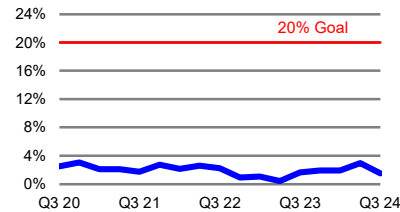
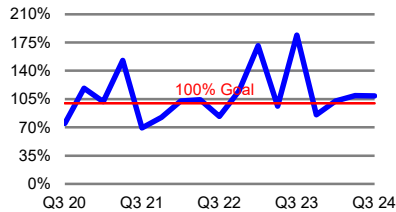
Time to Disposition Within 415 Days: 97%
 123 cases out of 127 were closed within 415 Days



Pharmacy
Clearance Rate: 109%
 91 Cases Received
 99 Cases Closed

Pending Caseload Over 415 Days: 2%
 3 cases out of 197 are pending over 415 Days

Time to Disposition Within 415 Days: 99%
 95 cases out of 96 were closed within 415 Days



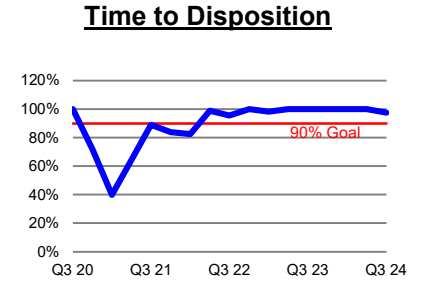
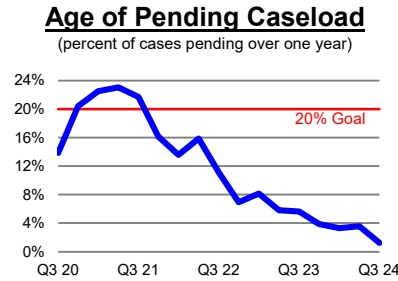
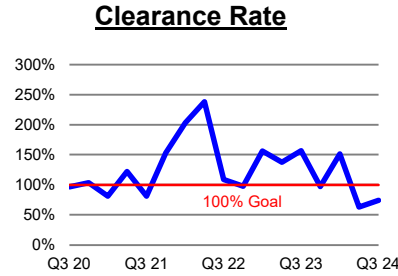
Note: If no cases are received and some cases are closed, we assign 100% as clearance rate

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

Veterinary Medicine
Clearance Rate: 74%
 58 Cases Received
 43 Cases Closed

Pending Caseload Over 415 Days: 1%
 2 cases out of 157 are pending over 415 Days

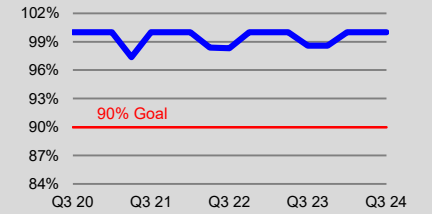
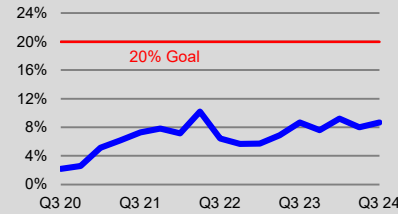
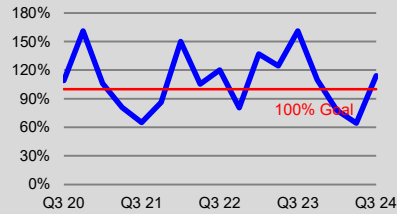
Time to Disposition Within 415 Days: 98%
 40 cases out of 41 were closed within 415 Days



Counseling
Clearance Rate: 114%
 50 Cases Received
 57 Cases Closed

Pending Caseload Over 415 Days: 9%
 16 cases out of 185 are pending over 415 Days

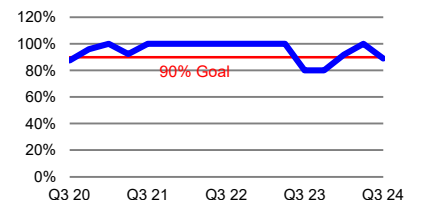
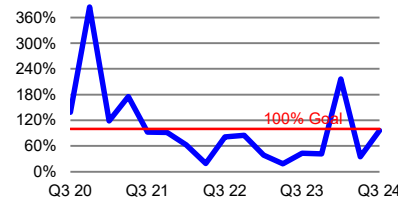
Time to Disposition Within 415 Days: 100%
 57 cases out of 57 were closed within 415 Days



Social Work
Clearance Rate: 96%
 26 Cases Received
 25 Cases Closed

Pending Caseload Over 415 Days: 36%
 60 cases out of 167 are pending over 415 Days

Time to Disposition Within 415 Days: 89%
 16 cases out of 18 were closed within 415 Days



Note: If no cases are received and some cases are closed, we assign 100% as clearance rate

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

Clearance Rate

Age of Pending Caseload

Time to Disposition

Psychology

Clearance Rate: 131%

16 Cases Received

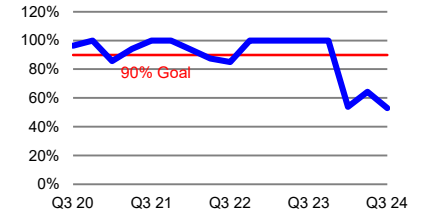
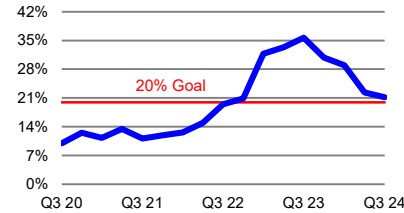
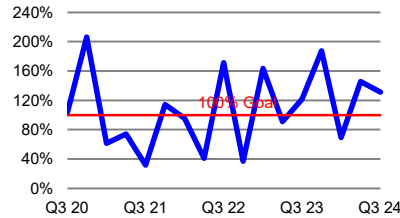
21 Cases Closed

Pending Caseload Over 415 Days: 21%

25 cases out of 118 are pending over 415 Days

Time to Disposition Within 415 Days: 53%

9 cases out of 17 were closed within 415 Days



Long Term Care

Clearance Rate: 165%

17 Cases Received

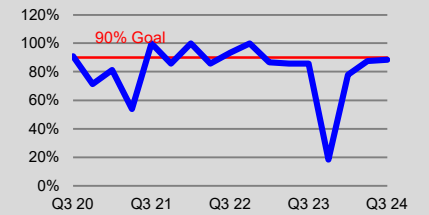
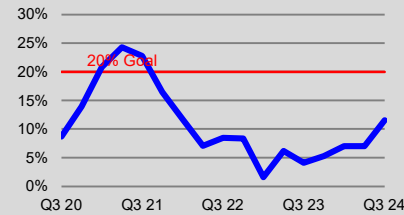
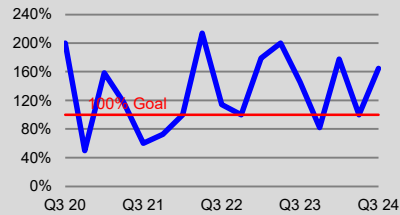
28 Cases Closed

Pending Caseload Over 415 Days: 12%

9 cases out of 78 are pending over 415 Days

Time to Disposition Within 415 Days: 88%

23 cases out of 26 were closed within 415 Days



Optometry

Clearance Rate: 71%

7 Cases Received

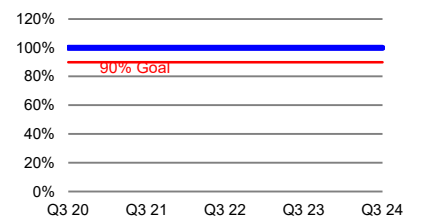
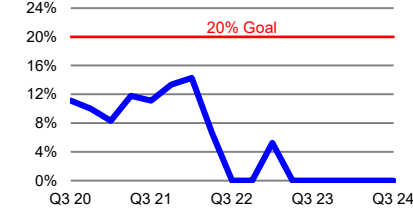
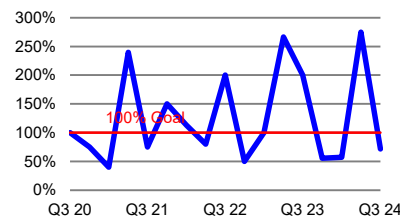
5 Cases Closed

Pending Caseload Over 415 Days: 0%

0 cases out of 19 are pending over 415 Days

Time to Disposition Within 415 Days: 100%

5 cases out of 5 were closed within 415 Days



Note: If no cases are received and some cases are closed, we assign 100% as clearance rate

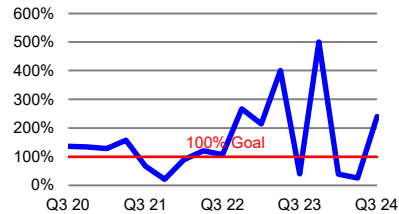
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Physical Therapy
Clearance Rate: 240%
 5 Cases Received
 12 Cases Closed

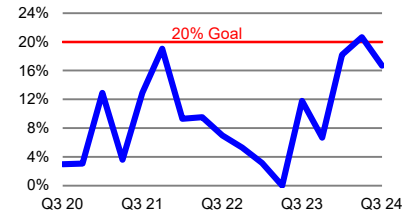
Pending Caseload Over 415 Days: 17%
 4 cases out of 24 are pending over 415 Days

Time to Disposition Within 415 Days: 90%
 9 cases out of 10 were closed within 415 Days

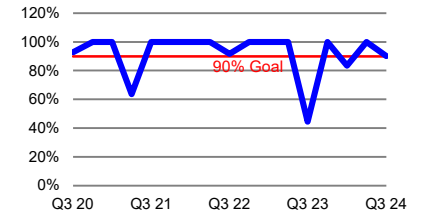
Clearance Rate



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



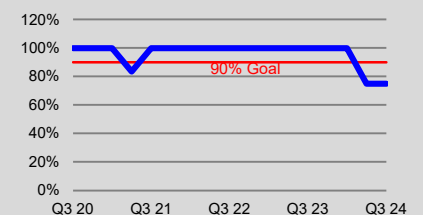
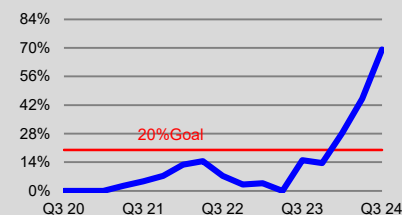
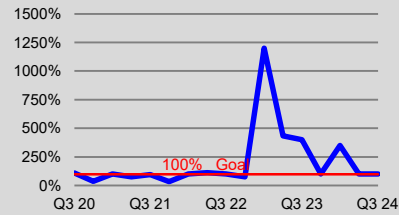
Time to Disposition



Funeral
Clearance Rate: 100%
 0 Cases Received
 7 Cases Closed

Pending Caseload Over 415 Days: 69%
 9 cases out of 13 are pending over 415 Days

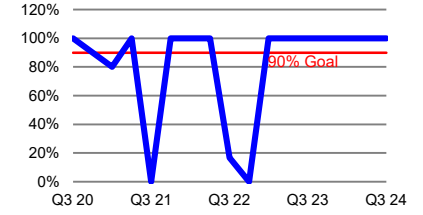
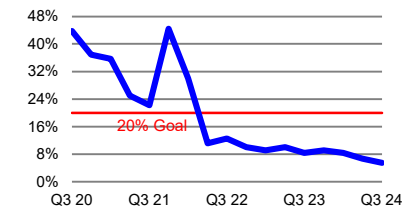
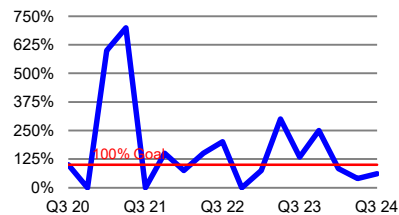
Time to Disposition Within 415 Days: 75%
 3 cases out of 4 were closed within 415 Days



Audiology
Clearance Rate: 60%
 5 Case Received
 3 Cases Closed

Pending Caseload Over 415 Days: 6%
 1 case out of 18 are pending over 415 Days

Time to Disposition Within 415 Days: 100%
 3 cases out of 3 were closed within 415 Days



Note: If no cases are received and some cases are closed, we assign 100% as clearance rate