

Virginia Department of Health Professions

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Patient Care Disciplinary Case Processing Times:

Director

Quarterly Performance Measurement, Q4 2012 - Q4 2016

"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."

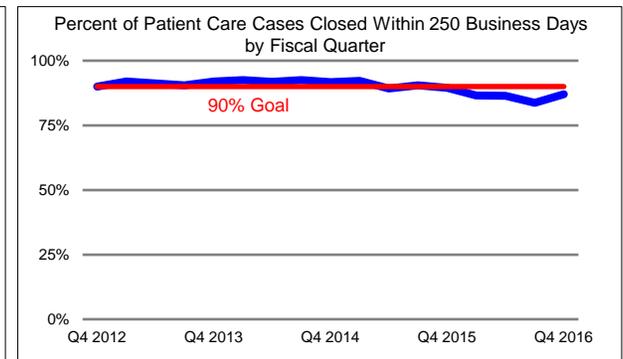
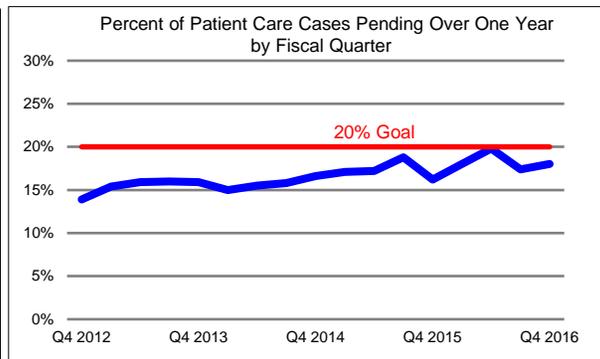
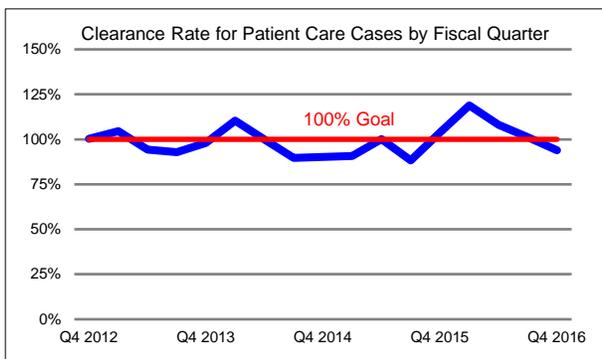
DHP Mission Statement

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.

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 through the end of FY 2016. The current quarter's clearance rate is 94%, with 958 patient care cases received and 899 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% through the end of FY 2016. The current quarter shows 18% patient care cases pending over 250 business days with 2,495 patient care cases pending and 449 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 through the end of FY 2016. The current quarter shows 87% percent of patient care cases being resolved within 250 business days with 874 cases closed and 760 closed within 250 business days.



Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

Clearance Rate

Nursing - In Q4 2016, the clearance rate was 94%, the Pending Caseload older than 250 business days was 9% and the percent closed within 250 business days was 88%.
Q4 2016 Caseloads:
 Received=466, Closed=438
 Pending over 250 days=98
 Closed within 250 days=383

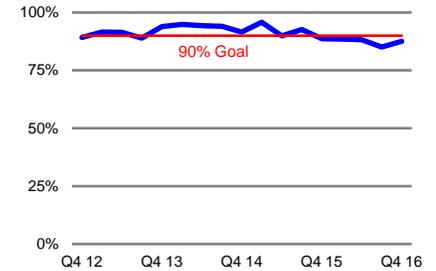


Age of Pending Caseload

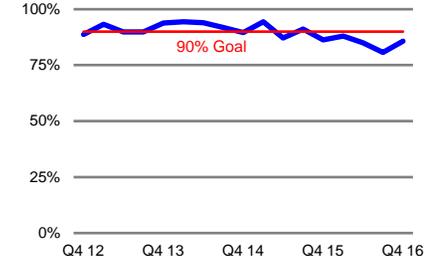
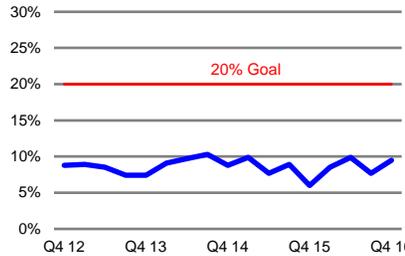
(percent of cases pending over one year)



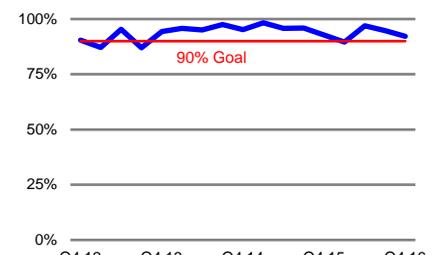
Percent Closed in 250 Business Days



Nurses - In Q4 2016, the clearance rate was 105%, the Pending Caseload older than 250 business days was 10% and the percent closed within 250 business days was 86%.
Q4 2016 Caseloads:
 Received=295, Closed=309
 Pending over 250 days=77
 Closed within 250 days=264



CNA - In Q4 2016, the clearance rate was 75%, the Pending Caseload older than 250 business days was 6% and the percent closed within 250 business days was 92%.
Q4 2016 Caseloads:
 Received=171, Closed=129
 Pending over 250 days=21
 Closed within 250 days=119



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

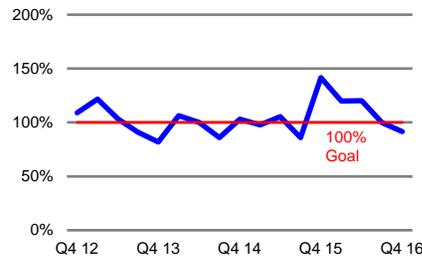
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

Medicine - In Q4 2016, the clearance rate was 92%, the Pending Caseload older than 250 business days was 17% and the percent closed within 250 business days was 96%.

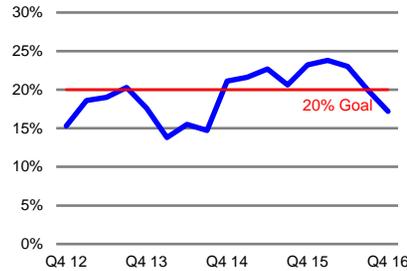
Q4 2016 Caseloads:

Received=312, Closed=286
 Pending over 250 days=93
 Closed within 250 days=263

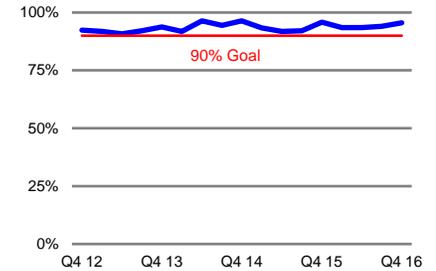
Clearance Rate



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



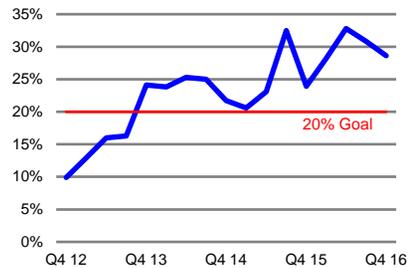
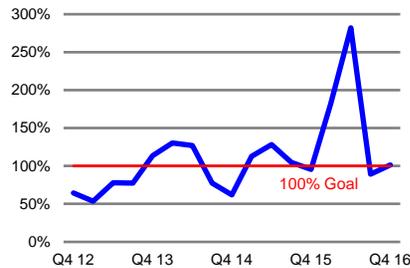
Percent Closed in 250 Business Days



Dentistry - In Q4 2016, the clearance rate was 102%, the Pending Caseload older than 250 business days was 29% and the percent closed within 250 business days was 75%.

Q4 2016 Caseloads:

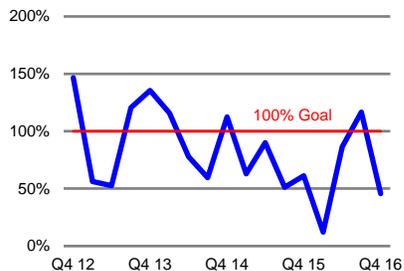
Received=65, Closed=66
 Pending over 250 days=54
 Closed within 250 days=45



Pharmacy - In Q4 2016, the clearance rate was 46%, the Pending Caseload older than 250 business days was 45% and the percent closed within 250 business days was 100%.

Q4 2016 Caseloads:

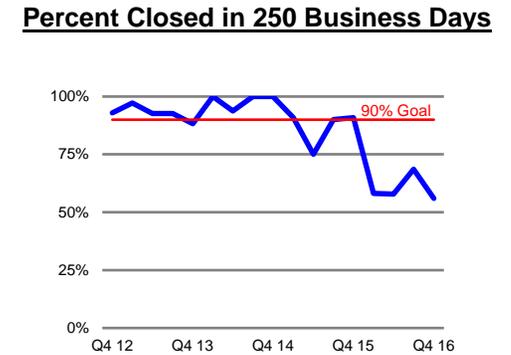
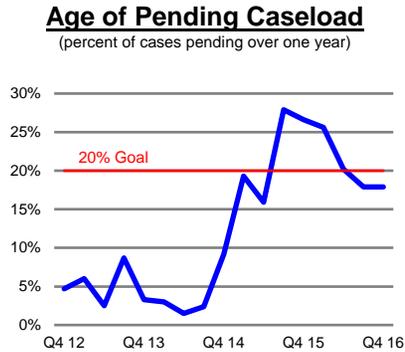
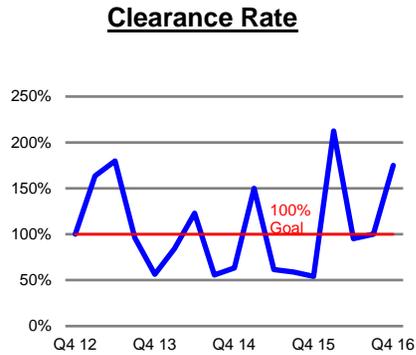
Received=35, Closed=16
 Pending over 250 days=74
 Closed within 250 days=14



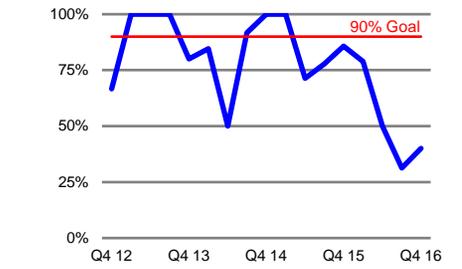
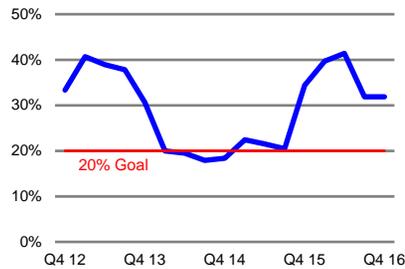
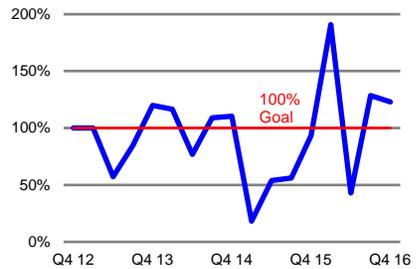
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Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

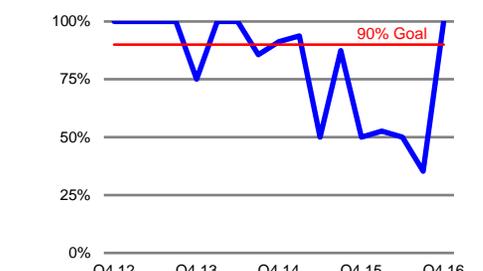
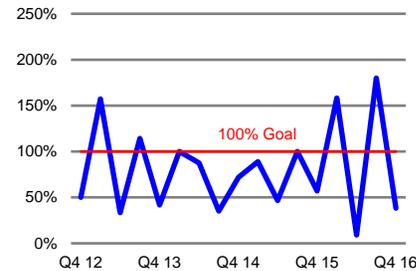
Veterinary Medicine - In Q4 2016, the clearance rate was 175%, the Pending Caseload older 250 business days was 18% and the percent closed within 250 business days was 56%.
Q4 2016 Caseloads:
 Received=16, Closed=28
 Pending over 250 days=22
 Closed within 250 days=14



Counseling - In Q4 2016, the clearance rate was 123%, the Pending Caseload older than 250 business days was 32% and the percent closed within 250 business days was 40%.
Q4 2016 Caseloads:
 Received=13, Closed=16
 Pending over 250 days=22
 Closed within 250 days=6



Social Work - In Q4 2016, the clearance rate was 38%, the Pending Caseload older than 250 business days was 50% and the percent closed within 250 business days was 100%.
Q4 2016 Caseloads:
 Received=13, Closed=5
 Pending over 250 days=50
 Closed within 250 days=4



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

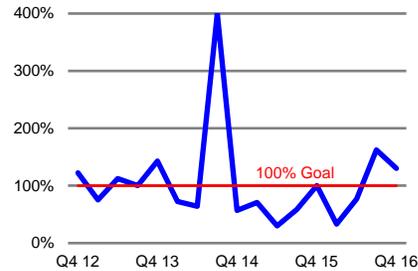
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Psychology - In Q4 2016, the clearance rate was 130%, the Pending Caseload older than 250 business days was 30% and the percent closed within 250 business days was 39%.

Q4 2016 Caseloads:

Received=10, Closed=13
 Pending over 250 days=17
 Closed within 250 days=5

Clearance Rate

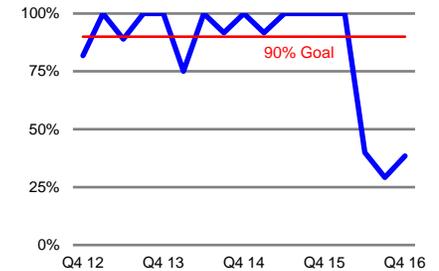


Age of Pending Caseload

(percent of cases pending over one year)



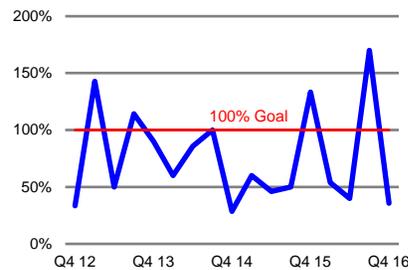
Percent Closed in 250 Business Days



Long-Term Care - In Q4 2016, the clearance rate was 36%, the Pending Caseload older than 250 business days was 15% and the percent closed within 250 business days was 80%.

Q4 2016 Caseloads:

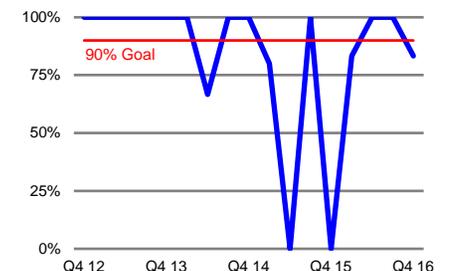
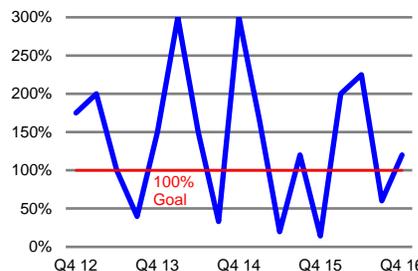
Received=14, Closed=5
 Pending over 250 days=7
 Closed within 250 days=4



Optometry - In Q4 2016, the clearance rate was 120%, the Pending Caseload older than 250 business days was 40% and the percent closed within 250 business days was 83%.

Q4 2016 Caseloads:

Received=5, Closed=6
 Pending over 250 days=8
 Closed within 250 days=5



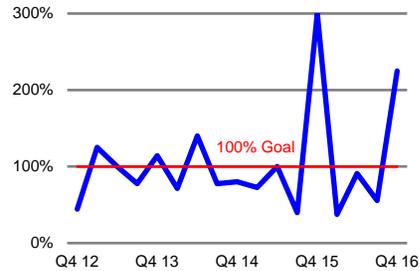
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Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

Physical Therapy - In Q4 2016, the clearance rate was 225%, the Pending Caseload older than 250 business days was 18% and the percent closed within 250 business days was 78%.

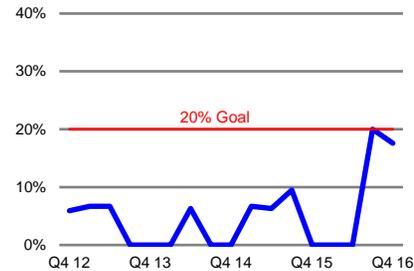
Q4 2016 Caseloads:
 Received=4, Closed=9
 Pending over 250 days=3
 Closed within 250 days=7

Clearance Rate



Age of Pending Caseload

(percent of cases pending over one year)

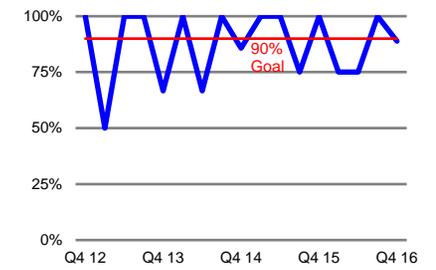
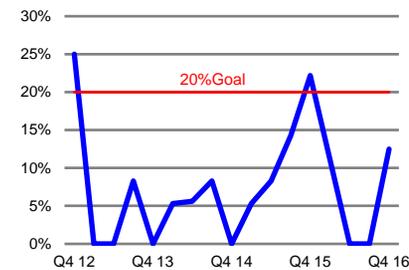
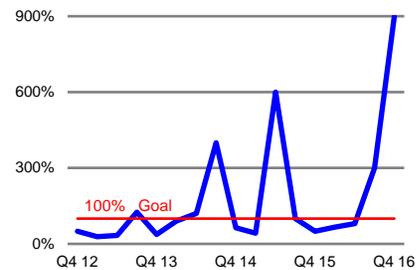


Percent Closed in 250 Business Days



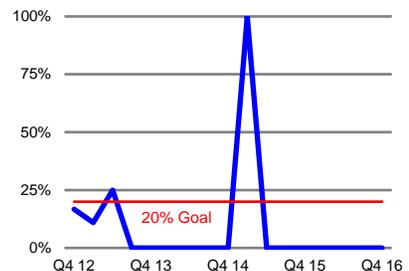
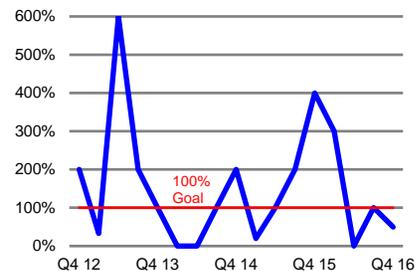
Funeral - In Q4 2016, the clearance rate was 900%, the Pending Caseload older than 250 business days was 13% and the percent closed within 250 business days was 89%.

Q4 2016 Caseloads:
 Received=1, Closed=9
 Pending over 250 days=1
 Closed within 250 days=8



Audiology - In Q4 2016, the clearance rate was 50% the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 100%.

Q4 2016 Caseloads:
 Received=4, Closed=2
 Pending over 250 days=0
 Closed within 250 days=2



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.