# Nursing, Board of

Annual Performance Progress Report

Reporting Year 2017

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KPM #	Approved Key Performance Measures (KPMs)
1	TIMELY RESOLUTION OF COMPLAINTS - Percent of cases investigated and referred to Board within 120 days of receipt of complaint.
2	REDUCTION OF RECIDIVISM - Percent of disciplined licensees with a new complaint within three years of Board closing original case with a disciplinary action.
3	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as good or excellent: overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
4	ON-LINE TRANSACTIONS - Percent of business transactions completed on-line.
5	TIMELY LICENSING - Percent of licensing applications processed within target.
6	EFFECTIVE GOVERNANCE - Percent of total best practices met by the Board.

- red
- green
- yellow
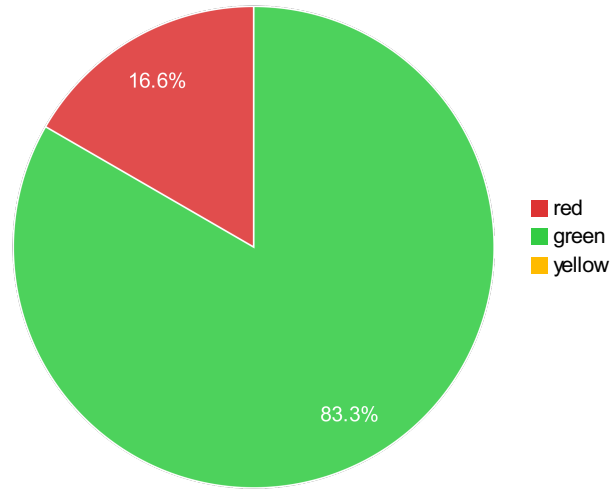
Performance Summary		Green	Yellow	Red
		= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:		83.33%	0%	16.67%

KPM #1	TIMELY RESOLUTION OF COMPLAINTS - Percent of cases investigated and referred to Board within 120 days of receipt of complaint.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result
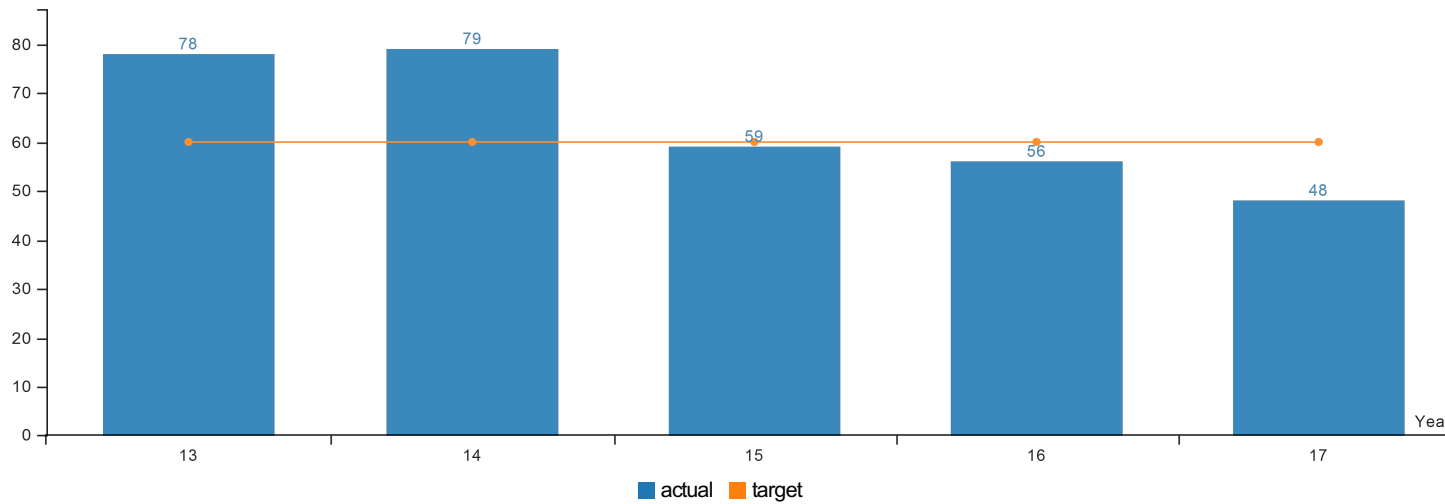
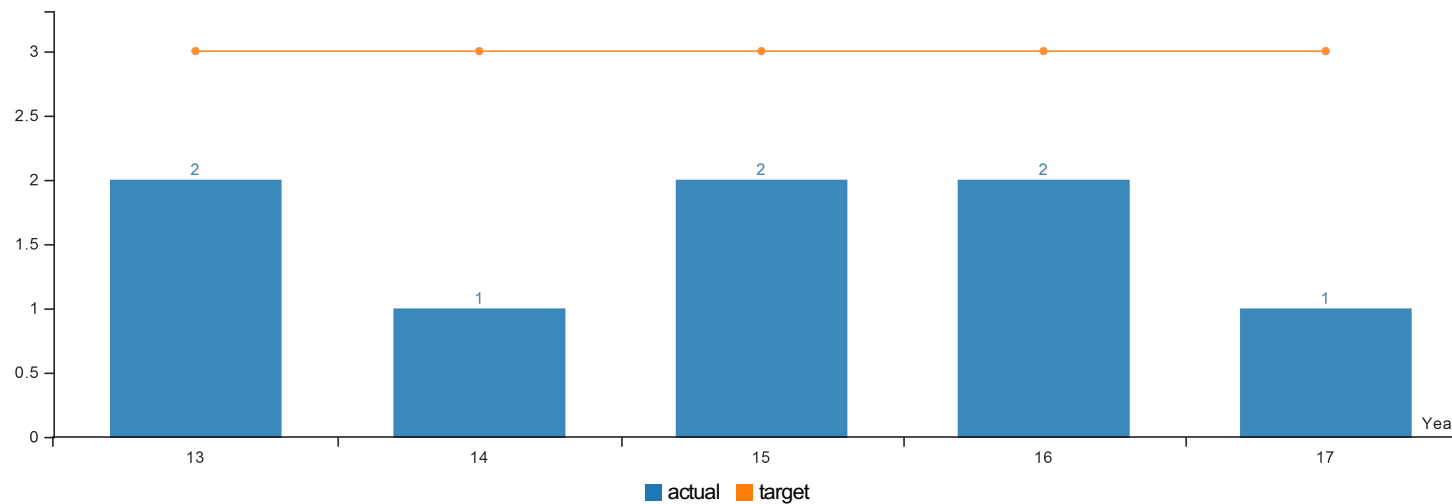| Report Year	2013	2014	2015	2016	2017
Timely Resolution of Complaints					
Actual	78%	79%	59%	56%	48%
Target	60%	60%	60%	60%	60%

How Are We Doing

As of the date of this report, 48 percent of disciplinary cases in FY 2017 were presented to the Board within 120 days, below the agency target of 60 percent.

Factors Affecting Results

The agency received 300 more complaints this fiscal year over last year. In response, agency management created a triage committee to streamline the complaint process, weed out nuisance complaints, and assist with APRN cases.

KPM #2	REDUCTION OF RECIDIVISM - Percent of disciplined licensees with a new complaint within three years of Board closing original case with a disciplinary action.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = negative result

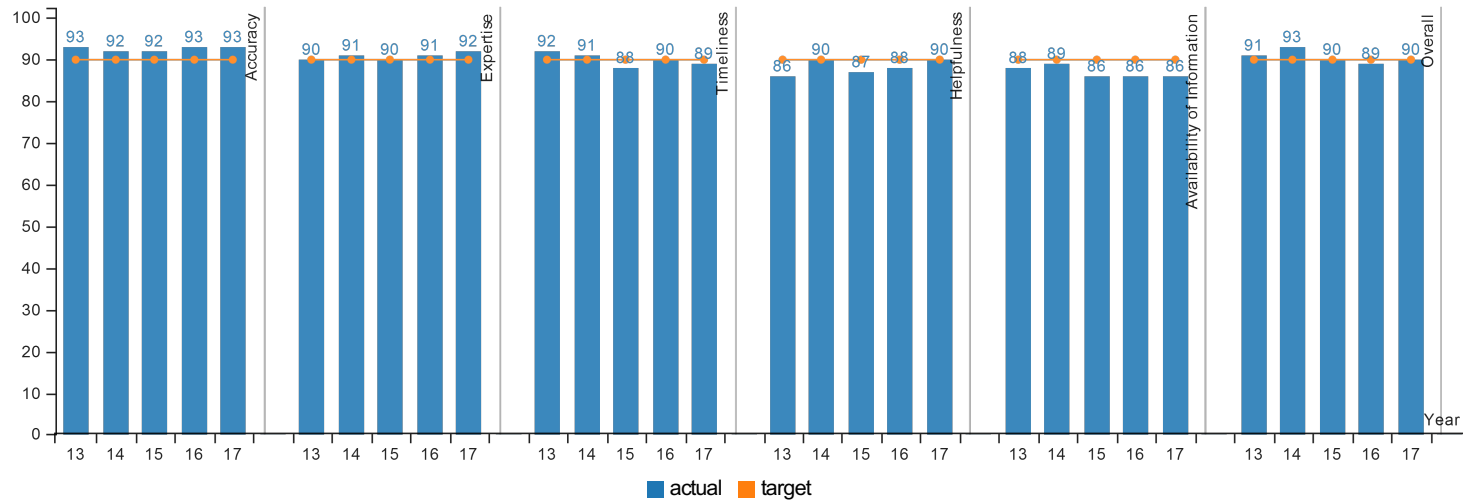| Report Year	2013	2014	2015	2016	2017
Reduction of Recidivism					
Actual	2%	1%	2%	2%	1%
Target	3%	3%	3%	3%	3%

How Are We Doing

The OSBN's rate of 1 percent exceeded its target of 3 percent. The number reflects the licensees who were disciplined in FY 2014, 2015, or 2016, and were reported to the Board for any offense during FY 2017.

Factors Affecting Results

In its investigative and disciplinary process, the Board works to determine what factors led to the violation. Disciplinary action is based on addressing those factors to the greatest extent possible. Many situations can be resolved through additional education or monitored practice. In other situations that are not suitable to remediation, the Board action is more punitive in nature as a deterrent to any such future violations.

KPM #3	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as good or excellent: overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
	Data Collection Period: Jul 01 - Jun 30

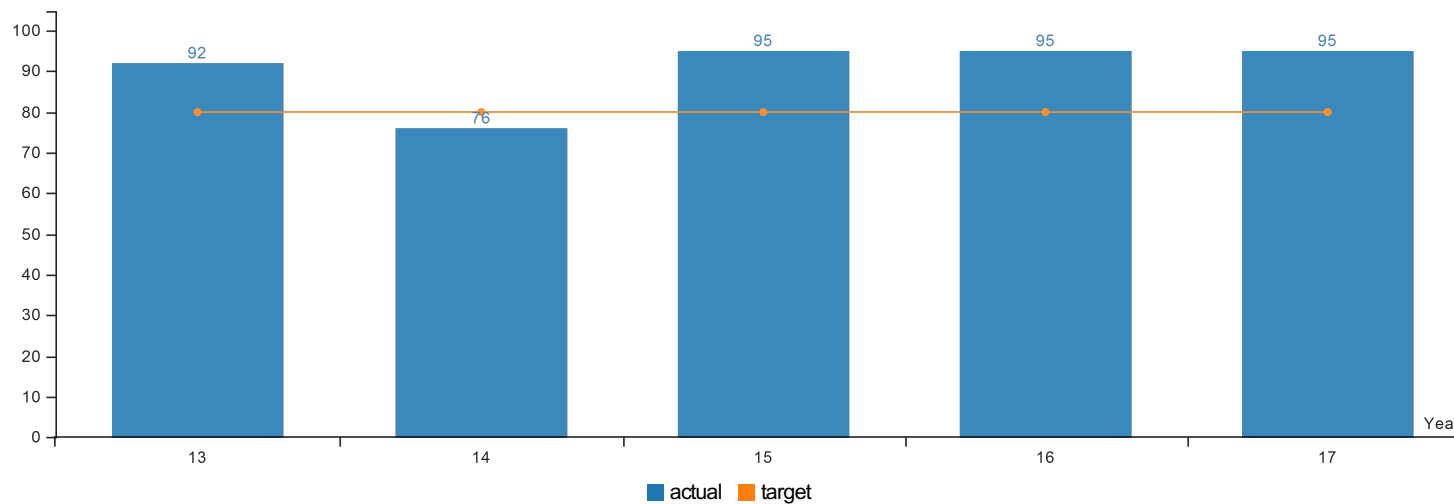| Report Year	2013	2014	2015	2016	2017
Accuracy					
Actual	93%	92%	92%	93%	93%
Target	90%	90%	90%	90%	90%
Expertise					
Actual	90%	91%	90%	91%	92%
Target	90%	90%	90%	90%	90%
Timeliness					
Actual	92%	91%	88%	90%	89%
Target	90%	90%	90%	90%	90%
Helpfulness					
Actual	86%	90%	87%	88%	90%
Target	90%	90%	90%	90%	90%
Availability of Information					
Actual	88%	89%	86%	86%	86%
Target	90%	90%	90%	90%	90%
Overall					
Actual	91%	93%	90%	89%	90%
Target	90%	90%	90%	90%	90%

How Are We Doing

The agency met all of its targets in FY 2017 except one (the Availability of Information). We are planning a redesign of our agency website and expect to meet all of our targets in coming years.

Factors Affecting Results

The agency has increased its focus on customer service in the last few years, which has positively affected our performance measures.

KPM #4	ON-LINE TRANSACTIONS - Percent of business transactions completed on-line.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result

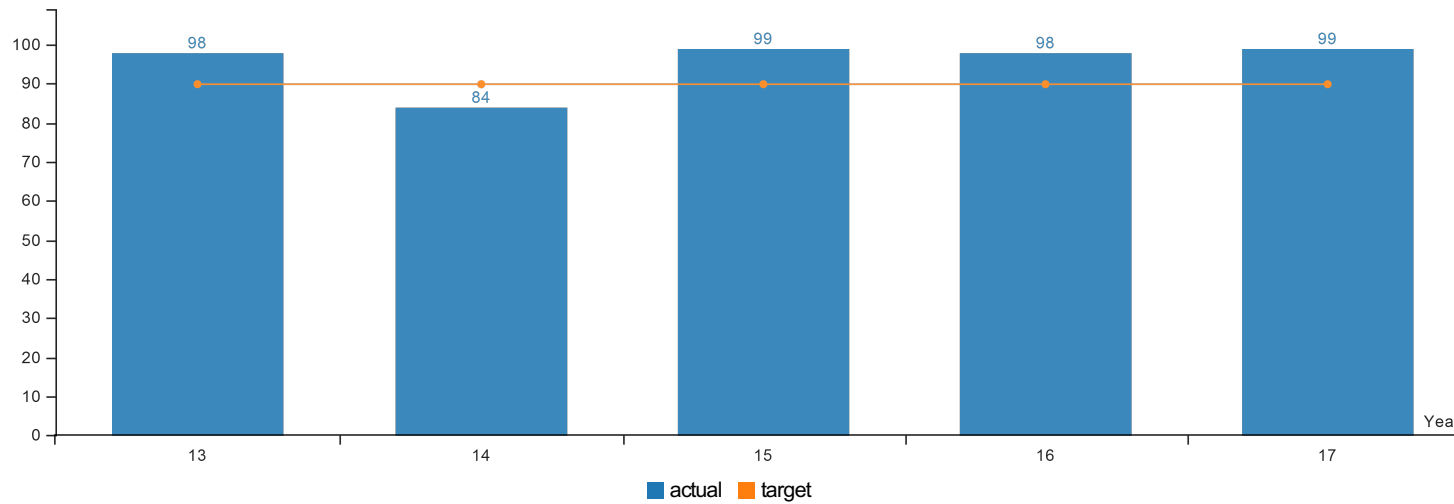| Report Year	2013	2014	2015	2016	2017
Percent of Online Transactions					
Actual	92%	76%	95%	95%	95%
Target	80%	80%	80%	80%	80%

How Are We Doing

The agency exceeded its target of 80 percent.

Factors Affecting Results

A number of applicants who don't meet various licensing requirements and need further evaluation are still processed via paper applications. A 100 percent score won't occur until paper forms are no longer accepted. The agency is working on a revision of its online licensing application this biennium that will reduce the number of paper applications received in the office.

KPM #5	TIMELY LICENSING - Percent of licensing applications processed within target.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result

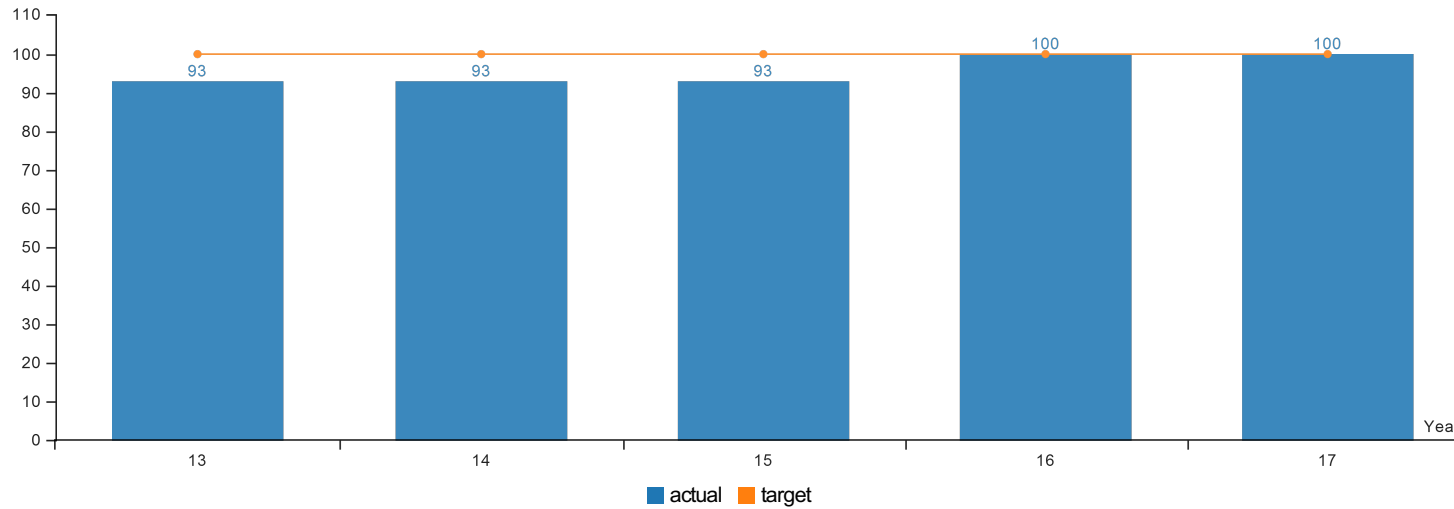| Report Year	2013	2014	2015	2016	2017
Timely Licensing: Percent of licensing applications processed within target.					
Actual	98%	84%	99%	98%	99%
Target	90%	90%	90%	90%	90%

How Are We Doing

The agency exceeded its goal of 90 percent.

Factors Affecting Results

Results are based on length of time it takes to issue a license once all the required documents are received.

KPM #6	EFFECTIVE GOVERNANCE - Percent of total best practices met by the Board.
	Data Collection Period: Jan 01 - Jan 01

Upward Trend = positive result

Report Year	2013	2014	2015	2016	2017
Effective Governance					
Actual	93%	93%	93%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

The Board met its goal of 100 percent compliance.

Factors Affecting Results

The agency's board members, executive director, and management staff work well with each other. The agency's board member orientation process is an OSBN-specific companion to the state's orientation, which provides information on public meeting requirements and best practices.