Department of Consumer Affairs
Board of Registered Nursing

Performance Measures
Q1 Report (July - Sept 2010)

To ensure stakeholders can review the Board’s progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement.

These measures will be posted publicly on a quarterly basis. In future reports, additional measures, such as consumer satisfaction and complaint efficiency, will also be added. These additional measures are being collected internally at this time and will be released once sufficient data is available.

Volume
Number of complaints received.*

Q1 Total: 2,166 (Complaints: 993  Convictions: 1,173)
Q1 Monthly Average: 722

Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.
Target: 30 Days
Q1 Average: 16 Days

*“Complaints” in these measures include complaints, convictions, and arrest reports.
Intake & Investigation
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 365 Days
Q1 Average: 120 Days

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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Target</td>
<td>365</td>
<td>365</td>
<td>365</td>
</tr>
<tr>
<td>Actual</td>
<td>131</td>
<td>119</td>
<td>111</td>
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Formal Discipline
Average cycle time from complaint receipt to closure, for cases sent to the Attorney General or other forms of formal discipline.

Target: 540 Days
Q1 Average: 852 Days

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<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
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<tr>
<td>Actual</td>
<td>980</td>
<td>752</td>
<td>797</td>
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Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 5 Days
Q1 Average: 1 Days

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<tbody>
<tr>
<td>Target</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Actual</td>
<td>1</td>
<td>1</td>
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Probation Violation Response
Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days
Q1 Average: 1 Days