Department of Consumer Affairs

Board of Registered Nursing

Performance Measures

Q2 Report *(October - December 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, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

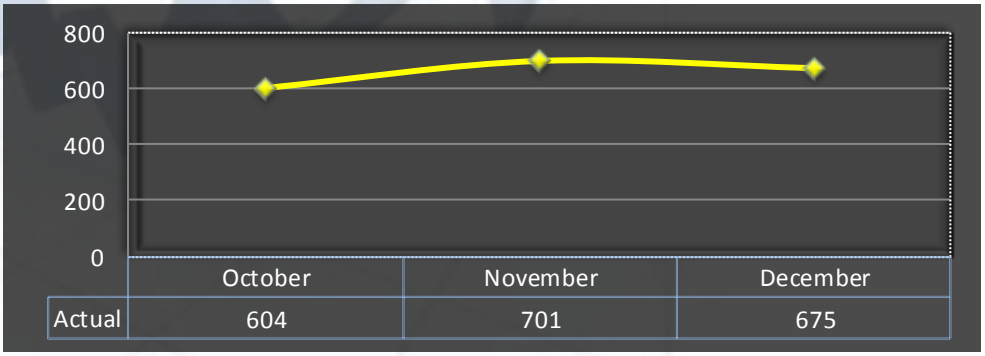
Volume

Number of complaints and convictions received.

Q2 Total: 1,980

Complaints: 644 Convictions: 1,336

Q2 Monthly Average: 660



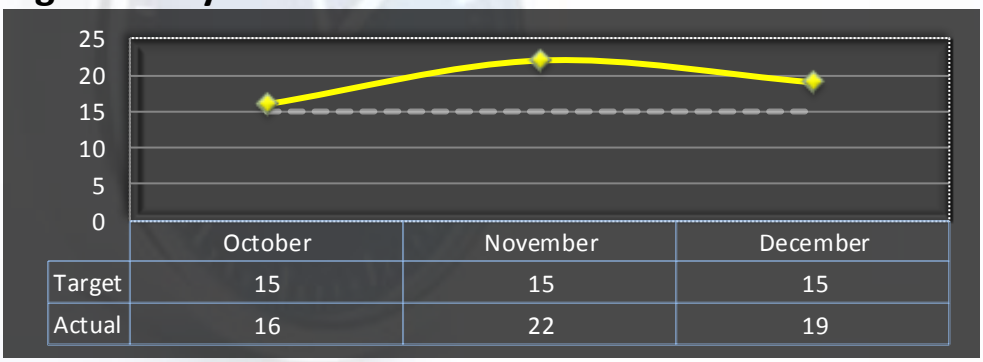
	October	November	December
Actual	604	701	675

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 15 Days

Q2 Average: 19 Days



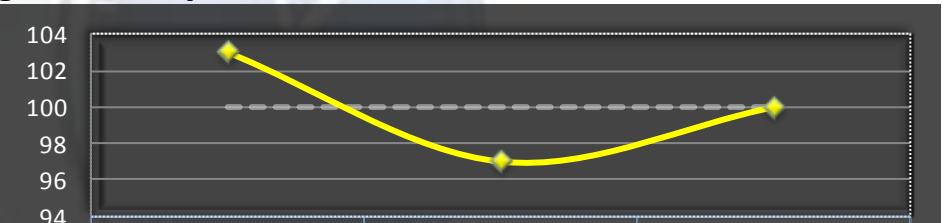
	October	November	December
Target	15	15	15
Actual	16	22	19

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: 100 Days

Q2 Average: 100 Days



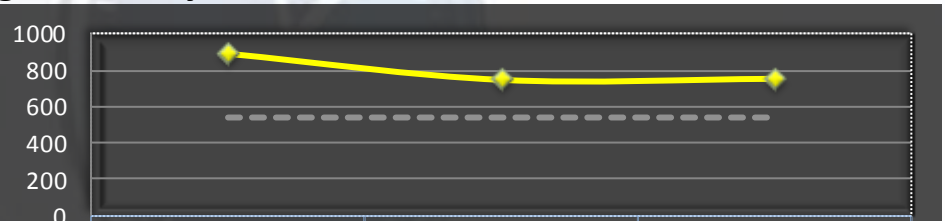
	October	November	December
Target	100	100	100
Actual	103	97	100

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q2 Average: 786 Days



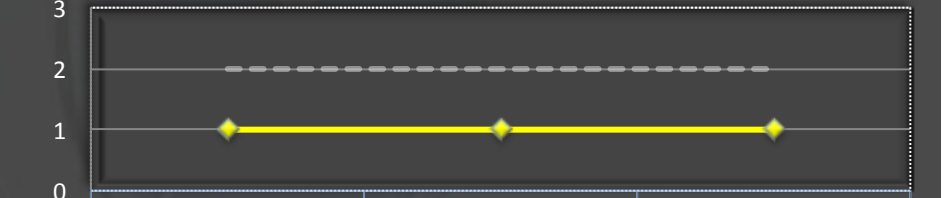
	October	November	December
Target	540	540	540
Actual	891	747	753

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 2 Days

Q2 Average: 1 Days



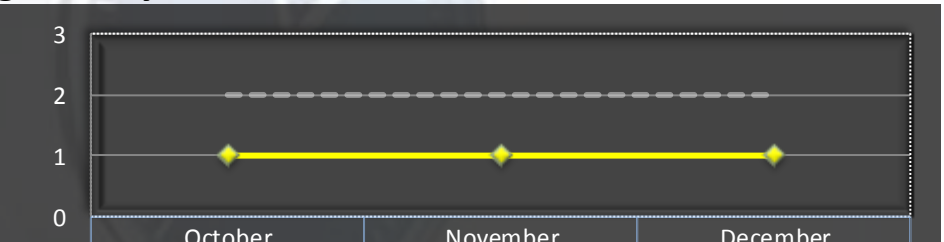
	October	November	December
Target	2	2	2
Actual	1	1	1

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: 2 Days

Q2 Average: 1 Days



	October	November	December
Target	2	2	2
Actual	1	1	1