Department of Consumer Affairs
Board of Registered Nursing

Enforcement Performance Measures

Q3 Report (January – March 2017)

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.

<table>
<thead>
<tr>
<th>Month</th>
<th>Complaints</th>
<th>Convictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>735</td>
<td>698</td>
</tr>
<tr>
<td>Feb</td>
<td>1,354</td>
<td>1,349</td>
</tr>
<tr>
<td>Mar</td>
<td>1,270</td>
<td></td>
</tr>
</tbody>
</table>

Total Received: 2,703  |  Monthly Average: 901

Complaints: 1,354  |  Convictions: 1,349
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 2,663 | Monthly Average: 888

PM2 | Intake – Cycle Time
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.

Target Average: 15 Days | Actual Average: 4 Days
### PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

<table>
<thead>
<tr>
<th>Month</th>
<th>Cases Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>722</td>
</tr>
<tr>
<td>Feb</td>
<td>640</td>
</tr>
<tr>
<td>Mar</td>
<td>735</td>
</tr>
</tbody>
</table>

**Total:** 2,097 | **Monthly Average:** 699

### PM3 | Investigations – Cycle Time
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General. (Includes intake and investigation.)

<table>
<thead>
<tr>
<th>Days</th>
<th>Intake Time</th>
<th>Investigation Time</th>
<th>Post-Investigation Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>67</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**TARGET = 100**

**Target Average:** 100 Days | **Actual Average:** 70 Days

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1. Due to rounding, there might be small discrepancies between the PM3 “Actual Average”, and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).
**PM4 | Formal Discipline – Volume**
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

**Total:** 304 | **Monthly Average:** 101

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**PM4 | Formal Discipline – Cycle Time**
Average number of days to close cases after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

**Target Average:** 540 Days | **Actual Average:** 704 Days

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2 Due to rounding, there might be small discrepancies between the PM4 “Actual Average”, and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time).
PM7 | Probation Intake – Volume
Number of new probation cases.

Total: 104 | Monthly Average: 35

PM7 | Probation Intake – Cycle Time
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 2 Days | Actual Average: 1 Day
PM8 | Probation Violation Response – Cycle Time
Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target Average: 2 Days | Actual Average: 1 Day