

▪ Call to Order	Dr. Jones, Jr.
▪ Emergency Egress	Dr. Carter
▪ Public Comment	Dr. Jones, Jr.
▪ Approval of Minutes - page 2 ▪ December 2, 2019	Dr. Jones, Jr.
▪ Director's Report	Dr. Brown
▪ Legislative and Regulatory Report	Ms. Yeatts
▪ Board Chair Report	Dr. Jones, Jr.
▪ Executive Director's Report ▪ Board Budget - page 6 ▪ Agency Statistics/Performance - page 8 ▪ Board Mission Statement ▪ Board Work Plan - page 44 ▪ Board Chair and Vice Chair Term	Dr. Carter
▪ Healthcare Workforce Data Center ▪ Update	Dr. Shobo & Dr. Carter
▪ Individual Board Reports	Dr. Jones, Jr.
▪ New Business	Dr. Jones, Jr.
▪ Next Full Board Meeting ▪ May 27, 2020	Dr. Jones, Jr.
▪ 2020 BHP Board Meeting Dates ▪ February 27, 2020 ▪ May 27, 2020 ▪ August 20, 2020 ▪ November 10, 2020	
▪ Adjournment	

DRAFT

In Attendance

Sahil Chaudhary, Citizen Member
Helene Clayton-Jeter, OD, Board of Optometry
Kevin Doyle, EdD, LPC, LSATP, Board of Counseling
Louise Hershkowitz, CRNA, MSHA, Board of Nursing
Allen Jones, Jr., DPT, PT, Board of Physical Therapy
Louis Jones, FSL, Board of Funeral Directors and Embalmers
Derrick Kendall, NHA, Board of Long-Term Care Administrators
Ryan Logan, RPh, Board of Pharmacy
Kevin O'Connor, MD, Board of Medicine
John Salay, MSW, LCSW, Board of Social Work
Herb Stewart, PhD, Board of Psychology
James Watkins, DDS, Board of Dentistry
James Wells, RPh, Citizen Member

Absent

Steve Karras, DVM, Board of Veterinary Medicine
Alison King, PhD, CCC-SLP, Board of Audiology & Speech-Language Pathology
Martha Rackets, PhD, Citizen Member
Maribel Ramos, Citizen Member
Vacant - Citizen Member

DHP Staff

David Brown, DC, Director DHP
Barbara Allison-Bryan, MD, Deputy Director DHP
Elizabeth A. Carter, PhD, Executive Director BHP
Yetty Shobo, PhD, Deputy Executive Director BHP
Laura Jackson, MSHSA, Operations Manager BHP
Charis Mitchell, Assistant Attorney General
Rajana Siva, MBA, Research Analyst BHP
Elaine Yeatts, Senior Policy Analyst DHP

Speakers

No speakers signed-in

Observers

Scott Johnson, Hancock Daniel & Johnson, PC

Emergency Egress

Elizabeth Carter, PhD

Call to Order

Dr. Jones, Jr.
Time: 10:00 a.m.
Quorum: Established

Public Comment

No public comment was provided

Approval of Minutes**Motion**

Dr. Jones, Jr.

A motion to accept meeting minutes from the August 29, 2019 Full Board meeting was made and properly seconded. All members were in favor, none opposed.

Director's Report

Dr. Brown announced that the agencies Board Member Training held October 7, 2019 was rated a 4.5 out of 5. He noted that additional information will be made available to board members on the agencies website. Dr. Brown stated that the agency's website upgrade was going well and that several boards have made the transition. He requested that the board members go to the website and look to see if it is more user friendly. Boards will now be able to make their own postings, reducing the need for Data to post the information on their behalf.

Dr. Allison-Bryan reviewed building security changes that have gone into effect and those that are yet to be implemented.

The Council on Licensure, Enforcement and Regulation (CLEAR) is an organization designed to help those in professional regulation have access to resources. At the annual CLEAR meeting in September, DHP's research and analysis into the workload of the Enforcement Division staff was presented by DHP's Enforcement Director Ms. Schmitz and Visual Research, Inc. President Neal Kauder.

Welcome

Dr. Jones, Jr. introduced newly appointed Board of Health Professions board members Louise Herskowitz with the Board of Nursing and Steve Karras with the Board of Veterinary Medicine.

**Legislative and
Regulatory Report**

Ms. Yeatts provided an overview of the regulations distributed during the meeting. She advised that the agency has hired a P-14 law student to assist with the review and analysis of mandated and/or discretionary regulations. A link to the report will be posted on the agencies webpage once it is completed.

Board Chair Report

Dr. Jones, Jr. thanked agency staff for the high level of training provided at the October board member training.

**Sanction Reference Points
Review**

Mr. Kauder with VisualResearch, Inc. provided a PowerPoint presentation discussing the SRP worksheet updates made for the Boards of Funeral Directors and Embalmers, Long-Term Care Administrators, Physical Therapy and Dentistry and that the review for the Board of Nursing is still in progress. (Attachment 1)

**Executive Director's
Report**

Dr. Carter reviewed the Board's budget and provided insight into the agency's statistics and performance.

Dr. Carter provided an overview of the meetings she attended at The National Conference of State Legislatures Multi-State Learning Consortium in Utah and the The Council of State Governments Occupational Licensing Learning Seminar in Kentucky.

**Healthcare Workforce
Data Center**

Dr. Shobo provided an overview of the PowerPoint presentation she presented at the Home Care and Health Medicaid Conference in September. She also provided an update on the status of requests made for the sharing of the agency's workforce data.

Medicaid utilization will be added as a survey item on the 2020 workforce surveys. Discussion ensued on how best to collect the information.

Lunch

12:20 working lunch

Board Member Introductions

Staff and board members in attendance introduced themselves to the newly appointed board members.

Individual Board Reports

Board of Psychology - Dr. Stewart (Attachment 2)

Board of Nursing - Ms. Hershkowitz provided licensure count for the Board of Nursing professions. She stated that the Board is working with VisualResearch Inc. on massage therapy SRP worksheets. The Board is also working on conversion therapy; and identifying ways that board members could better balance personal life/work with the time demands of the Board. Elimination of regulations for nurse practitioner prescriptive authority has been finalized.

Board of Counseling - Dr. Doyle (Attachment 3)

Board of Long-Term Care Administrators - Mr. Kendall (Attachment 4)

Board of Pharmacy - Mr. Logan announced that the Board of Pharmacy has received two new member appointments. The board is implementing a process to cease mailing a hard copy license, registration or permit that bear an expiration date. The Board is very concerned with the use of vape products currently on the market. The Board is in the process of increasing licensure fees.

Board of Optometry - Dr. Clayton-Jeter (Attachment 5)

Board of Physical Therapy - Dr. Jones, Jr. (Attachment 6)

Board of Social Work - Mr. Salay (Attachment 7)

Board of Funeral Directors and Embalmers - Mr. Jones (Attachment 8)

Board of Dentistry - Dr. Watkins (Attachment 9)

Board of Medicine - Dr. O'Connor stated that the Board of Medicine continues to see an increase in complaints. The board is resisting entry into the licensure compact by implementing an expedited licensure process. A new board president has been appointed. The board is also working on conversion therapy for adults and children.

Practitioner Self-Referral

Mr. Salay provided an overview of the Practitioner Self-Referral request made by Telomerix Stem Cell Biobank, LLC and the agency subordinate recommendation to the Full Board. After brief discussion, it was determined that this arrangement does not constitute a self-referral.

Motion The practitioner self-referral request made by Telomerix Stem Cell Biobank, LLC was determined to not be a referral. A motion was made to accept the agency subordinates recommendation. The motion was properly seconded, with all members in favor, none opposed.

Election of Officers The Nominating Committee Chair, Dr. Clayton-Jeter, reported on individuals interested in the position of Board Chair as follows: Dr. Jones, Jr. and Dr. Stewart. Both individuals acknowledged their interest and reasoning for seeking the position. There were no nominations from the floor. Prior to voting, Dr. Stewart withdrew his interest in the Board Chair position, making Dr. Jones, Jr. the only individual seeking the seat.

By acclamation Dr. Jones, Jr. was appointed Chair of the Board of Health Professions for a one year term. All members were in favor, none opposed.

The Nominating Committee Chair, Dr. Clayton-Jeter, reported on individuals interested in the position of Board Vice Chair as follows: Dr. Doyle, Dr. Stewart and Mr. Salay. Prior to voting, Mr. Salay and Dr. Doyle withdrew their interest in the Board Vice Chair position, making Dr. Stewart the only individual seeking the seat.

By acclamation Dr. Stewart was appointed Vice Chair of the Board of Health Professions for a one year term. All members were in favor, none opposed.

Education Committee Report The Education Committee meeting will be rescheduled.

New Business Dr. O'Connor offered to take the discussion of stem cell storage to the Board of Medicine.

Dr. Clayton-Jeter requested that an agenda item be added to the February 27, 2020 Full Board meeting to determine if the Board should consider extending the Chair and Vice Chair term of one year to two years.

Telehealth The boards of Social Work and Psychology provided information regarding the impact of telehealth on their respective boards.

Next Full Board Meeting Dr. Jones, Jr. advised the Board that the next meeting is scheduled for February 27, 2020 at 10:00 a.m.

Adjourned 1:28 p.m.

Chair Signature Allen Jones, Jr., DPT, PT
_____ / /

Board Executive Director Signature Elizabeth A. Carter, PhD
_____ / /

Virginia Department of Health Professions
Revenue and Expenditures Summary
Department 30900 - Board of Health Professions
For the Period Beginning July 1, 2019 and Ending January 31, 2020

Account Number	Account Description	Amount	Budget	Amount	% of Budget
				Under/(Over) Budget	
4002400	Fee Revenue				
4002401	Application Fee	500.00	-	(500.00)	0.00%
	Total Fee Revenue	<u>500.00</u>	<u>-</u>	<u>(500.00)</u>	<u>0.00%</u>
	Total Revenue	<u>500.00</u>	<u>-</u>	<u>(500.00)</u>	<u>0.00%</u>
5011110	Employer Retirement Contrib.	26,269.61	46,156.00	19,886.39	56.91%
5011120	Fed Old-Age Ins- Sal St Emp	16,846.51	29,617.00	12,770.49	56.88%
5011140	Group Insurance	2,787.13	4,473.00	1,685.87	62.31%
5011150	Medical/Hospitalization Ins.	8,866.00	16,488.00	7,622.00	53.77%
5011160	Retiree Medical/Hospitalizatn	2,489.33	3,995.00	1,505.67	62.31%
5011170	Long term Disability Ins	1,319.01	2,117.00	797.99	62.31%
	Total Employee Benefits	<u>58,577.59</u>	<u>102,846.00</u>	<u>44,268.41</u>	<u>56.96%</u>
5011200	Salaries				
5011230	Salaries, Classified	213,366.30	341,386.00	128,019.70	62.50%
	Total Salaries	<u>213,366.30</u>	<u>341,386.00</u>	<u>128,019.70</u>	<u>62.50%</u>
5011300	Special Payments				
5011310	Bonuses and Incentives	500.00	-	(500.00)	0.00%
5011340	Specified Per Diem Payment	1,300.00	4,350.00	3,050.00	29.89%
5011380	Deferred Compnstn Match Pmts	750.00	1,920.00	1,170.00	39.06%
	Total Special Payments	<u>2,550.00</u>	<u>6,270.00</u>	<u>3,720.00</u>	<u>40.67%</u>
5011400	Wages				
5011410	Wages, General	7,212.40	45,739.00	38,526.60	15.77%
	Total Wages	<u>7,212.40</u>	<u>45,739.00</u>	<u>38,526.60</u>	<u>15.77%</u>
5011600	Terminatn Personal Svce Costs				
5011660	Defined Contribution Match - Hy	2,493.89	-	(2,493.89)	0.00%
	Total Terminatn Personal Svce Costs	<u>2,493.89</u>	<u>-</u>	<u>(2,493.89)</u>	<u>0.00%</u>
5011930	Turnover/Vacancy Benefits				
	Total Personal Services	<u>284,200.18</u>	<u>496,241.00</u>	<u>212,040.82</u>	<u>57.27%</u>
5012000	Contractual Svcs				
5012100	Communication Services				
5012140	Postal Services	64.05	950.00	885.95	6.74%
5012160	Telecommunications Svcs (VITA)	1,471.09	2,800.00	1,328.91	52.54%
5012170	Telecomm. Svcs (Non-State)	337.50	-	(337.50)	0.00%
5012190	Inbound Freight Services	15.00	20.00	5.00	75.00%
	Total Communication Services	<u>1,887.64</u>	<u>3,770.00</u>	<u>1,882.36</u>	<u>50.07%</u>
5012200	Employee Development Services				
5012210	Organization Memberships	40.00	-	(40.00)	0.00%
5012220	Publication Subscriptions	-	50.00	50.00	0.00%
5012240	Employee Training/Workshop/Conf	314.50	4,900.00	4,585.50	6.42%
5012270	Emp Trning- Trns, Ldngng & Meals	-	600.00	600.00	0.00%
	Total Employee Development Services	<u>354.50</u>	<u>5,550.00</u>	<u>5,195.50</u>	<u>6.39%</u>
5012400	Mgmnt and Informational Svcs				
5012470	Legal Services	-	1,050.00	1,050.00	0.00%
	Total Mgmnt and Informational Svcs	<u>-</u>	<u>1,050.00</u>	<u>1,050.00</u>	<u>0.00%</u>
5012600	Support Services				
5012640	Food & Dietary Services	569.60	675.00	105.40	84.39%

Virginia Department of Health Professions
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Department 30900 - Board of Health Professions
For the Period Beginning July 1, 2019 and Ending January 31, 2020

Account Number	Account Description	Amount			
		Amount	Budget	Under/(Over) Budget	% of Budget
5012660	Manual Labor Services	-	25.00	25.00	0.00%
5012670	Production Services	-	10.00	10.00	0.00%
5012680	Skilled Services	64,262.50	120,000.00	55,737.50	53.55%
	Total Support Services	64,832.10	120,710.00	55,877.90	53.71%
5012700	Technical Services				
5012790	Computer Software Dvp Svs	-	8,860.00	8,860.00	0.00%
	Total Technical Services	-	8,860.00	8,860.00	0.00%
5012800	Transportation Services				
5012820	Travel, Personal Vehicle	3,153.69	3,945.00	791.31	79.94%
5012830	Travel, Public Carriers	1,080.00	1,020.00	(60.00)	105.88%
5012850	Travel, Subsistence & Lodging	1,367.07	1,600.00	232.93	85.44%
5012880	Trvl, Meal Reimb- Not Rprtble	884.25	985.00	100.75	89.77%
	Total Transportation Services	6,485.01	7,550.00	1,064.99	85.89%
	Total Contractual Svs	73,559.25	147,490.00	73,930.75	49.87%
5013000	Supplies And Materials				
5013100	Administrative Supplies				
5013120	Office Supplies	1,578.90	3,800.00	2,221.10	41.55%
	Total Administrative Supplies	1,578.90	3,800.00	2,221.10	41.55%
	Total Supplies And Materials	1,578.90	3,800.00	2,221.10	41.55%
5015000	Continuous Charges				
5015300	Operating Lease Payments				
5015340	Equipment Rentals	292.26	900.00	607.74	32.47%
5015350	Building Rentals	30.00	-	(30.00)	0.00%
5015360	Land Rentals	-	40.00	40.00	0.00%
5015390	Building Rentals - Non State	12,213.95	22,718.00	10,504.05	53.76%
	Total Operating Lease Payments	12,536.21	23,658.00	11,121.79	52.99%
	Total Continuous Charges	12,536.21	23,658.00	11,121.79	52.99%
5022000	Equipment				
5022100	Computer Hrdware & Sftware	-			
5022170	Other Computer Equipment	345.00	-	(345.00)	0.00%
5022180	Computer Software Purchases	1,680.00	-	(1,680.00)	0.00%
	Total Computer Hrdware & Sftware	2,025.00	-	(2,025.00)	0.00%
5022200	Educational & Cultural Equip	-			
5022240	Reference Equipment	-	458.00	458.00	0.00%
	Total Educational & Cultural Equip	-	458.00	458.00	0.00%
5022600	Office Equipment				
5022630	Office Incidentals	-	30.00	30.00	0.00%
	Total Office Equipment	-	30.00	30.00	0.00%
	Total Equipment	2,025.00	488.00	(1,537.00)	414.96%
	Total Expenditures	373,899.54	671,677.00	297,777.46	55.67%

Virginia Department of Health Professions

Patient Care Disciplinary Case Processing Times (with Continuance Days): Quarterly Performance Measurement, Q1 2016 - Q1 2020

David E. Brown, D.C.

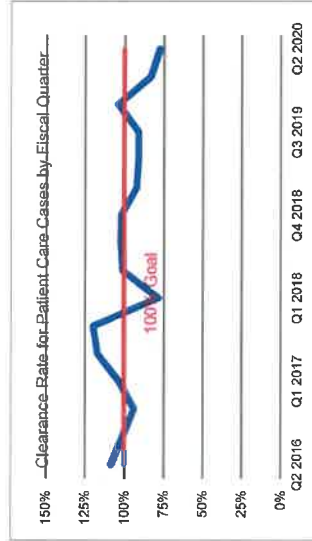
Director

"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."

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. This report includes the number of days the case was in the continuance activity. Beginning this quarter, the agency also tracks the Age of Pending Caseload and Time to Disposition based upon a 415 day model (These results are displayed by the green square).

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.

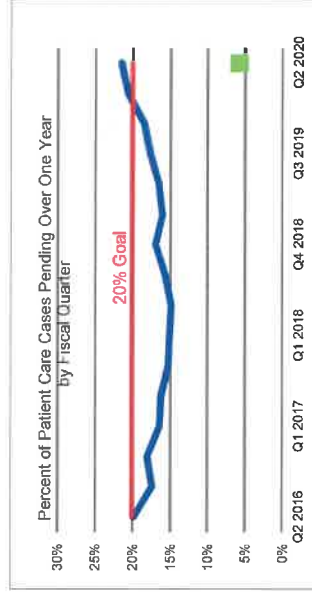
The current quarter's clearance rate is 78%, with 1208 patient care cases received and 938 closed.



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%.

The current quarter shows 22% patient care cases pending over 250 business days with 3590 patient care cases pending and 773 pending over 250 business days.

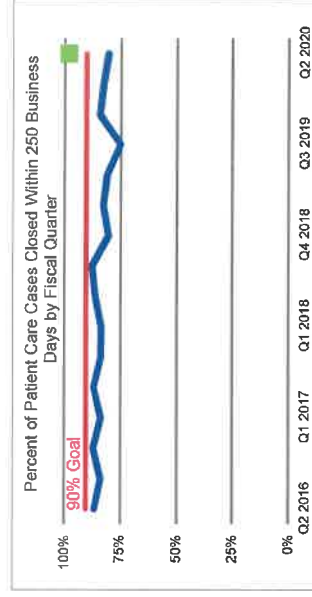
Only 207 cases or 69% are pending over 415 business days



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.

The current quarter shows 80% of patient care cases being resolved within 250 business days with 893 cases closed and 717 closed within 250 business days.

Referencing 415 business days, the goal was surpassed at 98%



Submitted: 2/11/2020

Patient Care Disciplinary Case Processing Times (with Continuance Days)

Prepared by: Department of Health Professions

Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days), by Board

Nursing

Clearance Rate: 66%
530 Cases Received
363 Cases Closed

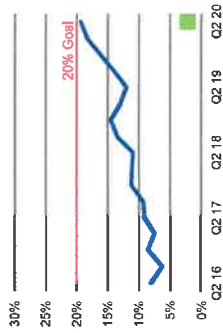
Pending Caseload: 19%
319 Cases Pending over 250 Days
Pending Caseload: 2%
35 Cases Pending over 250 Days

Time to Disposition: 70%
250 Cases Closed within 250 Days
Time to Disposition: 97%
345 Cases Closed within 250 Days

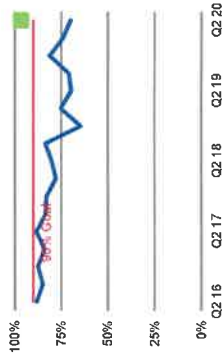
Clearance Rate



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



Time to Disposition



Nurses

Clearance Rate: 61%
366 Cases Received
222 Cases Closed

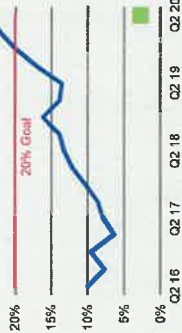
Pending Caseload: 24%
304 Cases Pending over 250 Days
Pending Caseload: 3%
34 Cases Pending over 250 Days

Time to Disposition: 58%
126 Cases Closed within 250 Days
Time to Disposition: 94%
204 Cases Closed within 250 Days

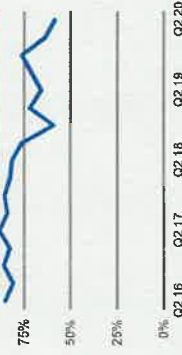
Clearance Rate



Age of Pending Caseload



Time to Disposition



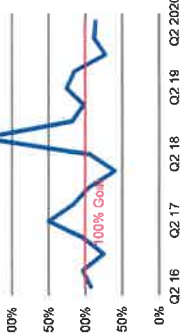
CNA

Clearance Rate: 86%
164 Cases Received
141 Cases Closed

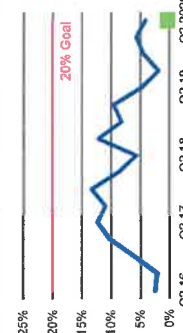
Pending Caseload: 4%
15 Cases Pending over 250 Days
Pending Caseload: 0%
1 Cases Pending over 250 Days

Time to Disposition: 88%
124 Cases Closed within 250 Days
Time to Disposition: 100%
141 Cases Closed within 250 Days

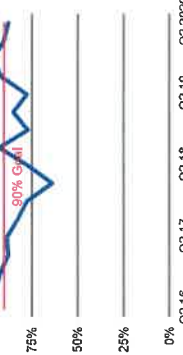
Clearance Rate



Age of Pending Caseload



Time to Disposition



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 (with Continuance Days), by Board

Medicine

Clearance Rate: 84%

408 Cases Received
342 Cases Closed

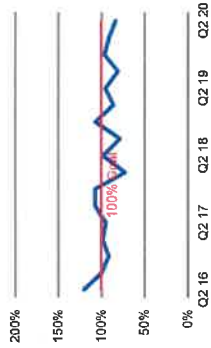
Pending Caseload: 18%

158 Cases Pending over 250 Days
Pending Caseload: 9%
80 Cases Pending over 250 Days

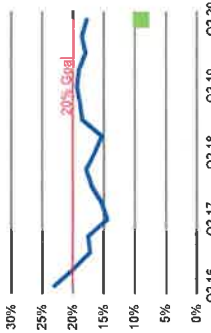
Time to Disposition: 93%

302 Cases Closed within 250 Days
Time to Disposition: 99%
321 Cases Closed within 250 Days

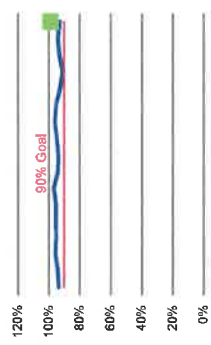
Clearance Rate



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



Time to Disposition



Dentistry

Clearance Rate: 81%

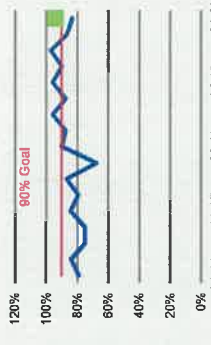
69 Cases Received
56 Cases Closed

Pending Caseload: 25%

53 Cases Pending over 250 Days
Pending Caseload: 11%
23 Cases Pending over 250 Days

Time to Disposition: 83%

40 Cases Closed within 250 Days
Time to Disposition: 94%
45 Cases Closed within 250 Days



Pharmacy

Clearance Rate: 128%

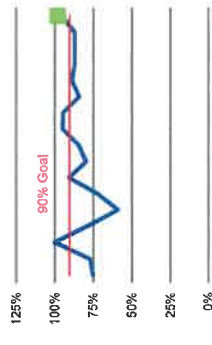
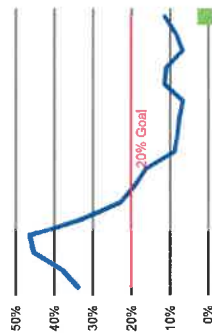
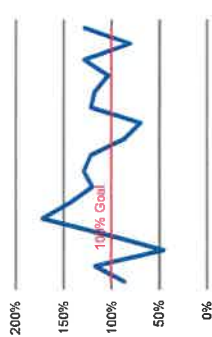
36 Cases Received
46 Cases Closed

Pending Caseload: 11%

15 Cases Pending over 250 Days
Pending Caseload: 1%
1 Cases Pending over 250 Days

Time to Disposition: 96%

43 Cases Closed within 250 Days
Time to Disposition: 98%
44 Cases Closed within 250 Days



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 (with Continuance Days), by Board

Veterinary Medicine

Clearance Rate: 64%

39 Cases Received
25 Cases Closed

Pending Caseload: 43%

87 Cases Pending over 250 Days

Pending Caseload: 12%

25 Cases Pending over 250 Days

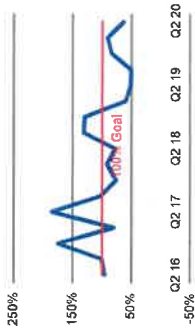
Time to Disposition: 61%

14 Cases Closed within 250 Days

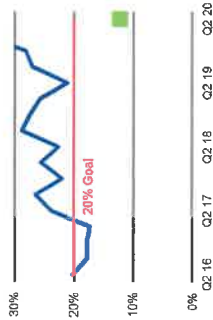
Time to Disposition: 100%

23 Cases Closed within 250 Days

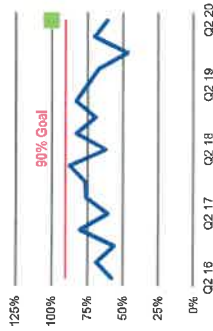
Clearance Rate



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



Time to Disposition



Counseling

Clearance Rate: 92%

52 Cases Received
48 Cases Closed

Pending Caseload: 11%

16 Cases Pending over 250 Days

Pending Caseload: 5%

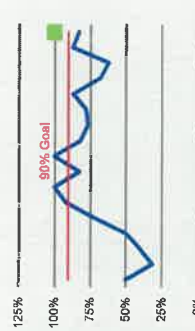
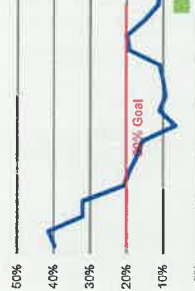
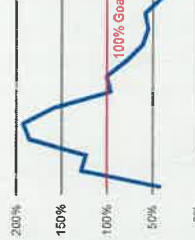
7 Cases Pending over 250 Days

Time to Disposition: 83%

39 Cases Closed within 250 Days

Time to Disposition: 100%

47 Cases Closed within 250 Days



Social Work

Clearance Rate: 50%

18 Cases Received
9 Cases Closed

Pending Caseload: 41%

35 Cases Pending over 250 Days

Pending Caseload: 11%

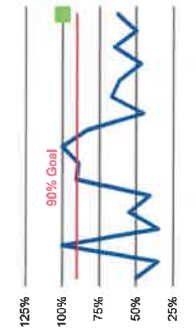
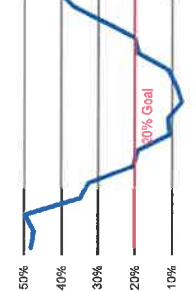
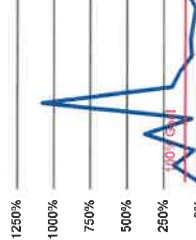
9 Cases Pending over 250 Days

Time to Disposition: 63%

5 Cases Closed within 250 Days

Time to Disposition: 100%

8 Cases Closed within 250 Days



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 (with Continuance Days), by Board

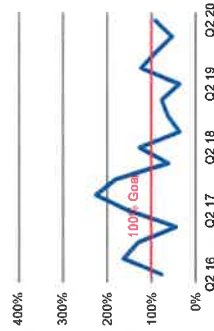
Psychology

Clearance Rate: 91%
 23 Cases Received
 21 Cases Closed

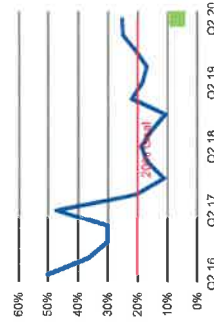
Pending Caseload: 25%
 23 Cases Pending over 250 Days
Pending Caseload: 7%
 6 Cases Pending over 250 Days

Time to Disposition: 69%
 11 Cases Closed within 250 Days
Time to Disposition: 100%
 16 Cases Closed within 250 Days

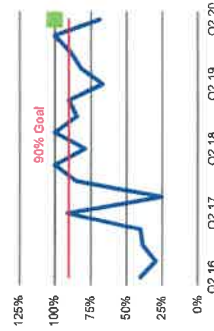
Clearance Rate



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



Time to Disposition

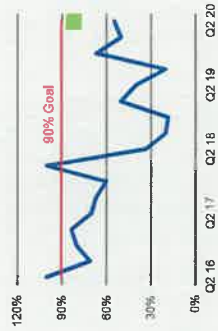
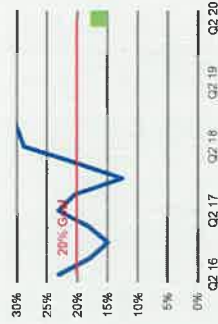


Long Term Care

Clearance Rate: 115%
 13 Cases Received
 15 Cases Closed

Pending Caseload: 48%
 38 Cases Pending over 250 Days
Pending Caseload: 16%
 13 Cases Pending over 250 Days

Time to Disposition: 55%
 6 Cases Closed within 250 Days
Time to Disposition: 82%
 9 Cases Closed within 250 Days

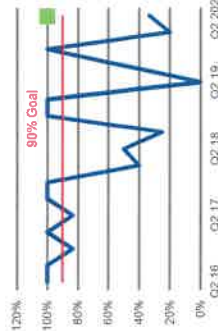
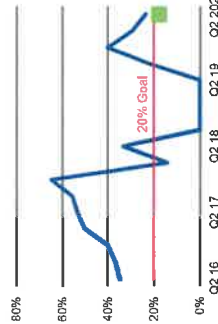


Optometry

Clearance Rate: 100%
 3 Cases Received
 3 Cases Closed

Pending Caseload: 24%
 4 Cases Pending over 250 Days
Pending Caseload: 18%
 3 Cases Pending over 250 Days

Time to Disposition: 33%
 1 Cases Closed within 250 Days
Time to Disposition: 100%
 3 Cases Closed within 250 Days

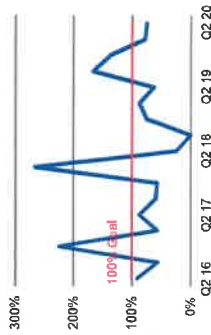


Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

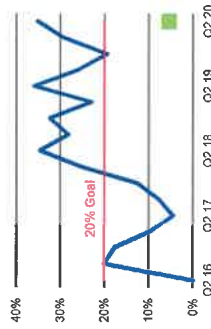
Virginia Department of Health Professions – Patient Care Disciplinary Case Processing Times (with Continuance Days), by Board

Physical Therapy
Clearance Rate: 75%
 4 Cases Received
 3 Cases Closed
Pending Caseload: 35%
 13 Cases Pending over 250 Days
Pending Caseload: 5%
 2 Cases Pending over 250 Days
Time to Disposition: 33%
 1 Cases Closed within 250 Days
Time to Disposition: 100%
 Cases Closed within 250 Days

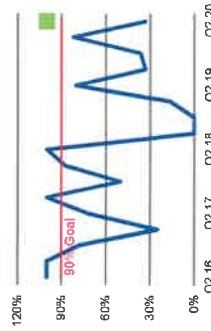
Clearance Rate



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

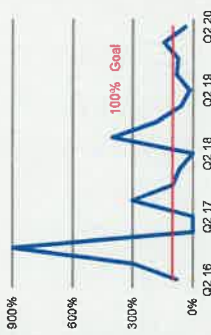


Time to Disposition

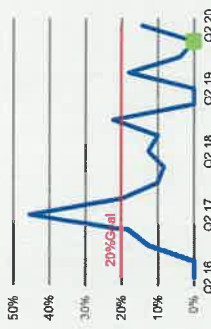


Funeral
Clearance Rate: 40%
 10 Cases Received
 4 Cases Closed
Pending Caseload: 14%
 4 Cases Pending over 250 Days
Pending Caseload: 0%
 0 Cases Pending over 250 Days
Time to Disposition: 100%
 4 Cases Closed within 250 Days
Time to Disposition: 100%
 4 Cases Closed within 250 Days

Clearance Rate



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

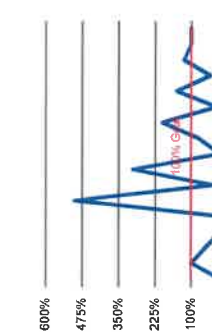


Time to Disposition

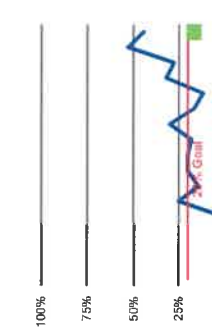


Audiology
Clearance Rate: 100%
 3 Cases Received
 3 Cases Closed
Pending Caseload: 44%
 8 Cases Pending over 250 Days
Pending Caseload: 17%
 3 Cases Pending over 250 Days
Time to Disposition: 33%
 1 Cases Closed within 250 Days
Time to Disposition: 17%
 3 Cases Closed within 250 Days

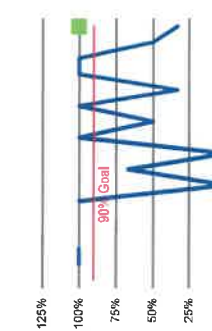
Clearance Rate



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



Time to Disposition



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

David E. Brown, D.C.
Director

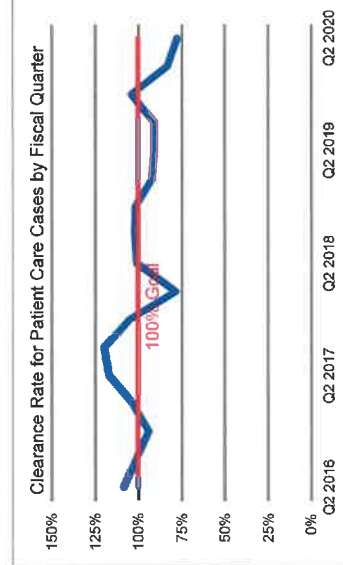
Patient Care Disciplinary Case Processing Times (with Continuance Days Removed): Quarterly Performance Measurement, Q2 2016 - Q2 2020

"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. This report includes the number of days the case was in the continuance activity. Beginning this quarter, the agency also tracks the Age of Pending Caseload and Time to Disposition based upon a 415 day model (These results are displayed by the green square).

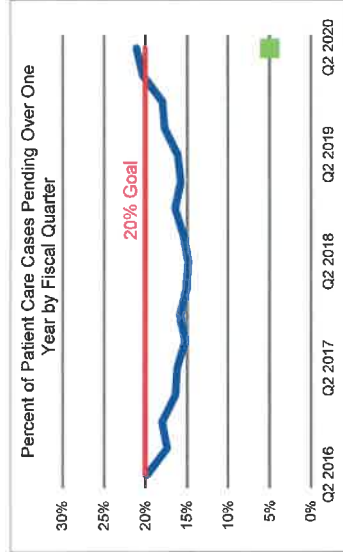
Clearance Rate - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct.

The current quarter's clearance rate is 78%, with 1209 patient care cases received and 940 closed.



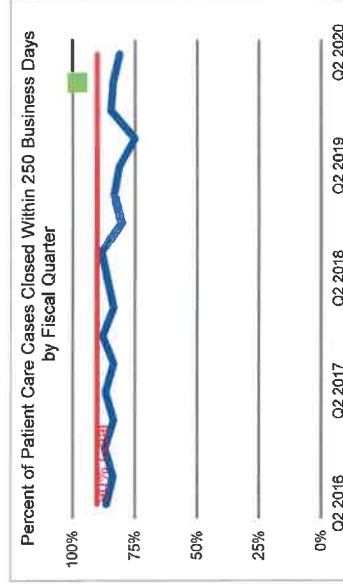
Age of Pending Caseload - the percent of open patient care cases over 250 business days old. This measure tracks the backlog of patient care cases older than 250 business days to aid management in providing specific closure targets. The goal is to maintain the percentage of open patient care cases older than 250 business days at no more than 20%.

The current quarter shows 21% patient care cases pending over 250 business days with 3590 patient care cases pending and 757 pending over 250 business days. 192 Cases are pending over 415 business days for a percentage of 5%



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.

The current quarter shows 81% of patient care cases being resolved within 250 business days with 893 cases closed and 725 closed within 250 business days. 877 Cases are pending over 415 business days for a percentage of 98%



Submitted: 1/29/2020

Patient Care Disciplinary Case Processing Times (with Continuance Days Removed)

Prepared by: Department of Health Professions

Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Nursing

Clearance Rate: 68%

530 Cases Received
363 Cases Closed

Pending Caseload: 18%

300 Cases Pending over 250 Days

Pending Caseload over 415: 2%

28 Cases Pending Over 415 Days

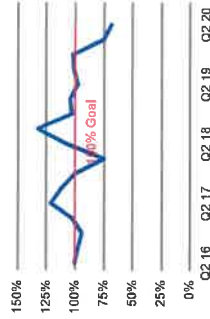
Time to Disposition: 71%

254 Cases Closed within 250 Days

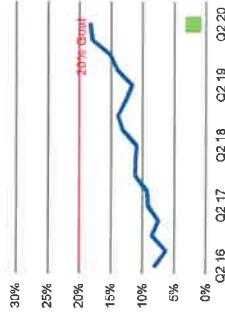
Time to Disposition Over 415: 94%

334 Cases Closed within 250 Days

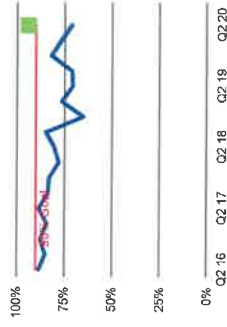
Clearance Rate



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



Time to Disposition



Nurses

Clearance Rate: 61%

366 Cases Received
222 Cases Closed

Pending Caseload: 22%

287 Cases Pending over 250 Days

Pending Caseload over 415: 2%

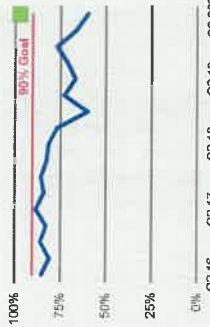
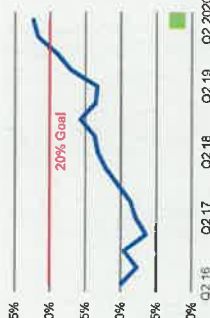
27 Cases Pending Over 415 Days

Time to Disposition: 60%

129 Cases Closed within 250 Days

Time disposition over 415: 97%

209 Cases Closed Within 415 Days



CNA

Clearance Rate: 86%

164 Cases Received
141 Cases Closed

Pending Caseload: 4%

13 Cases Pending over 250 Days

Pending Caseload over 415: 3%

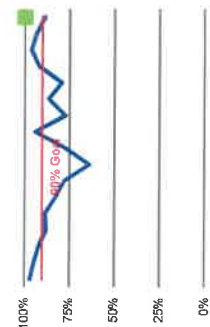
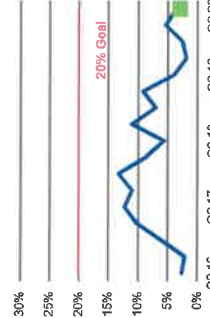
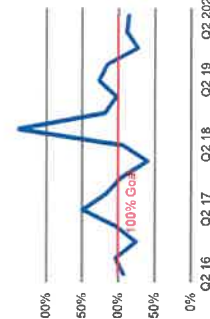
1 Cases Pending Over 415 Days

Time to Disposition: 89%

125 Cases Closed within 250 Days

Time disposition over 415: 100%

141 Cases Closed Within 415 Days



Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

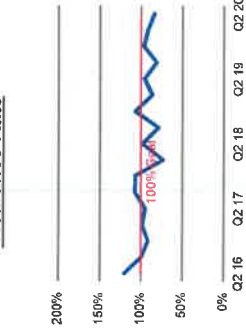
Medicine

Clearance Rate: 91%
399 Cases Received
365 Cases Closed

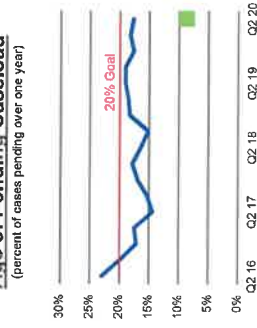
Pending Caseload: 18%
158 Cases Pending over 250 Days
Pending Caseload Over 415: 9%
78 Cases Pending over 415 Days

Time to Disposition: 93%
303 Cases Closed within 250 Days
Time to Disposition within 415: 99%
321 Cases Closed within 415 Days

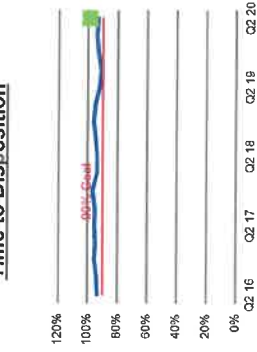
Clearance Rate



Age of Pending Caseload
(Percent of Cases pending over one year)



Time to Disposition

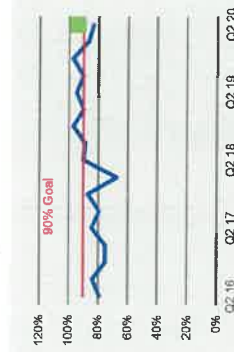


Dentistry

Clearance Rate: 81%
69 Cases Received
56 Cases Closed

Pending Caseload: 24%
51 Cases Pending over 250 Days
Pending Caseload Over 415: 10%
21 Cases Pending over 250 Days

Time to Disposition: 83%
40 Cases Closed within 250 Days
Time to Disposition within 415: 94%
45 Cases Closed within 415 Days

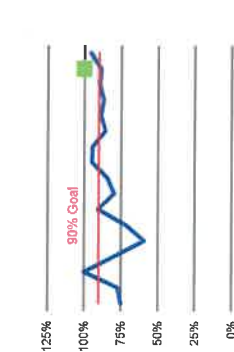
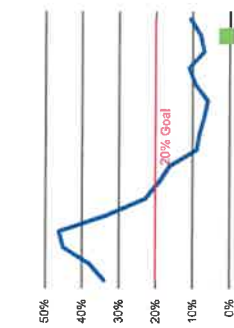
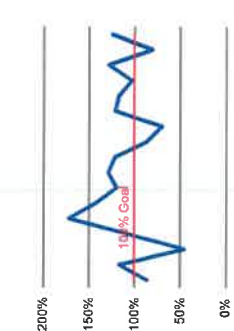


Pharmacy

Clearance Rate: 124%
37 Cases Received
46 Cases Closed

Pending Caseload: 11%
14 Cases Pending over 250 Days
Pending Caseload Over 415: 1%
1 Cases Pending over 415 Days

Time to Disposition: 96%
43 Cases Closed within 250 Days
Time to Disposition within 415: 100%
45 Cases Closed within 415 Days



Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Veterinary Medicine

Clearance Rate: 64%

39 Cases Received
25 Cases Closed

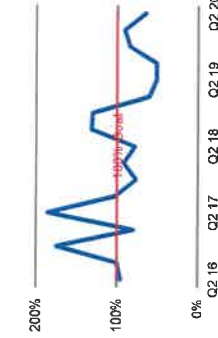
Pending Caseload: 41%

84 Cases Pending over 250 Days
Pending Caseload Over 415 Days: 12%
25 Cases Pending over 415 Days

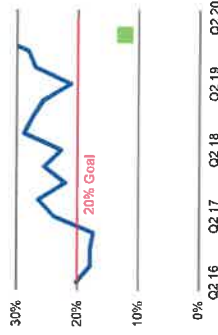
Time to Disposition: 70%

16 Cases Closed within 250 Days
Time to Disposition within 415 Days: 100%
23 Cases Closed within 415 Days

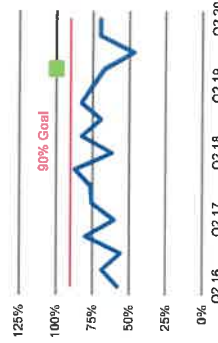
Clearance Rate



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



Time to Disposition



Counseling

Clearance Rate: 92%

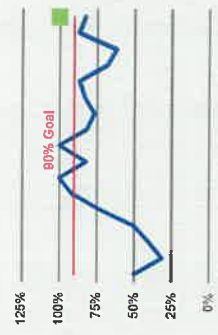
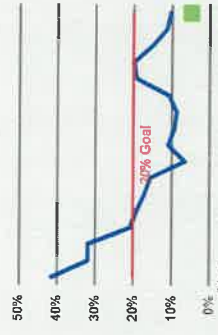
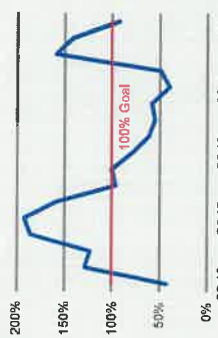
52 Cases Received
48 Cases Closed

Pending Caseload: 10%

15 Cases Pending over 250 Days
Pending Caseload Over 415 Days: 5%
Cases Pending over 415 Days

Time to Disposition: 83%

39 Cases Closed within 250 Days
Time to Disposition within 415 days: 100%
47 Cases Closed within 415 Days



Social Work

Clearance Rate: 50%

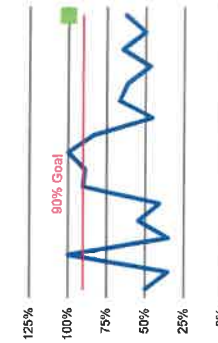
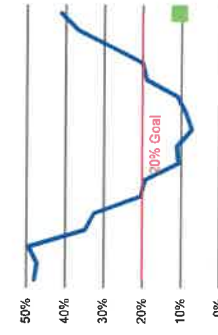
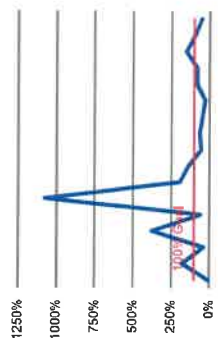
18 Cases Received
9 Cases Closed

Pending Caseload: 41%

35 Cases Pending over 250 Days
Pending Caseload Over 415 Days: 11%
9 Cases Pending over 415 Days

Time to Disposition: 63%

5 Cases Closed within 250 Days
Time to Disposition within 415 days: 100%
8 Cases Closed within 415 Days



Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Psychology

Clearance Rate: 54%

23 Cases Received
21 Cases Closed

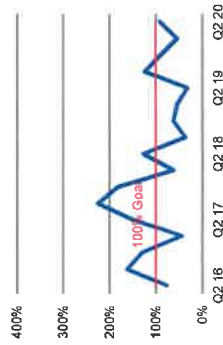
Pending Caseload: 25%

23 Cases Pending over 250 Days
4 Cases Pending over 415 Days

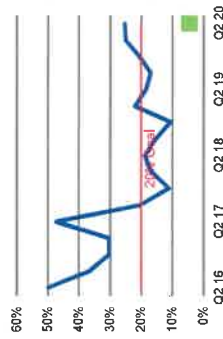
Time to Disposition: 75%

12 Cases Closed within 250 Days
16 Cases Closed within 415 Days

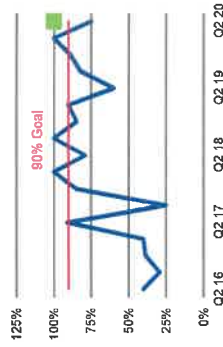
Clearance Rate



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



Time to Disposition



Long Term Care

Clearance Rate: 115%

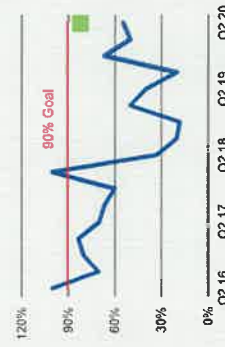
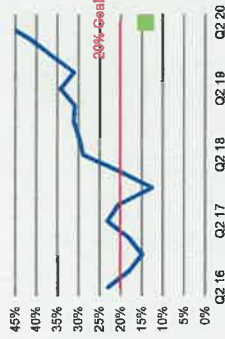
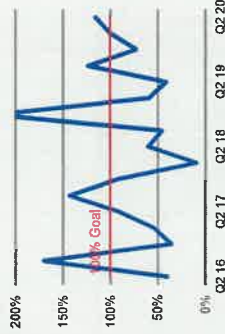
13 Cases Received
15 Cases Closed

Pending Caseload: 48%

38 Cases Pending over 250 Days
11 Cases Pending over 415 Days

Time to Disposition: 55%

6 Cases Closed within 250 Days
9 Cases Closed within 415 Days



Optometry

Clearance Rate: 100%

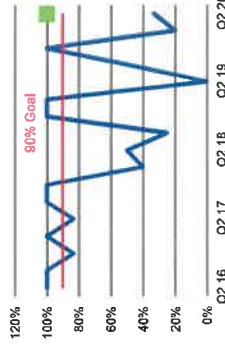
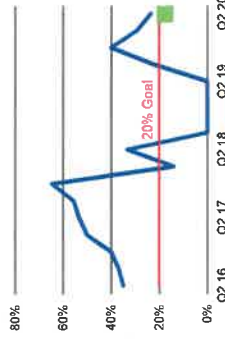
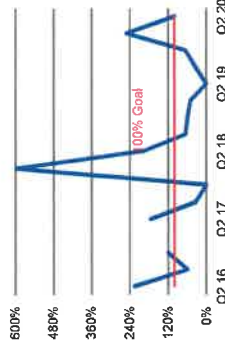
3 Cases Received
3 Cases Closed

Pending Caseload: 24%

4 Cases Pending over 250 Days
3 Cases Pending over 415 Days

Time to Disposition: 33%

1 Cases Closed within 250 Days
3 Cases Closed within 415 Days



Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

Physical Therapy

Clearance Rate: 75%

- 4 Cases Received
- 3 Cases Closed

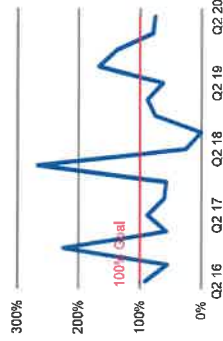
Pending Caseload: 35%

- 13 Cases Pending over 250 Days
- Pending Caseload Over 415 days: 5%**
- 2 Cases Pending over 415 Days

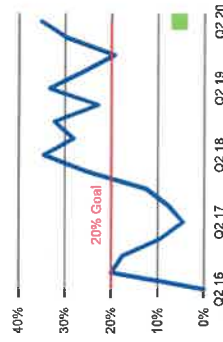
Time to Disposition: 33%

- 1 Cases Closed within 250 Days
- Time to Disposition within 415 days: 100%**
- 3 Cases Closed within 415 Days

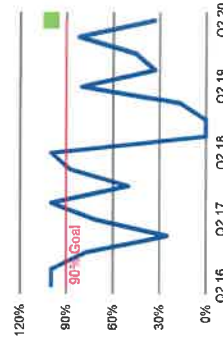
Clearance Rate



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



Time to Disposition



Funeral

Clearance Rate: 40%

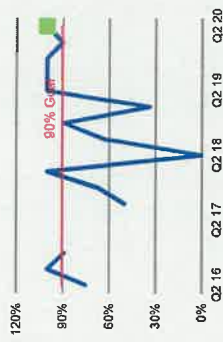
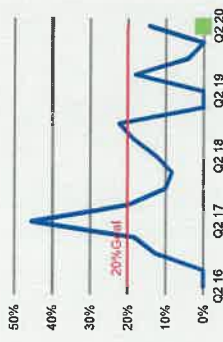
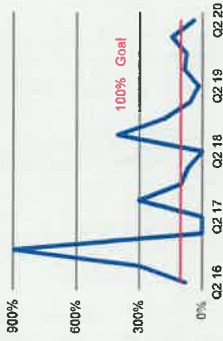
- 10 Cases Received
- 4 Cases Closed

Pending Caseload: 14%

- 4 Cases Pending over 250 Days
- Pending Caseload over 415 days: 0%**
- 0 Cases Pending over 415 Days

Time to Disposition: 100%

- 4 Cases Closed within 250 Days
- Time to Disposition within 415 days: 100%**
- 4 Cases Closed within 415 Days



Audiology

Clearance Rate: 100%

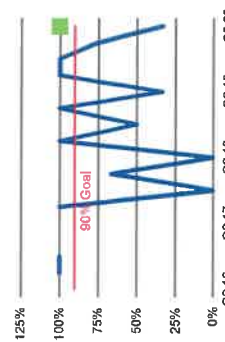
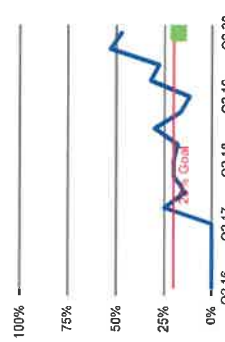
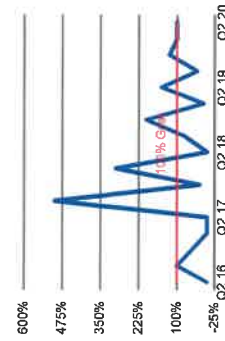
- 4 Cases Received
- 4 Cases Closed

Pending Caseload: 47%

- 8 Cases Pending over 250 Days
- Pending Caseload over 415 days: 18%**
- 3 Cases Pending over 415 Days

Time to Disposition: 33%

- 1 Cases Closed within 250 Days
- Time to Disposition: 100%**
- 3 Cases Closed within 250 Days





Virginia Department of Health Professions

Cases Received, Open & Closed Agency Summary Quarter 2 – Fiscal Year 2020

The "Received, Open, Closed" table below shows the number of received and closed cases during the quarters specified and a "snapshot" of the cases still open at the end of the quarter.

Quarter Date Ranges	
Quarter 1	July 1 - September 30
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Quarter 4	April 1 - June 30

	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	CURRENT
Number of Cases Received	1467	1314	1445	1413	1381	1413	1570	1662	1857	1695	1543	1790	1889	1819	
Number of Cases Open	3373	3298	3222	3196	3481	3504	3600	3626	3791	3926	3978	3955	4239	4437	
Number of Cases Closed	1560	1513	1593	1495	1143	1426	1542	1718	1622	1447	1474	1846	1554	1620	

Virginia Department of Health Professions

Cases Received, Open & Closed Agency Summary Quarter 2 – Fiscal Year 2020

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Virginia Department of Health Professions

Cases Received, Open & Closed Agency Summary Quarter 2 – Fiscal Year 2020

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Quarter Date Ranges

Quarter 1	July 1 - September 30
Quarter 2	October 1- December 31
Quarter 3	January 1 - March 31
Quarter 4	April 1 - June 30

	Fiscal Year 2020-Quarter 2												CURRENT	
	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020
Audiology/Speech Pathology	Number of Cases Received	11	9	5	5	5	4	6	17	15	6	5	6	4
	Number of Cases Open	16	23	22	17	12	11	14	23	31	31	23	21	20
	Number of Cases Closed	1	2	6	10	1	5	3	8	7	5	13	8	5
Counseling	Number of Cases Received	27	17	40	35	37	31	45	56	54	76	72	99	81
	Number of Cases Open	98	69	58	56	72	84	102	124	150	176	144	166	207
	Number of Cases Closed	44	43	60	42	29	23	33	29	28	51	103	77	70
Dentistry	Number of Cases Received	118	67	88	94	93	91	124	274	191	100	128	96	123
	Number of Cases Open	265	258	259	266	254	256	249	400	297	313	282	277	355
	Number of Cases Closed	164	90	93	91	78	100	135	115	187	83	150	98	105



Cases Received, Open & Closed
 Agency Summary
 Quarter 2 – Fiscal Year 2020

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Quarter Date Ranges	
Quarter 1	July 1 - September 30
Quarter 2	October 1- December 31
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Quarter 4	April 1 - June 30

	CURRENT													
	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	
Funeral Directing														
Number of Cases Received	12	9	22	12	8	12	13	26	23	18	10	20	35	
Number of Cases Open	38	35	39	38	40	35	26	40	57	50	48	48	61	
Number of Cases Closed	17	15	20	14	7	18	24	13	6	25	16	20	21	
Long Term Care Administrators														
Number of Cases Received	12	9	18	15	24	13	16	31	23	23	14	20	20	
Number of Cases Open	61	58	56	71	90	94	74	91	103	99	100	96	95	
Number of Cases Closed	11	13	20	5	8	8	31	14	11	27	13	25	23	
Medicine														
Number of Cases Received	389	402	358	423	411	551	541	485	531	472	516	473	509	
Number of Cases Open	665	682	628	755	796	934	902	943	1024	1089	1082	1035	1016	
Number of Cases Closed	384	401	391	297	407	443	575	434	447	407	483	474	484	



Virginia Department of Health Professions

Cases Received, Open & Closed Agency Summary Quarter 2 – Fiscal Year 2020

The "Received, Open, Closed" table below shows the number of received and closed cases during the quarters specified and a "snapshot" of the cases still open at the end of the quarter.

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	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	CURRENT		
													Q2 2020	Q3 2020	
Nurse Aide															
Number of Cases Received	139	169	165	156	123	118	137	162	143	153	224	199	184		
Number of Cases Open	360	356	370	438	455	301	285	276	261	280	351	369	392		
Number of Cases Closed	207	189	166	94	109	276	158	162	156	134	162	172	164		
Nursing															
Number of Cases Received	425	412	447	415	427	447	444	507	446	419	457	513	476		
Number of Cases Open	1020	1004	1075	1155	1115	1179	1246	1157	1211	1204	1172	1335	1582		
Number of Cases Closed	471	448	420	352	458	397	414	571	393	429	528	365	295		
Optometry															
Number of Cases Received	15	10	4	8	9	17	8	7	10	12	9	3	5		
Number of Cases open	28	35	36	26	23	32	31	26	34	34	40	29	27		
Number of Cases Closed	16	4	4	20	12	8	9	12	2	12	4	10	7		



Virginia Department of Health Professions

Cases Received, Open & Closed Agency Summary Quarter 2 – Fiscal Year 2020

The "Received, Open, Closed" table below shows the number of received and closed cases during the quarters specified and a "snapshot" of the cases still open at the end of the quarter.

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Quarter 4	April 1 - June 30

	CURRENT													
	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	
Pharmacy														
Number of Cases Received	119	179	146	143	160	171	213	148	126	133	223	211	111	
Number of Cases Open	366	355	309	302	271	287	319	303	306	262	259	310	251	
Number of Cases Closed	164	204	192	148	185	162	199	161	123	177	237	158	164	
Physical Therapy														
Number of Cases Received	9	7	21	6	15	9	4	13	10	9	7	26	4	
Number of Cases Open	24	28	39	36	44	48	50	46	44	37	32	46	39	
Number of Cases Closed	9	5	9	10	7	2	4	15	11	17	12	13	12	
Psychology														
Number of Cases Received	26	13	22	23	23	28	26	20	31	38	27	55	31	
Number of Cases Open	87	49	34	46	44	52	57	64	83	75	75	97	99	
Number of Cases Closed	17	52	38	16	24	19	24	13	11	46	29	34	30	



Cases Received, Open & Closed
 Agency Summary
 Quarter 2 – Fiscal Year 2020

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	CURRENT												
	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020
Social Work													
Number of Cases Received	12	28	21	14	27	15	34	35	25	33	39	27	31
Number of Cases Open	70	54	39	39	48	52	71	93	95	97	90	88	100
Number of Cases Closed	17	46	39	15	19	11	18	13	23	31	48	30	19
Veterinary Medicine													
Number of Cases Received	63	74	55	52	51	63	51	76	67	51	53	138	204
Number of Cases Open	209	227	232	230	240	235	198	205	230	231	241	311	292
Number of Cases Closed	65	57	53	57	41	70	91	62	42	30	47	68	221

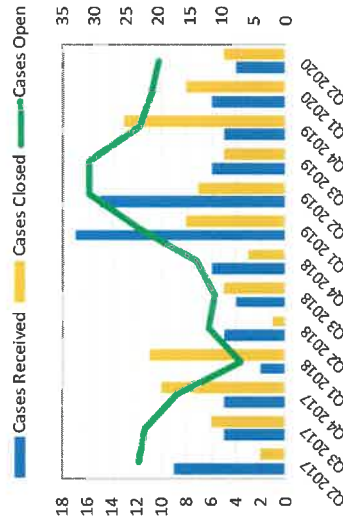
Virginia Department of Health Professions

Cases Received, Open & Closed Agency Summary Quarter 2 – Fiscal Year 2020

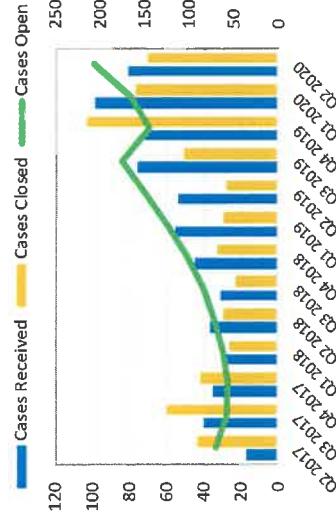
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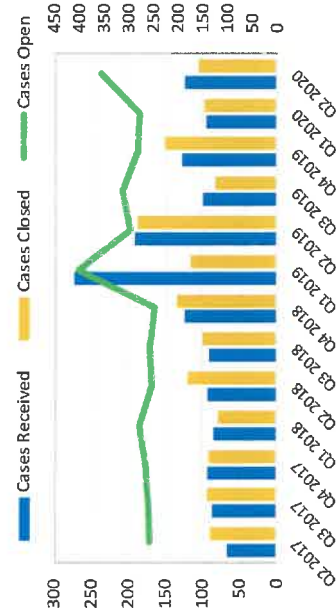
ASLP



Counseling



Dentistry



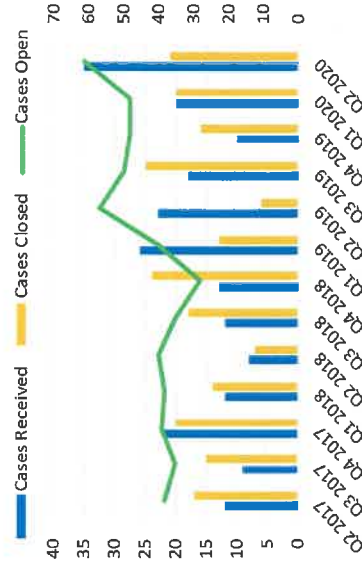
Virginia Department of Health Professions

Cases Received, Open & Closed Agency Summary Quarter 2 – Fiscal Year 2020

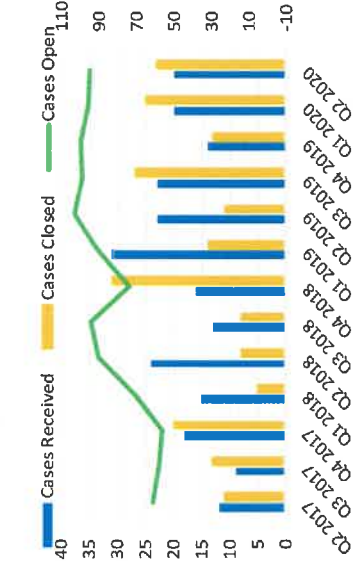
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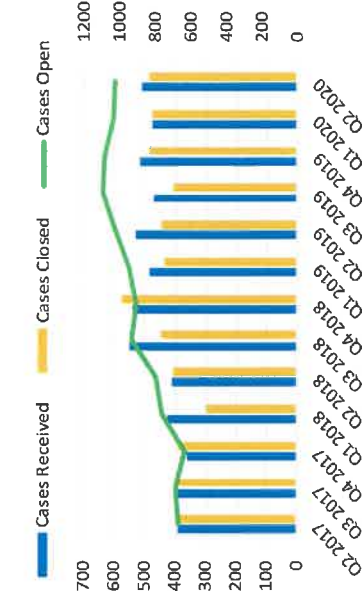
Funeral Directing



Long Term Care Administrators



Medicine

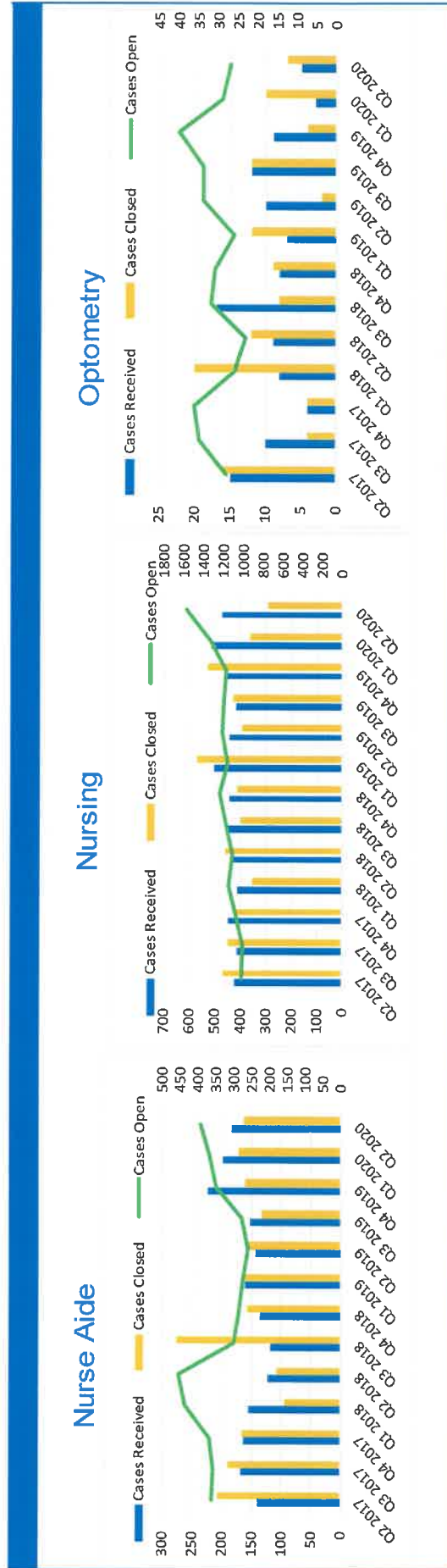


Virginia Department of Health Professions

Cases Received, Open & Closed Agency Summary Quarter 2 – Fiscal Year 2020

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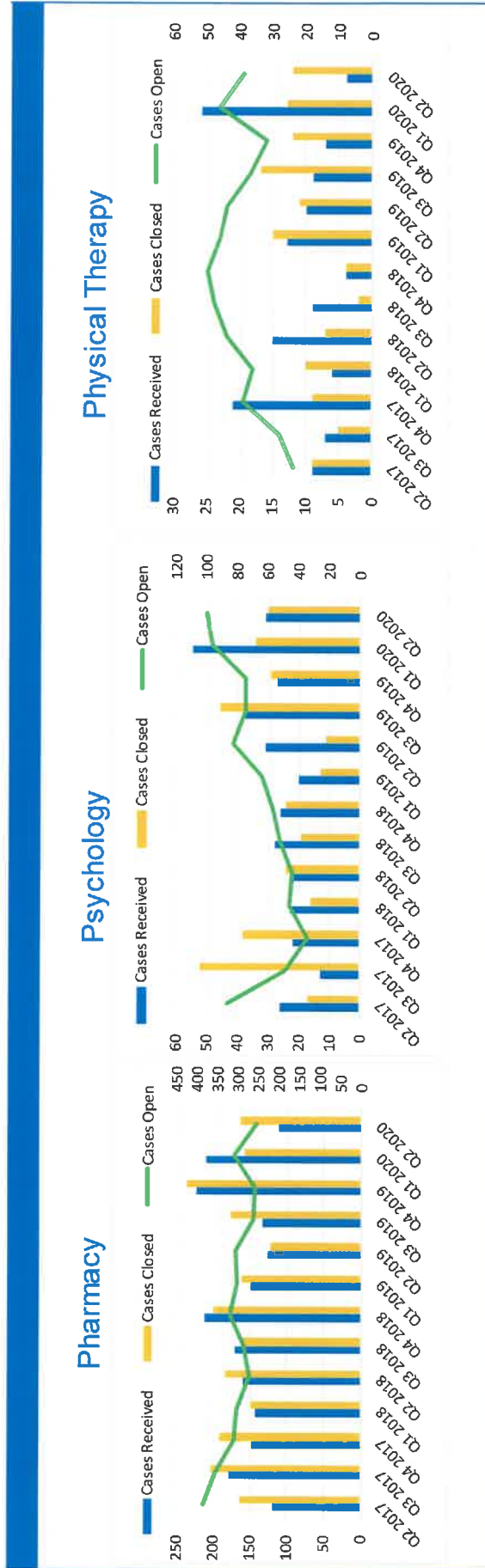


Virginia Department of Health Professions

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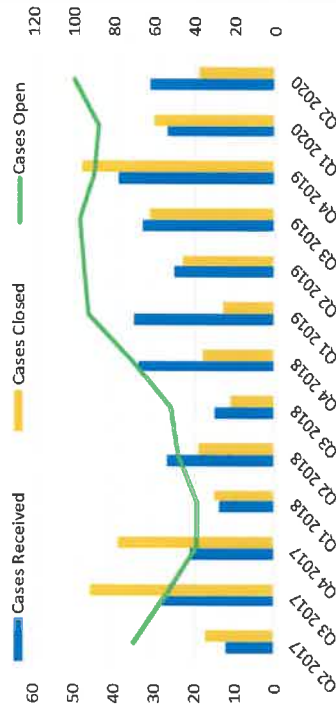
Virginia Department of Health Professions

Cases Received, Open & Closed Agency Summary Quarter 2 – Fiscal Year 2020

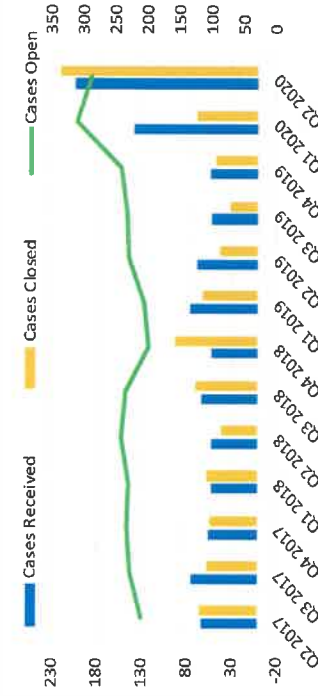
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Social Work



Veterinary Medicine





Virginia Department of Health Professions

Applicant Satisfaction Survey

Quarterly Summary

Quarter 2- Fiscal Year 2020

Application Satisfaction Survey are sent to all applicants, and includes seven categories for which applicants rate their satisfaction on a scale from one to four, one and two being degrees of satisfaction, three and four being degrees of dissatisfaction. This report calculates the percentage of total responses falling into the approval range. "N/A" indicates that no response was received for that board during the specified timeframe.

Quarter Date Ranges	
Quarter 1	July 1 - September 30
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Board	Quarter Date Ranges												CURRENT	
	Q22017	Q32017	Q42017	Q12018	Q22018	Q32018	Q42018	Q12019	Q22019	Q32019	Q42019	Q12020	Q22020	
Audiology/Speech Pathology	83.3%	33.3%	97.8%	100.0%	90.0%	28.6%	57.1%	92.9%	100.0%	89.8%	100.0%	85.7%	100.0%	
Counseling	81.7%	88.7%	94.0%	92.0%	85.9%	87.7%	98.3%	92.7%	93.5%	91.6%	90.0%	89.9%	95.7%	
Dentistry	100.0%	100.0%	100.0%	96.8%	97.4%	72.2%	93.2%	81.8%	92.6%	N/A	80.0%	71.9%	100.0%	
Funeral Directing	100.0%	88.9%	100.0%	100.0%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	85.7%	
Long Term Care Administrators	100.0%	N/A	400.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	
Medicine	85.2%	86.3%	88.3%	88.4%	88.2%	89.4%	83.4%	90.5%	84.1%	90.5%	85.5%	88.1%	95.4%	
Nurse Aide	100.0%	96.8%	88.9%	100.0%	89.5%	88.2%	98.3%	98.3%	92.6%	97.2%	94.2%	95.1%	98.8%	
Nursing	74.3%	76.6%	86.7%	83.2%	89.1%	91.0%	87.3%	86.4%	90.1%	91.5%	66.7%	77.8%	78.4%	
Optometry	100.0%	N/A	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	N/A	N/A	100.0%	14.3%	
Pharmacy	100.0%	97.7%	98.4%	97.2%	93.2%	100.0%	99.5%	93.0%	94.6%	100.0%	97.5%	94.4%	98.8%	
Physical Therapy	100.0%	100.0%	98.9%	97.3%	100.0%	86.8%	100.0%	97.2%	94.3%	N/A	100.0%	100.0%	97.7%	
Psychology	91.7%	94.7%	94.9%	98.1%	91.2%	92.0%	89.6%	87.8%	93.6%	88.9%	100.0%	100.0%	94.6%	
Social Work	100.0%	91.2%	91.7%	91.1%	92.7%	93.1%	81.7%	82.3%	79.4%	95.8%	89.5%	83.3%	66.0%	
Veterinary Medicine	100.0%	100.0%	100.0%	87.3%	100.0%	100.0%	84.6%	84.8%	100.0%	100.0%	N/A	100.0%	100.0%	
Agency	86.0%	85.2%	90.1%	89.3%	90.0%	90.9%	91.2%	89.4%	90%	93%	90%	87%	86%	

Virginia Department of Health Professions

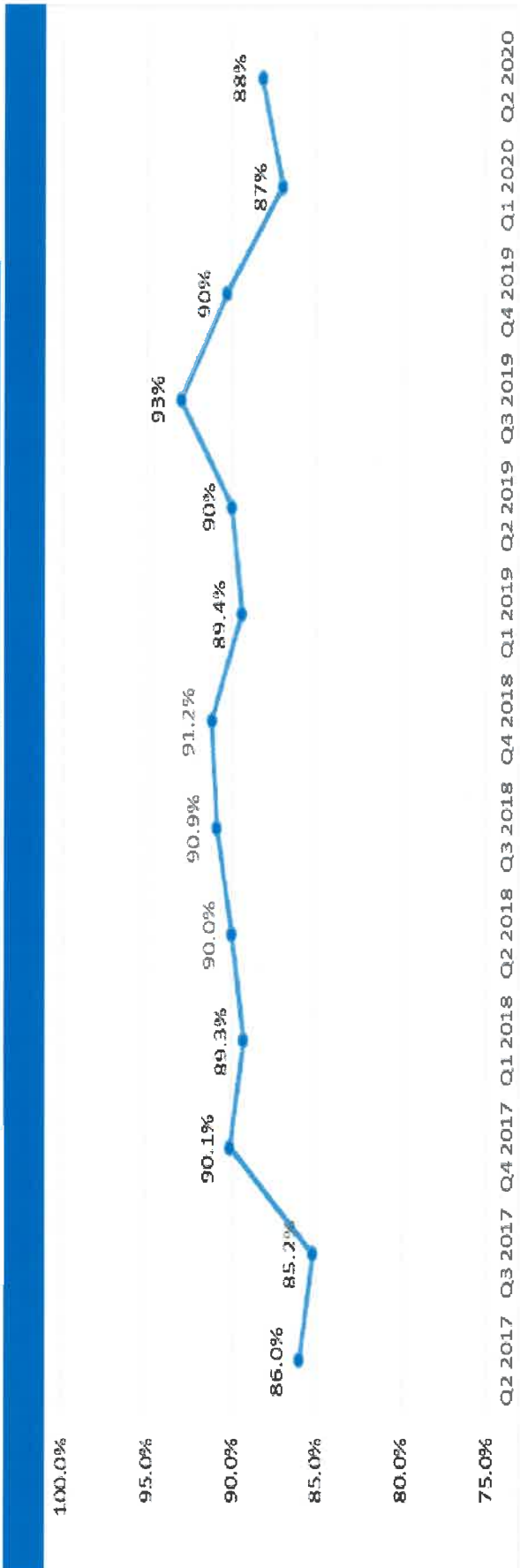
Applicant Satisfaction Survey

Quarterly Summary

Quarter 2- Fiscal Year 2020

Application Satisfaction Survey are sent to all applicants, and includes seven categories for which applicants rate their satisfaction on a scale from one to four, one and two being degrees of satisfaction, three and four being degrees of dissatisfaction. This report calculates the percentage of total responses falling into the approval range. "N/A" indicates that no response was received for that board during the specified timeframe.

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Customer Satisfaction Survey Results

Quarter 2- Fiscal Year 2020



Virginia Department of Health Professions

Applicant Satisfaction Survey

Quarterly Summary

Fiscal Year 2019

Quarter Date Ranges

Quarter 1
 Quarter 2
 Quarter 3
 Quarter 4

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Quarter	Quarter Date Ranges
Quarter 1	July 1 - September 30
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Quarter 4	April 1 - June 30

	FY 2015	Change Between FY16 & FY15	FY 2016	Change Between FY17 & FY16	FY 2017	Change Between FY 18 & FY 17	FY 2018	Change Between FY 19 & FY 18	FY 2019
Board									
Audiology/Speech Pathology	87%	2%	88%	2%	91%	-5%	86%	7%	93%
Counseling	84%	-5%	80%	8%	86%	8%	93%	-1%	92%
Dentistry	92%	4%	95%	5%	100%	-6%	94%	-9%	86%
Funeral Directing	98%	-5%	93%	4%	97%	3%	100%	0%	100%
Long-Term Care Administrator	98%	2%	100%	0%	100%	0%	100%	-3%	97%
Medicine	89%	-7%	83%	5%	87%	0%	87%	0%	87%
Nurse Aide	97%	0%	97%	-4%	94%	1%	95%	2%	97%
Nursing	96%	-11%	85%	-9%	78%	12%	87%	1%	87%
Optometry	92%	9%	100%	0%	100%	0%	100%	0%	100%
Pharmacy	99%	-2%	98%	1%	99%	-1%	98%	-3%	95%
Physical Therapy	96%	-1%	95%	4%	99%	-2%	96%	0%	97%
Psychology	84%	8%	90%	-4%	87%	6%	92%	-2%	90%
Social Work	92%	3%	94%	-1%	93%	-4%	90%	-8%	83%
Veterinary Medicine	95%	5%	100%	0%	100%	-11%	89%	-1%	88%
Agency	93.8%	-4.3%	87.9%	-1.0%	86.1%	4.9%	90.2%	1.6%	91.7%



Virginia Department of Health Professions

Applicant Satisfaction Survey

Quarterly Summary

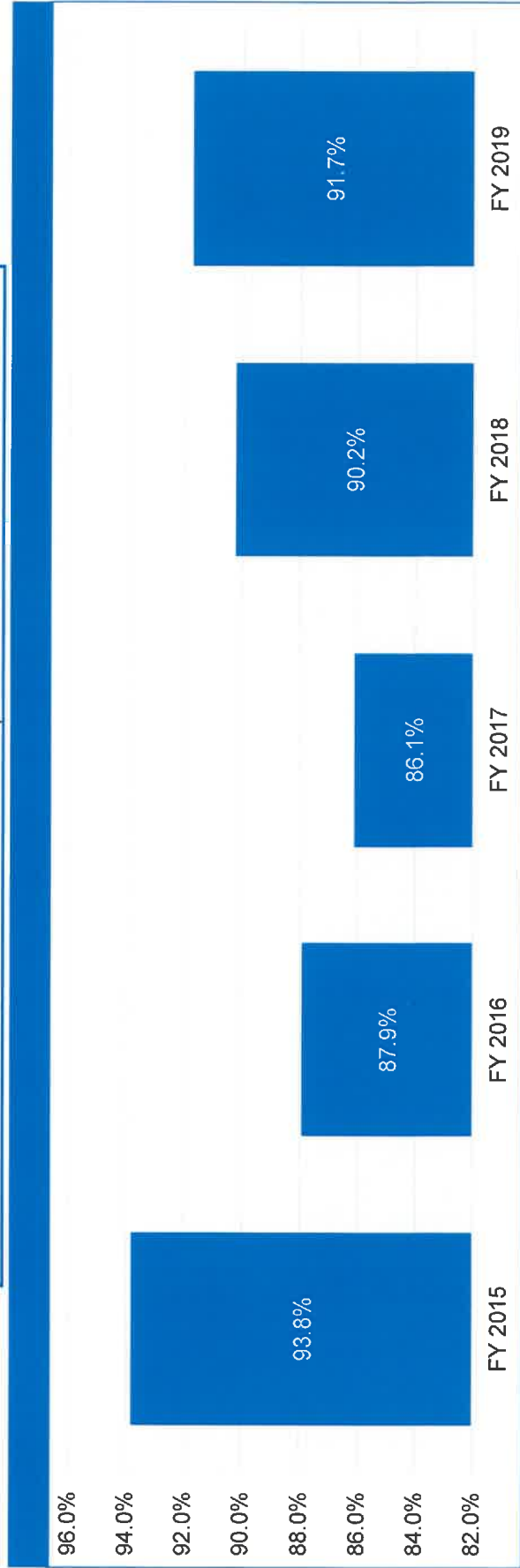
Quarterly Summary

Fiscal Year 2019

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Quarter Date Ranges

Quarter	Quarter Date Ranges
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Quarter 4	April 1 - June 30



Customer Satisfaction Survey Results

Fiscal Year 2019



Virginia Department of Health Professions

New License Count Quarterly Summary Quarter 2- Fiscal Year 2020

Licenses issued by board and occupation during the quarter

Quarter Date Ranges	
Quarter 1	July 1 - September 30
Quarter 2	October 1- December 31
Quarter 3	January 1 - March 31
Quarter 4	April 1 - June 30

	Quarter 2 - Fiscal Year 2020												CURRENT		
	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q1 2020	Q2 2020
BOARD															
Audiology/Speech Pathology	156	69	62	159	165	61	86	181	177	92	137	269	113	269	113
Counseling	254	427	443	384	734	434	2256	3798	3447	4504	1314	2068	1605	2068	1605
Dentistry	237	138	145	401	268	103	130	335	400	113	134	269	112	269	112
Funeral Directing	40	33	37	41	52	25	42	43	51	40	28	53	43	53	43
Long-Term Care Administrators	79	69	66	99	80	78	78	91	107	81	56	108	78	108	78
Medicine	1719	897	1237	2335	1656	939	1391	2495	1630	1217	1382	1786	1180	1786	1180
Nurse Aide	1625	1273	1111	1576	1520	1689	1656	2560	2060	1517	1824	2260	1735	2260	1735
Nursing	4344	2586	3293	3350	4369	2353	3152	3146	4532	3194	1535	4870	2650	4870	2650
Optometry	26	15	16	51	25	17	20	53	23	31	30	28	22	28	22
Pharmacy	1357	742	1207	1060	1367	841	1045	923	1316	196	656	1326	971	1326	971
Physical Therapy	431	182	176	406	459	164	196	392	457	934	282	414	205	414	205
Psychology	107	112	99	88	245	105	118	109	100	171	61	130	148	130	148
Social Work	277	353	352	343	388	335	360	360	399	430	353	525	572	525	572
Veterinary Medicine	106	62	79	244	95	76	92	328	222	106	175	134	84	134	84
Total	10758	6958	8323	10537	11423	7220	10622	14814	14921	12626	7967	14240	9518	14240	9518



Virginia Department of Health Professions

Current Count of Licenses

Quarterly Summary

Quarter 2 - Fiscal Year 2020

Current licenses by board and occupation as of the last day of the quarter.

** New Occupation

*** Veterinary Establishments are now grouped together, as the board works on designating existing establishments as "Ambulatory" or "Stationary", instead of "Full Service" or "Restricted Service".

Quarter Date Ranges

Quarter 1
 Quarter 2
 Quarter 3
 Quarter 4

July 1 - September 30
 October 1 - December 31
 January 1 - March 31
 April 1 - June 30

	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	CURRENT
BOARD														
Audiology/Speech Pathology	5056	4855	4971	5142	4770	4991	5085	5272	5384	5106	5249	5458	5665	5665
Counseling	13603	13922	15791	16175	16948	17654	22731	25584	31448	35732	37449	37588	38895	38895
Dentistry	14522	14657	14338	14601	14665	14835	14544	14885	15018	15144	14654	14911	14911	14911
Funeral Directing	2561	2609	2513	2554	2579	2620	2532	2564	2603	3198	3087	3135	3170	3170
Long-Term Care Administrators	2188	2235	2065	2138	2198	2258	2114	2192	2248	2303	2140	2217	2266	2266
Medicine	66733	67320	69206	69092	69230	69628	70959	69687	70076	70573	72819	72747	73054	73054
Nurse Aide	53681	53434	53066	52653	52160	52888	53276	52466	53241	53241	53758	53898	52956	52956
Nursing	166039	166796	167953	170125	169465	171385	171964	1722989	173905	174537	174518	176647	175558	175558
Optometry	1955	1867	1921	1949	1805	1859	1913	1933	1954	1895	1970	2008	2015	2015
Pharmacy	37844	35289	36441	37608	34789	35995	36967	38002	36034	36034	37265	38388	35564	35564
Physical Therapy	11751	11652	1278	12556	12735	12939	13341	13797	38001	12611	13022	13447	13666	13666
Psychology	5128	5227	5335	5368	5470	5582	5690	5497	5583	5852	5939	5787	5916	5916
Social Work	9144	9340	9559	9089	9326	9468	9671	9350	9810	10113	10346	10243	10616	10616
Veterinary Medicine	7565	7320	7587	7703	7105	7448	7767	7994	8097	7789	8073	8210	7729	7729
Agency Total	397810	396523	402824	406753	403245	409550	418554	422212	432338	434128	440289	444684	441971	441971



Cases Closed in Less than One Year Quarterly Summary

Quarter 2- Fiscal Year 2020

The percent of cases closed in fewer than 365 days shows, from the total of all cases closed during the specified period, from entry to closure. These calculations include only cases closed within the quarter specified.

Quarter Date Ranges	
Quarter 1	July 1 - September 30
Quarter 2	October 1 - December 31
Quarter 3	January 1 - March 31
Quarter 4	April 1 - June 30

BOARD	Quarter Date Ranges												CURRENT	
	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	
Audiology/Speech Pathology	N/A	100.0%	90.0%	90.9%	100.0%	80.0%	33.3%	100.0%	71.4%	100.0%	84.6%	87.5%	62.5%	
Counseling	78.6%	84.7%	97.5%	76.9%	97.0%	91.3%	84.8%	89.7%	89.3%	73.8%	68.0%	84.8%	83.7%	
Dentistry	75.3%	73.9%	94.3%	65.4%	89.2%	84.0%	93.3%	90.3%	95.7%	86.9%	71.8%	64.7%	52.4%	
Funeral Directing	100.0%	60.0%	70.0%	78.6%	85.7%	61.1%	87.0%	69.2%	83.3%	100.0%	73.3%	80.5%	90.3%	
Long Term Care Administrator	72.7%	69.2%	55.0%	80.0%	50.0%	25.0%	29.0%	64.3%	36.4%	42.6%	64.3%	64.4%	41.9%	
Medicine	93.5%	93.5%	95.4%	91.6%	93.8%	93.7%	94.6%	93.3%	92.4%	83.9%	93.8%	88.6%	85.2%	
Nurse Aide	88.3%	84.0%	77.7%	65.2%	78.9%	93.1%	75.3%	85.2%	78.2%	85.6%	95.3%	87.2%	78.5%	
Nursing	89.2%	85.8%	86.4%	83.4%	84.5%	81.0%	62.3%	79.2%	72.5%	69.9%	79.3%	59.6%	49.5%	
Optometry	81.3%	100.0%	100.0%	50.0%	66.7%	62.5%	88.9%	83.3%	50.0%	47.8%	100.0%	64.7%	44.4%	
Pharmacy	69.5%	71.6%	85.4%	83.1%	87.1%	91.4%	94.0%	90.3%	92.6%	83.4%	95.8%	64.7%	95.8%	
Physical Therapy	77.8%	100.0%	44.4%	90.0%	100.0%	100.0%	25.0%	46.7%	45.5%	32.7%	54.5%	54.8%	78.6%	
Psychology	50.0%	44.2%	81.6%	92.9%	85.2%	100.0%	90.5%	92.3%	81.8%	86.4%	93.1%	95.7%	36.2%	
Social Work	62.5%	41.3%	92.3%	73.3%	100.0%	81.8%	66.7%	84.2%	78.3%	50.9%	70.8%	46.7%	47.9%	
Veterinary Medicine	68.8%	73.7%	75.5%	86.0%	51.2%	74.3%	53.8%	64.5%	73.8%	67.1%	44.6%	64.6%	93.8%	
Agency Total	85.1%	81.7%	86.7%	82.2%	86.7%	87.6%	80.6%	85.5%	84.0%	76.4%	82.3%	78.2%	72.9%	

Percent of Cases Closed Within One Year

Quarter 1 - Fiscal Year 2020



Cases Closed in Less than One Year Quarterly Summary Quarter 2- Fiscal Year 2020

The percent of cases closed in fewer than 365 days shows, from the total of all cases closed during the specified period, from entry to closure. These calculations include only cases closed within the quarter specified.



Percent of Cases Closed Within One Year

Fiscal Year 2020-Quarter 1

Virginia Department of
Health Professions
 Average Age of Cases Closed
 Quarterly Summary
 Quarter 2 - Fiscal Year 2020

The average age of cases closed is a measurement of how long it takes, on average, for a case to be processed from entry to closure. These calculations include only cases closed within the quarter specified.



Average Age of Cases Closed

Quarter 2 - Fiscal Year 2020



Virginia Department of Health Professions

Average Age of Cases Closed

Fiscal Year Summary

Fiscal Year 2019

The average age of cases closed is a measurement of how long it takes, on average, for a case to be processed from entry to closure. These calculations include only cases closed within the quarter specified.

Quarter Date Ranges	
Quarter 1	July 1 - September 30
Quarter 2	October 1 - December 31
Quarter 3	January 1 - March 31
Quarter 4	April 1 - June 30

	FY 2014	Change Between FY 15 & FY 14	FY 2015	Change Between FY 16 & FY 15	FY 2016	Change Between FY 17 & FY 16	FY 2017	Change Between FY 18 & FY 17	FY 2018	Change Between FY 19 & FY 18	FY 2019
BOARD	181.5	3.0%	186.8	4.5%	195.3	6.1%	207.2	-4.2%	198.4	11.8%	225
Audiology/Speech Pathology	59.9	65.4%	99	67.4%	165.8	39.1%	230.5	14.7%	264.5	-57.4%	168.00
Counseling	215.2	20.0%	258.3	22.0%	315	-18.4%	257.2	-30.5%	178.9	15.6%	212.00
Dentistry	317.9	-11.0%	282.9	-1.4%	278.9	-7.4%	258.1	-16.1%	216.5	2.5%	222.00
Funeral Directing	178	-16.7%	148.3	28.2%	190.1	16.4%	221.3	17.8%	260.7	-33.0%	196.00
Long-Term Care Administrators	175.8	7.2%	188.5	12.7%	212.4	45.0%	307.9	14.7%	353.3	18.4%	433.00
Medicine	156.6	9.2%	171	-0.9%	169.5	-17.2%	140.4	-0.3%	139.9	31.8%	205.00
Nurse Aide	203.7	-29.6%	143.4	0.5%	144.2	33.4%	192.2	22.5%	235.6	-11.1%	212.00
Nursing	178.5	8.7%	194	3.4%	200.6	-1.9%	196.8	14.5%	225.2	16.6%	270.00
Optometry	223.6	-23.7%	170.7	19.6%	204.2	-17.7%	168	118.7%	367.4	-19.8%	306.76
Pharmacy	136.7	19.0%	162.6	-20.7%	129	103.5%	262.5	-36.0%	167.9	-24.4%	135.00
Physical Therapy	147.2	22.0%	179.7	-5.9%	169.1	58.9%	268.6	-11.2%	238.5	47.4%	453.00
Psychology	158.3	15.4%	182.7	89.0%	345.2	-8.3%	316.6	-53.1%	148.6	31.5%	217.00
Social Work	172	33.4%	229.4	11.0%	254.7	47.4%	375.3	-40.5%	223.1	-8.8%	205.00
Veterinary Medicine	174.8	31.6%	230	48.4%	341.4	-12.6%	298.2	4.6%	311.8	3.8%	324.00
Agency Total	181.5	3.0%	186.8	4.5%	195.3	6.1%	207.2	-4.2%	198.4	11.8%	225

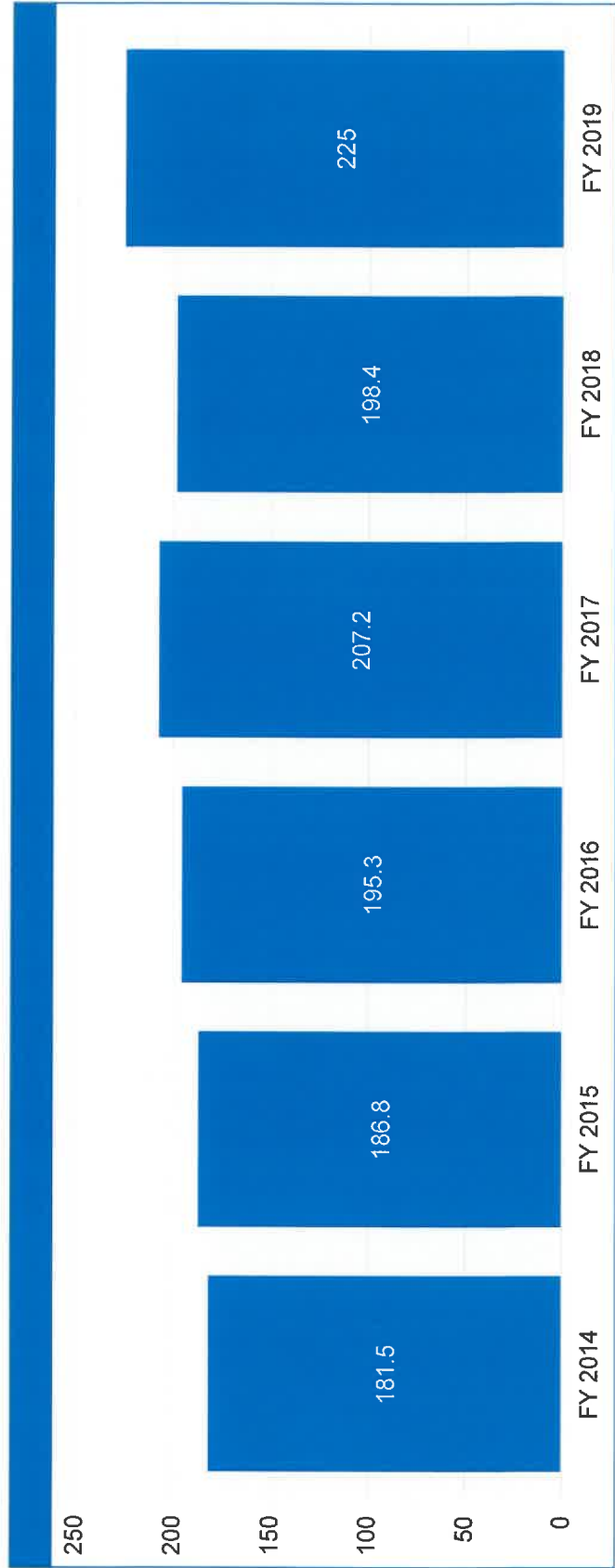
Average Age of Cases Closed

Fiscal Year 2019

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Virginia Department of
Health Professions
 Average Age of Cases Closed
 Fiscal Year Summary
 Fiscal Year 2019

The average age of cases closed is a measurement of how long it takes, on average, for a case to be processed from entry to closure. These calculations include only cases closed within the quarter specified.



**VIRGINIA BOARD OF HEALTH PROFESSIONS
CY2020 WORKPLAN**

I. CHAIR— (Also serves as Ex Officio Member of All Committees)

- A. Set agenda - (30 days in advance of meeting)
- B. Appoint Members to Committees - (as new members are oriented to the Board and for ad hoc committees)

II. EXECUTIVE COMMITTEE—Chair, Vice-Chair, Chairs of Standing Committees

Mission: To review matters of interest to the Board and make recommendations to the Board. To evaluate the need for coordination among the boards and their staffs and report findings and recommendations to the Director and the boards. To monitor policies and activities of the Department, to serve as a forum for resolving conflicts among the boards and Between the boards and the Department. To review and comment on the budget for the Department.

- A. Orient new appointees – Orient new members within 30 days of appointment, individually and at Board Member Training conducted annually.
- B. Review and comment on budgetary proposal for the agency.
- C. Develop a committed membership by working with current and future board members for a clearer understanding of the role of BHP . Review minutes of health regulatory boards after each meeting for their use in respective health regulatory board's meetings and discussions of the citizen members as they deem appropriate (Draft now available on Townhall within ten (10) days after board meeting and final minutes within three (3) days of approval).

III. REGULATORY RESEARCH COMMITTEE

Mission: To evaluate regulated and unregulated health care professions to consider whether the professions should be regulated and the degree of regulation to be imposed. To examine scope of practice conflicts involving regulated and unregulated professions and advise the boards and the General Assembly regarding the nature and extent of these conflicts.

- A. Monitor the introduction of all legislation substantially affecting regulation of health providers and provide comment to the Secretary, Governor, and relevant General Assembly Members through the Director.

- B. Remain abreast of emerging health occupations and professions and the need for required regulation.
- C. Support research projects as requested by the Director pertaining to health reform issues

IV. EDUCATION COMMITTEE

Mission: To provide a means of citizen access to the Department. To provide a means of publicizing the policies and programs of the Department to educate the public and elicit public support. To promote the development of standards to evaluate the competency of professions represented on the Board.

- A. Enhance public access to policy, licensure, discipline, and workforce information
 - Review the agency's websites and consider ways to better leverage electronic communications
 - Continue to partner with other organizations
- B. Support Board Member educational efforts
 - New Board Member Training
 - Continuing education credit opportunities

V. ENFORCEMENT COMMITTEE

Mission: To review periodically the investigatory, disciplinary, and enforcement processes of the Department and the boards to ensure the protection of the public and the fair and equitable treatment of health professions.

- A. Continue work on Sanction Reference Points Study.
 - Ensure each board's SRPs remain up-to-date
 - Consider requests for assistance by other agencies within the Commonwealth and elsewhere.
- B. Monitor agency DHP enforcement processes and performance.
 - Continue to remain abreast of agency performance in meeting investigative and case resolution standards through periodic reports at Board meetings.
 - Receive reports on strategies being used by the individual boards as well as the agency staff to more effectively address discipline caseloads.

- C. Consider Ongoing Board Member Training in Disciplinary Process.
- D. Respond to Legislative Requests by General Assembly relating to discipline.

VI. NOMINATING COMMITTEE

Mission: To develop a slate of officers for annual elections of offices and a listing of members for consideration as acting officer, should the need arise.

- A. Chair
- B. Vice-Chair