



February 17, 2020

To: Representative Chris Croft
Commerce, Labor & Economic Development Committee

From: Carol Moreland, MSN, RN
Executive Administrator

Re: Licensing Performance Metrics

I attended the hearings for HB 2506 and SB366. In the Senate hearing today, there was discussion about requesting licensing performance metrics from the licensing boards. The Board of Nursing has included licensing performance metrics in our performance-based budget for several years. Our Agency has been moving toward more electronic applications as it decreases processing time and the chance for data entry errors by licensing staff. Below is a table with our licensure performance metrics for FY18 & FY19:

FY18 & FY19:

Performance measure: 95% of licensure applications will be processed within 3 business days after receipt of required information.

Measure	FY18	FY19
Percentage of renewal applications processed within 3 business days after receipt of required information	97%	97%
Percentage of initial via examination applications processed within 3 business days after receipt of required information	98%	100%
Percentage of reinstatement application processed within 3 business days after receipt of required information	91%	100%
Percentage of endorsement applications processed within 3 business days after receipt of required information	93%	98%
Percentage of advanced practice applications processed within 3 business days after receipt of required information	100%	100%

An application is considered complete when all required information is received in the agency.