



DATE: August 5, 2016

TO: Board Members

FROM: 
Vivien Avella and Andrew Moreno
Co-Chairs, Enforcement Committee

SUBJECT Enforcement Committee Meeting Summary Report

The Enforcement Committee conducted a teleconference meeting Friday, July 29, 2016. Board Members and Committee Co-Chairs Vivien Avella and Andrew Moreno were in attendance, as well as Gina Bayless, Enforcement Chief. Dr. Kameka Brown, Executive Officer, attended the meeting as schedules permitted.

Progress

The Enforcement Division continues to make strong progress in improving processing quality and timelines.

Key recent accomplishments include:

- Completion of policies, procedures and training manuals to ensure consistency and quality of enforcement processes.
- Improvement in the accuracy of source coding, which will allow for improved case management.
- Elimination of the practice of opening duplicate and non-warranted complaint cases (minor traffic citations and license applicants not yet completing the NCLEX)
- Significant increases in cases completed, due to increased use of settlements, faster processing of current cases, and a new citation desk for improved case flow. Total completed cases for Fiscal year (FY) 2015/16 were 438 as compared to 319 for the previous year. Stipulated settlements increased from 87 in FY 2014/15 to 207 in FY 2015/16.

Challenges

- ***Legacy Backlog*** - The Division has also made significant progress in working through the legacy backlog of non-sworn investigations from years ago. This backlog remains a key bottleneck and still negatively impacts reported performance statistics despite significantly faster processing times on current cases. However, the number of non-sworn investigation cases has decreased from 571 as of December 31, 2015, to 415 as of June 30, 2016. Management expects the entire backlog to be resolved within 9-12 months. In order to ensure timely resolution of these cases, weekly case review meetings are held, additional staff training has been provided, and significant management attention has been directed to these cases. Cases are prioritized based on both the aging and nature of the complaint.
- ***Data/Breeze Issues*** - The Division has discovered significant issues with corrupt data files that impact the ability to analyze past history. However, these issues are related to closed cases and do not pose a risk to any current or future enforcement activities. Management is evaluating the value and time required to remedy the issue, while maintaining focus on the fundamental work of the Division.

Division of Investigation (DOI)

The Enforcement Division reports that the DOI is currently processing investigations of BVNPT cases in a very timely fashion, at approximately 180 days. Management believes the quality of these investigations is strong. The Enforcement Division provides feedback to the DOI on every case, and meets once a month to discuss cases and any outstanding issues.

Enforcement Monitor

The Enforcement Monitor is currently analyzing the internal intake, screening and investigation process. Detailed case data is being analyzed with the hope of understanding the type and volume of cases and their process flow, with the goal of being able to optimize staff allocation in the most productive way.

The Enforcement Monitor's next report is due November 1, 2016. It is currently anticipated that the Board will review and discuss the next report with the Enforcement Monitor in the October timeframe.

The Enforcement Monitor is currently conducting Board interviews, which had originally been scheduled for Phase I of the assessment.

Enforcement Co-Chair Vivien Avella met with the Enforcement Monitor in Burbank, CA on July 22, 2016. Issues discussed included: Phase II progress and tasks to be completed, challenges and key issues faced by the Enforcement Division, review of selected case

data, additional recommendations for process enhancements, and the appropriate use of performance metrics to analyze Enforcement performance.

Next Steps

The Committee intends to meet on a quarterly basis and provide regular updates.

Agenda Item #28.



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DATE: August 5, 2016

TO: Board Members

FROM: 
Kameka Brown, PhD, MBA, NP
Executive Officer

SUBJECT: Suggestions for Future Agenda Items

The Board may not discuss or take action on any matter that is not included on this agenda except to decide whether to place the matter on the agenda of a future meeting [Government Code Section 11125 and 11125.7(a)].