

▪ <b>Call to Order</b>	<b>Dr. Jones, Jr.</b>
▪ <b>Emergency Egress</b>	<b>Dr. Carter</b>
▪ <b>Public Comment</b>	<b>Dr. Jones, Jr.</b>
▪ <b>Approval of Minutes</b> - page 2 ▪ August 20, 2019	<b>Dr. Jones, Jr.</b>
▪ <b>Director's Report</b>	<b>Dr. Brown</b>
▪ <b>Legislative and Regulatory Report</b>	<b>Ms. Yeatts</b>
▪ <b>Board Chair Report</b>	<b>Dr. Jones, Jr.</b>
▪ <b>Sanction Reference Points Review</b>	<b>Mr. Kauder</b>
▪ <b>Executive Director's Report</b> ▪ Board Budget - page 6 ▪ Agency Statistics/Performance - page 8 ▪ Occupational Licensing Policy Academy - page 35	<b>Dr. Carter</b>
▪ <b>Healthcare Workforce Data Center</b> ▪ Update - page 36	<b>Dr. Shobo &amp; Dr. Carter</b>
▪ <b>Practitioner Self-Referral</b>	<b>Mr. Salay</b>
▪ <b>Election of Officers</b> - page 42 ▪ Board Chair ▪ Board Vice Chair	<b>Dr. Clayton-Jeter</b>
▪ <b>Education Committee Report</b>	<b>Dr. Clayton-Jeter</b>
▪ <b>Individual Board Reports</b> ▪ Telehealth Update by Board	<b>Dr. Jones, Jr.</b>
▪ <b>New Business</b>	<b>Dr. Jones, Jr.</b>
▪ <b>Next Full Board Meeting</b> ▪ February 27, 2020	<b>Dr. Jones, Jr.</b>
▪ <b>2020 BHP Board Meeting Dates</b> ▪ February 27, 2020 ▪ May 27, 2020 ▪ August 20, 2020 ▪ November 10, 2020	
▪ <b>Adjournment</b>	

**DRAFT**

**In Attendance**

Sahil Chaudhary, Citizen Member  
Helene Clayton-Jeter, OD, Board of Optometry  
Kevin Doyle, EdD, LPC, LSATP, Board of Counseling  
Mark Johnson, DVM, Board of Veterinary Medicine  
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  
Maribel Ramos, Citizen Member  
John Salay, MSW, LCSW, Board of Social Work

**Absent**

Herb Stewart, PhD, Board of Psychology  
James Watkins, DDS, Board of Dentistry  
James Wells, RPh, Citizen Member  
Alison King, PhD, CCC-SLP, Board of Audiology & Speech-Language Pathology  
Ryan Logan, RPh, Board of Pharmacy  
Kevin O'Connor, MD, Board of Medicine  
Martha Rackets, PhD, Citizen Member  
Vacant - Board of Nursing  
Vacant - Citizen Member

**DHP Staff**

David Brown, DC, Director DHP  
Elizabeth A. Carter, PhD, 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**

Shelby Reynolds, Virginia State Task Force for Music Therapy

**Observers**

Jerry Gentile, DPB  
Ben Traynham, Hancock Daniel  
Kaycee Ensigy, Medical Society of Virginia

**Emergency Egress**

Elizabeth Carter, PhD

**Call to Order**

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

**Public Comment**

Dr. Jones, Jr.  
Shelby Reynolds with the Virginia State Task Force for Music Therapy thanked the Board for their time and advised that she was available to answer any questions that the Board may have in regard to the Music Therapy study.

**Approval of Minutes**

Motion

Dr. Jones, Jr.

Discussion: A motion to accept meeting minutes from the May 14, 2019 Full Board was made and properly seconded. All members were in favor, none opposed.

**Director's Report**

Dr. Brown

Dr. Brown announced that agency Board Member Training will be held October 7, 2019. The Agency will be bringing in guest speakers to discuss specific topics, such as FOIA. He asked that each board member relay this information at their next board meeting.

The Agency's website redesign is allowing for a more user friendly approach for applicants, consumers and DHP staff. He stated that the software being used allows for easier and quicker updates to each boards webpage. He requested that each board member take a look at the website and provide feedback on what they feel is working or should be changed.

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 will be presented by DHP's Enforcement Director Ms. Schmitz and Visual Research, Inc. President Neal Kauder.

DHP is working diligently to utilize our workforce data to inform the public of what the agency does. One example is the research describing how physical therapy assistants are now being utilized to assist individuals with pain management, decreasing the need for opioid prescriptions.

**Reordering of Agenda**

Motion

Dr. Jones, Jr. requested a reordering of the agenda. The motion to reorder the agenda was made and properly seconded.

**Legislative and  
Regulatory Report**

Ms. Yeatts

Ms. Yeatts requested board member introductions.

Ms. Yeatts provided a brief overview of the regulations provided in the meeting packet. Also provided was a handout (Attachment 1) with information regarding a bill to amend 54.1-2405, relating notification to patients of a practitioner closure, sale or relocation of professional practice.

Motion

After board discussion a motion was made and properly seconded to change the existing language in 54.1-2405 to include the language "either electronically or" to the code. All members were in favor, none opposed.

**Board Chair Report**

Dr. Jones, Jr. provided Dr. Clayton-Jeter with a plaque thanking her for her service as previous board Chair.

Dr. Jones, Jr. also passed out Department of Health Professions lapel pins to each board member.

<b>Individual Board Reports</b>	<p>Board of Veterinary Medicine - Dr. Johnson (Attachment 2)</p> <p>Board of Dentistry - Dr. Watkins (Attachment 3)</p> <p>Board of Optometry - Dr. Clayton-Jeter (Attachment 4)</p> <p>Board of Psychology - Dr. Stewart (Attachment 5)</p> <p>Board of Long - Term Care Administrators - Mr. Kendall (Attachment 6)</p> <p>Board of Counseling - Dr. Doyle (Attachment 7)</p> <p>Board of Physical Therapy - Dr. Jones, Jr. (Attachment 8)</p> <p>Board of Audiology &amp; Speech Language Pathology - Dr. Carter (Attachment 9)</p> <p>Board of Funeral Directors and Embalmers - Mr. Jones (Attachment 10)</p> <p>Board of Social Work - Mr. Salay (Attachment 11)</p>
<b>Committee Reports</b>	<p>Mr. Wells provided details regarding the Regulatory Research Committee's study review of the need to license music therapists in Virginia.</p> <p>Mr. Wells advised the Board that the Committee's final recommendation was for licensure of music therapists, with the best placement being under the Board of Counseling.</p>
Motion	<p>A motion for licensure of music therapists in Virginia, to be placed under the Board of Counseling, was made and properly seconded. 10 members were in favor, one abstained and one opposed.</p> <p>Dr. Carter advised of next steps as noted in the music therapist study work plan.</p>
<b>Break</b>	<p>Dr. Jones, Jr. requested a brief break at 11:04 a.m.</p>
<b>Reconvene</b>	<p>Dr. Jones, Jr. reconvened the meeting at 11:11 a.m.</p>
<b>Executive Director's Report</b>	<p>Dr. Carter reviewed the Board's budget and provided insight into the agencies statistics and performance.</p> <p>Dr. Carter has requested Charles Giles, DHP Budget Manager, to provide an update of the Agency's finances at the November 4, 2019 meeting.</p> <p>Dr. Carter also requested that a workgroup meet to discuss the Board's update to its Mission Statement. Communications Director, Ms. Powers, will be aiding the workgroup. Dr. Jones, Jr. will appoint members who will meet in person prior to the November 4, 2019 full board meeting.</p>
<b>Healthcare Workforce Data Center</b>	<p>Dr. Carter provided a PowerPoint presentation on the Healthcare Workforce Data Center. (Attachment 12)</p> <p>Dr. Clayton-Jeter requested that Optometry workforce information be shared with out of state schools of Optometry as there are currently no schools in Virginia.</p>
<b>New Business</b>	<p>Agenda item for November 4, 2019 meeting: Discussion of other states' approaches to placement of professions within regulatory boards and agencies. Dr. Carter will provide a briefing on these approaches.</p>

Agenda item for November 4, 2019 meeting: Discussion of the existing telehealth/telemedicine guidance documents from the respective boards.

Dr. Jones, Jr. appointed Dr. Clayton-Jeter and Mr. Salay to the Nominating Committee. The Committee will meet prior to the November 4, 2019 Full Board meeting to provide a slate of officers for the Fall election for Chair and Vice Chair.

**Next Meeting** Dr. Jones, Jr. advised the Board that the next meeting is scheduled for November 4, 2019 at 10:00 a.m.

**Meeting Adjourned** 12:23 p.m.

**Chair** Allen Jones, Jr., DPT, PT

**Signature** \_\_\_\_\_ / /

**Board Executive Director** Elizabeth A. Carter, PhD

**Signature** \_\_\_\_\_ / /

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

Account Number	Account Description	Amount	Budget	Amount	
				Under/(Over)	% of Budget
4002400	Fee Revenue				
4002401	Application Fee	500.00	-	(500.00)	0.00%
	Total Fee Revenue	500.00	-	(500.00)	0.00%
	Total Revenue	500.00	-	(500.00)	0.00%
5011110	Employer Retirement Contrib.	15,747.87	46,156.00	30,408.13	34.12%
5011120	Fed Old-Age Ins- Sal St Emp	10,001.28	26,117.00	16,115.72	38.29%
5011130	Fed Old-Age Ins- Wage Earners	-	3,500.00	3,500.00	0.00%
5011140	Group Insurance	1,669.03	4,473.00	2,803.97	37.31%
5011150	Medical/Hospitalization Ins.	4,774.00	16,488.00	11,714.00	28.95%
5011160	Retiree Medical/Hospitalizatn	1,490.69	3,995.00	2,504.31	37.31%
5011170	Long term Disability Ins	789.87	2,117.00	1,327.13	37.31%
	Total Employee Benefits	34,472.74	102,846.00	68,373.26	33.52%
5011200	Salaries				
5011230	Salaries, Classified	128,019.78	341,386.00	213,366.22	37.50%
	Total Salaries	128,019.78	341,386.00	213,366.22	37.50%
5011300	Special Payments				
5011310	Bonuses and Incentives	500.00	-	(500.00)	0.00%
5011340	Specified Per Diem Payment	750.00	4,350.00	3,600.00	17.24%
5011380	Deferred Compnstn Match Pmts	450.00	1,920.00	1,470.00	23.44%
	Total Special Payments	1,700.00	6,270.00	4,570.00	27.11%
5011400	Wages				
5011410	Wages, General	2,667.60	45,739.00	43,071.40	5.83%
	Total Wages	2,667.60	45,739.00	43,071.40	5.83%
5011600	Terminatn Personal Svce Costs				
5011660	Defined Contribution Match - Hy	1,476.73	-	(1,476.73)	0.00%
	Total Terminatn Personal Svce Costs	1,476.73	-	(1,476.73)	0.00%
5011930	Turnover/Vacancy Benefits				
	Total Personal Services	168,336.85	496,241.00	327,904.15	33.92%
5012000	Contractual Svcs				
5012100	Communication Services				
5012140	Postal Services	31.10	950.00	918.90	3.27%
5012160	Telecommunications Svcs (VITA)	845.20	2,800.00	1,954.80	30.19%
5012170	Telecomm. Svcs (Non-State)	202.50	-	(202.50)	0.00%
5012190	Inbound Freight Services	15.00	20.00	5.00	75.00%
	Total Communication Services	1,093.80	3,770.00	2,676.20	29.01%
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, Ldgng & Meals	-	600.00	600.00	0.00%
	Total Employee Development Services	354.50	5,550.00	5,195.50	6.39%
5012400	Mgmt and Informational Svcs				
5012470	Legal Services	-	1,050.00	1,050.00	0.00%
	Total Mgmt and Informational Svcs	-	1,050.00	1,050.00	0.00%

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

Account Number	Account Description	Amount	Budget	Amount	
				Under/(Over) Budget	% of Budget
<b>5012600 Support Services</b>					
5012640	Food & Dietary Services	244.80	675.00	430.20	36.27%
5012660	Manual Labor Services	-	25.00	25.00	0.00%
5012670	Production Services	-	10.00	10.00	0.00%
5012680	Skilled Services	40,817.50	120,000.00	79,182.50	34.01%
	<b>Total Support Services</b>	<b>41,062.30</b>	<b>120,710.00</b>	<b>79,647.70</b>	<b>34.02%</b>
<b>5012700 Technical Services</b>					
5012790	Computer Software Dvp Svs	-	8,860.00	8,860.00	0.00%
	<b>Total Technical Services</b>	<b>-</b>	<b>8,860.00</b>	<b>8,860.00</b>	<b>0.00%</b>
<b>5012800 Transportation Services</b>					
5012820	Travel, Personal Vehicle	1,722.02	3,945.00	2,222.98	43.65%
5012830	Travel, Public Carriers	540.00	1,020.00	480.00	52.94%
5012850	Travel, Subsistence & Lodging	520.00	1,600.00	1,080.00	32.50%
5012880	Trvl, Meal Reimb- Not Rprtble	433.00	985.00	552.00	43.96%
	<b>Total Transportation Services</b>	<b>3,215.02</b>	<b>7,550.00</b>	<b>4,334.98</b>	<b>42.58%</b>
	<b>Total Contractual Svs</b>	<b>45,725.82</b>	<b>147,490.00</b>	<b>101,764.38</b>	<b>31.00%</b>
<b>5013000 Supplies And Materials</b>					
<b>5013100 Administrative Supplies</b>					
5013120	Office Supplies	65.00	3,800.00	3,735.00	1.71%
	<b>Total Administrative Supplies</b>	<b>65.00</b>	<b>3,800.00</b>	<b>3,735.00</b>	<b>1.71%</b>
	<b>Total Supplies And Materials</b>	<b>65.00</b>	<b>3,800.00</b>	<b>3,735.00</b>	<b>1.71%</b>
<b>5015000 Continuous Charges</b>					
<b>5015300 Operating Lease Payments</b>					
5015340	Equipment Rentals	97.42	900.00	802.58	10.82%
5015350	Building Rentals	19.20	-	(19.20)	0.00%
5015360	Land Rentals	-	40.00	40.00	0.00%
5015390	Building Rentals - Non State	6,994.10	22,718.00	15,723.90	30.79%
	<b>Total Operating Lease Payments</b>	<b>7,110.72</b>	<b>23,658.00</b>	<b>16,547.28</b>	<b>30.06%</b>
	<b>Total Continuous Charges</b>	<b>7,110.72</b>	<b>23,658.00</b>	<b>16,547.28</b>	<b>30.06%</b>
<b>5022000 Equipment</b>					
<b>5022100 Computer Hrdware &amp; Sftware</b>					
5022170	Other Computer Equipment	141.00	-	(141.00)	0.00%
5022180	Computer Software Purchases	1,680.00	-	(1,680.00)	0.00%
	<b>Total Computer Hrdware &amp; Sftware</b>	<b>1,821.00</b>	<b>-</b>	<b>(1,821.00)</b>	<b>0.00%</b>
<b>5022200 Educational &amp; Cultural Equip</b>					
5022240	Reference Equipment	-	458.00	458.00	0.00%
	<b>Total Educational &amp; Cultural Equip</b>	<b>-</b>	<b>458.00</b>	<b>458.00</b>	<b>0.00%</b>
<b>5022600 Office Equipment</b>					
5022630	Office Incidentals	-	30.00	30.00	0.00%
	<b>Total Office Equipment</b>	<b>-</b>	<b>30.00</b>	<b>30.00</b>	<b>0.00%</b>
	<b>Total Equipment</b>	<b>1,821.00</b>	<b>488.00</b>	<b>(1,333.00)</b>	<b>373.16%</b>
	<b>Total Expenditures</b>	<b>223,059.19</b>	<b>671,677.00</b>	<b>448,617.81</b>	<b>33.21%</b>



# Virginia Department of Health Professions

## Current Count of Licenses

### Quarterly Summary

#### Quarter 1 - 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	CURRENT
July 1 - September 30	October 1 - December 31	January 1 - March 31	April 1 - June 30	Q1 2020
Quarter 1	Quarter 2	Quarter 3	Quarter 4	Q1 2020

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

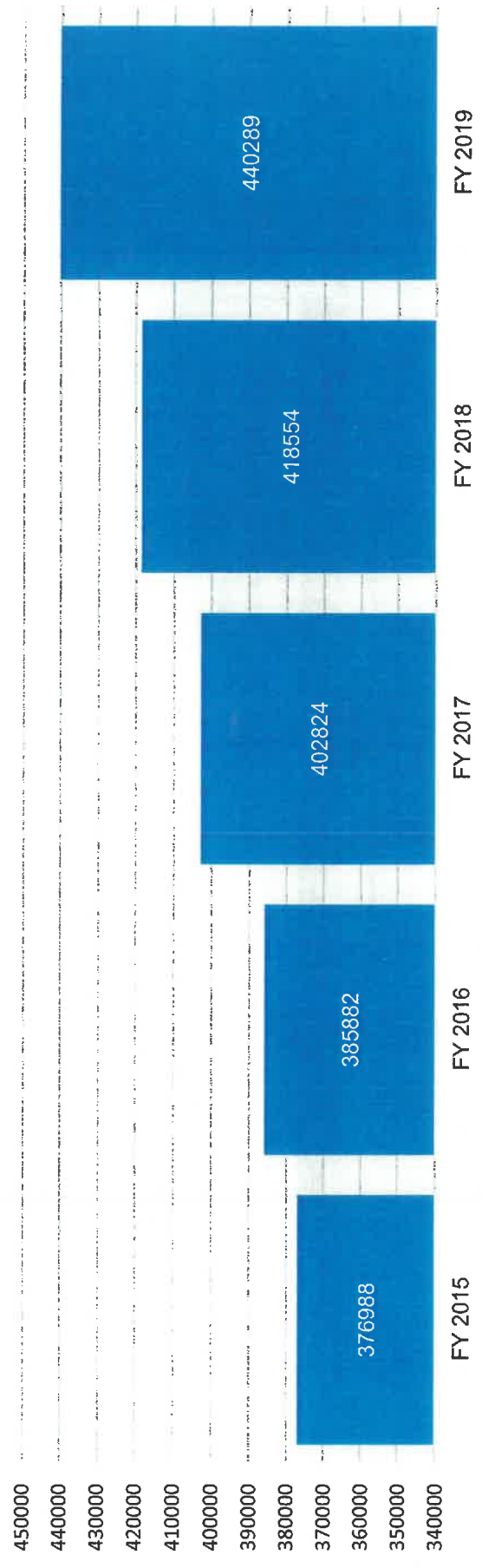




# Virginia Department of Health Professions

## Current Count of Licenses Fiscal Year Breakdown Fiscal Year 2019

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





# Virginia Department of Health Professions

## New License Count

### Quarterly Summary

#### Quarter 1 - Fiscal Year 2020

Licenses issued by board and occupation during the quarter

#### 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

	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
<b>BOARD</b>													
<b>Audiology/Speech Pathology</b>	150	156	69	62	159	165	61	86	181	177	92	137	269
<b>Counseling</b>	175	254	427	443	384	734	434	2256	3798	3447	4504	1314	2068
<b>Dentistry</b>	364	237	138	145	401	268	103	130	335	400	113	134	269
<b>Funeral Directing</b>	37	40	33	37	41	52	25	42	43	51	40	28	53
<b>Long-Term Care Administrators</b>	85	79	69	66	99	80	78	78	91	107	81	56	108
<b>Medicine</b>	2406	1719	897	1237	2335	1656	939	1391	2495	1630	1217	1382	1786
<b>Nurse Aide</b>	2016	1625	1273	1111	1576	1520	1689	1656	2560	2060	1517	1824	2260
<b>Nursing</b>	2842	4344	2586	3293	3350	4369	2353	3152	3146	4532	3194	1535	4870
<b>Optometry</b>	34	26	15	16	51	25	17	20	53	23	31	30	28
<b>Pharmacy</b>	1135	1357	742	1207	1060	1367	841	1045	923	1316	196	656	1326
<b>Physical Therapy</b>	444	431	182	176	406	459	164	196	392	457	934	282	414
<b>Psychology</b>	95	107	112	99	88	245	105	118	109	100	171	61	130
<b>Social Work</b>	207	277	353	352	343	388	335	360	360	399	430	353	525
<b>Veterinary Medicine</b>	246	106	62	79	244	95	76	92	328	222	106	175	134
<b>Total</b>	10236	10758	6958	8323	10537	11423	7220	10622	14814	14921	12626	7967	14240

CURRENT

Virginia Department of  
**Health Professions**

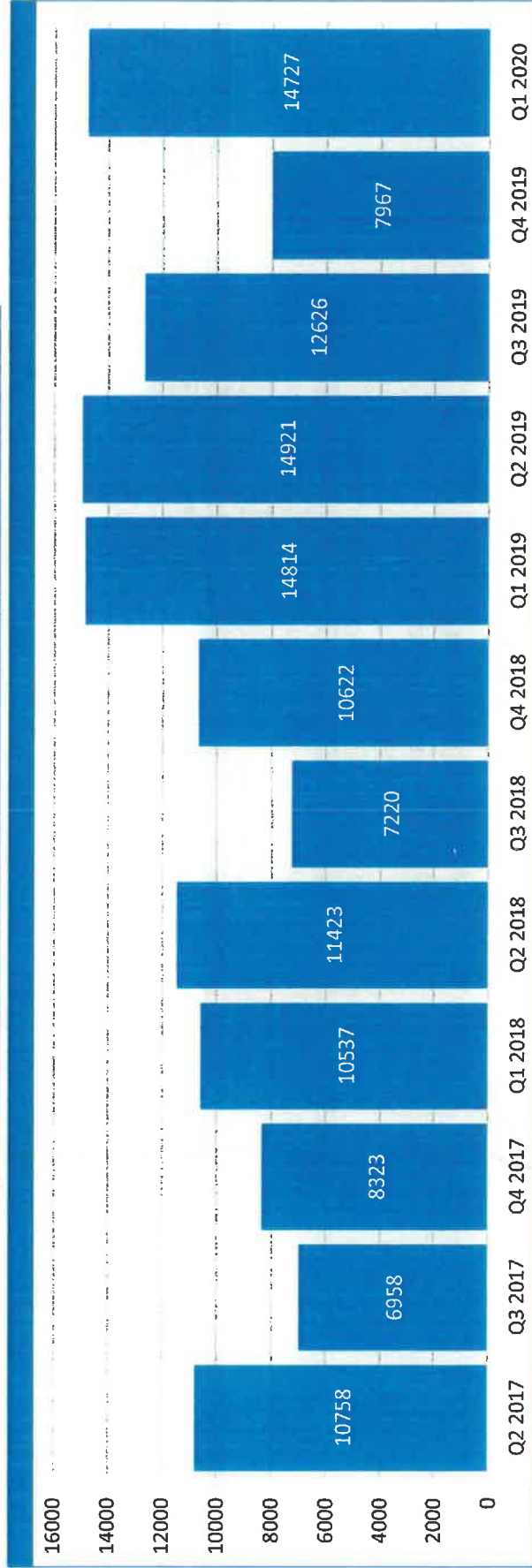
New License Count

Quarterly Summary

Quarter 1 - Fiscal Year 2020

Licenses issued by board and occupation during the quarter

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

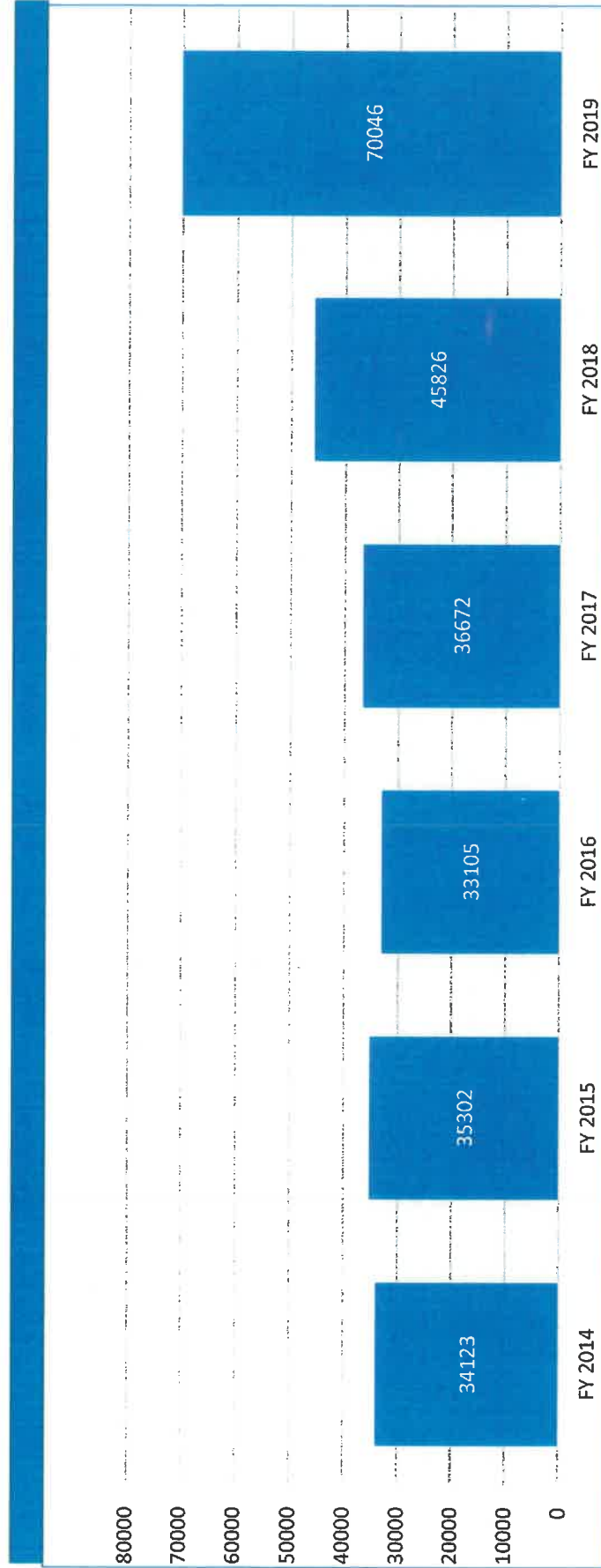




# Virginia Department of Health Professions

## New License Count Fiscal Year Breakdown Fiscal Year 2019

Licenses issued by board and occupation during the quarter



New Licenses Issued

Fiscal Year 2019



# Virginia Department of Health Professions

## Applicant Satisfaction Survey

### Quarterly Summary

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

	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	
<b>BOARD</b>													
<b>Audiology/Speech Pathology</b>	83.3%	33.3%	97.8%	100.0%	90.0%	28.6%	57.1%	92.9%	100.0%	89.8%	100.0%	85.7%	
<b>Counseling</b>	81.7%	88.7%	94.0%	92.0%	85.9%	87.7%	98.3%	92.7%	93.5%	91.6%	90.0%	89.9%	
<b>Dentistry</b>	100.0%	100.0%	100.0%	96.8%	97.4%	72.2%	93.2%	81.8%	92.6%	N/A	80.0%	71.9%	
<b>Funeral Directing</b>	100.0%	88.9%	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	
<b>Long-Term Care Administrators</b>	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
<b>Medicine</b>	85.2%	86.3%	88.3%	88.4%	88.2%	89.4%	83.4%	90.5%	84.1%	90.5%	85.5%	88.1%	
<b>Nurse Aide</b>	100.0%	96.8%	88.9%	100.0%	89.5%	88.2%	98.3%	98.3%	92.6%	97.2%	94.2%	95.1%	
<b>Nursing</b>	74.3%	76.6%	86.7%	83.2%	89.1%	91.0%	87.3%	86.4%	90.1%	91.5%	89.7%	77.8%	
<b>Optometry</b>	100.0%	N/A	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	N/A	N/A	100.0%	
<b>Pharmacy</b>	100.0%	97.7%	98.4%	97.2%	93.2%	100.0%	99.5%	93.0%	94.6%	100.0%	97.5%	94.4%	
<b>Physical Therapy</b>	100.0%	100.0%	98.9%	97.3%	100.0%	86.8%	100.0%	97.2%	94.3%	N/A	100.0%	100.0%	
<b>Psychology</b>	91.7%	94.7%	94.9%	98.1%	91.2%	92.0%	89.6%	87.8%	93.6%	88.9%	100.0%	100.0%	
<b>Social Work</b>	100.0%	91.2%	91.7%	91.1%	92.7%	93.1%	81.7%	82.3%	79.4%	95.8%	89.5%	83.3%	
<b>Veterinary Medicine</b>	100.0%	100.0%	100.0%	87.3%	100.0%	100.0%	84.6%	84.8%	100.0%	100.0%	N/A	100.0%	
<b>Agency</b>	86%	85%	90%	89%	90%	91%	91%	89%	90%	93%	90%	87%	





# Virginia Department of Health Professions

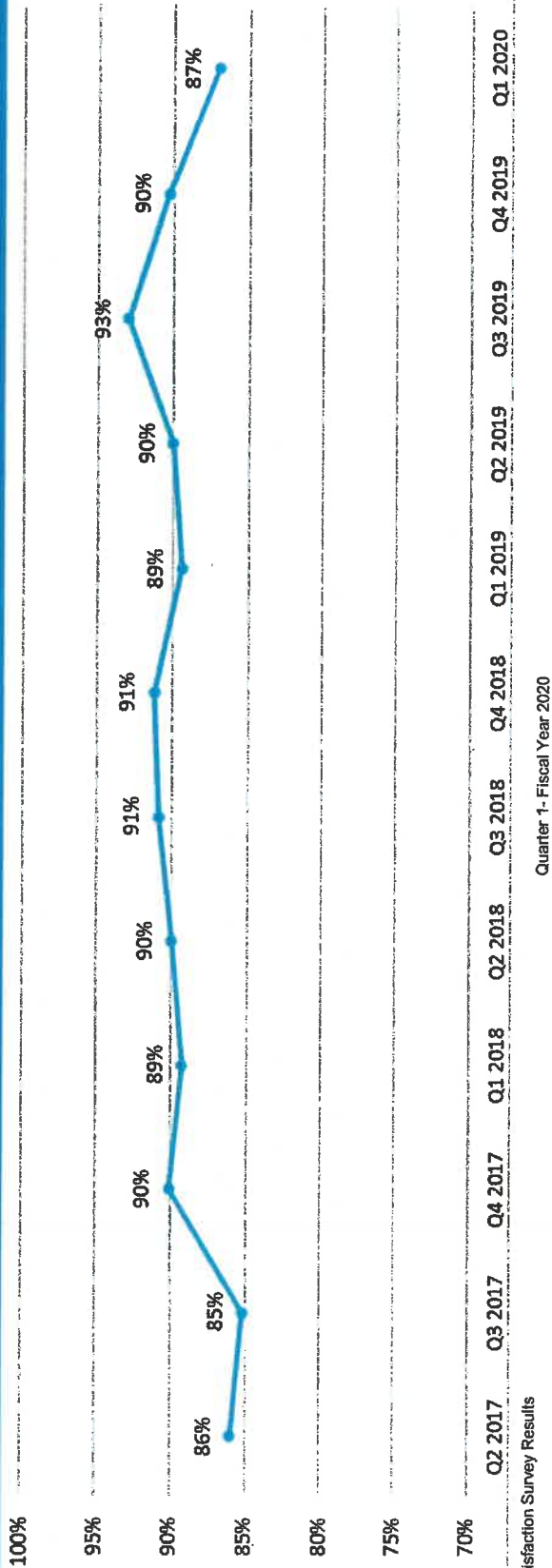
## Applicant Satisfaction Survey

### Quarterly Summary

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





# Virginia Department of Health Professions

## Applicant Satisfaction Survey

### Quarterly Summary

Fiscal Year 2019

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  
 Quarter 2  
 Quarter 3  
 Quarter 4

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

Board	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
<b>Audiology/Speech Pathology</b>	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%
<b>Funeral Directing</b>	98%	-5%	93%	4%	97%	3%	100%	0%	100%
<b>Long-Term Care Administrator</b>	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%
<b>Veterinary Medicine</b>	95%	5%	100%	0%	100%	-11%	89%	-1%	88%
<b>Agency</b>	93.8%	6.1%	87.9%	2.0%	86.1%	4.9%	90.2%	1.6%	91.7%

Customer Satisfaction Survey Results

Fiscal Year 2019

# Virginia Department of Health Professions

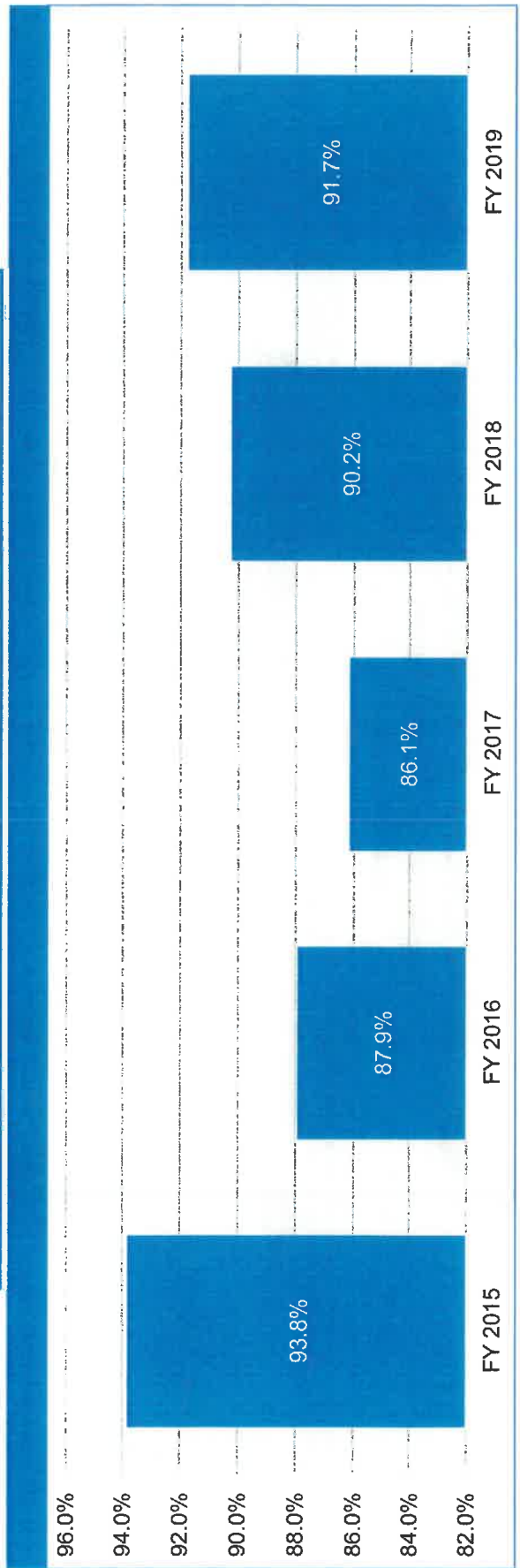
## Applicant Satisfaction Survey

### Quarterly Summary

Fiscal Year 2019

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	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







# Virginia Department of Health Professions

## Cases Received, Open & Closed Agency Summary Quarter 1 – 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
Quarter 2	October 1- December 31
Quarter 3	January 1 - March 31
Quarter 4	April 1 - June 30

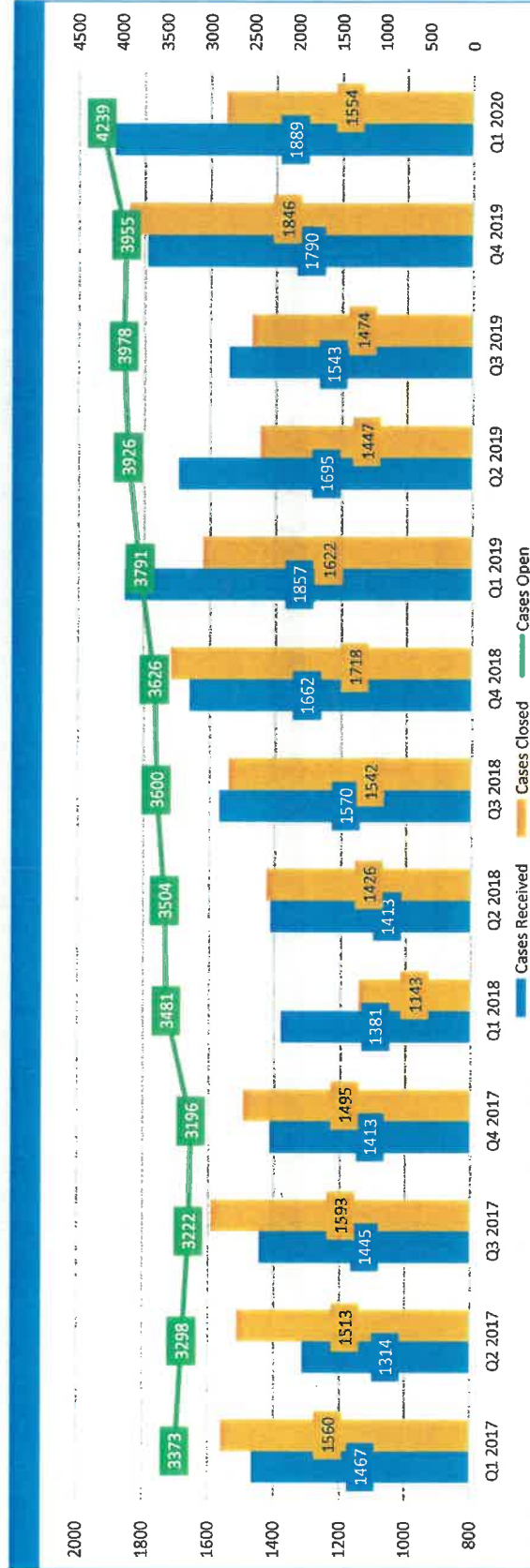
	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020
<b>Number of Cases Received</b>	1467	1314	1445	1413	1381	1413	1570	1662	1857	1695	1543	1790	1889
<b>Number of Cases Open</b>	3373	3298	3222	3196	3481	3504	3600	3626	3791	3926	3978	3955	4239
<b>Number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

# Virginia Department of Health Professions

## Cases Received, Open & Closed Agency Summary Quarter 1 – 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
Quarter 2	October 1 - December 31
Quarter 3	January 1 - March 31
Quarter 4	April 1 - June 30



Cases Received, Open and Closed

Fiscal Year 2020-Quarter 1



# Virginia Department of Health Professions

## Average Age of Cases Closed

### Quarterly Summary

Quarter 1 - Fiscal Year 2020

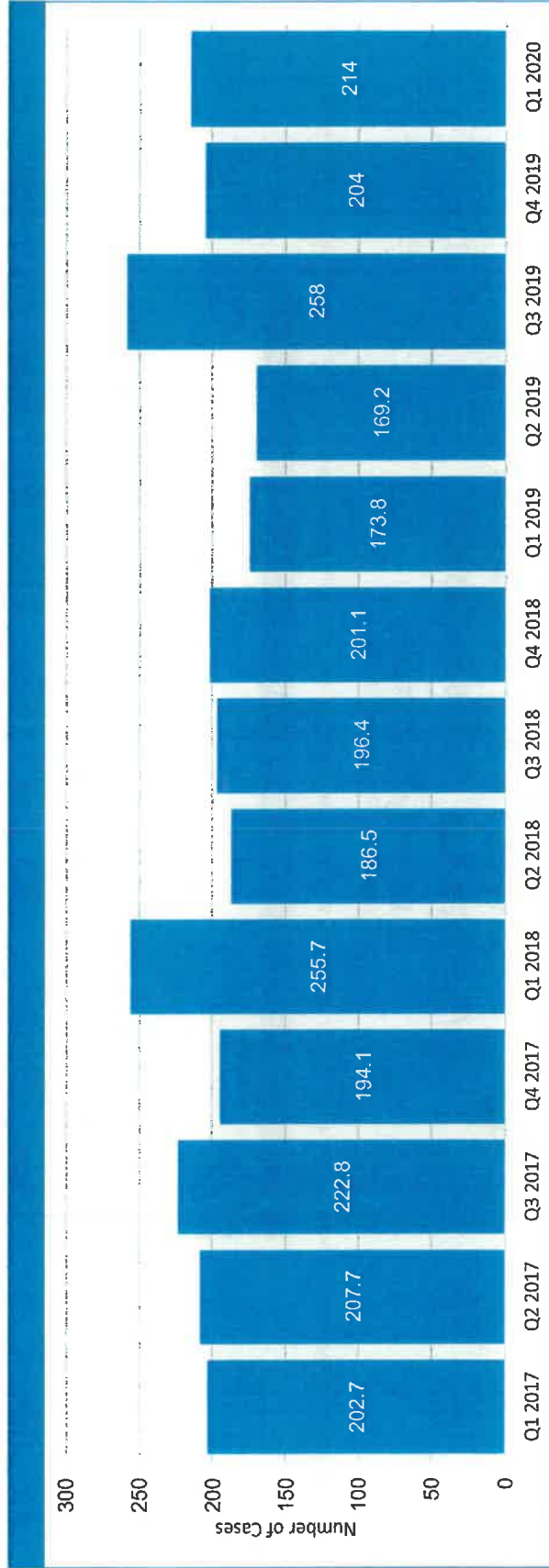
The average age of cases closed is a measurement of how long it takes, on average, for a case to be processed from entry to closure. These calculations include only cases closed within the quarter specified.

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 1 - Fiscal Year 2020												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	Q1 2020
Audiology/Speech Pathology	532	n/a	135.3	259.8	255.7	192	179	463.3	97.4	190.3	149	208	241	241
Counseling	375.5	292.8	247.9	106.1	251.5	128.2	185	164.2	164.2	161.3	251	279	173	173
Dentistry	250.6	289.5	271.2	228.7	337.8	182.9	165	141.5	141.5	83.6	192	395	316	316
Funeral Directing	193.9	166.5	295	223.7	229.3	169.1	383.3	211.8	225.7	298.8	116	259	287	287
Long-Term Care Administrators	258.3	260.5	282.8	395	171.2	350.6	424.1	395.5	253	396.8	400	433	291	291
Medicine	139.9	147.1	135.5	136.9	146.5	135	153.5	133.3	142.1	147.3	240	170	172	172
Nurse aide	154.6	198.6	191.4	223.8	297.4	273.3	200.7	235.3	150.1	201.7	204	147	164	164
Nursing	198.1	179.5	207.4	202.1	203.6	204.5	215.8	280.3	192.3	198.3	276	3003	300	300
Optometry	121.6	216.2	95.3	106.3	557.6	268.1	240	190.7	194.2	506.5	379	129	275	275
Pharmacy	148.7	303.6	343.2	192.9	215.4	172.2	173.7	114.1	160.2	152.3	255	116	275	275
Physical therapy	403	273.7	102.4	291.3	239.4	112	152.5	412.8	389.3	366.5	467	322	280	280
Psychology	380	291.7	357.7	252.7	119.5	183.3	118.8	175.2	170.4	228.6	225	153	72	72
Social Work	469.7	407.6	366.2	228.8	292.7	123.6	277.5	237.2	113.8	200.7	263	211	271	271
Veterinary Medicine	315.5	301.2	283.5	295.6	223	357.7	278.7	376.7	321.9	261.9	293	423	285	285
Agency total	202.7	207.7	222.8	194.1	255.7	186.5	196.4	201.1	173.8	169.2	258	204	214	214

Virginia Department of  
**Health Professions**  
 Average Age of Cases Closed  
 Quarterly Summary  
 Quarter 1 - 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.



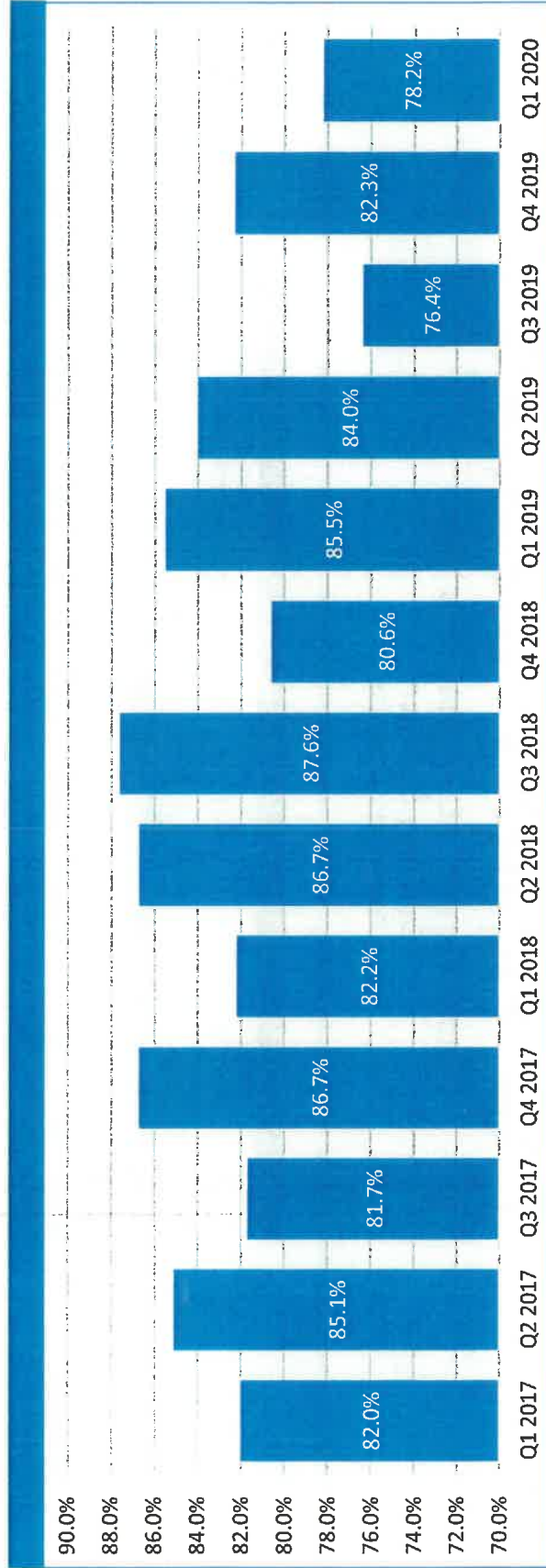
Average Age of Cases Closed

Quarter 1 - Fiscal Year 2020

# Virginia Department of Health Professions

## Cases Closed in Less than One Year Quarterly Summary Quarter 1 - 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

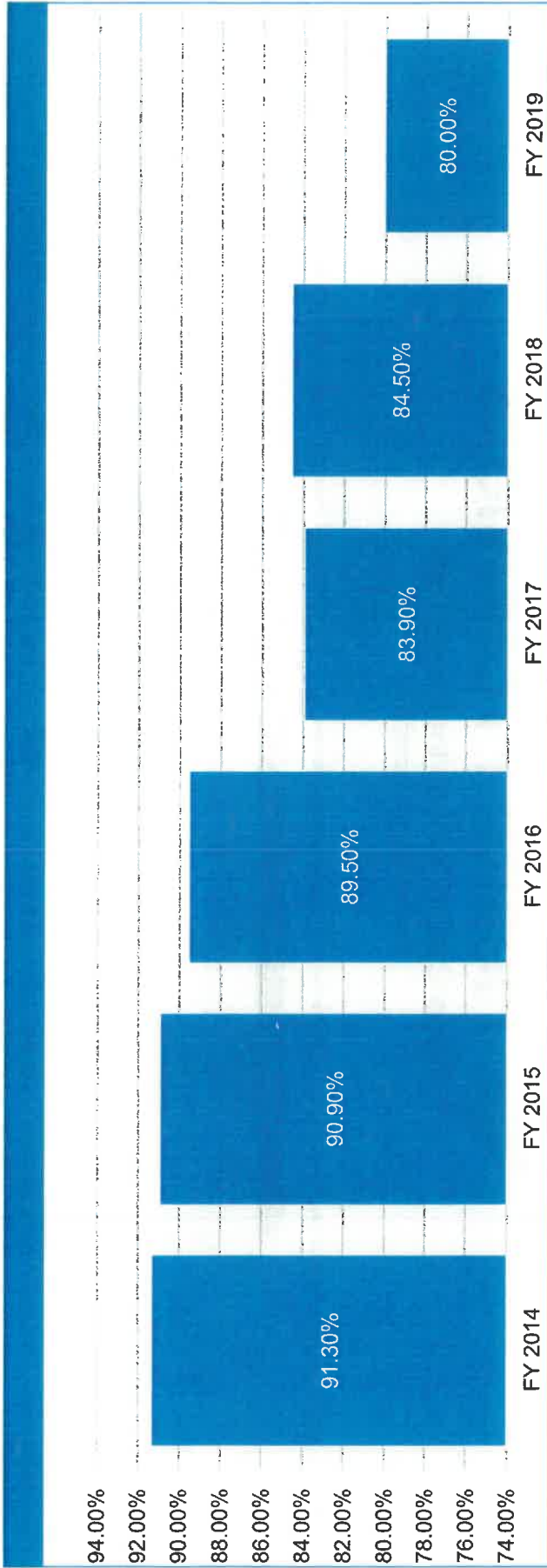
Fiscal Year 2020-Quarter 1



# Virginia Department of Health Professions

## Cases Closed in Less than One Year Fiscal Year Summary Fiscal Year 2019

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 2019

# Virginia Department of Health Professions

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

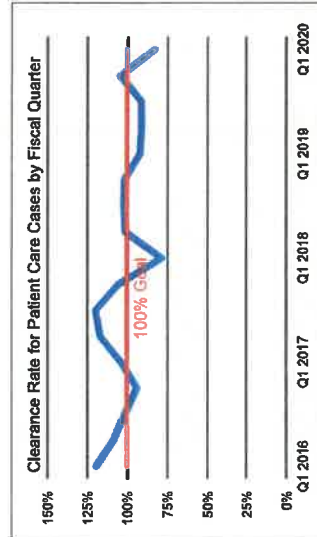
David E. Brown, D.C.  
Director

*"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."*  
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.

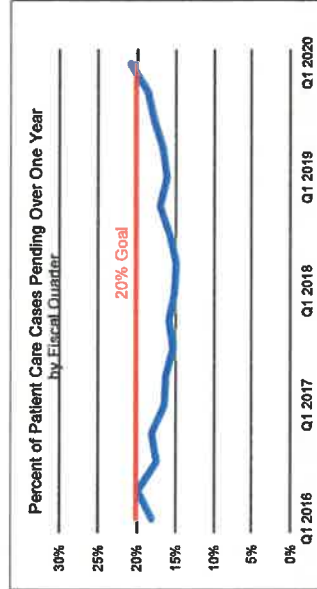
**Clearance Rate** - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct.

The current quarter's clearance rate is 83%, with 1292 patient care cases received and 1076 closed.



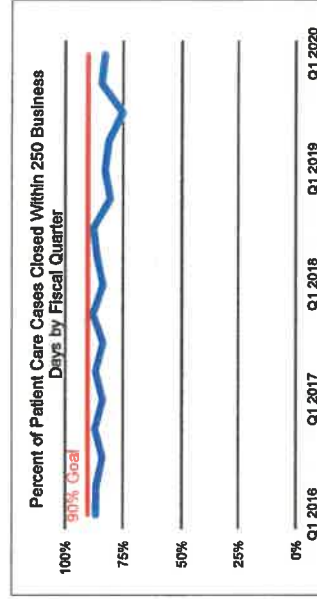
**Age of Pending Caseload** - the percent of open patient care cases over 250 business days old. This measure tracks the backlog of patient care cases older than 250 business days to aid management in providing specific closure targets. The goal is to maintain the percentage of open patient care cases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

The current quarter shows 21% patient care cases pending over 250 business days with 3320 patient care cases pending and 686 pending over 250 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 83% of patient care cases being resolved within 250 business days with 1043 cases closed and 861 closed within 250 business days.



Submitted: 11/4/2019

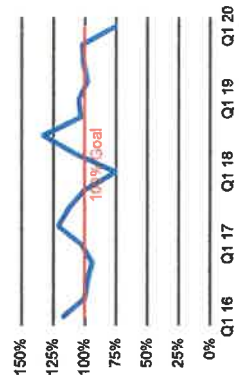
Patient Care Disciplinary Case Processing Times (with Continuance Days)

Prepared by: Department of Health Professions

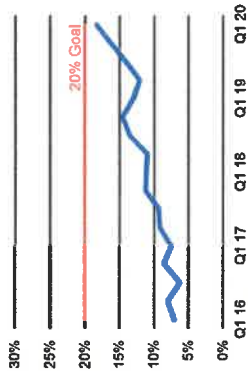
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days), by Board

**Nursing**  
**Clearance Rate: 75%**  
 546 Cases Received  
 411 Cases Closed  
**Pending Caseload: 18%**  
 266 Cases Pending over 250 Days  
**Time to Disposition: 74%**  
 293 Cases Closed within 250 Days

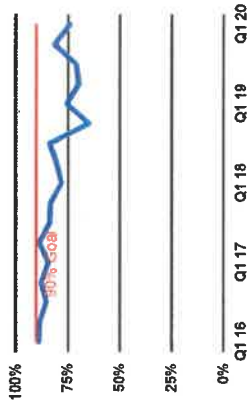
**Clearance Rate**



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



**Time to Disposition**

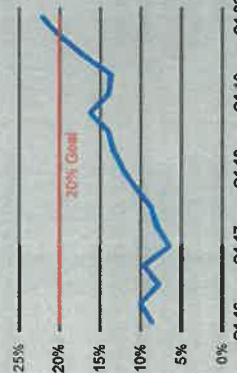


**Nurses**  
**Clearance Rate: 69%**  
 371 Cases Received  
 257 Cases Closed  
**Pending Caseload: 22%**  
 247 Cases Pending over 250 Days  
**Time to Disposition: 64%**  
 154 Cases Closed within 250 Days

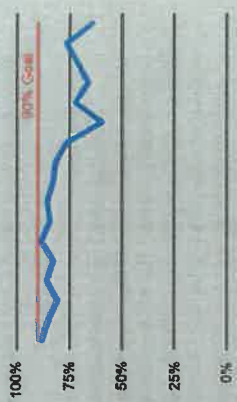
**Clearance Rate**



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

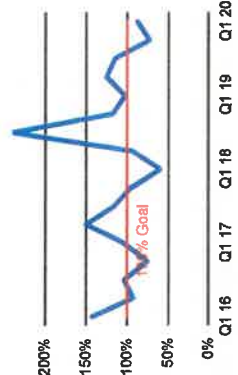


**Time to Disposition**

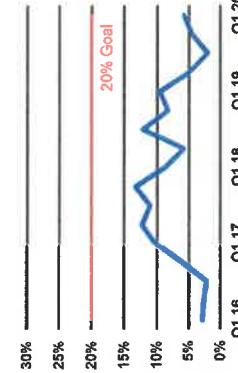


**CNA**  
**Clearance Rate: 88%**  
 175 Cases Received  
 154 Cases Closed  
**Pending Caseload: 6%**  
 19 Cases Pending over 250 Days  
**Time to Disposition: 90%**  
 139 Cases Closed within 250 Days

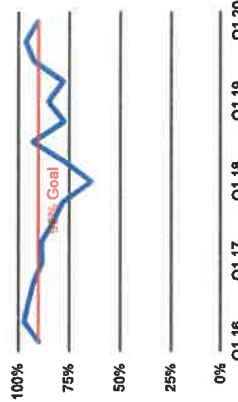
**Clearance Rate**



**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 - Patient Care Disciplinary Case Processing Times (with Continuance Days), by Board

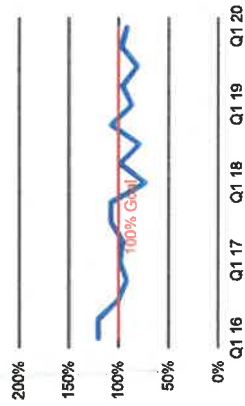
**Medicine**

**Clearance Rate: 91%**  
399 Cases Received  
365 Cases Closed

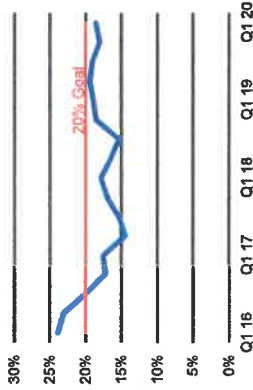
**Pending Caseload: 19%**  
162 Cases Pending over 250 Days

**Time to Disposition: 94%**  
333 Cases Closed within 250 Days

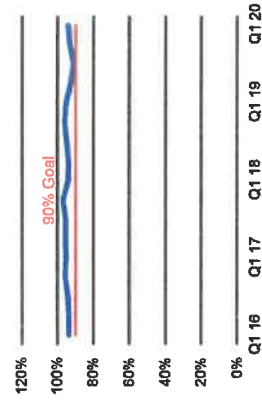
**Clearance Rate**



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



**Time to Disposition**

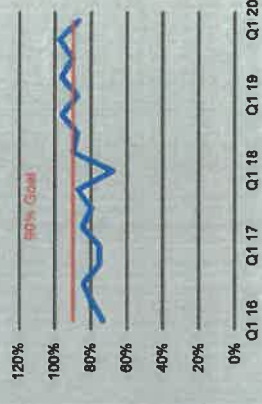


**Dentistry**

**Clearance Rate: 115%**  
61 Cases Received  
70 Cases Closed

**Pending Caseload: 29%**  
56 Cases Pending over 250 Days

**Time to Disposition: 87%**  
59 Cases Closed within 250 Days

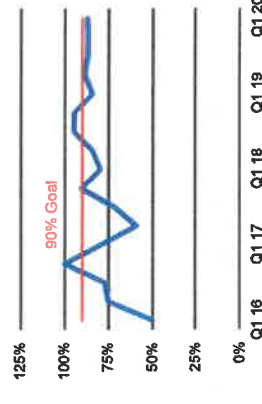
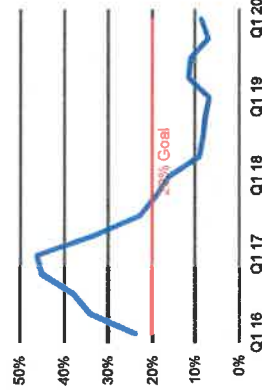
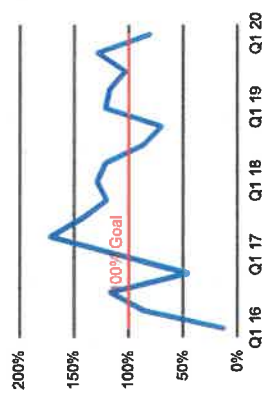


**Pharmacy**

**Clearance Rate: 81%**  
67 Cases Received  
54 Cases Closed

**Pending Caseload: 9%**  
12 Cases Pending over 250 Days

**Time to Disposition: 87%**  
47 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.

Submitted: 1/14/2019

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

**Veterinary Medicine**

**Clearance Rate: 90%**

42 Cases Received  
38 Cases Closed

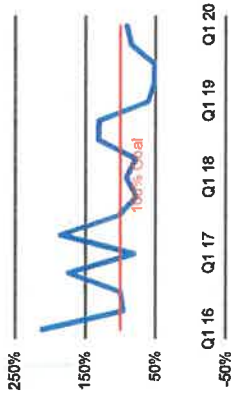
**Pending Caseload: 36%**

67 Cases Pending over 250 Days

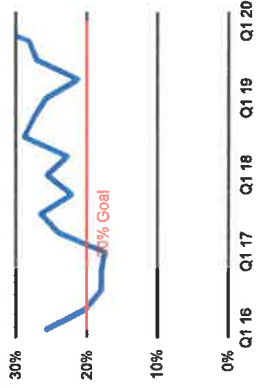
**Time to Disposition: 70%**

23 Cases Closed within 250 Days

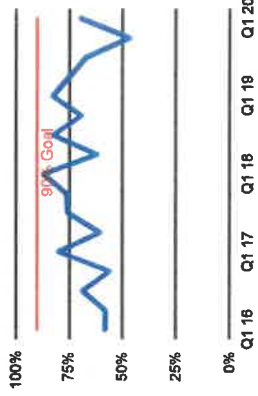
**Clearance Rate**



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



**Time to Disposition**



**Counseling**

**Clearance Rate: 71%**

76 Cases Received  
54 Cases Closed

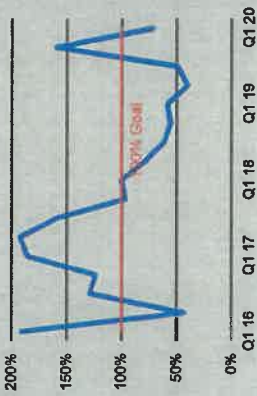
**Pending Caseload: 11%**

16 Cases Pending over 250 Days

**Time to Disposition: 87%**

47 Cases Closed within 250 Days

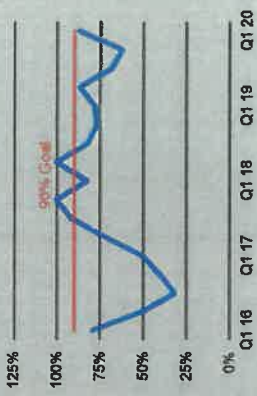
**Clearance Rate**



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



**Time to Disposition**



**Social Work**

**Clearance Rate: 94%**

17 Cases Received  
16 Cases Closed

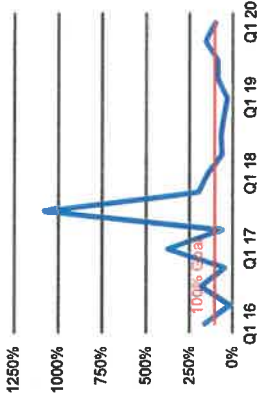
**Pending Caseload: 37%**

28 Cases Pending over 250 Days

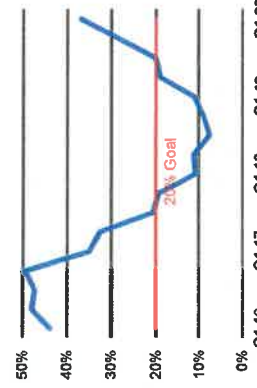
**Time to Disposition: 50%**

8 Cases Closed within 250 Days

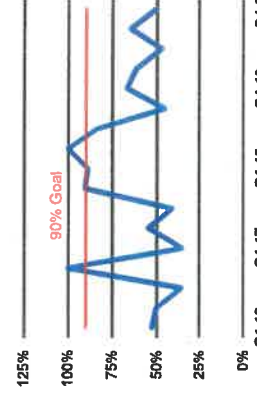
**Clearance Rate**



**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.

Submitted: 11/4/2019

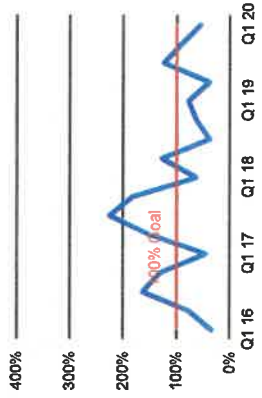
Patient Care Disciplinary Case Processing Times (with Continuance Days)

Prepared by: Department of Health Professions

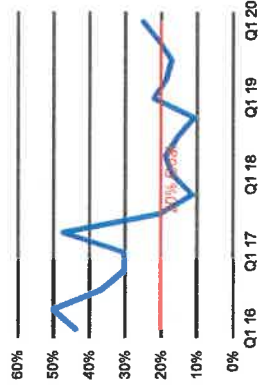
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days), by Board

**Psychology**  
**Clearance Rate: 54%**  
 41 Cases Received  
 22 Cases Closed  
**Pending Caseload: 25%**  
 22 Cases Pending over 250 Days  
**Time to Disposition: 100%**  
 22 Cases Closed within 250 Days

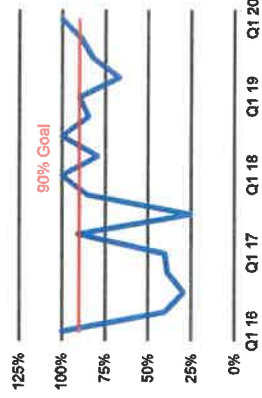
**Clearance Rate**



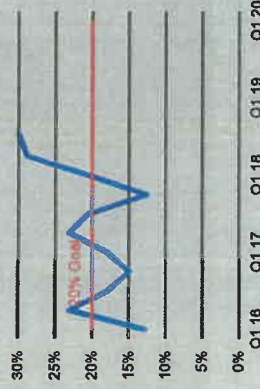
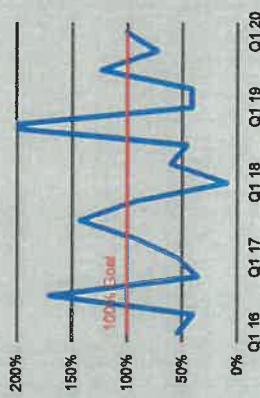
**Age of Pending Caseload**  
 (percent of cases pending over one year)



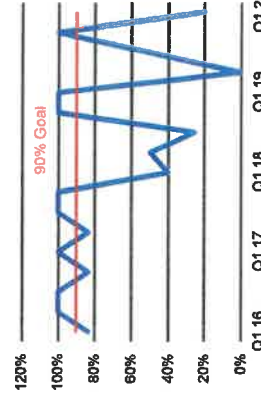
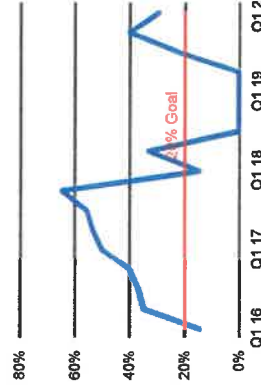
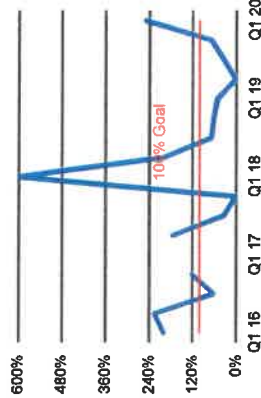
**Time to Disposition**



**Long Term Care**  
**Clearance Rate: 100%**  
 16 Cases Received  
 16 Cases Closed  
**Pending Caseload: 41%**  
 33 Cases Pending over 250 Days  
**Time to Disposition: 50%**  
 8 Cases Closed within 250 Days



**Optometry**  
**Clearance Rate: 250%**  
 2 Cases Received  
 5 Cases Closed  
**Pending Caseload: 29%**  
 5 Cases Pending over 250 Days  
**Time to Disposition: 20%**  
 1 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.

Submitted: 11/4/2019

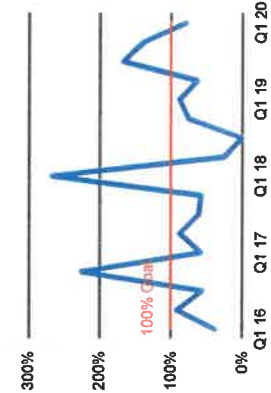
Patient Care Disciplinary Case Processing Times (with Continuance Days)

Prepared by: Department of Health Professions



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

**Clearance Rate**



**Physical Therapy**

**Clearance Rate: 79%**

14 Cases Received  
11 Cases Closed

**Pending Caseload: 29%**

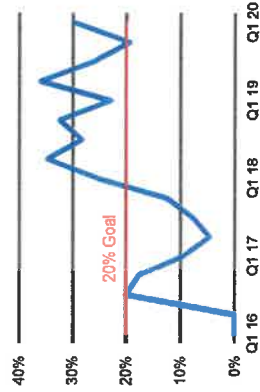
10 Cases Pending over 250 Days

**Time to Disposition: 82%**

9 Cases Closed within 250 Days

**Age of Pending Caseload**

(percent of cases pending over one year)



**Funeral**

**Clearance Rate: 143%**

7 Cases Received  
10 Cases Closed

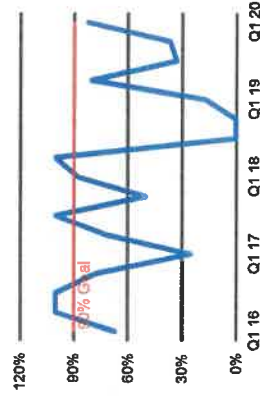
**Pending Caseload: 0%**

0 Cases Pending over 250 Days

**Time to Disposition: 90%**

9 Cases Closed within 250 Days

**Time to Disposition**



**Clearance Rate: 100%**

4 Cases Received  
4 Cases Closed

**Pending Caseload: 53%**

9 Cases Pending over 250 Days

**Time to Disposition: 50%**

2 Cases Closed within 250 Days

**Audiology**

**Clearance Rate: 100%**

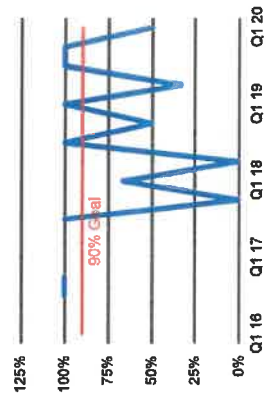
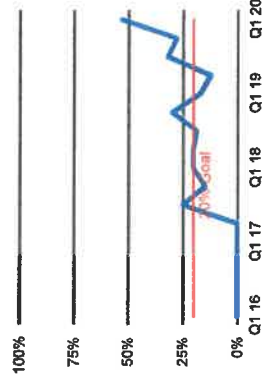
4 Cases Received  
4 Cases Closed

**Pending Caseload: 53%**

9 Cases Pending over 250 Days

**Time to Disposition: 50%**

2 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.

Submitted: 1/14/2019

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 Removed): Quarterly Performance Measurement, Q1 2016 - Q1 2020

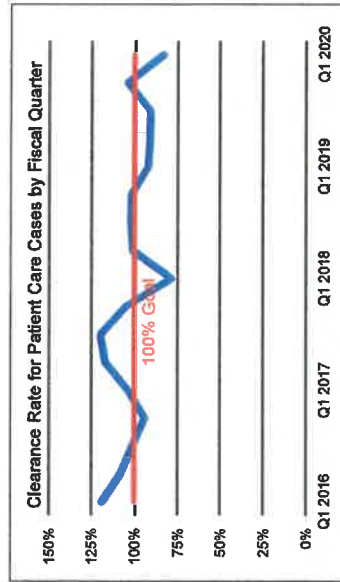
David E. Brown, D.C.  
Director

*"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."*  
**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.

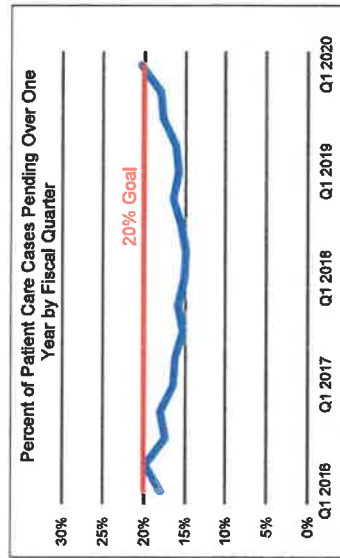
**Clearance Rate** - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct.

The current quarter's clearance rate is 83%, with 1292 patient care cases received and 1076 closed.



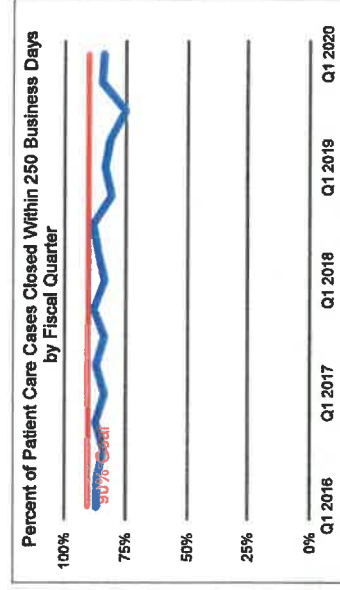
**Age of Pending Caseload** - the percent of open patient care cases over 250 business days old. This measure tracks the backlog of patient care cases older than 250 business days to aid management in providing specific closure targets. The goal is to maintain the percentage of open patient care cases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

The current quarter shows 20% patient care cases pending over 250 business days with 3320 patient care cases pending and 675 pending over 250 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 84% of patient care cases being resolved within 250 business days with 1043 cases closed and 874 closed within 250 business days.



Submitted: 11/4/2019

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

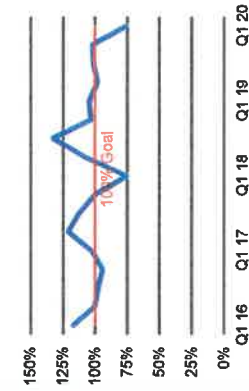
**Nursing**

**Clearance Rate: 75%**  
546 Cases Received  
411 Cases Closed

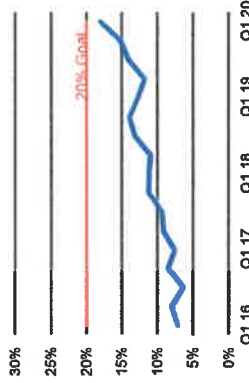
**Pending Caseload: 18%**  
261 Cases Pending over 250 Days

**Time to Disposition: 77%**  
304 Cases Closed within 250 Days

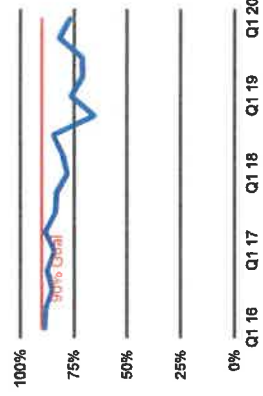
**Clearance Rate**



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



**Time to Disposition**



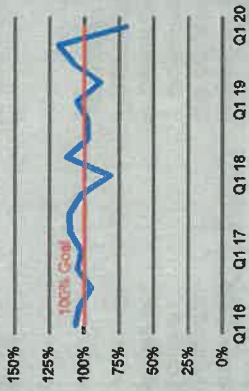
**Nurses**

**Clearance Rate: 69%**  
371 Cases Received  
257 Cases Closed

**Pending Caseload: 22%**  
243 Cases Pending over 250 Days

**Time to Disposition: 66%**  
160 Cases Closed within 250 Days

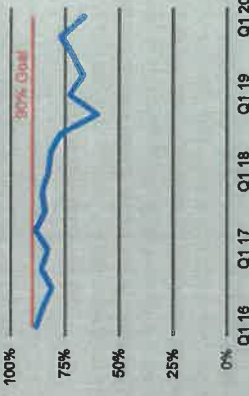
**Clearance Rate**



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



**Time to Disposition**



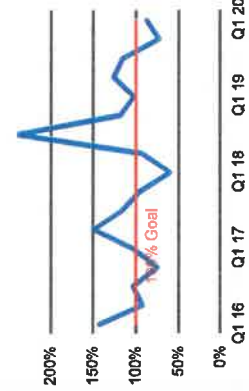
**CNA**

**Clearance Rate: 88%**  
175 Cases Received  
154 Cases Closed

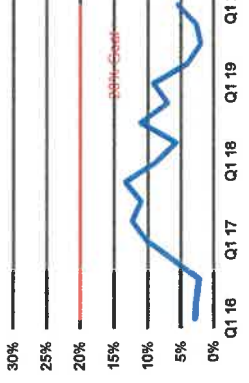
**Pending Caseload: 5%**  
18 Cases Pending over 250 Days

**Time to Disposition: 94%**  
144 Cases Closed within 250 Days

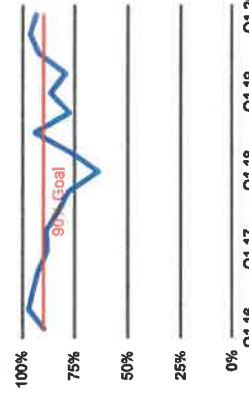
**Clearance Rate**



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



**Time to Disposition**





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

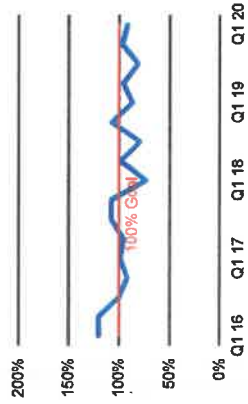
**Medicine**

**Clearance Rate: 91%**  
399 Cases Received  
365 Cases Closed

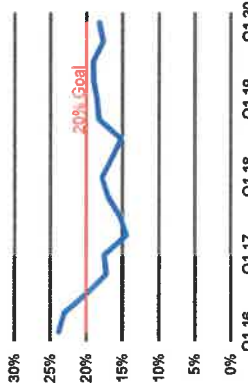
**Pending Caseload: 18%**  
159 Cases Pending over 250 Days

**Time to Disposition: 94%**  
333 Cases Closed within 250 Days

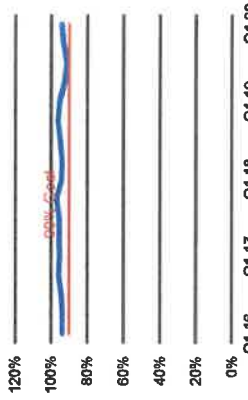
**Clearance Rate**



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



**Time to Disposition**



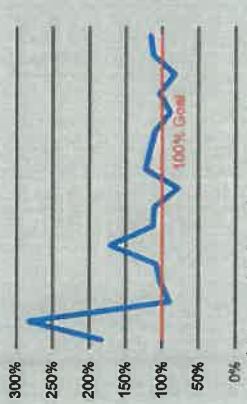
**Dentistry**

**Clearance Rate: 115%**  
61 Cases Received  
70 Cases Closed

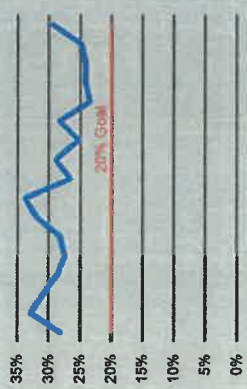
**Pending Caseload: 29%**  
56 Cases Pending over 250 Days

**Time to Disposition: 87%**  
59 Cases Closed within 250 Days

**Clearance Rate**



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



**Time to Disposition**



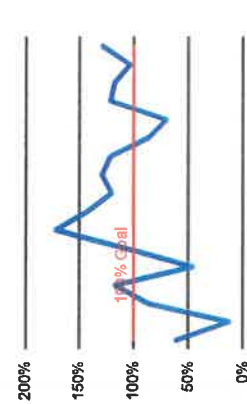
**Pharmacy**

**Clearance Rate: 81%**  
67 Cases Received  
54 Cases Closed

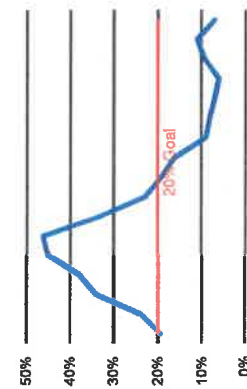
**Pending Caseload: 8%**  
11 Cases Pending over 250 Days

**Time to Disposition: 89%**  
48 Cases Closed within 250 Days

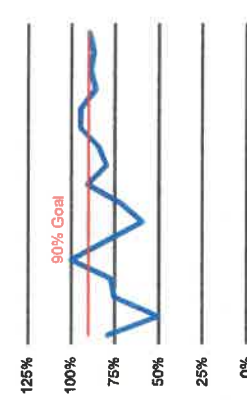
**Clearance Rate**



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



**Time to Disposition**



Submitted: 11/4/2019

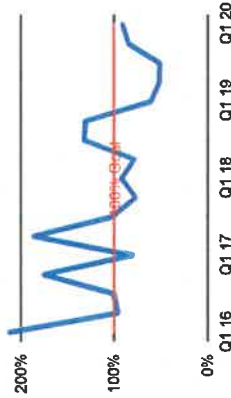
Patient Care Disciplinary Case Processing Times (with Continuance Days Removed)

Prepared by: Department of Health Professions

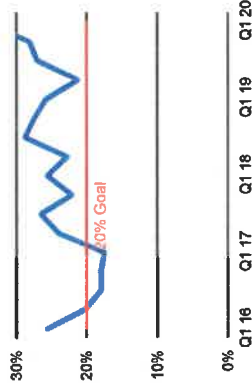
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

**Veterinary Medicine**  
**Clearance Rate: 90%**  
 42 Cases Received  
 38 Cases Closed  
**Pending Caseload: 35%**  
 65 Cases Pending over 250 Days  
**Time to Disposition: 70%**  
 23 Cases Closed within 250 Days

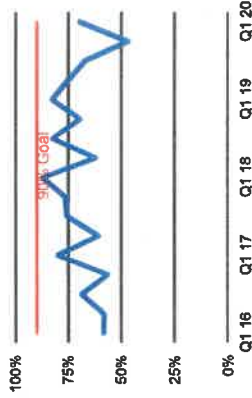
**Clearance Rate**



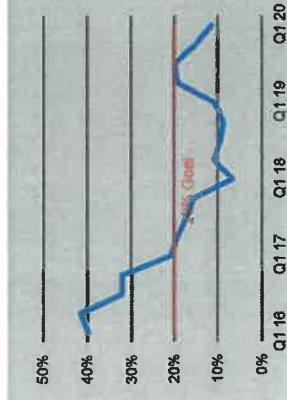
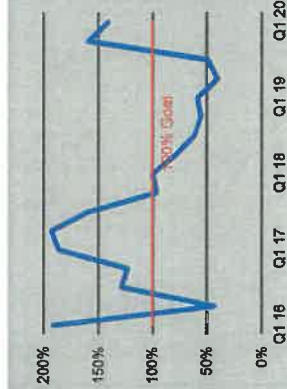
**Age of Pending Caseload**  
 (percent of cases pending over one year)



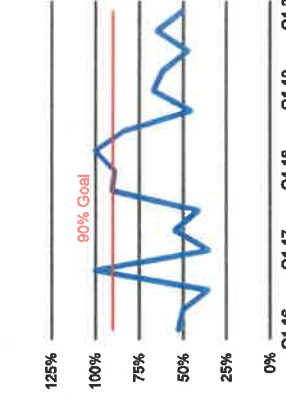
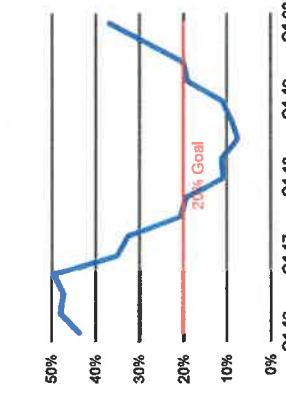
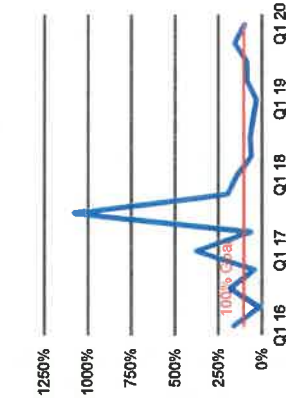
**Time to Disposition**



**Counseling**  
**Clearance Rate: 141%**  
 54 Cases Received  
 76 Cases Closed  
**Pending Caseload: 11%**  
 16 Cases Pending over 250 Days  
**Time to Disposition: 87%**  
 47 Cases Closed within 250 Days



**Social Work**  
**Clearance Rate: 94%**  
 17 Cases Received  
 16 Cases Closed  
**Pending Caseload: 37%**  
 28 Cases Pending over 250 Days  
**Time to Disposition: 50%**  
 8 Cases Closed within 250 Days



Submitted: 11/4/2019

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

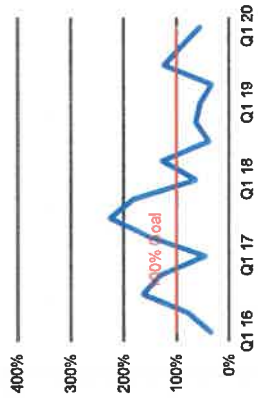
Prepared by: Department of Health Professions



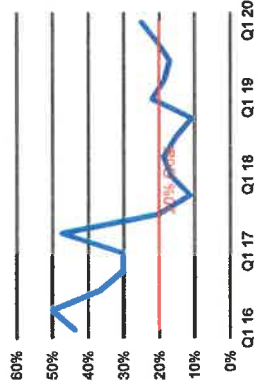
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

**Psychology**  
**Clearance Rate: 54%**  
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 22 Cases Closed  
**Pending Caseload: 25%**  
 22 Cases Pending over 250 Days  
**Time to Disposition: 100%**  
 22 Cases Closed within 250 Days

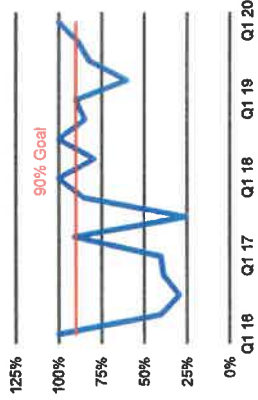
**Clearance Rate**



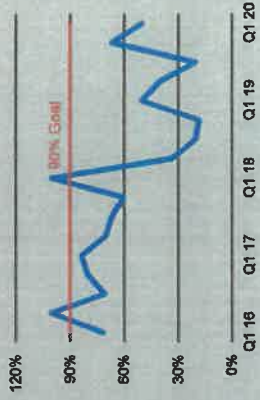
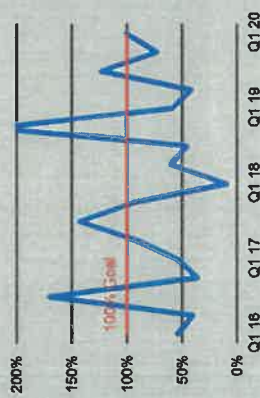
**Age of Pending Caseload**  
 (percent of cases pending over one year)



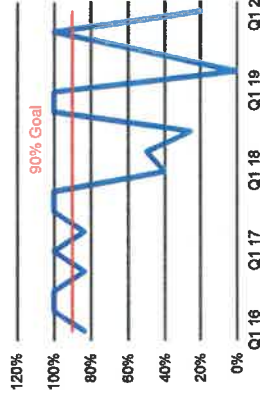
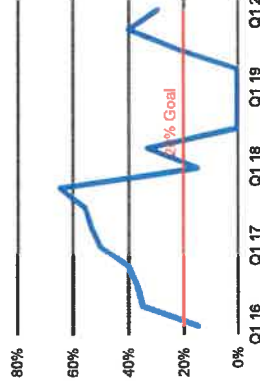
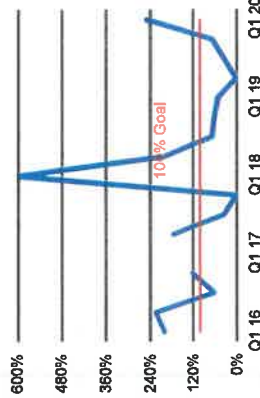
**Time to Disposition**



**Long Term Care**  
**Clearance Rate: 100%**  
 16 Cases Received  
 16 Cases Closed  
**Pending Caseload: 41%**  
 33 Cases Pending over 250 Days  
**Time to Disposition: 50%**  
 8 Cases Closed within 250 Days



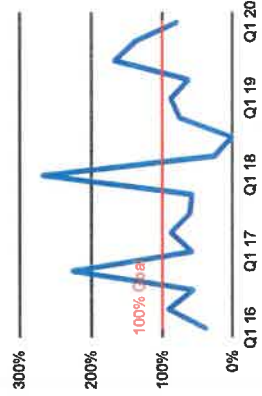
**Optometry**  
**Clearance Rate: 250%**  
 2 Cases Received  
 5 Cases Closed  
**Pending Caseload: 29%**  
 5 Cases Pending over 250 Days  
**Time to Disposition: 20%**  
 1 Cases Closed within 250 Days



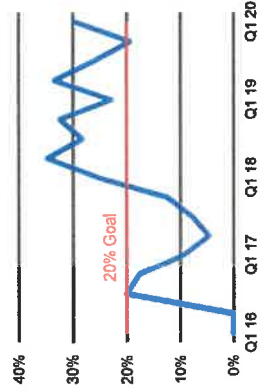
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times (with Continuance Days Removed), by Board

**Physical Therapy**  
**Clearance Rate: 79%**  
 14 Cases Received  
 11 Cases Closed  
**Pending Caseload: 29%**  
 10 Cases Pending over 250 Days  
**Time to Disposition: 82%**  
 9 Cases Closed within 250 Days

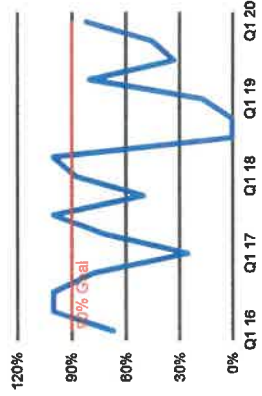
**Clearance Rate**



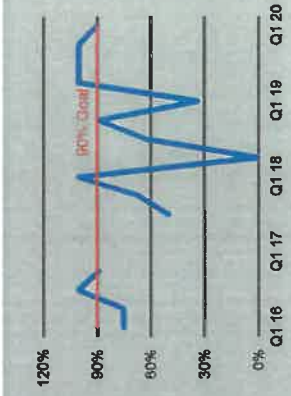
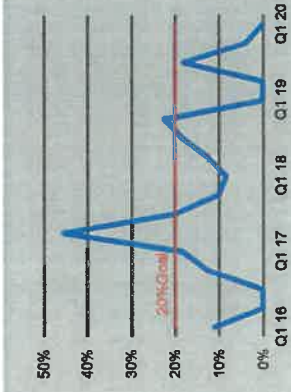
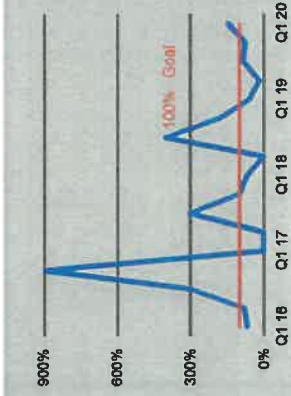
**Age of Pending Caseload**  
 (percent of cases pending over one year)



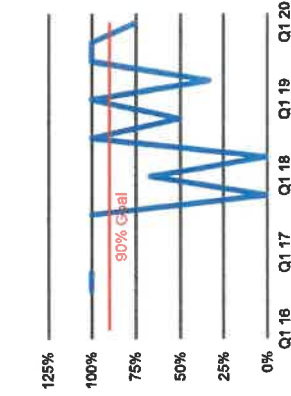
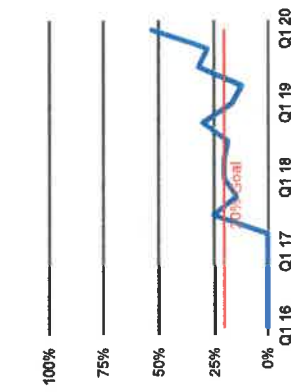
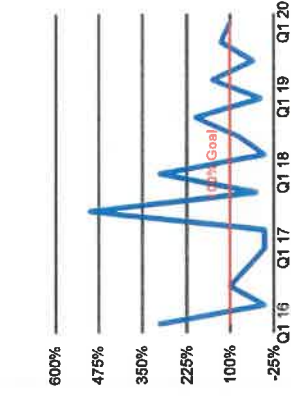
**Time to Disposition**



**Funeral**  
**Clearance Rate: 143%**  
 7 Cases Received  
 10 Cases Closed  
**Pending Caseload: 0%**  
 0 Cases Pending over 250 Days  
**Time to Disposition: 90%**  
 9 Cases Closed within 250 Days



**Audiology**  
**Clearance Rate: 100%**  
 4 Cases Received  
 4 Cases Closed  
**Pending Caseload: 53%**  
 9 Cases Pending over 250 Days  
**Time to Disposition: 75%**  
 3 Cases Closed within 250 Days





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**HOME**

Welcome to CSG's Occupational Licensure website. Here you will be able to find all the publications and information we have to offer.

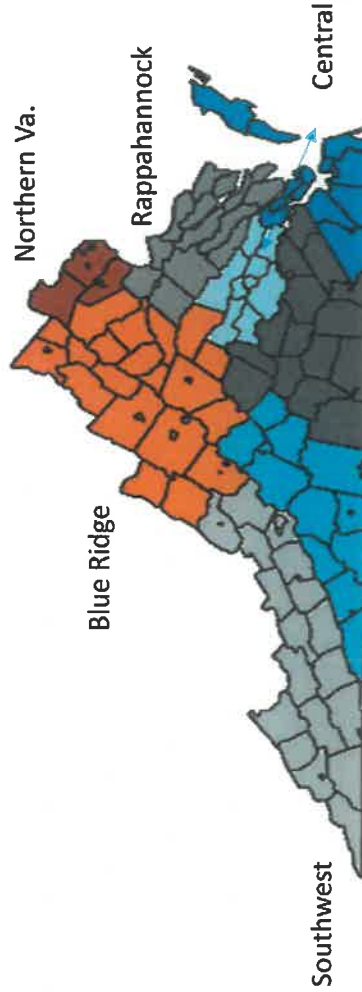
<https://licensing.csg.org/>

# Area Health Education Center Regions



Professions (AB) 2018

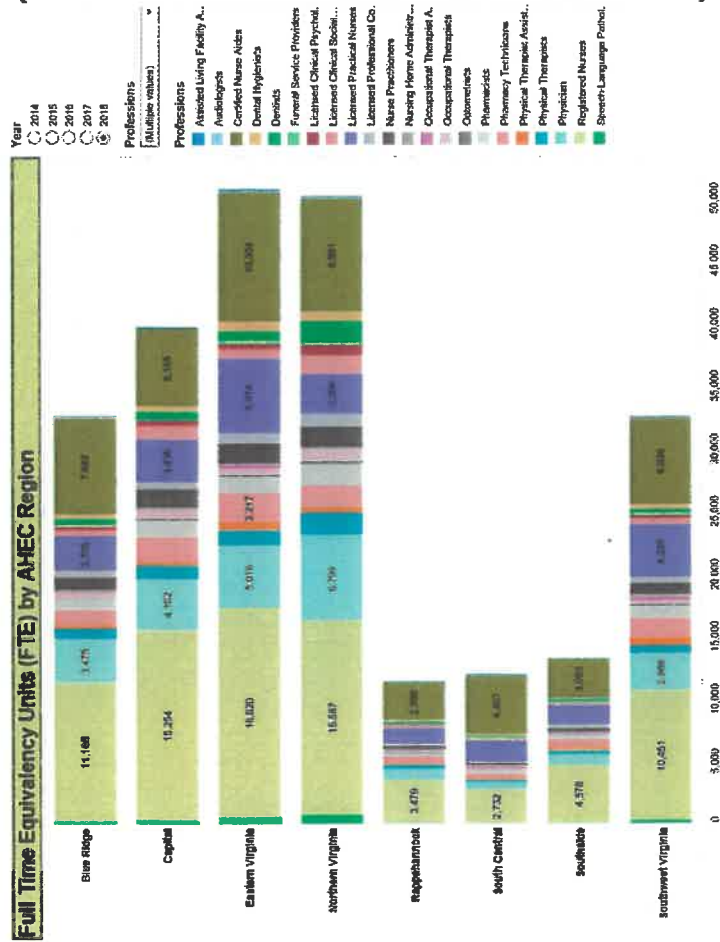
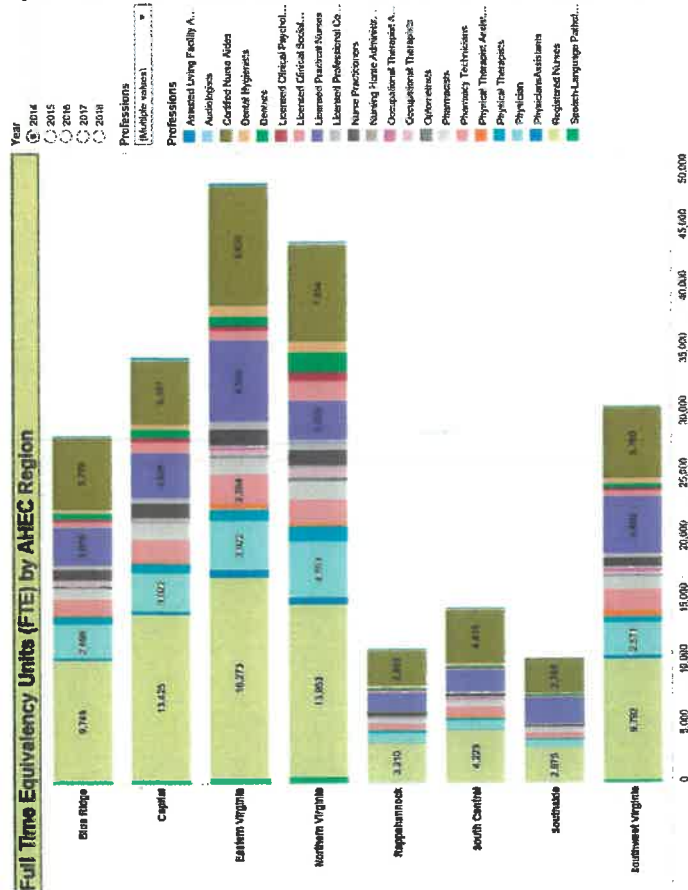
Select profession(s) of interest and specific year in the dropdown boxes to obtain total license count and full time equivalency (FTE) units provided by selected professions.



The AHECs are the regions that the Virginia Health Workforce Development Authority (VHWD) uses to facilitate the development of a statewide health professions pipeline that identifies, educates, recruits and retains a diverse, geographically distributed and culturally competent quality workforce for all Virginians.

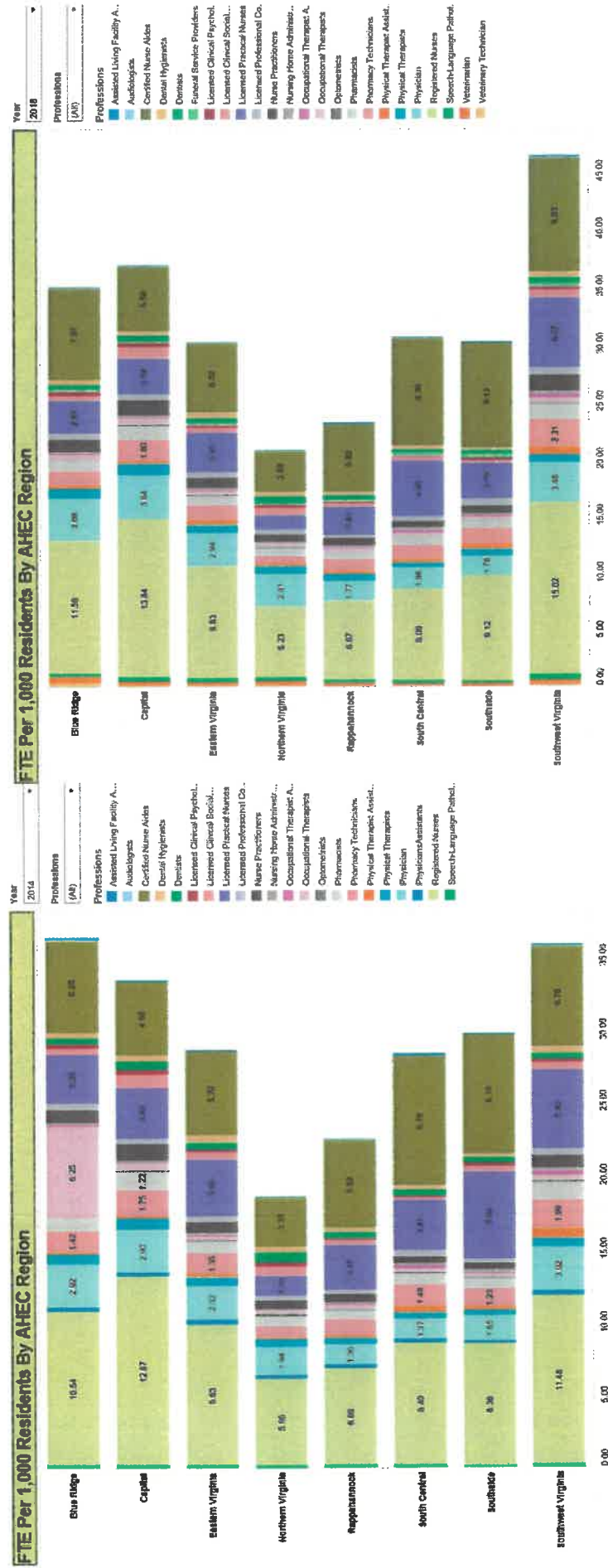
# All Health Professions 2014 vs. 2018

## Full-Time Equivalency Units by AHEC Region





# All Health Professions 2014 vs. 2018 Full-Time Equivalency Units per 1000 population by AHEC Region





Department of Health Professions



# Home Care and Hospice:

Workforce Trends and Indicators

**Yetty Shobo, PhD and Liz Carter, PhD**  
**Home Care and Health Medicaid Conference**  
**September 19, 2019**

# Department of Health Professions Healthcare Workforce Data Center

[www.dhp.virginia.gov/hwdc/](http://www.dhp.virginia.gov/hwdc/)

Tumblr: [www.vahwdc.tumblr.com](http://www.vahwdc.tumblr.com)

YouTube: <https://www.youtube.com/watch?v=0ha5o8w8mXE>

## Data Products – 2019

**Profession Reports** ([www.dhp.virginia.gov/PublicResources/HealthcareWorkforceDataCenter/ProfessionReports/](http://www.dhp.virginia.gov/PublicResources/HealthcareWorkforceDataCenter/ProfessionReports/)) - Profession Reports are the mainstay of the HWDC's data products. They provide a statewide look at the healthcare workforce on a profession-by-profession basis, with publication following the end of respective professions' license renewal periods. These reports include the results of CareForce indicators as well as additional detailed profession-focused information.<sup>1</sup>

**Virginia CareForce Snapshots** ([vahwdc.tumblr.com/VACareForceSnapshot](http://vahwdc.tumblr.com/VACareForceSnapshot)) - The Virginia CareForce Snapshot is a compilation of the key CareForce indicators for all professions, statewide, in a given survey year. It provides an interactive guide to compare CareForce factors across professions. In collaboration with the Virginia Health Workforce Development Authority (VHWDA), HWDC also publishes the **Regional CareForce Snapshot** ([www.vahwdc.tumblr.com/RegionalCareforce](http://www.vahwdc.tumblr.com/RegionalCareforce)). It has the same interactive features but with breakouts by Area Health Education Center (AHEC) regions.

### **Trends in Healthcare Workforce Full Time Equivalency (FTE) Units**

(<http://vahwdc.tumblr.com/Full%20Time%20Equivalency>) - This feature enables FTE trend comparisons of the original surveyed professions from 2012 to 2016. It also compares 2017 results for 20 professions by county, as well as AHEC, Council on Virginia's Future<sup>2</sup>, Workforce Investment Area, and Health Planning Districts.

**Student Choice** ([www.vahwdc.tumblr.com/StudentChoice](http://www.vahwdc.tumblr.com/StudentChoice)) - The interactive Student Choice tool uses HWDC data and information from the Bureau of Labor Statistics to help students begin thinking about health careers and education. It highlights the interoperability of HWDC data and how it can be used in analysis and decision-making. In May 2017, DHP HWDC launched another online, digital tool for students and other career seekers:

**Occupational Roadmap** (<https://www.dhp.virginia.gov/Roadmap/OccupationalRoadmap.pdf>). It contains key information for over ten healthcare careers with user-friendly overviews and links, video clips of licensed practitioners, information on income, job satisfaction, entry requirements and more.

**Trends in Virginia Healthcare Workforce** (<http://vahwdc.tumblr.com/VAHealthcareWorkforce>) - Launched in 2018, this tool provides profession-specific data for all the years available. It allows for trends analysis as well as geographical analysis of healthcare workforce data across the state for respective professions.

### **Virginia Health Workforce Briefs**

([www.dhp.virginia.gov/PublicResources/HealthcareWorkforceDataCenter/HealthcareWorkforceBriefs/](http://www.dhp.virginia.gov/PublicResources/HealthcareWorkforceDataCenter/HealthcareWorkforceBriefs/))

The *Briefs* provide timely indicators of the strength of Virginia's healthcare labor market in an accessible format. Their information is based on data gleaned from the US Department of Labor, Bureau of Labor Statistics and the US Department of Commerce, Bureau of Economic Analysis. The briefs consist of three series:

- *Series 1: State & National Employment (Monthly)*
- *Series 2: Virginia Regional & Sectoral Employment (Monthly)*
- *Series 3: Income & Compensation (Quarterly)*

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<sup>1</sup>In 2013, DHP HWCC launched a standard survey research methodology applicable to all professions. It enables comparisons of key healthcare workforce ("CareForce") factors across and within professions, geographic and policy-related areas, and over time. For details, see *HWDC Methodology* accessible at <https://www.dhp.virginia.gov/hwdc/docs/MethodologyandGlossary.pdf>

<sup>2</sup> Council on Virginia's Future regions are now those of the Virginia Department of Planning and Budget due to the Council's sunset.



# Healthcare Workforce Data Center Digital Digest

Occupational Surveys / Trend Reports / Regional & State Careforce Snapshots / Occasional Papers for and about Virginia's Healthcare Workforce.  
Providing timely, high quality healthcare workforce data to inform healthcare workforce planning in Virginia.

November 2019 Volume II, Number II

This edition of the Digital Digest spotlights the workforce habits and preferences of Assisted Living Facility Administrators and Nursing Home Administrators. Licensees of the Board of Long-Term Care Administrators, employers, job seekers and students will find this issue of interest.

## Median Income



In 2019, the median income for Virginia's ALFAs was \$70k-\$80k while the income for NHAs was \$110k-\$120k.

84% of ALFAs and 96% of NHAs received paid vacation time as an employer-sponsored benefit.

## Assisted Living Facility Administrators

In 2019 there were 688 **Assisted Living Facility Administrators** (ALFAs) in Virginia. Of that number, 645 were in the workforce and produced 742 FTEs. This workforce was 80% female, with 74% of them under the age of 40. Ninety percent of the workforce were employed, with 83% holding one full-time job. 94% of ALFAs reported being satisfied with their current employment situation.

## Nursing Home Administrators

In 2019 there were 945 **Nursing Home Administrators** (NHAs) in Virginia. Of that number, 743 were in the workforce and produced 823 FTEs. This workforce was 57% female, with 54% of them under the age of 40. Eighty-six percent of the workforce were employed, with 86% holding one full-time job. 94% of NHAs reported being satisfied with their current employment situation.

## HWDC Products

Workforce Specific  
Profession Reports

Student Choice

Workforce Briefs

## Healthcare Occupational Roadmap

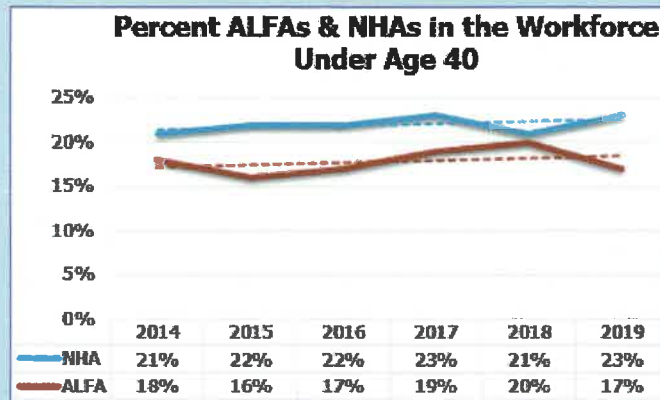


The Roadmap contains useful information for guidance counselors, educators, job-seekers and more.

Follow us on:



## ALFA & NHA Workforce - Under Age 40



### Under 40

- ALFA – 18%
- NHA – 23%

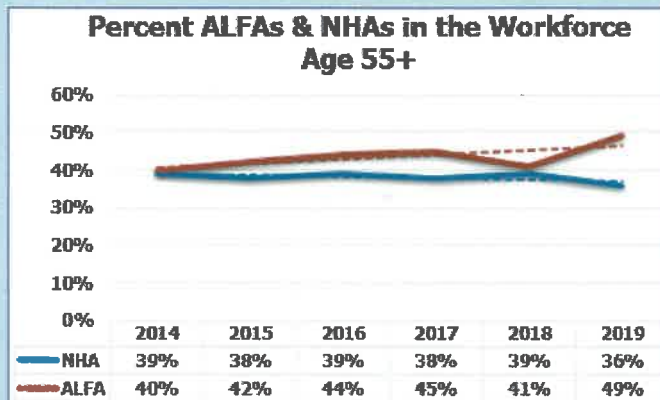
### Under 40 with Education Debt

- ALFA – 56%
- NHA – 50%

### Under 40 Median Education Debt

- ALFA – \$30k-\$40k
- NHA – \$30k-\$40k

## ALFA & NHA Workforce - Age 55+



### 55 and Older

- ALFA – 41%
- NHA – 35%

### Retire Before Age 65

- ALFA – 27%
- NHA – 34%

### Employer-Sponsored Retirement Benefits

- ALFA – 51%
- NHA – 79%

\*Additional HWDC **Long-Term Care Administrator** reports may be found on our website.

Online: <https://www.dhp.virginia.gov/PublicResources/HealthcareWorkforceDataCenter/>

Email: [hwdc@dhp.virginia.gov](mailto:hwdc@dhp.virginia.gov) Telephone: (804) 367-2115

**December 2, 2019**

## **Full Board Meeting-Election of Officers**

**10:00 a.m. - Board Room 4**

**9960 Mayland Dr, Henrico, VA 23233**

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### **Election of Board Chair and Vice Chair**

#### **Nominations from the Floor for Board Chair/Vice Chair**

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Nominations from the floor will be taken for each office just before the election for that office.

Board Chair will open nominations from the floor, "Nominations are now in order for the office of Board Chair/Vice Chair. Are there nominations for Board Chair/Vice Chair?" After each nomination, the chair repeats the name as having been nominated.

The process of making floor nominations is subject to the following rules:

- Recognition by the chair isn't required to make a nomination. A member may call out a nomination while remaining seated.
- It is not in order under any circumstances for a member to nominate more persons than there are seats available.
- A person can be nominated for more than one office and can even serve in more than one office, if elected.
- Nominations don't have to be seconded for endorsement.
- Nominations are taken for successive offices in the order they're listed in the bylaws.

#### **Closing Nominations**

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Board Chair will ask if there are more nominations, if there are not, he/she will declare nominations closed.

#### **Determining Who Wins**

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After nominations are closed, the voice vote is taken on each nominee in the order in which they were nominated. Elections are decided by majority vote. A position will not be filled until a candidate receives the majority number of votes required for election.