

Health Professions Council

Annual Report

To the

Governor
Lieutenant Governor
Speaker of the House of Representatives



February 1, 2023

Board of Nursing
Board of Pharmacy
Texas Medical Board
Office of the Governor
Texas Optometry Board
Board of Dental Examiners
Health and Human Services
Funeral Service Commission
Board of Chiropractic Examiners
Behavioral Health Executive Council
Board of Physical Therapy Examiners
Board of Veterinary Medical Examiners
Board of Occupational Therapy Examiners



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for Fiscal Year 2022

An Efficient Model for Licensing and Regulation

Members

Katherine Thomas

Board of Nursing

Tim Tucker

Texas State Board of Pharmacy

Brint Carlton

Texas Medical Board

Casey Nichols

Texas State Board of Dental Examiners

Brittany Sharkey

Texas State Board of Veterinary

Medical Examiners

Darrel Spinks

Behavioral Health Executive Council

Ralph Harper,

Executive Council of Physical Therapy

and Occupational Therapy Examiners

Patrick Fortner

Texas Board of Chiropractic Examiners

Janice McCoy

Texas Optometry Board

James White

Texas Funeral Service Commission

Health and Human Services

Kara Holsinger

Office of the Attorney General

Sara Hays

Governor's Office

Staff

John Monk, Director

Rita Ybarra, Administrative Asst

Hieu Nguyen, Website Admin

Angie Berumen, Database Admin

James Kocurek, Database Admin

Richard White, Systems Analyst

Clint Holtzendorf, Systems Analyst.

The Texas Health Professions Council (HPC) was established in 1993 by the State of Texas to regulate and license the various health professions operating in the state. The creation of the HPC was aimed at avoiding the consolidating of the small and independent health licensing and regulatory agencies into a single entity. However, the state also ensured that the quality, independence, accessibility, and accountability of individual boards were not sacrificed in the process.

The HPC provides a unique solution to the multiple challenges faced by the state in regulating the health professions. By uniting the regulatory agencies, the HPC has made it easier for health professionals to navigate the licensing and regulatory requirements, while also ensuring that the public is protected through rigorous standards and oversight. The HPC is committed to promoting the highest standards of professional practice, ethical conduct, and patient safety in the health care industry.

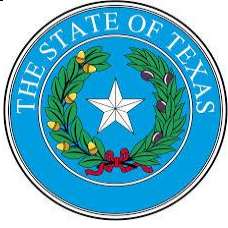
In conclusion, the Texas Health Professions Council has been serving the state for nearly three decades, providing a comprehensive solution to the complex challenges of state regulation of health professions. It has helped to improve the regulatory process while maintaining the quality, independence, accessibility, and accountability of individual boards, and continues to be a valuable resource for health professionals and the public alike.

Table of Contents

The Framework for the Health Professions Council.....	1
Economies of Scale.....	3
Regulatory Best Practices.....	8
Responsiveness.....	10
Future Opportunities.....	11
Health Professions Council Administrative Office Budget.....	12

Appendices

- Appendix A – Regulatory Cost Comparison California and Florida
- Appendix B – Agency Statutory Reports
- Appendix C – Rider 5 Report



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for Fiscal Year 2022

An Efficient Model for Licensing and Regulation

Framework

MEMBERS

The Texas Health Professions Council (HPC) has been delivering innovative solutions to support the regulation of health professions for the last 30 years. Established by the State of Texas in 1993, the purpose of the HPC was to reap the benefits of a robust agency that allows smaller health licensing and regulatory agencies to thrive while maintaining the high standards of quality, independence, accessibility, and accountability set by individual boards. As a result, the HPC has been able to effectively address the multiple challenges of state occupational regulation in the health industry.

Members: The Council consists of one representative from each of the following:

- (1) the Texas Board of Chiropractic Examiners;
- (2) the State Board of Dental Examiners;
- (3) the Texas Optometry Board;
- (4) the State Board of Pharmacy;
- (5) the State Board of Veterinary Medical Examiners;
- (6) the Texas Medical Board;
- (7) the Texas Board of Nursing;
- (8) the Behavioral Health Executive Council;
- (9) the Texas Funeral Service Commission;
- (10) the entity that regulates the practice of physical therapy;
- (11) the entity that regulates the practice of occupational therapy;
- (12) the Health and Human Services Licensing and Certification Unit
- (13) the Governor's office.
- (14) the Office of the Attorney General

The Texas Health Professions Council operates with the guidance of a presiding officer and an assistant presiding officer, both elected by the Council's members. The current presiding officer, also known as the Chair, is Ralph Harper, the Executive Director from the Executive Council of Physical and Occupational Therapy Examiners. The assistant presiding officer, or Vice-Chair, is Casey Nichols, the Executive Director for the Texas State Board of Dental Examiners. These leaders hold their positions for a two-year term, ending on August 31st of odd-numbered years. The Council officers play a crucial role in conducting the Council's business and providing direction for the organization



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for Fiscal Year 2022

An Efficient Model for Licensing and Regulation

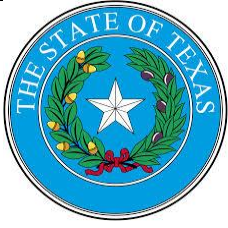
STATUTORY REQUIREMENTS

The Texas Health Professions Council was established based on the recommendation of the Texas Sunset Commission, with the aim of achieving the efficiencies and effectiveness of consolidation without creating a new multi-layered bureaucracy. The idea of consolidating boards under a single agency had been met with both support and opposition from professional associations in the past. Previous experiences in other states showed that large umbrella agencies sometimes fell short of the expected benefits, such as improved consumer service and reduced costs, and resulted in issues such as longer response times for services, decreased quality of services, a lack of expertise in regulated professions, and decreased disciplinary actions against licensees. However, the cooperation of the Council has managed to achieve the desired results of consolidation without the associated costs and disruptions.

The Texas Health Professions Council has successfully addressed the problems of competition and conflict among the licensing agencies of various professions by promoting an environment of open communication and collaboration. Through the Council, professional civil servants have a platform to discuss relevant issues and provide a unified response when called upon by elected officials. By facilitating this dialogue and fostering cooperation, the Council has helped to ensure a harmonious relationship among the licensing agencies. It is important to note that the Council does not hold any administrative authority over its member agencies, but rather serves as a facilitator and coordinator. The Council plays a vital role in maintaining the delicate balance between the various licensed professions and ensuring that their interests are protected and addressed in a comprehensive manner.

STAFFING/FUNDING

The Texas Health Professions Council operates with a small staff of 8 full-time equivalent employees. The Council's staff is organized as a separate state agency (#364) and reports directly to the Council Chair through the supervision of its Director. To carry out its activities, the Council relies on its staff as well as committees made up of staff members from its member agencies. The Council's funding comes solely from transfer of funds from its member agencies, with the amounts specified in the biennial appropriations bill through a prorated rider. The member agencies continue to express support for the Council through written statements in their individual Legislative Appropriations Requests. Despite this support, there are concerns about the difficulty of hiring qualified individuals for jobs, both at the Council and in the agencies it supports. Both the Council and its member agencies have reported higher levels of turnover due to non-competitive salaries, which pose challenges for attracting and retaining qualified individuals.



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for Fiscal Year 2022

An Efficient Model for Licensing and Regulation

Economies of Scale

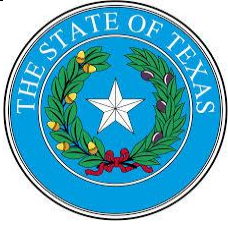
INFORMATION TECHNOLOGY SHARING

The Texas Health Professions Council has been instrumental in realizing cost savings for its member agencies through economies of scale. These cost savings have been primarily achieved in the area of information technology. To ensure best practices are incorporated across all regulatory agencies, the Council regularly reviews other areas such as human resources, accounting and finance, and employee training. Through the Council's efforts, employees have access to a wider range of training opportunities, employee assistance programs, and opportunities to improve their job skills. The Council network provides a platform for communication and sharing of expertise, enabling joint problem-solving and fostering a collaborative working environment. By promoting economies of scale and facilitating administrative sharing, the Council has helped to create a more efficient and effective regulatory system for the licensed health professions in Texas. The Council's efforts in this regard have been instrumental in reducing costs and improving the quality of services provided to the public.

Shared Database System: The Health Professions Council (HPC) has been operating a database system since 2011, although the development process began in 2009. As with any major information technology project, the agencies that participated in the Shared Solution faced several challenges during the initial stages of operation. The HPC continues to work with the vendor to address any issues that arise and ensure the system is functioning effectively.

In 2013, the agencies involved in the Shared Solution started the process of integrating the Texas Funeral Service Commission into the database system. This implementation was successful and the Commission is now online and part of the system. This was a demonstration of the HPC's ability to adapt and respond to changes in government regulation and meet the needs of the state of Texas, which is at the core of the Council's mission. The implementation of the Texas Funeral Service Commission had minimal impact on the agencies that were already on the database system.

In 2016, a major update of the database software and infrastructure was completed. This upgrade brought a number of important improvements to the system, such as a move to the cloud using Amazon Web Based Services. This change allowed for virtually no downtime due to system overloads, maintenance or power outages, and improved the level of redundancy compared to the previous system in the state data center. Additionally, the update gave the Council more control over maintenance and repair, eliminating the need for an additional layer of bureaucracy within the state data center. By having staff who are familiar with the proprietary system, the HPC will be able to support other agencies



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for Fiscal Year 2022

An Efficient Model for Licensing and Regulation

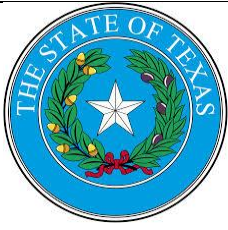
that require database services in the future. A new update to that system began in the fall of 2022 and was completed that same winter.

During the latest session the Legislature included an additional Rider to review opportunities that illustrate the "...potential costs, savings, and benefits of transitioning the Health Professions Council's shared regulatory database from the current contract vendor arrangement to the Texas Licensing System at the Texas Department of Licensing and Regulation." The Rider 5 Report was concluded in early 2022 and a final copy of it is included as an appendix in this report. Enterprise database systems are challenging to design and implement due to the complexity of business requirements and processes involved. Often, the extent of the necessary requirements and processes is not fully understood until after contracts have been signed and promises made, resulting in what is known as "scope creep." This term refers to the expansion of the project's original scope as consultants scramble to complete promised systems once they have uncovered functionalities that were not originally accounted for.

Scope creep can be a significant problem for agencies, as it often leads to increased costs for the project. However, the Health Professions Council (HPC) has made a concerted effort to stay ahead of these issues by proactively upgrading the system as new versions become available. In 2016, the Council made a significant change by moving the system to a cloud environment. This move has proven to be instrumental in ensuring the security and reliability of the system for over a million licensees across the professions.

The HPC is proud of its efforts to maintain the integrity of the system and its commitment to meeting the evolving needs of the state of Texas. The Council's continuous upgrading and improvement of the system demonstrates its dedication to serving the state's citizens and ensuring that the regulatory processes are efficient, secure, and effective. The cloud environment provides the necessary infrastructure to support these goals, with virtually no downtime related to system overloads, maintenance, or power outages. This upgrade has also ensured a level of redundancy that was previously lacking, as various vendors took over the previous system in the state data center.

In conclusion, enterprise database systems are challenging to design and implement, but the HPC has demonstrated its commitment to overcoming these difficulties by proactively upgrading the system and ensuring its security and reliability. The move to a cloud environment has been instrumental in this effort, and the Council is well positioned to manage any other agencies that may require database services in the future.



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for Fiscal Year 2022

An Efficient Model for Licensing and Regulation

Information Technology Sharing: The Council understands the importance of effective and efficient information technology support for its member agencies. To address this need, the Council established a Shared Services Committee tasked with investigating ways to provide the best IT support to its members. As a result of the Committee's efforts, the Council developed a program that enables the sharing of IT knowledge and resources among the member agencies located in the Hobby Building. The Technology Committee within the Council plays a key role in implementing this program.

In addition to the Regulatory Database Program, the Council also provides direct ongoing IT support services to smaller member agencies through the efforts of its own staff and a staff member from the Texas Optometry Board. These staff positions are funded by contributions from the participating agencies. The program has been in operation since November 1, 2003, and has proven to be a successful model for providing IT support to the Council's member agencies. The Council continues to review and evaluate the resources and needs of its member agencies to ensure that they receive the best IT support possible.

The impact of COVID cannot be overstated as it relates to the job the ITSS staff do on a daily basis. The job requires knowledge of a variety of technologies and systems. With the help of the ITSS staff, agencies were able to continue to hold board meetings across the state. Many agencies reported increased participation in their meetings as a result of the ability to attend meetings virtually.

HUMAN RESOURCES PROGRAM

The Human Resources Committee of the Council recognized the importance of providing support to member agencies in the area of Human Resources. The Committee conducted a study to understand the specific needs of these agencies and to determine the level of support that the Council staff could provide. Based on the results of this study, the Council decided to develop a program that would help member agencies with their HR functions.

The program developed by the Council includes a range of HR tasks such as coordinating and processing of newly hired and terminating employees, administering employment screenings, evaluating candidates, and conducting background checks. The program is designed to offer a comprehensive and flexible solution to meet the changing HR needs of member agencies.

Initially, the Council staff provides various HR services to the member agencies, but as the complexity of HR issues increases, the agencies may review the need for full-time HR professionals at the Council. The Council is committed to providing its member agencies with the support and resources they need to succeed, and the Human Resources program is one example of how the Council is working to fulfill this mission.



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for Fiscal Year 2022
An Efficient Model for Licensing and Regulation

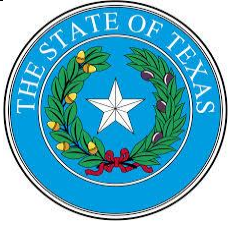
In conclusion, the Human Resources Committee of the Council has taken an important step in helping member agencies by developing a program that provides HR support. The program is flexible and adaptable to changing needs, and the Council will continue to monitor its effectiveness to ensure that member agencies receive the HR support they need to succeed.

TRAINING OPPORTUNITIES

The Human Resource Committee of the Council is dedicated to providing valuable training opportunities to its member agencies. The Council recognizes the importance of continuing education and professional development, and works to make sure its members have access to high-quality training programs. One of the most important initiatives is the EEO training offered by the Board of Nursing for new employees. The Council plays a crucial role in coordinating and documenting this training. The Employee's Retirement System staff also conduct presentations for the member agency employees on investments through the Citistreet program.

The Council has also established a relationship with the National Certified Investigator/Inspector Training (NCIT) program of the Council on Licensure, Enforcement, and Regulation (CLEAR) to provide training to its members locally. This partnership allows the Council to offer high-quality training at a low cost for its members and other state agencies employing investigators. In addition to the local training, CLEAR also provides remote access training through webinars, and the Council regularly provides access to these webinars on behalf of its members.

The training program is considered one of the Council's performance measures and is closely monitored to ensure that it continues to meet the needs and expectations of its members. The Council's dedication to providing training and educational opportunities to its members demonstrates its commitment to helping its members maintain the highest level of professional standards and knowledge.



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for Fiscal Year 2022
An Efficient Model for Licensing and Regulation

OTHER OPPORTUNITIES FOR SHARING

Courier Services: The Council coordinates the sharing of a courier service with all of the member agencies in the Hobby building to facilitate movement of priority communication, and deposits, etc. with the Comptroller's office. HPC coordinates the contract, pays the vendor, and bills agencies based on use. Other non-HPC member small state agencies located in the Hobby building participate in this sharing as well.

Legislative Tracking: HPC member agencies have worked together to improve member agencies' Legislative Tracking. Smaller agencies that could not afford to purchase the services of Legislative Tracking Services, such as Texas Legislative Service or Gallery Watch, have gained access to that service at a much lower cost by sharing the service.



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for Fiscal Year 2022

An Efficient Model for Licensing and Regulation

Regulatory Best Practices

AREAS OF SHARED INTEREST

The Council's regular discussions and review of new topics allow its member agencies to share knowledge, expertise and experience. The collaborative process of discussing, vetting, and implementing new ideas results in a more well-informed and cost-effective approach to regulation. The Council's structure provides a unique opportunity for small and large agencies to come together, share their strengths, and work towards common goals.

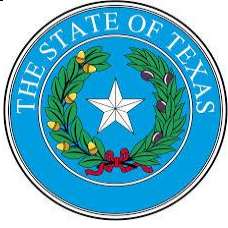
By bringing new topics for members to review, the Council helps member agencies stay on top of industry changes and developments. This allows member agencies to be proactive in their approach to regulation and to implement best practices in a timely manner. The Council's meetings provide a platform for member agencies to discuss common challenges and develop consistent policy positions.

The Council's discussions and collaboration also promote innovation and efficiency. By pooling resources and sharing knowledge, member agencies can leverage the strengths of other agencies to find new and innovative solutions to regulatory challenges. The Council's discussions also encourage member agencies to explore new technologies and approaches to regulation, ensuring that they are providing the highest level of service possible to their stakeholders.

Overall, the Council's discussions and collaboration have a positive impact on member agencies and the regulation of the industries they oversee. By promoting best practices, fostering collaboration, and encouraging innovation, the Council is helping member agencies achieve their regulatory goals and serve the needs of their stakeholders.

Improved Customer Service: The Council has also created a resource list of member agency staff that can communicate in languages other than English. Member agencies have agreed to share staff when it is needed to communicate effectively with customers.

Board Member Training Program: The Council has established a training program for the governing bodies (boards) of member agencies. The training has been compiled into a training manual. Each agency must customize the basic training program to include agency/board specific information. The training manual is updated every two years, following the Regular Legislative session.



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for Fiscal Year 2022
An Efficient Model for Licensing and Regulation

Policy and Procedure Development: In the past the Council, through its committees, has developed model policies and procedures for risk management, disaster recovery, and workforce policy/procedures. When new reporting requirements are mandated, member agency staff meet on an ad hoc basis to review the requirements and instructions. As a group, they clarify expectations and seek further clarification to facilitate quality reporting.

Minimum Data Set: The Statewide Health Coordinating Council recommends that the licensing boards for those professions named should change their licensing forms and data systems to include the collection of the minimum data set on an annual or biennial basis. During the 80th Regular Session, significant progress was made in this direction. Council staff worked diligently with the HPRC and DIR to implement the provisions of the Minimum Data Set.

Peer-to-Peer Sharing/General Sharing: Member agencies back up each other in administrative functions such as accounting, purchasing, and payroll. These back up arrangements are typically short term in nature, such as for occasions when employees are out on illnesses, vacations or other short terms. However, in some cases, agencies may provide these services to one another for longer periods of time (such as for an extended vacancy) with or without compensation through an interagency contract.

Agencies with certified purchasers assist agencies that are too small to have staff on board with such expertise through a "purchasing pool." Member agency employees consult with one another, peer to peer, throughout the administrative and regulatory departments and divisions. There is a cost savings to member agencies when their staff share their efforts that cannot be specifically calculated. For example, agency financial staff routinely consult each other when preparing major financial reports such as the Annual Financial Report and the Legislative Appropriations Request. As a result of this relationship between member agency staff, reports are completed quicker, procedures are developed more efficiently, and other state agencies enjoy a reduction in inquiries and clarifications on required reports and procedures.

Other areas where HPC was able to support the smaller agencies include the mentioned contracting and purchasing. The HPC Director is certified by the Comptroller in both. Also in the area of Risk Management and Continuity Planning. The Director was certified by FEMA to assist agencies in developing these plans. The result for many agencies was a smooth transition to working out of the office during the COVID period.

HPC member agencies embrace the spirit of cooperation within the Health Professions Council. The larger member agencies often allow their staff to assist smaller agencies with tasks that the larger agencies are better equipped to handle. Although it cannot be quantified, it is expected that the assistance provided by larger agencies has prevented smaller agencies from having to request additional funding for staff to handle the routine administrative requirements of being a state agency.



TEXAS HEALTH PROFESSIONS COUNCIL
Annual Report for Fiscal Year 2022
An Efficient Model for Licensing and Regulation

Responsiveness

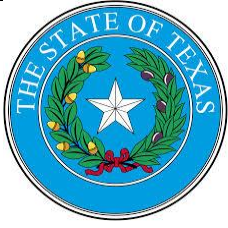
The Health Professions Council (HPC) member agencies demonstrate a strong spirit of collaboration and mutual support by assisting each other in administrative functions such as accounting, purchasing, and payroll. These backup arrangements ensure that agencies can continue to operate even when employees are out due to illnesses, vacations or other short-term reasons. In some cases, agencies may provide these services to one another for longer periods of time, with or without compensation, through interagency contracts.

One of the ways HPC has helped member agencies save costs is by providing a "purchasing pool." Agencies with certified purchasers assist smaller agencies that lack the staff or resources to carry out purchasing functions themselves. This results in a cost savings that cannot be specifically calculated but has a significant impact. For example, agency financial staff routinely consult each other when preparing major financial reports, such as the Annual Financial Report and the Legislative Appropriations Request. This collaboration between staff members has led to reports being completed faster, procedures being developed more efficiently, and other state agencies experiencing a reduction in inquiries and clarifications on required reports and procedures.

HPC also supports smaller agencies in areas such as risk management and continuity planning. The HPC Director is certified by the Comptroller in contracting and purchasing and by FEMA in risk management and continuity planning. This has allowed many agencies to smoothly transition to working from home during the COVID-19 pandemic.

Larger HPC member agencies also play a crucial role in supporting smaller agencies by providing assistance with tasks that they are better equipped to handle. Although this support cannot be quantified, it is expected that it has prevented smaller agencies from having to request additional funding for staff to handle routine administrative requirements, saving both time and money. The spirit of cooperation and mutual support among HPC member agencies has been a hallmark of the Council's success and continues to be a driving force behind its ability to achieve its goals and objectives.

As more administrative tasks are shared, staff with specific expertise are more available to respond to the needs of licensees and consumers. The Council goes to great lengths to ensure that all of their customers are served.



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for Fiscal Year 2022

An Efficient Model for Licensing and Regulation

COVID

The Council has assisted agencies in their COVID responsiveness to both the public and the agencies. For example, the Council maintains accounts for the purpose of meeting virtually. Also, when agencies have been understaffed, the Council has stepped in to assist in the processing of accounts payables, job postings and other Human Resources duties.

Covid responses developed by the Council have required little or no additional funding. This is due in large part to the dedication of the Council staff.

TOLL FREE COMPLAINT LINE

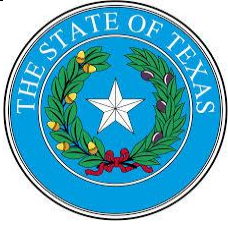
The Council operates a central complaint system, aimed at improving the accessibility and efficiency of complaint resolution for consumers of state-licensed health professionals. The system is designed to allow consumers to file a complaint by calling a single, toll-free number, eliminating the need for them to navigate through a complex system of different agencies or numbers. The centralized complaint system has been able to receive a high volume of calls, with an average of 2,250 calls received every month.

Out of the calls received, approximately 500 are routed to the Council's staff, who are trained to handle a variety of inquiries related to health professionals. The Council staff works to resolve these inquiries by referring the caller to the relevant board or state agency if needed. The cost of the system is shared among member agencies, with each agency contributing a portion of the cost of equipment, lines, and long distance charges, based on the percentage of calls assigned to each agency each month.

The complaint system not only provides convenient access for consumers but also offers cost-savings for individual agencies. By sharing the cost of the system and its maintenance, member agencies are able to achieve economies of scale and streamline the complaint resolution process. Overall, the Council's complaint system is an example of effective inter-agency cooperation, resulting in improved service to the public and reduced costs for state agencies.

STATEWIDE FORUMS

The Council has assigned the Director to represent HPC member agencies at meetings involving statewide forums. The Director represents the views of member agencies in their licensing/regulatory role, generally. The Director communicates back to the member agencies. Member agencies may increase their own participation in these forums, depending on the nature of the issues. The Council, through the HPC Chair also assigns member agencies to "outside" committees, as appropriate.



TEXAS HEALTH PROFESSIONS COUNCIL
Annual Report for Fiscal Year 2022
An Efficient Model for Licensing and Regulation

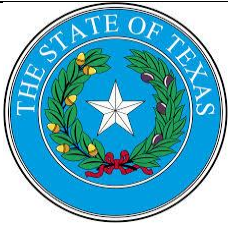
Future Opportunities

The Health Professions Council's activities are mandated legislatively, identified by the Council to provide means for member regulatory agencies to coordinate administrative and regulatory efforts; or requested by various legislative entities or oversight bodies, such as the Governor's office, individual members of the Texas Senate or House of Representatives, the LBB, Comptroller's office, etc.

As agencies continue to align solutions with their own business processes there is a strong desire within the Council to anticipate future opportunities. As mentioned before the Council regularly reviews areas where agencies could improve services while still focusing on their core missions.

One area where the Council sees potential issues is in the area of hiring and retention. Recent reports estimate that nearly 1 in 5 state employees are leaving the state for work elsewhere. The resulting loss of institutional knowledge for the state will become an issue as agencies struggle to replace those employees. With Covid agencies discovered that employees could be just as productive without having to commute to the office daily. Other agencies have struggled to compete in the greater Austin area with rising salaries and compensation in the private sector. The state cannot afford to lose dedicated public servants en masse while simultaneously being required to maintain performance.

Texas is growing rapidly, which indicates that the agencies will see increased workloads in the near future. Meeting the challenges of that increased workload is an opportunity the Council looks forward to in 2022.



TEXAS HEALTH PROFESSIONS COUNCIL
 Annual Report for Fiscal Year 2022
An Efficient Model for Licensing and Regulation

Health Professions Council - Administrative Office Budget

The Council's primary objective is to provide the best possible services to its member agencies at the most cost-effective prices. One of the ways the Council accomplishes this is by streamlining programs and reducing costs. One of the key examples of this is the Regulatory Database Program, which allows smaller agencies to access a robust database system that they would otherwise not be able to afford. The cost of this program is determined based on the size and number of licensees held by each agency, so smaller agencies are able to participate without incurring large costs. This program is just one example of the many ways that the Council has been able to provide significant savings to its member agencies. By working diligently to streamline programs and reduce costs, the Council is able to provide better services and more cost-effective solutions to its members. This, in turn, benefits the consumers of the services provided by these agencies, as they are able to receive the highest quality of services at the most reasonable prices.

Board of Chiropractic Examiners	\$14,085
Board of Dental Examiners	\$274,214
Texas Medical Board	\$64,457
Board of Nursing	\$101,968
Executive Council of and Physical Therapy and Occupational Therapy Examiners	\$26,115
Texas Optometry Board	\$37,975
Board of Pharmacy	\$500,646
Texas Department of State Health Services:	\$11,599
Behavioral Health Executive Council	\$265,476
Board of Veterinary Medical Examiners	\$26,361
Texas Funeral Service Commission	\$48,649
Texas Board of Plumbing Examiners	\$148,785
Board of Professional Geoscientists	\$27,651
<u>Office of Public Insurance Counsel</u>	<u>\$8,919</u>
TOTAL MEMBER AGENCY TRANSFERS	\$1,556,899

This page intentionally left blank.

Appendix A - Reports on State to State Comparison of Licensee and Costs Per Licensee

1. Texas Costs compared with California Department of Consumer Affairs
2. Texas Costs compared with Florida Department of Health

This page intentionally left blank.

	TEXAS			CALIFORNIA ***			Comparison of California to Texas		
Profession	FY2022* Estimated	Number ** of Licensees	Cost per Licensee	FY2022 Budgeted	Number of Licensees	Cost per Licensee	Expenditures Difference	Number of Licensees**** CA-TX	Cost per Licensee
Chiropractic	\$888,983	6,571	\$135.29	\$4,453,000	12,579	\$354.00	\$3,564,017	6,008	\$218.71
Dental	\$5,149,000	199,146	\$25.86	\$16,649,000	180,716	\$92.13	\$11,500,000	(18,430)	\$66.27
Medical (1)	\$17,840,000	150,646	\$118.42	\$74,513,000	46,964	\$1,586.60	\$56,673,000	(103,682)	\$1,468.17
Nurse & LVN	\$14,160,000	521,985	\$27.13	\$67,089,000	610,658	\$109.86	\$52,929,000	88,673	\$82.74
Optometry	\$825,834	7,978	\$103.51	\$2,634,000	8,678	\$303.53	\$1,808,166	700	\$200.01
PT/OT (2)	\$1,698,000	50,681	\$33.50	\$8,078,000	61,900	\$130.50	\$6,380,000	11,219	\$97.00
Pharmacy	\$10,360,000	368,858	\$28.09	\$26,102,000	140,424	\$185.88	\$15,742,000	(228,434)	\$157.79
Behavioral Health Executive Council	\$4,651,000	150,590	\$30.89	\$16,130,000	149,159	\$108.14	\$11,479,000	(1,431)	\$77.25
Veterinarians	\$1,735,000	13,051	\$132.94	\$4,985,000	25,724	\$193.79	\$3,250,000	12,673	\$60.85
Totals	\$57,307,817	1,469,506	\$39.00	\$220,633,000	1,236,802	\$178.39	\$163,325,183	(232,704)	\$139.39

(1) For the purpose of comparison, the expenditures and number of licensees for California Acupuncture, Medicine, Osteopathic, and Physician Assistants are combined since they are combined in Texas.

(2) For the purpose of comparison, the expenditures and number of licensees for the California Physical and Occupational Therapy Boards are combined since they are combined in Texas.

* Source: Texas Comptroller Online Agency Expenditure Tool for FY 2022 https://bivisual.cpa.texas.gov/CPA/opendocnotoolbar.htm?document=documents%5CTR_Master_UI.qww

** Source: Health Professions Council Annual Report, February 1, 2020

*** Source: Fiscal Year 2020-2021 California Department of Consumer Affairs Annual Report

This page intentionally left blank.

Profession	TEXAS	Number ** of Licensees	Cost per Licensee	FLORIDA ***			Comparison of Florida to Texas		
	FY2022* Estimated			FY2022 Budgeted	Number of Licensees	Cost per Licensee	Expenditures Difference	Number of Licensees****	Cost per Licensee
Chiropractic	\$888,983	6,571	\$135.29	\$1,402,446	7,862	\$178.38	\$513,463	1,291	\$43.09
Dental	\$5,149,000	199,146	\$25.86	\$4,027,350	66,701	\$60.38	\$(1,121,650)	(132,445)	\$34.52
Medical (1)	\$17,840,000	150,646	\$118.42	\$27,077,738	116,934	\$231.56	\$9,237,738	(33,712)	\$113.14
Nurse & LVN	\$14,160,000	521,985	\$27.13	\$21,537,164	519,785	\$41.43	\$7,377,164	(2,200)	\$14.31
Optometry	\$825,834	7,978	\$103.51	\$700,141	4,078	\$171.69	\$(125,693)	(3,900)	\$68.17
PT/OT (2)	\$1,698,000	50,681	\$33.50	\$2,383,342	54,824	\$43.47	\$685,342	4,143	\$9.97
Pharmacy	\$10,360,000	368,858	\$28.09	\$6,737,791	114,543	\$58.82	\$(3,622,209)	(254,315)	\$30.74
Behavioral Health Executive Council	\$4,651,000	150,590	\$30.89	\$3,480,600	43,194	\$80.58	\$(1,170,400)	(107,396)	\$49.70
Totals	\$55,572,817	1,456,455	\$38.16	\$67,346,572	927,921	\$72.58	\$11,773,755	(528,534)	\$34.42
(1) For the purpose of comparison, the expenditures and number of licensees for Florida Acupuncture, Medicine, Osteopathic, and Physician Assistants are combined since they are combined in Texas.									
(2) For the purpose of comparison, the expenditures and number of licensees for the Florida Physical and Occupational Therapy are combined since they are combined in Texas.									
* Source: Texas Comptroller Online Agency Expenditure Tool for FY 2022 https://bivisual.cpa.texas.gov/CPA/opendocnotoolbar.htm?document=documents%5CTR_Master_UI.qvw									
** Source: Health Professions Council Annual Report, February 1, 2022									
*** Source: Florida Department of Health Division of Medical Quality Assurance Annual Report and Long Range Plan Fiscal Year 2021-2022 https://www.floridahealth.gov/licensing-and-regulation/reports-and-publications/annual-reports.html									
**** Numbers in parentheses indicate how many additional licensees Texas has than Florida									

This page intentionally left blank.

Appendix B – Agency Statutory Reports

- 1. Agency Licensee Information and Disciplinary Data**
 - a. See Individual Agency Templates
- 2. Agency Revenue and Expenses**
 - a. See Individual Agency Templates
- 3. Unfunded Needs of Agency**
 - a. See Individual Agency Templates
- 4. Licensees Regulated by County**
 - a. The HPC relies on the Department of State Health Services Health Professions Resource Center for information on workforce demographics related to location by county.
- 5. Workforce Recommendations**
 - a. The Health Professions Council (HPC) in Texas has been working in collaboration with the Health and Human Services Commission (HHSC) and other stakeholders to study the expansion of behavioral health services in the state. The HPC is an active member of the Statewide Behavioral Health Coordinating Council (SBHCC) and the SBHCC Workforce Workgroup, which produced a report in December 2020 highlighting the barriers to expanding the behavioral health workforce. The workgroup is continuing their efforts and a new report is expected to be released soon. The HPC also relies on the Department of State Health Services Health Professions Resource Center for information on workforce trends and the Statewide Health Coordinating Council for their work on expanding healthcare in Texas, including rural areas. The latest update from the latter includes recommendations for addressing workforce issues and can be found on their website.

This page intentionally left blank.



Behavioral Health Executive Council

The mission of the Council is to protect and promote the welfare of the people of Texas by ensuring that behavioral health services and social work practice are provided by qualified and competent practitioners who adhere to established professional standards.

PERFORMANCE MEASURES FISCAL YEAR 2022

LICENSEES

Number of Licenses 79276

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	7800	2544	2205	2314	2984	10047	129%
Number of Lic. Renewed	42000	7564	6751	6833	7457	28605	68%
Number of Complaints Resolved	1000	195	89	226	219	729	73%

EFFICIENCY

Ave. Time for Comp. Resolution 750 783 681 542 398 601 80%

OUTCOME

Percent of Lic. who Renew Online	86%	91%	93%	93%	93%	92%	107%
Percent of Lic. w/no Recent Violations	98%					99.35%	101%
Percent of Comp. Resulting in Disp. Action		20%	14%	15%	9%	16%	
Percent of Comp. Resolved w/i 6 mths	15%	27%	26%	25%	40%	118%	

EXPLANATORY

Jurisdictional Comp. Rec. 600 0 0 0 0 566 94%

DISCIPLINARY

Number of Disciplinary Actions

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$8,154,000
<u>Estimated Expenses**</u>	<u>\$4,279,000</u>
Passed to General Revenue	\$3,875,000
<u>Unfunded Needs of the Agency***</u>	<u>\$0</u>
Difference	\$3,875,000

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 24/25 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<https://www.dshs.state.tx.us/chs/hprc/PSC-Ink.shtm>

This page intentionally left blank.



Texas Board of Chiropractic Examiners

“Established in 1949, the mission of the Texas Board of Chiropractic Examiners is to execute the statutory authority of the Texas Occupations Code, Chapter 201 and to promote, preserve, and protect the health, safety, and welfare of the people of Texas by licensing skilled professionals and enforcing standards of practice.”

PERFORMANCE MEASURES FISCAL YEAR 2022

LICENSEES

Number of Licensees 7781

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	300	99	146	104	84	433	144%
Number of Lic. Renewed	3075	226	584	1564	1702	4076	133%
Number of Complaints Resolved	350	66	45	42	39	192	55%

EFFICIENCY

Ave. Time for Comp. Resolution 250 400.5 374.3 202.6 221.46 299.72 120%

OUTCOME

Percent of Lic. who Renew Online	95%	0%	0%	0%	0%	85%	90%
Percent of Lic. w/no Recent Violations	95%	0%	0%	0%	0%	98.93%	104%
Percent of Disciplinary Complaints	35%	0%	0%	0%	0%	25%	72%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$1,438,000
<u>Estimated Expenses**</u>	<u>\$855,282</u>
Passed to General Revenue	\$582,718
<u>Unfunded Needs of the Agency***</u>	<u>\$0</u>
Difference	\$582,718

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 24/25 LAR Exceptional Items Request - TBD

of Persons Regulated by County <http://www.dshs.state.tx.us/chs/hprc/health.shtml>

This page intentionally left blank.



Texas State Board of Dental Examiners

"The Mission of the Texas State Board of Dental Examiners is to protect the public health and safety and promote high quality and safe dental care by providing enforcement, licensing, peer assistance, and related information services to licensees and their patients."

PERFORMANCE MEASURES FISCAL YEAR 2022

LICENSEES

Number of Licenses - Dentists	36999
Number of Licenses - RDH	25398
Number of Licenses - RDA	50512
Number of Licenses - OTHER	3810
TOTAL:	116719

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of Licenses Issued Dentists	975	192	119	251	606	1168	120%
Number of Lic. Renewed Dentists	9000	2679	1960	2694	2580	9913	110%
Number of Licenses Issued Dent Hyg	775	211	107	129	420	867	112%
Number of Lic. Renewed Dent Hyg	7000	2087	1538	2060	2023	7708	110%
Number of Licenses Issued Dent Asst	2750	1461	1290	1742	1657	6150	224%
Number of Lic. Renewed Dent Asst	19500	4380	3881	4363	3965	16589	85%
Peer Assistance	85	37	0	0	1	9.5	11%
Number of Complaints Resolved	1000	254	256	220	226	956	96%

EFFICIENCY

Ave. Time for Comp. Resolution	400	318	335	318	238	302.25	76%
--------------------------------	-----	-----	-----	-----	-----	--------	-----

OUTCOME

Percent Disciplinary/Complaints	12%	0%	0%	0%	0%	9%	71%
Percent of Comp. Resulting in Remedial Actio	8%	0%	0%	0%	0%	10%	127.63%
Percent of Lic. w/no Recent Violations	97%	0%	0%	0%	0%	99%	102%
Percent of Lic. who Renew Online	85%	0%	0%	0%	0%	97%	114%
Percent Indiv Licens Issued Onlin	60%	0%	0%	0%	0%	65%	109%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$10,040,000
Estimated Expenses**	\$4,955,000
Passed to General Revenue	\$5,085,000
Unfunded Needs of the Agency***	\$0
Difference	\$5,085,000

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 24/25 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>

This page intentionally left blank.



Texas Funeral Service Commission

"The mission of the Texas Funeral Service Commission (TFSC) is to protect the public from deceptive practices in the funeral and death care industry through a process of impartial enforcement, inspection, licensing and education in order to guarantee every citizen's final disposition is conducted professionally and ethically."

PERFORMANCE MEASURES FISCAL YEAR 2022

LICENSEES

Number of Licenses 5975

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	300	0	0	0	368	368	123%
Facility License Issued	60	28	11	8	12	59	98%
Number of Lic. Renewed	2075	0	0	0	0	2314	112%
Facility License Renewed	1400	0	0	0	0	1592	114%
Establishments Inspected	1200	0	0	0	0	704	59%
Number of Complaints Resolved	135	0	0	0	0	85	63%
Number of Complaints Pending	35	32	32	40	42	36.5	104%

EFFICIENCY

Avg. Time for Comp. Resolution	95	112	101	188	127	124	131%
Avg Time Resolve Comp Pend Litig	350	0	293	397	185	318	91%

OUTCOME

Percent of Lic. who Renew Online	81%	0%	0%	0%	84%	84%	104%
Percent of Lic. w/no Recent Violations	99%					98.00%	99%
Percent of Comp. Resulting in Disp. Action	28%	0%	0%	0%	22%	22%	79%
Percent of Comp. Resolved w/i 6 mths	75%	0%	0%	0%	66%	66%	88%
Number of Jurisdictional Complaints Received	185	0	0	0	0	136	74%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$1,843,000
Estimated Expenses**	\$708,950
Passed to General Revenue	\$1,134,050
Unfunded Needs of the Agency***	\$0
Difference	\$1,134,050

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 24/25 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>

This page intentionally left blank.



Texas Medical Board

"Established in 1907 The mission of the Texas Medical Board is to protect and enhance the public's health, safety and welfare by establishing and maintaining standards of excellence used in regulating the practice of medicine and ensuring quality health care for the citizens of Texas through licensure, discipline, and education."

PERFORMANCE MEASURES FISCAL YEAR 2022

LICENSEES

Physicians - Full License:	89605
Physicians in Training:	8590
Physician Assistant:	10205
Acupuncturists:	1320
Surgical Assistant:	639
Allied Health Professionals*:	49757
TOTAL	160116

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued -Physician	4050	907	953	1666	1343	4869	120%
Number of New Lic. Issued - ACU	90	38	24	19	0	81	90%
Number of New Lic. Issued - PA	700	272	195	138	225	830	119%
Number of New Lic. Issued - SA	29	20	11	14	31	76	262%
Number of Lic. Renewed - Physicians	45320	10425	9294	11879	12564	44162	97%
Number of Lic. Renewed - ACU	1200	1111	128	24	14	1277	106%
Number of Lic. Renewed - PA	7500	374	4608	269	4277	9528	127%
Number of Lic. Renewed - SA	220	32	19	176	114	341	155%
Number of Complaints Resolved Physicians	1700	243	186	315	942	1686	99%
Number of Complaints Resolved - ACU	10	0	1	1	1	3	30%
Number of Complaints Resolved - PA	85	27	0	24	25	76	89%
Number of Complaints Resolved - SA	3	1	0	2	3	6	200%

EFFICIENCY

Avg Days Indiv License Issuance	47	39	37	32	32	35	74%
Avg Time Complaint Resolved	310	253	287	305	320	291.25	94%

OUTCOME

Percent of Lic. who Renew Online	97%	0%	0%	0%	0%	98%	101%
Percent of Lic. who Renew Online - PA	87%	0%	0%	0%	0%	89%	102%
Percent Complaints/Remedial (SA)	12%	0%	0%	0%	0%	33.00%	275%
Percent Complaints/Remedial (Phys)	12%	0%	0%	0%	0%	8.00%	67%
Percent Complaints/Remedial (ACU)	12%	0%	0%	0%	0%	0.00%	0%
Percent Complaints/Remedial (PA)	12%	0%	0%	0%	0%	11.00%	92%
Percent Complaints/Disciplined (Phys)	9%	0%	0%	0%	0%	16.00%	178%
Percent Complaints/Disciplined (ACU)	12%	0%	0%	0%	0%	33.00%	275%
Percent Complaints/Disciplined (PA)	12%	0%	0%	0%	0%	20.00%	167%
Percent Complaints/Disciplined (SA)	12%	0%	0%	0%	0%	17.00%	142%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$33,910,000
Estimated Expenses**	\$14,710,000
Passed to General Revenue	\$19,200,000
Unfunded Needs of the Agency***	\$0
Difference	\$19,200,000

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 24/25 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>

This page intentionally left blank.



Texas Board of Nursing

"Established in 1909, the mission of the Texas Board of Nursing (BON) is to protect and promote the welfare of the people of Texas by ensuring that each person holding a license as a nurse in the State of Texas is competent to practice safely. The Board fulfills its mission through the regulation of the practice of nursing and the approval of nursing education programs. This mission, derived from the Nursing Practice Act, supersedes the interest of any individual, the nursing profession, or any special interest group. "

PERFORMANCE MEASURES FISCAL YEAR 2022

LICENSEES

Registered Nurses	374295
Licensed Vocational Nurses	103542
Adv Practice Reg Nurse	44148
TOTAL:	521985

OUTPUT	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued - RN	23000	5411	8485	5110	9358	28364	123%
Number of New Lic. Issued - LVN	6000	8485	1398	854	1261	11998	200%
Number of New Lic. Issued - APRN	5000	1393	1177	1316	1359	5245	105%
Number of Lic. Renewed - RN	162500	41616	41890	41776	45486	170768	105%
Number of Lic. Renewed - LVN	50000	12129	12350	11279	12408	48166	96%
Number of Lic. Renewed - APRN	16500	4611	4532	4855	5250	19248	117%
Number of Complaints Resolved - RN	8500	2973	2974	2846	2512	11305	133%
Number of Complaints Resolved - LVN	4000	1315	1224	1242	1139	4920	123%
Number of Complaints Resolved - APRN	750	419	403	427	340	1589	212%
Peer Assistance - RN	525	413	-15	-22	-12	364	69%
Peer Assistance - LVN	125	66	-4	10	-12	60	48%
Peer Assistance - APRN	50	50	3	1	2	56	112%

EFFICIENCY

Ave. Time for Comp. Resolution - RN	100	76.87	82.39	112.46	105.1	94.205	94%
Ave. Time for Comp. Resolution - LVN	100	85.82	93.67	104.9	105.8	97.548	98%
Ave. Time for Comp. Resolution - APRN	130	103.32	110.32	129.73	160.94	126.08	97%

OUTCOME

Percent of Lic. w/no Recent Violations -RN	99%	99.00%	99.00%	99.00%	99.00%	100.00%
Percent of Lic. who Renew Online - RN	100%	100.00%	100.00%	100.00%	100.00%	100.00%
Percent of New Lic Issued Online - RN	100%	100.00%	100.00%	100.00%	100.00%	100.00%
Percent of Lic. w/no Recent Violations - LVN	99%	98.27%	98.27%	98.27%	98.27%	99.26%
Percent of Lic. who Renew Online - LVN	100%	94.17%	94.17%	94.17%	94.17%	94.17%
Percent of New Lic Issued Online - LVN	100%	85.93%	85.93%	85.93%	85.93%	85.93%
Percent of Lic. w/no Recent Violations - APRN	99%	99.00%	99.00%	99.00%	99.00%	100.00%
Percent of Lic. w/no Recent Violations - APRN	100%	100.00%	100.00%	100.00%	100.00%	100.00%
Percent of Lic. w/no Recent Violations - APRN	100%	100.00%	100.00%	100.00%	100.00%	100.00%
Percent of Comp. Resulting in Disp. Action - RN	13%	8.14%	0.00%	0.00%	0.00%	15.65%
Percent of Comp. Resulting in Disp. Action -LVN	15%	8.98%	0.00%	0.00%	0.00%	14.97%
Percent of Comp. Resulting in Disp. Action -APRN	17%	8.23%	0.00%	0.00%	0.00%	12.10%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$19,670,000
Estimated Expenses*	\$12,800,000
Passed to General Revenue	\$6,870,000
Unfunded Needs of the Agency**	\$0
Difference	\$6,870,000

* Reported by Agency

*** FY 24/25 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>

This page intentionally left blank.



Texas Optometry Board

“Established in 1921, the mission of the Texas Optometry Board is to promote, preserve, and protect the health, safety and welfare needs of the people of Texas by fostering the providing of optometric care to the citizens of Texas through the regulation of the practice of optometry.”

PERFORMANCE MEASURES FISCAL YEAR 2020

LICENSEES

Number of Licensees 7978

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	189	52	27	25	124	228	121%
Number of Lic. Renewed	4260	855	1502	7	1	2365	56%
Investigations Conducted	63	0	1	61	10	72	114%
Number of Complaints Resolved	140	21	8	17	42	88	63%
Peer Assistance	2	4	0	1	2	7	350%

EFFICIENCY

Ave. Time for Comp. Resolution 115 79.61 75.25 56.47 51.55 65.72 57%

OUTCOME

Percent of Lic. who Renew Online 90% 0% 0% 0% 99% 99% 110%
 Percent of Lic. w/no Recent Violations 98% 0% 0% 0% 0% 99.12% 101%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$965,207
Estimated Expenses**	\$492,118
Passed to General Revenue	\$473,089
Unfunded Needs of the Agency***	\$0
Difference	\$473,089

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 24/25 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>

This page intentionally left blank.



Texas State Board of Pharmacy

"Established in 1907, the Texas State Board of Pharmacy's mission is to promote, preserve, and protect the public health, safety, and welfare by fostering the provision of quality pharmaceutical care to the citizens of Texas through the regulation of the practice of pharmacy, the operation of pharmacies, and the distribution of prescription drugs in the public interest."

PERFORMANCE MEASURES FISCAL YEAR 2022

LICENSEES

Pharmacists	35483
Pharmacy Techs	64679
Pharmacy Interns	3803
Pharmacies	9834

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued - Individual	1800	491	281	199	870	1841	102%
Number of Lic. Renewed - Individual	18540	4901	4460	4331	5399	19091	103%
Number of Complaints Resolved	5420	1515	1356	1380	1242	5493	101%
Individuals in PAP	160	117	121	127	131	124	78%

EFFICIENCY

Ave. Time for Comp. Resolution	180	121	120	133	136	127.5	71%
--------------------------------	-----	-----	-----	-----	-----	-------	-----

OUTCOME

Percent of Lic. who Renew Online	95%	0%	0%	0%	0%	96%	101%
Percent of Lic. w/no Recent Violations	95%	0%	0	0	0	97.40%	103%
Percent of Comp. Resulting in Disp. Action	10%	0%	0	0	0	7.00%	70%

EXPLANATORY

Total Number of Businesses Licensed	8250	0	0	0	0	8210	100%
Jurisdictional Comp. Rec.	6000	0	0	0	0	5085	85%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$14,760,000
<u>Estimated Expenses**</u>	<u>\$7,748,000</u>
Passed to General Revenue	\$7,012,000
<u>Unfunded Needs of the Agency***</u>	<u>\$0</u>
Difference	\$7,012,000

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 24/25 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>

This page intentionally left blank.



Executive Council of Physical Therapy and Occupational Therapy Examiners

"Established in 1993, the mission of the Executive Council of Physical Therapy and Occupational Therapy Examiners (ECPTOTE), an independent administrative government"al agency, is to protect the health, safety, and welfare of the people of Texas through the regulation and enforcement of the practices of physical therapy and of occupational therapy."

PERFORMANCE MEASURES FISCAL YEAR 2022

LICENSEES

Number of Physical Therapy Licensees	32064
Number Occupational Therapy Licensees	18617
Number of Facilities	0
Total Number of Licensees	50681

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued OT	1300	324	373	337	413	1447	111%
Number of New Lic. Issued PT	2000	387	421	513	903	2224	111%
Number of Lic. Renewed OT	7350	1984	1869	1831	1981	7665	104%
Number of Lic. Renewed PT	12800	3257	3354	3309	3533	13453	105%
Number of Complaints Resolved OT	386	86	84	85	70	325	84%
Number of Complaints Resolved PT	639	125	182	199	224	730	114%

EFFICIENCY

Ave. Time for Comp. Resolution OT	109	79	95	98	99	93	85%
Ave. Time for Comp. Resolution PT	105	115	97	81	106	99.75	95%

OUTCOME

Percent of PT/OT Lic. who Renew Online	95%	0%	0%	0%	0%	97%	103%
Percent of OT Lic w/no Recent Violations	99%	0%	0%	0%	0%	99.00%	100%
Percent of PT Lic w/no Recent Violations	99%	0%	0%	0%	0%	99.00%	100%
Percent of new IND Licenses Issued Online	94%	0%	0%	0%	0%	94.68%	101%
Percent PT Disciplinary Action/Complaints	10%	0%	0%	0%	0%	10.00%	100%
Percent OT Disciplinary Action/Complaints	10%	0%	0%	0%	0%	14.00%	140%

EXPLANATORY

Total Number of Facilities Registered	4475	0	0	0	0	4658	104%
Jurisdictional Comp. Rec. OT	270	0	0	0	0	358	133%
Jurisdictional Comp. Rec. PT	500	0	0	0	0	607	121%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$5,494,000
Estimated Expenses**	\$1,418,000
Passed to General Revenue	\$4,076,000
Unfunded Needs of the Agency***	\$0
Difference	\$4,076,000

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 24/25 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>

This page intentionally left blank.



Texas Board of Veterinary Medical Examiners

"Established in 1911, the mission of the Texas State Board of Veterinary Medical Examiners is to establish and enforce policies to ensure the best possible quality of veterinary and equine dental provider services for the people of Texas."

PERFORMANCE MEASURES FISCAL YEAR 2022

LICENSEES

Number of Licensees - DVM	10579
Number of Licensees - Equine Dental	54
Number of Licensees - Veterinary Technician	2472
Total	13105

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	900	196	178	318	316	1008	112%
Number of Lic. Renewed	10200	2921	2570	2764	2835	11090	109%
Number of Complaints Resolved	430	118	70	63	108	359	83%
Number of Licensees in Peer Assistance	22	14	16	17	19	66	300%

EFFICIENCY

Ave. Time for Comp. Resolution	180	0	0	0	0	0	0%
--------------------------------	-----	---	---	---	---	---	----

OUTCOME

Percent of Lic. w/no Recent Violations	97%					0.00%	0%
Percent of Lic. who Renew Online	91%					0%	0%
Percent of Comp. Resulting in Disp. Action	34.00					0%	108.8%

EXPLANATORY

Jurisdictional Comp. Rec.	420					421	100%
---------------------------	-----	--	--	--	--	-----	------

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$2,195,000
Estimated Expenses**	\$1,222,000
Passed to General Revenue	\$973,000
Unfunded Needs of the Agency***	\$0
Difference	\$973,000

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 24/25 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtml>

This page intentionally left blank.

Appendix C – Rider 5

The General Appropriations Act for the 2022-2023 Biennium included the following Rider (Rider 5). The report was submitted in July of 2022:

Regulatory Database Consolidation Report. From the amounts appropriated to each agency by this Act, the Health Professions Council shall work with the Texas Department of Licensing and Regulation and the Department of Information Resources to provide a report to the Legislative Budget Board by July 1, 2022 on the potential costs, savings, and benefits of transitioning the Health Professions Council’s shared regulatory database from the current contract vendor arrangement to the Texas Licensing System at the Texas Department of Licensing and Regulation. The report shall include information related to expenditures that would be needed at the affected agencies, full-time equivalent positions that may need to be transferred between agencies, any effect on current contracts related to the shared regulatory database, and any other information that the agencies involved deem necessary in order to fully report on this potential project.

This page intentionally left blank.

Report on Regulatory Database Consolidations

By the Health Professions Council in conjunction with the Texas Department of Information Resources and the Texas Department of Licensing and Regulation.

Introduction

As required by the General Appropriations Act of the Eighty Seventh Legislature. The report will discuss the possible cost, savings and benefits of transferring the Health Professions Council's shared regulatory database from the current contract vendor arrangement to the Texas Licensing System at the Texas Department of Licensing and Regulation. The report shall include information related to expenditures that would be needed at the affected agencies, full-time equivalent positions that may need to be transferred between agencies, any effect on current contracts related to the shared regulatory database, and any other information that the agencies involved deem necessary in order to fully report on this potential project.

Justification of Proposed Review

Occupational Licensing Systems traditionally, are complex database systems that require significant technical expertise and involvement on a day to day basis. Licensing systems that service multiple occupational licenses are even more complex because agencies traditionally require that each group be separated from one another for security purposes, agency mission, and business processes.

The Texas Legislature instructed the Health Professions Council, in concert with the Department of Information Resources and the Texas Department of Licensing and Regulation to report on the efficacy of transferring the current Health Professions System to a proposed solution (i.e. Texas Licensing System) that was, at the time, in development at TDLR. The agencies met to discuss preliminary findings in December 2021.

Background

HPC Regulatory Database System

The HPC Shared Regulatory Database is a customized off the shelf system that currently represents over a million licensee's data.

It supports the following agencies:

Behavioral Health Executive Council
Texas State Board of Dental Examiners
Texas State Board of Pharmacy
Texas State Board of Plumbing Examiners
Texas Optometry Board
Texas Funeral Service Commission
Texas Board of Professional Geoscientists

The system was designed in 2009 when the Department of Information Resources declared that the legacy system which the agencies were using at the time would be brought to its end of life cycle. The agencies were among many that would have to move from the legacy VAX (Variable Address eXtensions) system to a new system. The participating agencies at the time did not include the Funeral Service Commission or the Professional Geoscientists. The Health Professions Council was asked to oversee the development and support of the new system. The system was brought online in 2011. Since then, the system has been upgraded twice and added additional agencies to help realize economies of scale for them. During the 2016 upgrade, the agencies moved from an on premises system located at the DIR Datacenter to a cloud environment. This change has enabled the system to maintain a 98% up and running time, allowed for more dynamic load balancing during high periods of use, and implemented a backup plan that adheres to the most stringent best practices. The system has proved expandable and customizable. Since the implementation of the system the Council has added three agencies, the Behavioral Health Executive Council, the Texas Funeral Service Commission and the Board of Professional Geoscientists. The current biennium appropriated additional funding for the next available upgrade. Planning for this upgrade included an additional FTE to accommodate the additional workload when the Behavioral Health Executive Council was on boarded to the system.

Texas Licensing System at TDLR

The Texas Department of Licensing and Regulation in consultation with Red River Consulting began work on the Texas Licensing System in 2020. The Texas Department of Licensing and Regulation reported in a public meeting on December 7th of 2021 that work to transition to the new system has ceased indefinitely. As such, the participants in the discussion as required by the rider language ceased work on this report due to there being no Texas Licensing System presently in any significant form to accommodate such a large scale transfer.

Conclusion

The Health Professions Council regularly reviews opportunities to find economies of scale for their member agencies and thanks the Legislature for this opportunity to share one of the Council's largest successes as it has brought together multiple agencies with a wide variance of business processes into one customizable and upgradable system at a cost effective rate.

This page intentionally left blank.

Health Professions Council
1801 Congress Avenue, Suite 10-300
Austin, TX 78701
(512) 305-8550
info@hpc.texas.gov