

Health Professions Council

Annual Report

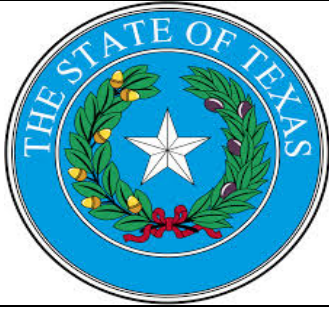
To the

Governor
Lieutenant Governor
Speaker of the House of Representatives



February 1, 2024

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



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An Efficient Model for Licensing and Regulation

Members

Kristin Benton

Board of Nursing

Dan Carroll

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

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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 offers a distinctive approach to addressing the myriad challenges encountered by the state in regulating health professions. Through the consolidation of regulatory agencies, the HPC has streamlined the process for health professionals to navigate licensing and regulatory obligations, all while safeguarding the public through stringent standards and oversight. Committed to advancing the highest benchmarks of professional practice, ethical conduct, and patient safety in the healthcare sector, the HPC remains steadfast in its mission.

In summary, the Texas Health Professions Council has diligently served the state for almost thirty years, offering an all-encompassing approach to addressing the intricate issues surrounding the regulation of health professions. Throughout its tenure, it has played a pivotal role in enhancing the regulatory framework while upholding the standards of quality, independence, accessibility, and accountability within individual boards. As a result, it remains an invaluable asset for both health professionals and the general public, providing steadfast support and guidance.

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Framework

MEMBERS

For the past three decades, the Texas Health Professions Council (HPC) has been at the forefront of providing creative solutions to facilitate the oversight of health professions. Originating in 1993 through the establishment by the State of Texas, the HPC was designed with the goal of creating a dynamic agency that fosters the prosperity of smaller health licensing and regulatory bodies. This approach ensures the preservation of elevated standards in terms of quality, independence, accessibility, and accountability as dictated by individual boards. Consequently, the HPC has demonstrated its effectiveness in navigating and resolving various challenges associated with state occupational regulation within 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 is led by a presiding officer and an assistant presiding officer, both elected by the Council's members. Currently, Ralph Harper, the Executive Director of the Executive Council of Physical and Occupational Therapy Examiners, serves as the presiding officer, also known as the Chair. Casey Nichols, the Executive Director for the Texas State Board of Dental Examiners, holds the position of assistant presiding officer, or Vice-Chair. These leaders have a two-year term, concluding on August 31st of odd-numbered years. The Council officers play a pivotal role in overseeing the Council's activities and providing strategic guidance for the organization.



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STATUTORY REQUIREMENTS

The establishment of the Texas Health Professions Council was recommended by the Texas Sunset Commission with the goal of achieving efficiency and effectiveness through consolidation, avoiding the creation of a new, complex bureaucracy. The notion of consolidating boards under a single agency had both support and opposition from professional associations in the past. Experiences in other states revealed that large umbrella agencies sometimes fell short of expected benefits, leading to issues like longer response times, decreased service quality, a lack of expertise in regulated professions, and reduced disciplinary actions against licensees. However, the Council's cooperation has successfully achieved consolidation results without associated costs and disruptions.

Addressing competition and conflict among licensing agencies of different professions, the Texas Health Professions Council promotes open communication and collaboration. The Council provides a platform for civil servants to discuss issues and offer a unified response when needed. By facilitating dialogue and fostering cooperation, the Council ensures a harmonious relationship among licensing agencies. Importantly, the Council does not wield administrative authority over its member agencies; instead, it functions as a facilitator and coordinator. Playing a crucial role, the Council maintains a delicate balance among various licensed professions, safeguarding their interests comprehensively.

STAFFING/FUNDING

The Texas Health Professions Council functions with a compact team of 8 full-time equivalent employees. Operating as a distinct state agency (#364), the Council's staff reports directly to the Council Chair under the guidance of its Director. In executing its responsibilities, the Council relies on both its staff and committees comprised of members from its associated agencies. Funding for the Council is solely derived from fund transfers from its member agencies, specified in the biennial appropriations bill through a prorated rider. Member agencies consistently express their support for the Council through written statements in their individual Legislative Appropriations Requests. Despite this backing, concerns persist about the challenge of hiring qualified individuals for positions, both within the Council and the agencies it supports. Both the Council and its member agencies have noted elevated turnover rates attributed to non-competitive salaries, posing difficulties in attracting and retaining highly qualified individuals.



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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 public³

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



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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 takes immense pride in its tireless efforts directed toward upholding the integrity of the system and its unwavering commitment to meeting the ever-evolving needs of the state of Texas. The Council's persistent dedication to the continuous upgrading and enhancement of the system serves as a testament to its mission of serving the citizens of the state diligently. By doing so, the Council ensures that regulatory processes remain not only efficient but also secure and effective in addressing the dynamic demands of the regulatory landscape.

The adoption of a cloud environment stands out as a pivotal move that has fortified the infrastructure necessary to support these ambitious goals. This transformative shift has significantly minimized downtime concerns related to system overloads, maintenance tasks, or unforeseen power outages. Furthermore, the upgrade has introduced a crucial element of redundancy, a facet that was previously lacking when various vendors managed the prior system within the state data center.

In conclusion, the development and implementation of enterprise database systems pose inherent challenges, yet the HPC has admirably showcased its unwavering commitment to overcoming these obstacles. The proactive approach to system upgrades, coupled with a steadfast focus on ensuring



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security and reliability, reflects the Council's dedication to staying at the forefront of technological advancements. The strategic move to a cloud environment has played a pivotal role in enhancing the overall resilience and efficiency of the system. As a result, the Council is not only well-equipped to meet the present demands but is also strategically positioned to adeptly manage the database service needs of any other agencies that may arise in the future. This forward-thinking approach underscores the HPC's commitment to serving as a reliable and innovative regulatory body for the state of Texas.

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



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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.

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.



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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.

Wellness Initiatives: HPC held its inaugural New Year New You! Wellness initiative in collaboration with Blue Cross Blue Shield and other ERS Benefit Vendors. Wellness programs play a pivotal role in fostering a positive and productive work environment within any agency, contributing to both the physical and mental well-being of its employees. Recognizing the importance of a healthy and engaged workforce, wellness initiatives are instrumental in promoting a culture of overall well-being. Physical wellness components, such as fitness classes, health screenings, and ergonomic assessments, not only encourage employees to adopt healthier lifestyles but also contribute to the prevention of health issues, ultimately reducing absenteeism. Mental health is equally crucial, and wellness programs often incorporate stress management workshops, counseling services, and mindfulness activities to address the holistic needs of employees.

Beyond individual health benefits, wellness programs have broader organizational impacts. Enhanced employee well-being correlates with increased morale, job satisfaction, and overall job performance. A healthier workforce is generally more engaged, motivated, and resilient, fostering a positive workplace culture. Moreover, wellness initiatives can contribute to the reduction of healthcare costs for both employees and the agency, as preventive measures and healthier lifestyle choices can mitigate the occurrence of chronic conditions. Additionally, a focus on wellness can positively influence employee retention and recruitment efforts, as job seekers increasingly prioritize workplaces that prioritize their well-being.



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Furthermore, wellness programs often serve as a strategic tool for talent management. Agencies that invest in the health and wellness of their employees signal a commitment to their team's long-term success and happiness. This commitment can lead to increased loyalty and dedication among staff members, creating a positive feedback loop where employees feel valued and, in turn, contribute more effectively to the agency's mission. In summary, wellness programs are not just a fringe benefit but a strategic imperative for any agency seeking to create a healthy, vibrant, and resilient workforce that can navigate the challenges of today's dynamic professional landscape.



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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.



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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.



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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 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.



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HEALTH AND WELLNESS

Wellness is paramount to individual and collective well-being, encompassing physical, mental, and emotional health. Recognizing its significance, our agency is embarking on a proactive journey to implement a forward-thinking wellness program. By collaborating with other state wellness coordinators, we aim to cultivate a culture of holistic health that fosters resilience, productivity, and satisfaction among employees. Through initiatives promoting exercise, stress management, healthy eating habits, and mental health support, we aspire to empower our team to thrive both personally and professionally. Prioritizing wellness not only enhances the quality of life for individuals but also contributes to a more vibrant and resilient workforce, ultimately benefiting the organization as a whole.

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.



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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.



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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.

Another area where the Council sees an opportunity is in succession planning. While turnover is inevitable, planning for it will allow for a smoother transition for Executive leadership. The Council will review opportunities to develop a succession planning model for the agencies soon.

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 2024.



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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 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

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

	TEXAS			CALIFORNIA ***			Comparison of California to Texas		
Profession	FY2023* Estimated	Number ** of Licensees	Cost per Licensee	FY2023 Budgeted	Number of Licensees	Cost per Licensee	Expenditures Difference	Number of Licensees**** CA TX	Cost per Licensee
Chiropractic	\$1,143,357	8,048	\$142.07	\$4,624,000	18,131	\$255.03	\$3,480,643	10,083	\$112.97
Dental	\$5,125,000	116,719	\$43.91	\$16,554,000	102,624	\$161.31	\$11,429,000	(14,095)	\$117.40
Medical (1)	\$16,420,000	160,116	\$102.55	\$78,052,000	218,527	\$357.17	\$61,632,000	58,411	\$254.62
Nurse & LVN	\$16,240,000	549,115	\$29.57	\$70,940,000	742,060	\$95.60	\$54,700,000	192,945	\$66.02
Optometry	\$638,006	5,241	\$121.73	\$2,634,000	8,678	\$303.53	\$1,995,994	3,437	\$181.79
PT/OT (2)	\$1,759,000	52,355	\$33.60	\$8,995,000	56,371	\$159.57	\$7,236,000	4,016	\$125.97
Pharmacy	\$10,420,000	136,265	\$76.47	\$29,529,000	141,171	\$209.17	\$19,109,000	4,906	\$132.70
Behavioral Health Executive Council	\$5,819,000	79,276	\$73.40	\$17,850,000	142,039	\$125.67	\$12,031,000	62,763	\$52.27
Veterinarians	\$1,701,000	13,105	\$129.80	\$5,622,000	41,000	\$137.12	\$3,921,000	27,895	\$7.32
Totals	\$59,265,363	1,120,240	\$52.90	\$234,800,000	1,470,601	\$159.66	\$175,534,637	350,361	\$106.76

(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 20232 https://bivisual.cpa.texas.gov/CPA/opendocnootoolbar.htm?document=documents%5CTR_Master_UI.qvw

** Source: Health Professions Council Annual Report, February 1, 2023

*** Source: Fiscal Year 2021-2022 California Department of Consumer Affairs Annual Report

Profession	TEXAS	Number ** of Licensees	Cost per Licensee	FLORIDA ***			Comparison of Florida to Texas		
	FY2023* Estimated			FY2023 Budgeted	Number of Licensees	Cost per Licensee	Expenditures Difference	Number of Licensees****	Cost per Licensee
Chiropractic	\$1,143,357	8,048	\$142.07	\$1,402,446	7,862	\$178.38	\$259,089	(186)	\$36.32
Dental	\$5,125,000	116,719	\$43.91	\$4,027,350	66,701	\$60.38	\$(1,097,650)	(50,018)	\$16.47
Medical (1)	\$16,420,000	160,116	\$102.55	\$27,077,738	116,934	\$231.56	\$10,657,738	(43,182)	\$129.01
Nurse & LVN	\$16,240,000	549,115	\$29.57	\$21,537,164	519,785	\$41.43	\$5,297,164	(29,330)	\$11.86
Optometry	\$638,006	5,241	\$121.73	\$700,141	4,078	\$171.69	\$62,135	(1,163)	\$49.95
PT/OT (2)	\$1,759,000	52,355	\$33.60	\$2,383,342	54,824	\$43.47	\$624,342	2,469	\$9.88
Pharmacy	\$10,420,000	136,265	\$76.47	\$6,737,791	114,543	\$58.82	\$(3,682,209)	(21,722)	\$(17.65)
Behavioral Health Executive Council	\$5,819,000	79,276	\$73.40	\$3,480,600	43,194	\$80.58	\$(2,338,400)	(36,082)	\$7.18
Totals	\$1,701,000	13,105	\$129.80	\$67,346,572	927,921	\$72.58	\$65,645,572	914,816	\$(57.22)

(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 20232 https://bivisual.cpa.texas.gov/CPA/opendocnotoolbar.htm?document=documents%5CTR_Master_UI.qvw

** Source: Health Professions Council Annual Report, February 1, 2023

*** 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

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, and updated regularly, 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.



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 2023

LICENSEES

Number of Licenses 79276

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	7800	2404	2353	2355	3250	10362	133%
Number of Lic. Renewed	44000	7213	7583	8590	9144	32530	74%
Number of Complaints Resolved	1200	209	116	167	126	618	52%

EFFICIENCY

Ave. Time for Comp. Resolution 750 288.42 309.94 271.22 343.38 303.24 40%

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%					50%	3333%

EXPLANATORY

Jurisdictional Comp. Rec. 600 0 0 0 0 559 93%

DISCIPLINARY

Number of Disciplinary Actions

Fee Information

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

Estimated Fees Collected*	\$8,725,000
Estimated Expenses**	\$5,819,000
Passed to General Revenue	\$2,906,000
Unfunded Needs of the Agency***	\$0
Difference	\$2,906,000

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 26/27 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<https://www.dshs.state.tx.us/chs/hprc/PSC-lnk.shtr>

Additional Unfunded Needs

- 1) Funding for staff salary increases was requested but not received. This may result in higher turnover rate, which would adversely affect the agency's performance measures. - \$1,071,860
- 2) Funding to implement SB 510, which required the agency to make changes to its database to allow for the confidentiality of applicants and licensees home address. The agency will have to use existing appropriations to fund this legislation, despite requesting additional funds in the fiscal note. - \$4,204
- 3) Funding to implement an online continuing education reporting and tracking system. Even though this legislation did not pass the agency will be under pressure to research options and implement such a system, having to use its existing appropriations. \$10,000



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 2023

LICENSEES							
Number of Licensees		8048					
OUTPUT		Target	1st	2nd	3rd	4th	YTD YTD %
Number of New Lic. Issued		300	111	140	111	105	467 156%
Number of Lic. Renewed		3075	1661	1146	317	338	3462 113%
Number of Complaints Resolved		350	48	25	58	26	157 45%
EFFICIENCY							
Ave. Time for Comp. Resolution		250	231	253	201	286	242.75 97%
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%	98.65% 104%
Percent of Disciplinary Complaints		35%	0%	0%	0%	0%	31% 88%

Fee Information

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

Estimated Fees Collected*	\$1,205,000
Estimated Expenses**	\$1,143,357
Passed to General Revenue	\$61,643
Unfunded Needs of the Agency***	\$0
Difference	\$61,643

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 26/27 LAR Exceptional Items Request - TBD

of Persons Regulated by County

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



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 2023

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	228	93	175	506	1002	103%
Number of Lic. Renewed Dentists	9000	2538	2080	2625	2725	9968	111%
Number of Licenses Issued Dent Hyg	775	218	32	128	430	808	104%
Number of Lic. Renewed Dent Hyg	7000	2000	1609	2113	2080	7802	111%
Number of Licenses Issued Dent Asst	2750	1469	1440	2032	2119	7060	257%
Number of Lic. Renewed Dent Asst	19500	4380	3881	4363	3965	16589	85%
Peer Assistance	85	25	3	3	0	31	36%
Number of Complaints Resolved	1000	183	204	344	345	1076	108%

EFFICIENCY

Ave. Time for Comp. Resolution	400	283.62	409.75	265.5	251.76	302.66	76%
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OUTCOME

Percent Disciplinary/Complaints	12%	0%	0%	0%	0%	5%	40%
Percent of Comp. Resulting in Remedial Action	8%	0%	0%	0%	0%	6%	74.63%
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%	86%	143%

Fee Information

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

Estimated Fees Collected*	\$9,878,000
Estimated Expenses**	\$5,125,000
Passed to General Revenue	\$4,753,000
Unfunded Needs of the Agency***	\$0
Difference	\$4,753,000

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 26/27 LAR Exceptional Items Request - TBD

of Persons Regulated by County

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



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 2023

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*	\$2,010,000
Estimated Expenses**	\$926,065
Passed to General Revenue	\$1,083,935
Unfunded Needs of the Agency***	\$0
Difference	\$1,083,935

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 26/27 LAR Exceptional Items Request - TBD

of Persons Regulated by County

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



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>



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 2023

LICENSEES

Registered Nurses	395624
Licensed Vocational Nurses	102990
Adv Practice Reg Nurse	50501
TOTAL:	549115

	Target	1st	2nd	3rd	4th	YTD	YTD %
OUTPUT							
Number of New Lic. Issued - RN	23000	6287	7001	6658	11336	31282	136%
Number of New Lic. Issued - LVN	5250	1503	1102	886	1128	4619	88%
Number of New Lic. Issued - APRN	5250	1384	1628	1464	1521	5997	114%
Number of Lic. Renewed - RN	162500	43649	40680	44718	45891	174938	108%
Number of Lic. Renewed - LVN	50000	9268	11130	12200	1384	33982	68%
Number of Lic. Renewed - APRN	16500	5289	4884	5739	6918	22830	138%
Number of Complaints Resolved - RN	8500	2980	2654	3625	2469	11728	138%
Number of Complaints Resolved - LVN	4000	1374	1165	1488	1204	5231	131%
Number of Complaints Resolved - APRN	750	348	408	542	389	1687	225%
Peer Assistance - RN	525	353	-14	-2	-6	331	63%
Peer Assistance - LVN	125	60	6	7	2	75	60%
Peer Assistance - APRN	50	54	5	3	5	67	134%

EFFICIENCY

Ave. Time for Comp. Resolution - RN	100	80.15	72.13	77.89	78.36	77.133	77%
Ave. Time for Comp. Resolution - LVN	100	74.1	77.79	89.73	88.17	82.448	82%
Ave. Time for Comp. Resolution - APRN	130	142.32	124.77	84.3	96.39	111.95	86%

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%	8.55%	0.00%	0.00%	0.00%	16.44%
Percent of Comp. Resulting in Disp. Action -LVN	15%	9.40%	0.00%	0.00%	0.00%	15.67%
Percent of Comp. Resulting in Disp. Action -APRN	17%	7.75%	0.00%	0.00%	0.00%	11.40%

Fee Information

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

Estimated Fees Collected*	\$22,350,000
Estimated Expenses*	\$16,240,000
Passed to General Revenue	\$6,110,000
Unfunded Needs of the Agency**	\$0
Difference	\$6,110,000

* Reported by Agency

*** FY 26/27 LAR Exceptional Items Request - TBD

of Persons Regulated by County

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



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 2023

LICENSEES

Number of Licensees 5241

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	189	37	50	18	138	243	129%
Number of Lic. Renewed	4260	940	1487	11	5	2443	57%
Investigations Conducted	63	0	0	63	0	63	100%
Number of Complaints Resolved	140	25	13	25	45	108	77%
Peer Assistance	2	4	0	1	2	7	350%

EFFICIENCY

Ave. Time for Comp. Resolution 115 45 58 53 69 56.25 49%

OUTCOME

Percent of Lic. who Renew Online 90% 0% 0% 0% 0% 99% 110%
 Percent of Lic. w/no Recent Violations 98% 0% 0% 0% 0% 99.00% 101%

Fee Information

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

Estimated Fees Collected*	\$965,565
<u>Estimated Expenses**</u>	<u>\$638,006</u>
Passed to General Revenue	\$327,559
<u>Unfunded Needs of the Agency***</u>	<u>\$0</u>
Difference	\$327,559

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 26/27 LAR Exceptional Items Request - TBD

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



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 2023

LICENSEES

Pharmacists	41429
Pharmacy Techs	81083
Pharmacy Interns	3803
Pharmacies	9950
Total	136265

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%
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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*	\$14,000,000
<u>Estimated Expenses**</u>	<u>\$10,420,000</u>
Passed to General Revenue	\$3,580,000
<u>Unfunded Needs of the Agency***</u>	<u>\$0</u>
Difference	\$3,580,000

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 26/27 LAR Exceptional Items Request - TBD

of Persons Regulated by County

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



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 2023

LICENSEES

Number of Physical Therapy Licensees	33056
Number Occupational Therapy Licensees	19299
Number of Facilities	0
Total Number of Licensees	52355

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued OT	1325	377	274	247	593	1491	113%
Number of New Lic. Issued PT	2100	381	462	497	872	2212	105%
Number of Lic. Renewed OT	7450	1939	2036	1987	2166	8128	109%
Number of Lic. Renewed PT	12900	3514	3420	3478	3754	14166	110%
Number of Complaints Resolved OT	411	63	98	99	112	372	91%
Number of Complaints Resolved PT	664	137	226	140	82	585	88%

EFFICIENCY

Ave. Time for Comp. Resolution OT	109	104	105	121	117	112	103%
Ave. Time for Comp. Resolution PT	105	82	106	93	107	97	92%

OUTCOME

Percent of PT/OT Lic. who Renew Online	94%	0%	0%	0%	0%	95%	102%
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	95%	0%	0%	0%	0%	97.57%	103%
Percent PT Disciplinary Action/Complaints	11%	0%	0%	0%	0%	24.00%	218%
Percent OT Disciplinary Action/Complaints	15%	0%	0%	0%	0%	27.00%	180%

EXPLANATORY

Total Number of Facilities Registered	4475	0	0	0	0	4658	104%
Jurisdictional Comp. Rec. OT	483	0	0	0	0	412	85%
Jurisdictional Comp. Rec. PT	732	0	0	0	0	654	89%

Fee Information

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

Estimated Fees Collected*	\$5,891,000
Estimated Expenses**	\$1,759,000
Passed to General Revenue	\$4,132,000
Unfunded Needs of the Agency***	\$0
Difference	\$4,132,000

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 26/27 LAR Exceptional Items Request - TBD

of Persons Regulated by County

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



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 2023

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%
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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%
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Fee Information

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

Estimated Fees Collected*	\$2,457,000
Estimated Expenses**	\$1,701,000
Passed to General Revenue	\$756,000
Unfunded Needs of the Agency***	\$0
Difference	\$756,000

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 26/27 LAR Exceptional Items Request - TBD

of Persons Regulated by County

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

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.

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