

Health Professions Council

Annual Report

To the

Governor
Lieutenant Governor
Speaker of the House of Representatives



February 1, 2021

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
Board of Examiners of Psychologists
Board of Physical Therapy Examiners
Board of Veterinary Medical Examiners
Board of Occupational Therapy Examiners



TEXAS HEALTH PROFESSIONS COUNCIL

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An Efficient Model for Licensing and Regulation

Members

Katherine Thomas

Board of Nursing

Allison Vordenbaumen Benz

Texas State Board of Pharmacy

Brint Carlton

Texas Medical Board

W. Boyd Bush

Texas State Board of Dental

Examiners

John Helenberg

Texas State Board of Veterinary

Medical Examiners

Darrel Spinks

Texas State Board of Examiners of

Psychologists

Ralph Harper,

Executive Council of Physical

Therapy and Occupational

Therapy Examiners

Patrick Fortner

Texas Board of Chiropractic

Examiners

Chris Kloeris

Texas Optometry Board

Kyle Smith

Texas Funeral Service Commission

Timothy Speer

Health and Human Services

Kara Holsinger

Office of the Attorney General

Chris Smith

Governor's Office

Staff

John Monk, Administrative Officer

Rita Ybarra, Administrative Asst

Hieu Nguyen, Website Admin

Angie Berumen, Database Admin

James Kocurek, Database Admin

Richard White, Systems Analyst

Pat Harris, Systems Analyst.

The Texas Health Professions Council (HPC) provides a unique solution for the multiple challenges of state regulation of health professions. The State of Texas created HPC to achieve the benefits of consolidation without sacrificing, the quality, independence, accessibility and accountability of independent health licensing and regulatory agencies. Originally, established in 1993, the Council has a membership of 13 agencies that represent over 45 professional licensing boards, certification programs, documentation programs, permit programs or registration programs; the Office of the Attorney General and the Office of the Governor. Executive Directors of each of the member agencies actively participate. Through this collaborative effort, the HPC has realized economies of scales in the areas of Information Technology, human resources and staff training. The HPC fosters a spirit of cooperation between agencies striving to achieve regulatory best practices and better serve their respective constituencies.

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Framework

MEMBERS

For over twenty-five years, the Texas Health Professions Council (HPC) has provided a unique solution for the multiple challenges of state regulation of health professions. The State of Texas in 1993 created the Health Professions Council to achieve the potentially desirable outcomes of consolidation of small independent health licensing and regulatory agencies without sacrificing the quality, independence, accessibility and accountability of individual boards.

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 Texas Behavioral Health Executive Council;
- (9) the Texas Funeral Service Commission;
- (10) the Texas State Board of Physical Therapy Examiners;
- (11) the Texas State Board of Occupational Therapy Examiners;
- (12) the Health and Human Services Licensing Division
- (13) the Governor's office.
- (14) the Office of the Attorney General

The Council elects from its members a presiding officer and an assistant presiding officer to conduct the business of the Council. For much of 2020, the presiding officer (Chair) is Chris Kloeris, Executive Director from the Texas Optometry Board. The assistant presiding officer (Vice-Chair) is Darrel Spinks, Executive Director for the Texas Behavioral Health Executive Council. Council officers serve two-year terms ending August 31 of odd numbered years. However, in September of 2020 the Council elected Ralph Harper as presiding officer and Allison Benz as assistant presiding officer.



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STATUTORY REQUIREMENTS

The Health Professions Council was created on the recommendation of the Texas Sunset Commission to achieve the efficiency and effectiveness goals of large umbrella type consolidated agencies while avoiding the creation of a new multi-tiered bureaucracy. Repeated efforts to consolidate boards under one agency had received varied support prior to the Council's inception, while generating heated opposition from the professional associations. Experience in other states had shown that large multi-tiered consolidations sometimes failed to meet the perceived benefits and desired objectives of improved consumer service and decreased costs (Appendix B). Problems of consolidation included increased response time for services, decreased quality of services, lack of expertise in regulated professions due to decreases in staff, and decreased disciplinary actions against licensees. This cooperation among the member agencies has achieved the results of consolidation without the associated long term costs and upheaval.

The Council has mitigated problems of competition and conflict among the licensed professions by fostering an atmosphere of communication and cooperation. It has provided a forum for discussion of issues and allowed a coordinated response to legislative issues when requested by elected officials. The Council has no authority over member agencies.

STAFFING/FUNDING

The Health Professions Council employs a small staff (currently only 7 FTEs are assigned to the agency), to coordinate and or complete the tasks of the Council. The HPC staff is organized as a separate state agency (#364). Its staff report to the Council directly through supervision of its manager, the Administrative Officer, by the Council Chair. The Council utilizes its staff, along with committees consisting of staff from member agencies to carry out its activities. The Council is funded entirely by transfer of funds from member agencies. A rider in the biennial appropriations bill specifies prorated amounts. Agencies continue to offer written support for the Council in their individual Legislative Appropriations Requests.

Statutory language provides for the participating agencies to be collocated in the William P. Hobby Building at 333 Guadalupe St. to facilitate resource sharing. The other remaining agencies are housed at their agency headquarters.



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Economies of Scale

INFORMATION TECHNOLOGY SHARING

The Council has developed areas to realize cost savings across agencies. These economies of scale have been found primarily in the area of information technology. Other areas that undergo regular review to ensure best practices are incorporated in all of the regulatory agencies that the Council supports include Human Resources, accounting and finance, and employee training.

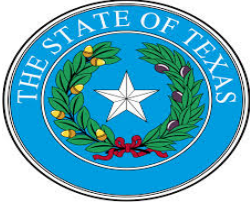
Employees benefit through increased training opportunities, access to employee assistance programs, and opportunities to refine job skills as administrative sharing allows greater staff specialization. The Council network provides opportunities for communication, shared expertise and joint problem-solving.

Web Administrator Position: The Web Administrator position has been used as designed to update the web infrastructure, design and security for all of the participating agencies. The position was filled in September of 2013 and work began in earnest. The Council continues to see improvement in the agency websites both from a security and content standpoint. Agencies that have recently completed Sunset Reviews that included website updates have been prioritized to ensure compliance with the recent recommendations. During Fiscal Year 18, the Council completed an audit (18-034) with the State Auditor's Office. Since then, the position has continued to serve the participating agencies effectively and provided a safe and secure web environment for those participants.

Shared Database System: The database system has been up and running since May 31, 2011 although work began in 2009. With any large scale system start up, the agencies participating in the Shared Solution experienced many challenges. The Council continues to work with the vendor to resolve issues that arise.

In Fiscal Year 2013 the agencies began the process of adding the Texas Funeral Service Commission to the database. That implementation is complete and the Texas Funeral Service Commission is online. This implementation is another example of HPC responding to the changing environment of government regulation. Serving the needs of the State of Texas is at the core of our mission. The Council saw minimal interference with the agencies that are currently on the database system.

In Fiscal Year 2016 a complete update of the database software and infrastructure was completed. This upgrade added much needed improvements to various aspects of the system. First, the upgrade was completed in the cloud using Amazon Web Based Services. This allows for virtually no downtime related to system overloads, maintenance or other power outages. Further, it allows for a level of redundancy



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that had been steadily deprecated as various vendors took over the previous system in the state data center. Last, it allows the proprietors of the system to manage maintenance and repair and eliminates an additional level of bureaucracy that existed within the state datacenter. By having staff that are versed in the proprietary system, the Council will be able to manage any other agencies that need database services in the future. A database user group consisting of other agencies that utilize the same or similar software meets on an as needed basis. Below is a table of agencies that use a version of the same software along with their number of respective licensees. With software, changes occur rapidly. Because this system is a vital component of the participating agencies, HPC regularly reviews opportunities and needs for improvement. As reported in 2019, HPC is currently reviewed options for an upgrade during the next biennium. The Exceptional Item request was submitted and if approved will allow for the system to be upgraded during the next biennium. That would take HPC to version

Agency	Software Version	Host Location	Number of Licensees
TABC	2.4	DIR-DCS	~98,000
HHSC	2.6	Amazon Web Services	~330,000
HPC	2.10	Amazon Web Services	~1.05 Million
TDLR*	2.11	Amazon Web Services	~80,700
TREC	2.6	In House	~190,000

*Only accounts for portion of licenses on comparable systems. Currently TDLR represents over a million licensees.

Information Technology Sharing: The Council regularly studies the resources and needs of member agencies for Information Technology support.

The Council created a Shared Services Committee and assigned that committee to investigate models to provide member agencies the most efficient IT support possible. The Committee developed a program that facilitates sharing of information technology knowledge and resources among all of the member agencies in the Hobby building through its Technology Committee. In addition to the Regulatory Database Program, this program also utilizes staff, our own and one from the Texas Optometry Board to provide direct ongoing support services to twelve (12) of the smaller member agencies in the Hobby Building. The staff positions are funded through contributions from the agencies. This program has been operating since November 1, 2003. Information Technology Security is of utmost importance to the Council. The Council is regularly audited by outside entities to ensure policies and procedures are commensurate with worldwide best practices. It is a testament to our staff that no significant issues occurred over the last year. Nevertheless, the goal of this shared position is to address the recommendations from previous Security Assessments. In today’s technological environment, infrastructure and websites are under constant attack. Therefore, being able to respond to those attacks are critical. Based on the Council’s success with the ITSS program, agencies are confident we can continue on track for the foreseeable future.



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HUMAN RESOURCES PROGRAM

The Human Resources Committee studied the needs of member agencies to determine what, if any, assistance the Council staff could provide in the area of Human Resources. The Council has developed a program to take a role in the HR functions of member agencies. The recommended program includes the basic job tasks of a Human Resource Specialist I. Specifically, it allows for the coordinating and processing of newly hired and terminating employees. It also includes the administration of employment screenings, evaluation of candidates and background checks. Until a time that the Council determines a need for a full time FTE to fulfill the position, the Council continues to provide various services. As Human Resources issues become more complex, the agencies will review the needs for HR professionals at the Council.

TRAINING OPPORTUNITIES

The member agencies share training opportunities for member agencies. One member agency staff member from the Board of Nursing offers new employee EEO training. HPC staff handle the coordination and documentation of the training. HPC provides a regular forum for the Employee's Retirement System staff to give presentations to member agency employees on investments through the Citistreet program.

HPC also works with the National Certified Investigator/Inspector Training (NCIT) program of the Council on Licensure, Enforcement, and Regulation (CLEAR) to provide training locally approximately once a year, providing the highest quality training at the lowest possible cost for HPC members and other state agencies employing investigators. Periodically, throughout the year CLEAR provides remote access training through the use of webinars. HPC has regularly provided access to these webinars on behalf of the members. The training is part of the Council's performance measures.

OTHER OPPORTUNITIES FOR SHARING

Courier Services: The Texas Medical Board (TMB) 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. TMB 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



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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.



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Regulatory Best Practices

AREAS OF SHARED INTEREST

The Council regularly brings new topics for members to discuss and review. This allows new ideas and practices to be thoroughly vetted prior to implementation. This saves both time and money. By allowing all agencies access to the expertise of both large and small agencies, ideas are reviewed with a depth of knowledge not often found in a single umbrella agency structure. This cooperation requires little, if any, additional appropriations or significant time commitments from any single agency and the results are available to all of the member agencies. The Council meetings serve further as a forum for member agency Executive Directors to identify common issues faced in licensing and regulation, share perspectives, and often move toward consistent policy stances.

Below are examples where agencies have found opportunities to implement regulatory best practices.

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.

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's 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 is worked diligently with the HPRC and DIR to implement the provisions of the Minimum Data Set. After the planned Regulatory Database System becomes operational only one agency will rely significantly on DIR to retain MDS information.



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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 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. 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 serves a wide variety of constituents. First and foremost it serves the citizens of Texas. The shared toll-free complaint line directly benefits consumers who can place one toll-free call to obtain information or initiate a complaint against any licensed health professional. Many consumers lack information necessary to determine which board to go to with their complaint. The greatest benefit to consumers is preservation of independent boards with specific expertise in investigation and resolution of consumer problems. Consumers and taxpayers benefit indirectly from improved efficiency and from cooperation among agencies, which produces cooperative rulemaking and less reliance on the administrative law system to resolve conflicts. Licensees benefit from retention of independent boards, which are more responsive and accessible to licensees, and from increased efficiency of the agencies. As more administrative tasks are shared, staff with specific expertise are more available to respond to needs of licensees and consumers. The Council goes to great lengths to ensure that all of their customers are served.

TOLL FREE COMPLAINT LINE

The Council operates a complaint system, which allows consumers to file complaints against any state-licensed health professional by calling one toll-free number. The shared complaint line improves effectiveness and efficiency by providing easy “one-stop” access for consumers and significant cost-savings for individual agencies. The 1-800 line receives an average of 2,250 calls per month, of those calls approximately 500 are routed to HPC staff. HPC receives a variety of inquiries. Many times the public is referred to one of our boards or to other state agencies. The cost of the system is shared by member agencies, which split the cost of equipment and lines and pay for long distance charges based on the percentage of calls assigned to each agency each month.

STATEWIDE FORUMS

The Council has assigned the Administrative Officer to represent HPC member agencies at meetings involving statewide forums. The Administrative Officer represents the views of member agencies in their licensing/regulatory role, generally. The Administrative Officer 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. Examples of the forums include the Department of Information Resources Occupational Licensing Steering Committee, and other workgroups and task forces. This approach allows member agencies to achieve representation and input into these processes.

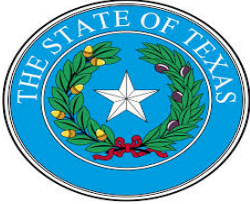


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Future Opportunities

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. In addition to expanding the Human Resources Pilot Program, the Council will work closely with the Governor's Office and the Legislative Budget Board to realize streamlined and consistent practices on behalf of the member agencies. 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 2021.



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Health Professions Council - Administrative Office Budget	FY 2020 Budgeted
As mentioned above, the Council works diligently to streamline programs to provide the most cost effective service delivery to the participating agencies. The number one area of savings is related to the Regulatory Database Program. Seven agencies participate in the program at a cost determined by their size and number of licensees. This allows smaller agencies to use a robust database system that they would not otherwise be unable to afford. This is just one example of many where the Council has provided significant savings to agencies.	
Board of Chiropractic Examiners	\$18,718
Board of Dental Examiners	\$270,555
Texas Medical Board	\$28,846
Board of Nursing	\$68,805
Executive Council of Occupational Therapy and Physical Therapy Examiners	\$28,828
Texas Optometry Board	\$24,866
Board of Pharmacy	\$342,748
Texas Health and Human Services:	\$11,599
Board of Examiners of Psychologists	\$47,028
Board of Veterinary Medical Examiners	\$27,575
Texas Funeral Service Commission	\$37,314
Texas Board of Plumbing Examiners	\$188,352
Texas Board of Land Surveying	\$13,800
Board of Professional Geoscientists	\$7,752
<u>Office of Public Insurance Counsel</u>	<u>\$5,958</u>
TOTAL MEMBER AGENCY TRANSFERS	\$1,083,230

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	FY2020* Estimated	Number ** of Licensees	Cost per Licensee	FY2019 Expenditures	Number of Licensees	Cost per Licensee	Expenditures Difference	Number of Licensees**** CA-TX	Cost per Licensee
Chiropractic	\$816,845	6,092	\$134.08	\$3,666,000	12,427	\$295.00	\$2,849,155	6,335	\$160.92
Dental	\$3,648,515	100,306	\$36.37	\$15,328,000	224,112	\$68.39	\$11,679,485	123,806	\$32.02
Medical (1)	\$11,310,893	150,646	\$75.08	\$67,685,000	201,819	\$335.37	\$56,374,107	51,173	\$260.29
Nurse & LVN	\$12,222,779	457,714	\$26.70	\$57,572,000	695,352	\$82.80	\$45,349,221	237,638	\$56.09
Optometry	\$448,817	7,554	\$59.41	\$2,382,000	8,402	\$283.50	\$1,933,183	848	\$224.09
PT/OT (2)	\$1,254,874	48,197	\$26.04	\$6,689,000	57,928	\$115.47	\$5,434,126	9,731	\$89.43
Pharmacy	\$8,662,975	201,064	\$43.09	\$23,979,000	139,473	\$171.93	\$15,316,025	(61,591)	\$128.84
Psychologists	\$828,579	12,950	\$63.98	\$4,791,000	20,186	\$237.34	\$3,962,421	7,236	\$173.36
Veterinarians	\$1,255,292	12,223	\$102.70	\$4,811,000	47,482	\$101.32	\$3,555,708	35,259	\$(1.38)
Totals	\$40,449,569	996,746	\$40.58	\$186,903,000	1,407,181	\$132.82	\$146,453,431	410,435	\$92.24

(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 2020

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

*** Source: 2020 California Department of Consumer Affairs Annual Report

Profession	TEXAS	Number ** of Licensees	Cost per Licensee	FLORIDA ***			Comparison of Florida to Texas		
	FY2020* Estimated			FY2019-20 Expenditures	Number of Licensees	Cost per Licensee	Expenditures Difference	Number of Licensees****	Cost per Licensee
Chiropractic	\$816,845	6,092	\$134.08	\$1,523,216	7,198	\$211.62	\$706,371	1,106	\$77.53
Dental	\$3,648,515	100,306	\$36.37	\$4,032,379	60,481	\$66.67	\$383,864	(39,825)	\$30.30
Medical (1)	\$11,310,893	150,646	\$75.08	\$20,972,469	106,006	\$197.84	\$9,661,576	(44,640)	\$122.76
Nurse & LVN	\$12,222,779	457,714	\$26.70	\$19,196,999	435,957	\$44.03	\$6,974,220	(21,757)	\$17.33
Optometry	\$448,817	7,554	\$59.41	\$518,224	3,776	\$137.24	\$69,407	(3,778)	\$77.83
PT/OT (2)	\$1,254,874	48,197	\$26.04	\$2,091,978	46,177	\$45.30	\$837,104	(2,020)	\$19.27
Pharmacy	\$8,662,975	201,064	\$43.09	\$7,503,566	110,444	\$67.94	\$(1,159,409)	(90,620)	\$24.85
Psychologists	\$828,579	12,950	\$63.98	\$849,848	5,842	\$145.47	\$21,269	(7,108)	\$81.49
Totals	\$39,194,277	984,523	\$39.81	\$56,688,679	775,881	\$73.06	\$17,494,402	(208,642)	\$33.25

(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 2020

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

*** Source: Florida Department of Health Division of Medical Quality Assurance Annual Report and Long Range Plan Fiscal Year 2019-2020

**** Numbers in parentheses indicate how many additional licensees Texas has than Florida

Appendix B – Agency Statutory Reports

1. Agency Licensee Information and Disciplinary Data
2. Agency Revenue and Expenses
3. Unfunded Needs of Agency
4. Licensees Regulated by County



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 2020

LICENSEES

Number of Licensees 6092

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	300	94	97	63	41	295	98%
Number of Lic. Renewed	6150	102	544	1515	1595	3756	61%
Number of Complaints Resolved	350	36	59	24	56	175	50%

EFFICIENCY

Ave. Time for Comp. Resolution 250 311 285.88 201.46 358.34 289.17 116%

OUTCOME

Percent of Lic. who Renew Online	95%	0%	0%	0%	0%	88%	92%
Percent of Lic. w/no Recent Violations	95%	0%	0%	0%	0%	98.45%	104%
Percent of Disciplinary Complaints	35%	0%	0%	0%	0%	18%	51%

Fee Information

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

Estimated Fees Collected*	\$1,193,366
Estimated Expenses**	\$717,255
Passed to General Revenue	\$476,111
Unfunded Needs of the Agency***	\$0
Difference	\$476,111

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 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 2020

LICENSEES

Number of Licenses - Dentists	20481
Number of Licenses - RDH	15974
Number of Licenses - RDA	62367
Number of Licenses - OTHER	1484
TOTAL:	100306

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of Licenses Issued Dentists	975	143	164	143	488	938	96%
Number of Lic. Renewed Dentists	17000	3226	2110	2007	2807	10150	60%
Number of Licenses Issued Dent Hyg	775	96	111	96	437	740	95%
Number of Lic. Renewed Dent Hyg	13000	2464	1606	1533	2305	7908	61%
Number of Licenses Issued Dent Asst	7175	1295	1514	1295	999	5103	71%
Number of Lic. Renewed Dent Asst	39000	6420	4544	3846	4559	19369	50%
Peer Assistance	85	42	40	43	45	42.5	50%
Number of Complaints Resolved	1000	242	96	268	210	816	82%

EFFICIENCY

Ave. Time for Comp. Resolution	400	530	237.77	532.49	402.63	425.72	106%
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OUTCOME

Percent Disciplinary/Complaints	12%	0%	0%	0%	0%	18%	152%
Percent of Comp. Resulting in Remedial Action	8%	0%	0%	0%	0%	11%	132.38%
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%	94%	111%
Percent Indiv Licens Issued Onlin	35%	0%	0%	0%	0%	84%	241%

Fee Information

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

Estimated Fees Collected*	\$8,455,438
Estimated Expenses**	\$5,063,850
Passed to General Revenue	\$3,391,588
Unfunded Needs of the Agency***	\$0
Difference	\$3,391,588

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 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 2020

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*	\$1,648,194
Estimated Expenses**	\$854,214
Passed to General Revenue	\$793,980
Unfunded Needs of the Agency***	\$0
Difference	\$793,980

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 LAR Exceptional Items Request - TBD

of Persons Regulated by County

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



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 2020

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*	\$29,697,239
Estimated Expenses**	\$13,980,000
Passed to General Revenue	\$15,717,239
Unfunded Needs of the Agency***	\$0
Difference	\$15,717,239

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** Will list in FY 22/23 LAR Exceptional Items Request



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 2020

LICENSEES

Registered Nurses	345505
Licensed Vocational Nurses	107282
Adv Practice Reg Nurse	38797
TOTAL:	491584

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued - RN	22500	4627	6939	2940	7518	22024	98%
Number of New Lic. Issued - LVN	6000	1624	1398	854	1261	5137	86%
Number of Lic. Renewed - RN	150000	38666	39171	40076	39144	157057	105%
Number of Lic. Renewed - LVN	50000	12658	12697	12642	11190	49187	98%
Number of Complaints Resolved - RN	10000	2511	2224	1861	1615	8211	82%
Number of Complaints Resolved - LVN	6000	1055	1030	827	733	3645	61%
Peer Assistance - RN	625	468	65	47	47	627	100%
Peer Assistance - LVN	185	82	13	18	7	120	65%

EFFICIENCY

Ave. Time for Comp. Resolution - RN	90	68.21	68.57	74.76	82.27	73.453	82%
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OUTCOME

Percent of Lic. w/no Recent Violations -RN	98%	99.62%	99.62%	99.62%	99.62%	101.65%
Percent of Lic. who Renew Online - RN	95%	94.84%	94.84%	94.84%	94.84%	99.83%
Percent of New Lic Issued Online - RN	95%	85.21%	85.21%	85.21%	85.21%	89.69%
Percent of Lic. w/no Recent Violations - LVN	98%	98.27%	98.27%	98.27%	98.27%	100.28%
Percent of Lic. who Renew Online - LVN	95%	94.17%	94.17%	94.17%	94.17%	99.13%
Percent of New Lic Issued Online - LVN	95%	85.93%	85.93%	85.93%	85.93%	90.45%
Percent of Comp. Resulting in Disp. Action - RN	15%	13.17%	13.17%	13.17%	13.17%	87.80%
Percent of Comp. Resulting in Disp. Action -LVN	19%	14.75%	14.75%	14.75%	14.75%	77.63%

Fee Information

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

Estimated Fees Collected*	\$20,246,650
Estimated Expenses*	\$14,525,890
Passed to General Revenue	\$5,720,760
Unfunded Needs of the Agency**	\$0
Difference	\$5,720,760

* Reported by Agency

** FY 22/23 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 2020

LICENSEES

Number of Licensees 7554

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	189	34	23	27	157	241	128%
Number of Lic. Renewed	4430	1730	2901	19	4	4654	105%
Investigations Conducted	63	0	0	0	64	64	102%
Number of Complaints Resolved	140	34	38	33	36	141	101%
Peer Assistance	2	3	0	0	0	3	150%

EFFICIENCY

Ave. Time for Comp. Resolution 115 199.5 172.05 255.3 1207.81 458.67 399%

OUTCOME

Percent of Lic. who Renew Online 90% 0% 0% 0% 98% 98% 108%
 Percent of Lic. w/no Recent Violations 98% 0% 0% 0% 0% 98.58% 101%

Fee Information

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

Estimated Fees Collected*	\$931,420
Estimated Expenses**	\$492,118
Passed to General Revenue	\$439,302
Unfunded Needs of the Agency***	\$0
Difference	\$439,302

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 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 2020

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%
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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*	\$13,971,481
Estimated Expenses**	\$10,543,080
Passed to General Revenue	\$3,428,401
Unfunded Needs of the Agency***	\$0
Difference	\$3,428,401

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 LAR Exceptional Items Request - TBD

of Persons Regulated by County

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



Texas State Board of Examiners of Psychologists

"Established in 1969, the mission of the Texas State Board of Examiners of Psychologists is to protect the public by ensuring that psychological services are provided to the people of Texas by qualified and competent practitioners who adhere to established professional standards."

PERFORMANCE MEASURES FISCAL YEAR 2020

LICENSEES

Number of Licenses 12950

OUTPUT	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	700	212	163	134	205	714	102%
Number of Lic. Renewed	8400	2274	2303	2313	2393	9283	111%
Number of Complaints Resolved	300	36	38	56	45	175	58%
EFFICIENCY							
Ave. Time for Comp. Resolution	215	389	356	331	294	339	158%
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	50%	25%	37%	33%	36%	33%	66%

EXPLANATORY

Jurisdictional Comp. Rec. 260 0 0 0 0 0 138 53%

DISCIPLINARY

Number of Disciplinary Actions 7 5 5 4 21

Fee Information

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

Estimated Fees Collected*	\$2,243,327
Estimated Expenses**	\$1,132,960
Passed to General Revenue	\$1,110,367
Unfunded Needs of the Agency***	\$0
Difference	\$1,110,367

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 LAR Exceptional Items Request - TBD

of Persons Regulated by County

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



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 2020

LICENSEES

Number of Physical Therapy Licensees	30404
Number Occupational Therapy Licensees	17793
Number of Facilities	0
Total Number of Licensees	48197

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued OT	1150	330	408	228	399	1365	119%
Number of New Lic. Issued PT	2300	320	396	271	1060	2047	89%
Number of Lic. Renewed OT	6750	1873	1750	1654	1969	7246	107%
Number of Lic. Renewed PT	9850	3037	3130	3107	3480	12754	129%
Number of Complaints Resolved OT	270	65	57	99	65	286	106%
Number of Complaints Resolved PT	450	123	125	141	150	539	120%

EFFICIENCY

Ave. Time for Comp. Resolution OT	120	96	107	107	112	106	88%
Ave. Time for Comp. Resolution PT	120	96	113	101	97	101.75	85%

OUTCOME

Percent of PT/OT Lic. who Renew Online	95%	0%	0%	0%	0%	95%	100%
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*	\$5,110,553
Estimated Expenses**	\$1,731,915
Passed to General Revenue	\$3,378,638
Unfunded Needs of the Agency***	\$0
Difference	\$3,378,638

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 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 2020

LICENSEES

Number of Licensees - DVM	10026
Number of Licensees - Equine Dental	61
Number of Licensees - Veterinary Technician	2136
Total	12223

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	700	151	123	293	288	855	122%
Number of Lic. Renewed	10200	2679	2678	2444	2683	10484	103%
Number of Complaints Resolved	430	110	89	3	6	208	48%
Number of Licensees in Peer Assistance	22	19	19	21	21	21	95%

EFFICIENCY

Ave. Time for Comp. Resolution	180	401	468	107	29	251.25	140%
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OUTCOME

Percent of Lic. w/no Recent Violations	97%					98.32%	101%
Percent of Lic. who Renew Online	91%					98%	108%
Percent of Comp. Resulting in Disp. Action	34.00					14%	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*	\$1,947,490
Estimated Expenses**	\$1,664,747
Passed to General Revenue	\$282,743
Unfunded Needs of the Agency***	\$0
Difference	\$282,743

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 LAR Exceptional Items Request

of Persons Regulated by County

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

Health Professions Council
333 Guadalupe, Suite 2-220
Austin, TX 78701
(512) 305-8550
info@hpc.texas.gov