

AGENCY SUMMARY

Program: BNA 0 . 0 BOARD OF NURSING
Director: Jo Elizabeth Ridenour, Executive Director
Phone: Board of Nursing (602) 771-7801
Statute: A.R.S. §§ 32-1601 to 32-1669
Plan Contact: Robert Ellis, Associate Director Of Operations
 Board of Nursing (602) 771-7889

Mission:

To protect and promote the welfare of public by ensuring that each person holding a nursing license or certificate 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. The mission, derived from the Nursing Practice Act, supersedes the interest of any individual, the nursing profession, or any special interest group.

Description:

The State Board of Nursing protects the public by assuring that standards of practice are defined and that persons engaged in the practice of nursing are competent. It approves individuals for licensure, registration, and certification; approves educational programs for nurses and nursing assistants; investigates complaints concerning licensee and certificate holder compliance with the law; and determines and administers disciplinary actions in the event of proven violations of the Nurse Practice Act.

PROGRAM SUMMARY

Program: BNA 1 . 0 LICENSING AND REGULATION - RN/LPN
Contact: Jo Elizabeth Ridenour, Executive Director
Phone: Board of Nursing (602) 771-7801
Statute: A.R.S. §§ 32-1601 to 32-1669

Mission:

To establish standards and requirements for initial licensure of new nursing graduates and nurses moving into the State; to protect the public by investigating complaints against licensees ensuring that due process is upheld; to assist nurses with problems of chemical dependency to obtain treatment; to monitor such activity, all with the intent to protect the public from nurses who are unsafe to practice.

Description:

The Board of Nursing (ASBN) licenses all nurses practicing in the State except those practicing in federal facilities. In order to license nurses, the Board administers the National Council Licensure Examination (NCLEX) to new graduates and verifies licensure status in other states for nurses moving into Arizona. The Board investigates licensees who have been reported for possible violations of the Nurse Practice Act. Through a comprehensive investigation process, the agency ensures the public safety from incompetent, unsafe, or unprofessional nurses. The Chemically Addicted Nurses Diversion Option (CANDO) Program of the Board consists of three year contracts with licensees which include and are monitored for: initial intensive treatment, aftercare, participation in Alcoholics Anonymous or Narcotics Anonymous, random biological-fluid screens, nurses support groups and quarterly employer evaluations. Licensees are also monitored when the Board determines probational discipline is needed to ensure that public risk is reduced. The Hearing Department schedules hearings for licensees/certificate holders who have been denied licensure/certificates and for those who request their disciplinary procedure be heard by an Administrative Law Judge whose recommendation is forwarded to the Board for approval of the final order.

◆ **Goal:** 1 To reduce the cycle time needed to issue certificates and licenses for examinee, endorsement and renewal applicants.

Objectives: 1 2018 Obj: To reduce the cycle time to issue licenses/certificates to less than 36 hours.
 2019 Obj: To reduce the cycle time to issue licenses/certificates to less than 30 hours.
 2020 Obj: To reduce the cycle time to issue licenses/certificates to less than 24 hours.

Performance Measures:

ML	Budget	Type		FY 2017 Actual	FY 2018 Estimate	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate	
1	<input type="checkbox"/>	<input type="checkbox"/>	IP	Initial RN/LPN applications received Exam & Endorsement	8,335	7,605	8,651	8,967	9,283
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Average score on customer service survey (Scale of 1 - 8)	7.5	7.0	7.0	7.5	7.5
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Average days from application received to RN/LPN renewal license issued	1.5	1.0	1.5	1.5	1.5
4	<input type="checkbox"/>	<input type="checkbox"/>	OC	RN/LPN licenses issued (all types) (Exam, Endorsement, Renewal)	25,393	22,678	26,799	28,205	29,611
5	<input type="checkbox"/>	<input type="checkbox"/>	EF	Days to issue Temporary (exam/endorsement) license	.5	1.0	1.0	1.0	1.0
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	RN/LPN renewals issued (4-year cycle)	17,436	18,702	18379	18244	18537
7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OC	Total licensees Registered Nurses and Licensed Practical Nurses	95,694	94,470	99,335	99,000	100,000

◆ **Goal:** 2 To reduce the cycle time needed to investigate complaints, complete hearings and increase compliance with consent agreements and Board orders.

Objectives: 1 2018 Obj: Reduce cycle time for investigations to 9.6 months.
 2019 Obj: Reduce cycle time for investigations to 7.8 months.
 2020 Obj: Reduce cycle time for investigations to 7.0 months.

Performance Measures:

ML	Budget	Type		FY 2017 Actual	FY 2018 Estimate	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
1	<input type="checkbox"/>	<input type="checkbox"/>	EF	Days to acknowledge complaint received	5	5.0	3	3
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Total complaints received	1,000	1,200	1969	1900
3	<input type="checkbox"/>	<input type="checkbox"/>	OC	Investigations resulting in case disposition (RN/LPN only 2003 fwd)	100	180	240	240
4	<input type="checkbox"/>	<input type="checkbox"/>	OC	Investigations resulting in dismissals RN/LPN, CNA	80	75	72	72
5	<input type="checkbox"/>	<input type="checkbox"/>	OC	Licensees with disciplinary action RN/LPN	340	475	363	363
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Percent of licensees with disciplinary action	2.3	1.6	1.5	1.5
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average hours per investigation needed to complete a case	25	25.0	30	30
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average months needed to complete investigations and present cases to the Board	9	8	17	17
9	<input type="checkbox"/>	<input type="checkbox"/>	EF	Months from Board decision to hearing	9.5	8.5	5.0	5.0
10	<input type="checkbox"/>	<input type="checkbox"/>	OC	Hearings per year referred to be scheduled Incorrect FY '03 data, s/b 329.	250	250	182	200
11	<input type="checkbox"/>	<input type="checkbox"/>	OC	Hearings/settlement conferences concluded Incorrect '03 data, s/b 194. Incorrect '04 data, s/b 144.	225	225	251	230
12	<input type="checkbox"/>	<input type="checkbox"/>	OC	Hearings and Board decisions appealed	10	6	13	10
13	<input type="checkbox"/>	<input type="checkbox"/>	OC	Original actions upheld	10	6	12	10
14	<input type="checkbox"/>	<input type="checkbox"/>	OC	Licensees monitored on probation/consent agreements	425	425	372	400
15	<input type="checkbox"/>	<input type="checkbox"/>	OC	Monitored nurses in compliance with consent agreements/Board orders (%)	45	50	64	50
16	<input type="checkbox"/>	<input type="checkbox"/>	OC	Total number of licenses revoked or suspended	180	180	163	175
17	<input type="checkbox"/>	<input type="checkbox"/>	OP	Total RN/LPN investigations conducted - closed status	950	975	942	950
18	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average calendar days from receipt of RN/LPN complaint to resolution	300	270	530	475
19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average calendar days per investigation from start to final adjudication	330	300	730	700
20	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Percent of investigations resulting in disciplinary enforcement action	35	40	18.8	20
21	<input type="checkbox"/>	<input type="checkbox"/>	OC	Percent of investigations resulting in discipline	40	50	39	40

◆ **Goal:** 3 To effectively provide a non-disciplinary Chemically Addicted Nurse Diversion Option (CANDO) program.

Objectives: 1 2018 Obj: Increase licensees completing program to 62.
 2019 Obj: Increase licensees completing program to 65.
 2020 Obj: Increase licensees completing program to 70.

Performance Measures:

ML	Budget	Type		FY 2017 Actual	FY 2018 Estimate	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Licensees in CANDO program	200	215	253	250
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Licensees completing CANDO program (%)	70	70	55	55

◆ **Goal:** 4 To provide an effective educational program monitoring process for schools of Nursing that promotes a high percentage of RN/LPN examinees passing NCLEX.

Objectives: 1 2018 Obj: Reduce screening program noncompliance to 8.
 2019 Obj: Reduce screening program noncompliance to 6.
 2020 Obj: Reduce screening program noncompliance to 5.

Performance Measures:

ML	Budget	Type		FY 2017 Actual	FY 2018 Estimate	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
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	ML	Budget	Type	FY 2017 Actual	FY 2018 Estimate	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Nursing programs monitored for non-compliance	8	9	4	6	6
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Examinees from program successfully passing NCLEX	3,300	3100	2731	2760	2790

PROGRAM SUMMARY

Program: BNA 2 . 0 NURSING ASSISTANT
Contact: Jo Elizabeth Ridenour, Executive Director
Phone: Board of Nursing (602) 771-7801
Statute: A.R.S. § 32-1645

Mission:

To protect the public health, safety, and welfare through the provision of competent Certified and Licensed Nursing Assistant care.

Description:

This program administers the certification and licensing examinations for Nursing Assistant candidates, surveys and approves Nursing Assistant training programs, and maintains a register of Certified Nursing Assistants (CNAs) and Licensed Nursing Assistants (LNA's). The Arizona Department of Health Services shares some responsibility for this program by receiving and substantiating complaints against CNAs.

◆ **Goal:** 1 To operate the program efficiently and effectively.

Objectives: 1 2018 Obj: Reduce average calendar days from receipt of CNA complaint to resolution to 10 months.
 2019 Obj: Reduce average calendar days from receipt of CNA complaint to resolution to 9 months.
 2020 Obj: Reduce average calendar days from receipt of CNA complaint to resolution to 8 months.

Performance Measures:

	ML	Budget	Type	FY 2017 Actual	FY 2018 Estimate	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
1	<input type="checkbox"/>	<input type="checkbox"/>	OC Nursing assistant candidates taking certification exam	4,939	5,000	4058	4,000	3,900
2	<input type="checkbox"/>	<input type="checkbox"/>	IP Total number of CNA programs surveyed	58	60	47	59	59
3	<input type="checkbox"/>	<input type="checkbox"/>	IP Total applications received (Initial, Renewal)	13,458	13,500	15,458	16,500	17,500
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL Percent of applicants or certificate holders reporting very good or excellent service	83	70	70	80	80
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF Average calendar days from receipt of completed application to denial of certification	330	325	715	700	650
6	<input type="checkbox"/>	<input type="checkbox"/>	OC Exam and endorsement certificates issued	4,939	4,039	4,492	4,050	4,000
7	<input type="checkbox"/>	<input type="checkbox"/>	OC Renewals issued	9,826	9,500	10,652	11,478	12,304
8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OC Total individuals certified as nursing assistants	28,692	28,000	28,832	29,000	29,500
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP Total complaints received	548	450	423	400	400
10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF Average calendar days from receipt of CNA complaint to resolution	330	300	367	350	350
11	<input type="checkbox"/>	<input type="checkbox"/>	OC Total number of certifications denied, revoked or suspended and civil penalties	225	275	127	150	150
12	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Percent of CNA's with disciplinary action	1.0	1.6	0.32	0.30	0.30
13	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Total investigations conducted - status closed	654	600	417	500	500
14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Percent of investigations resulting in disciplinary enforcement action	35	40	0.28	0.28	0.28
15	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF Average calendar days per investigation from start to final adjudication	382	300	676	650	650