

2018 - 2020 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

BNA 0.0	Agency Summary
	BOARD OF NURSING
	Jo Elizabeth Ridenour, Executive Director
	Board of Nursing (602) 771-7801
	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.

BNA 1.0	Program Summary
	LICENSING AND REGULATION - RN/LPN
	Jo Elizabeth Ridenour, Executive Director
	Board of Nursing (602) 771-7801
	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.
- Objective:** 1 FY2018: To reduce the cycle time to issue licenses/certificates to less than 36 hours.
FY2019: To reduce the cycle time to issue licenses/certificates to less than 30 hours.

FY2020: To reduce the cycle time to issue licenses/certificates to less than 24 hours.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
Average score on customer service survey (Scale of 1 - 8)	7.0	7.5	7.5
Average days from application received to RN/LPN renewal license issued	1.5	1.5	1.5
RN/LPN renewals issued (4-year cycle)	18379	18244	18537
Total licensees Registered Nurses and Licensed Practical Nurses	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.

Objective: 1 FY2018: Reduce cycle time for investigations to 9.6 months.
FY2019: Reduce cycle time for investigations to 7.8 months.
FY2020: Reduce cycle time for investigations to 7.0 months.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
Total complaints received	1969	1900	1800
Percent of licensees with disciplinary action	1.5	1.5	1.5
Average hours per investigation needed to complete a case	30	30	25
Average months needed to complete investigations and present cases to the Board	17	17	15
Average calendar days from receipt of RN/LPN complaint to resolution	530	475	400
Average calendar days per investigation from start to final adjudication	730	700	650
Percent of investigations resulting in disciplinary enforcement action	18.8	20	25

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

Objective: 1 FY2018: Increase licensees completing program to 62.
FY2019: Increase licensees completing program to 65.
FY2020: Increase licensees completing program to 70.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
Licensees in CANDO program	253	250	245
Licensees completing CANDO program (%)	55	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.

Objective: 1 FY2018: Reduce screening program noncompliance to 8.
FY2019: Reduce screening program noncompliance to 6.
FY2020: Reduce screening program noncompliance to 5.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
Nursing programs monitored for non-compliance	4	6	6
Examinees from program successfully passing NCLEX	2731	2760	2790

BNA 2.0	Program Summary
	NURSING ASSISTANT
	Jo Elizabeth Ridenour, Executive Director
	Board of Nursing (602) 771-7801
	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.

Objective: 1 FY2018: Reduce average calendar days from receipt of CNA complaint to resolution to 10 months.

FY2019: Reduce average calendar days from receipt of CNA complaint to resolution to 9 months.

FY2020: Reduce average calendar days from receipt of CNA complaint to resolution to 8 months.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
Percent of applicants or certificate holders reporting very good or excellent service	70	80	80

Effective January 2008 new statutory requirements went into effect regarding lawful presence in the United States.

Average calendar days from receipt of completed application to denial of certification	715	700	650
Total individuals certified as nursing assistants	28,832	29,000	29,500
Total complaints received	423	400	400
Average calendar days from receipt of CNA complaint to resolution	367	350	350
Percent of CNA's with disciplinary action	0.32	0.30	0.30
Total investigations conducted - status closed	417	500	500
Percent of investigations resulting in disciplinary enforcement action	0.28	0.28	0.28
Average calendar days per investigation from start to final adjudication	676	650	650