

ML	Budget	Type		FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate	
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Examinees from program successfully passing NCLEX	3662	3000	4032	3850	3850

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 2020 Obj: Reduce average calendar days from receipt of CNA complaint to resolution to 10 months.
 2021 Obj: Reduce average calendar days from receipt of CNA complaint to resolution to 9 months.
 2022 Obj: Reduce average calendar days from receipt of CNA complaint to resolution to 8 months.

Performance Measures:

ML	Budget	Type		FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate	
1	<input type="checkbox"/>	<input type="checkbox"/>	OC	Nursing assistant candidates taking certification exam	4883	4800	3941	4000	4000
2	<input type="checkbox"/>	<input type="checkbox"/>	IP	Total number of CNA programs surveyed	45	50	49	50	50
3	<input type="checkbox"/>	<input type="checkbox"/>	IP	Total applications received (Initial, Renewal)	14489	15000	16116	15107	15500
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average calendar days from receipt of completed application to denial of certification	710	650	645	640	635
5	<input type="checkbox"/>	<input type="checkbox"/>	OC	Exam and endorsement certificates issued	4170	4,000	5971	4147	4500
6	<input type="checkbox"/>	<input type="checkbox"/>	OC	Renewals issued	9140	9000	9755	9277	9500
7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OC	Total individuals certified as nursing assistants	27469	27500	28563	27625	28000
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Total complaints received	889	800	1090	1100	1100
9	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average calendar days from receipt of CNA complaint to resolution	346	290	198	198	198
10	<input type="checkbox"/>	<input type="checkbox"/>	OC	Total number of certifications denied, revoked or suspended and civil penalties	95	130	47	50	50
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Percent of LNA/CNA's with disciplinary action (does not include substantiated complaint)	0.50	0.50	0.41	0.46	0.46
12	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Total investigations conducted - status closed	433	500	423	450	450
13	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Percent of LNA investigations resulting in disciplinary enforcement action	37.4	30	27.4	28	28
14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average calendar days per investigation from start to final adjudication (LNA/CNA)	346	350	206	206	206
15	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Investigations resulting in dismissals LNA & CNA	14	15	99	30	25