

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 IT & Fiscal Services
 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 2020 Obj: To reduce the cycle time to issue licenses/certificates to less than 36 hours.
 2021 Obj: To reduce the cycle time to issue licenses/certificates to less than 30 hours.
 2022 Obj: To reduce the cycle time to issue licenses/certificates to less than 24 hours.

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"/>	IP	Initial RN/LPN applications received Exam & Endorsement	9328	9794	9376	9426	9450
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Average days from application received to RN/LPN renewal license issued	3.2	1.5	0.74	0.70	0.70
3	<input type="checkbox"/>	<input type="checkbox"/>	OC	RN/LPN licenses issued (all types) (Exam, Endorsement, Renewal)	26299	27614	28537	29500	30000
4	<input type="checkbox"/>	<input type="checkbox"/>	EF	Days to issue Temporary (exam/endorsement) license	1.0	1.0	1.0	1.0	1.0
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	RN/LPN renewals issued (4-year cycle)	19213	18537	20119	21000	22000
6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OC	Total licensees Registered Nurses and Licensed Practical Nurses	102031	105000	104609	105000	105500

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

- Objectives:** 1 2020 Obj: Reduce cycle time for investigations to 9.6 months.
 2021 Obj: Reduce cycle time for investigations to 7.8 months.
 2022 Obj: Reduce cycle time for investigations to 7.0 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"/>	EF	Days to acknowledge complaint received	1	1	1	1
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Total complaints received	2058	2000	2385	4000
3	<input type="checkbox"/>	<input type="checkbox"/>	OC	Investigations resulting in do not open (RN/LPN only 2020 fwd) or case disposition (RN/LPN only 2003 fwd)	261	230	2406	2600
4	<input type="checkbox"/>	<input type="checkbox"/>	EF	Investigations resulting in dismissals RN/LPN	86	80	101	120
5	<input type="checkbox"/>	<input type="checkbox"/>	OC	Licensees with disciplinary action RN/LPN	317	350	240	260
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Percent of licensees with disciplinary action	0.3	0.3	0.23	0.3
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average hours per investigation needed to complete a case	30	30	30	30
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average months needed to complete investigations and present cases to the Board (or case closed)	11	10	6.8	7.0
9	<input type="checkbox"/>	<input type="checkbox"/>	EF	Months from Board decision to hearing	15	5.0	5.0	5.0
10	<input type="checkbox"/>	<input type="checkbox"/>	OC	Hearings per year referred to be scheduled (transferred to hearing)	123	125	191	150
11	<input type="checkbox"/>	<input type="checkbox"/>	OC	Hearings and/or settlement conferences concluded	266	230	64	50
12	<input type="checkbox"/>	<input type="checkbox"/>	OC	Hearings and Board decisions appealed	6	10	24	10
13	<input type="checkbox"/>	<input type="checkbox"/>	OC	Original actions upheld	23	10	23	10
14	<input type="checkbox"/>	<input type="checkbox"/>	OC	Licensees monitored on probation/consent agreements	439	400	289	300
15	<input type="checkbox"/>	<input type="checkbox"/>	OC	Monitored nurses in compliance with consent agreements/Board orders (%)	85.5	85	86	85
16	<input type="checkbox"/>	<input type="checkbox"/>	OC	Total number of licenses revoked or suspended (does not include stayed)	114	115	81	85
17	<input type="checkbox"/>	<input type="checkbox"/>	OP	Total RN/LPN investigations conducted - closed status	1020	1000	1078	1100
18	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average calendar days from receipt of RN/LPN complaint to resolution	292	270	210	250
19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average calendar days per investigation from start to final adjudication	340	320	217	217
20	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Percent of investigations resulting in disciplinary enforcement action	32.6	30	34.3	25
21	<input type="checkbox"/>	<input type="checkbox"/>	OC	Percent of investigations resulting in discipline	32.6	30	34.3	25

- ◆ **Goal:** 3 To effectively provide a non-disciplinary Alternative To Discipline (ATD) program.

- Objectives:** 1 2020 Obj: Increase licensees completing program to 62.
 2021 Obj: Increase licensees completing program to 65.
 2022 Obj: Increase licensees completing program to 70.

Performance Measures:

ML	Budget	Type		FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Licensees in ATD Program	202	260	249	225
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Licensees completing ATD program (%)	85	85	86	85

- ◆ **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 2020 Obj: Reduce screening program noncompliance to 8.
 2021 Obj: Reduce screening program noncompliance to 6.
 2022 Obj: Reduce screening program noncompliance to 5.

Performance Measures:

ML	Budget	Type		FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Nursing programs monitored for non-compliance	2	6	6	4

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