

2020 - 2022 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 IT & Fiscal Services Board of Nursing (602) 771-7889
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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
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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 FY2020: To reduce the cycle time to issue licenses/certificates to less than 36 hours.
 FY2021: To reduce the cycle time to issue licenses/certificates to less than 30 hours.
 FY2022: To reduce the cycle time to issue licenses/certificates to less than 24 hours.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Average days from application received to RN/LPN renewal license issued	0.74	0.70	0.70
RN/LPN renewals issued (4-year cycle)	20119	21000	22000
Total licensees Registered Nurses and Licensed Practical Nurses	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.

Objective: 1 FY2020: Reduce cycle time for investigations to 9.6 months.
 FY2021: Reduce cycle time for investigations to 7.8 months.
 FY2022: Reduce cycle time for investigations to 7.0 months.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Total complaints received	2385	3800	4000
Percent of licensees with disciplinary action	0.23	0.3	0.3
Average hours per investigation needed to complete a case	30	30	30
Average months needed to complete investigations and present cases to the Board (or case closed)	6.8	7.0	7.0
Average calendar days from receipt of RN/LPN complaint to resolution	210	250	250
Average calendar days per investigation from start to final adjudication	217	217	217
Percent of investigations resulting in disciplinary enforcement action	34.3	25	25

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

Objective: 1 FY2020: Increase licensees completing program to 62.
 FY2021: Increase licensees completing program to 65.
 FY2022: Increase licensees completing program to 70.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Licensees in ATD Program	249	225	225
Licensees completing ATD program (%)	86	85	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.

Objective: 1 FY2020: Reduce screening program noncompliance to 8.
 FY2021: Reduce screening program noncompliance to 6.
 FY2022: Reduce screening program noncompliance to 5.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Nursing programs monitored for non-compliance	6	4	4
Examinees from program successfully passing NCLEX	4032	3850	3850

BNA 2.0	Program Summary NURSING ASSISTANT Jo Elizabeth Ridenour, Executive Director Board of Nursing (602) 771-7801 A.R.S. § 32-1645
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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 FY2020: Reduce average calendar days from receipt of CNA complaint to resolution to 10 months.

FY2021: Reduce average calendar days from receipt of CNA complaint to resolution to 9 months.

FY2022: Reduce average calendar days from receipt of CNA complaint to resolution to 8 months.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Average calendar days from receipt of completed application to denial of certification	645	640	635
Total individuals certified as nursing assistants	28563	27625	28000
Explanation: Includes LNA			
Total complaints received	1090	1100	1100
Average calendar days from receipt of CNA complaint to resolution	198	198	198
Explanation: Include LNA			
Percent of LNA/CNA's with disciplinary action (does not include substantiated complaint)	0.41	0.46	0.46
Total investigations conducted - status closed	423	450	450
Percent of LNA investigations resulting in disciplinary enforcement action	27.4	28	28
Average calendar days per investigation from start to final adjudication (LNA/CNA)	206	206	206
Investigations resulting in dismissals LNA & CNA	99	30	25