

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 and Certified Medication Assistant (CMAs) 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

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

- Objectives:** 1 2022 Obj: Reduce average calendar days from receipt of LNA/CMA/CAN complaint to resolution to 6.5 months.
 2023 Obj: Reduce average calendar days from receipt of LNA/CMA/CNA complaint to resolution to 6.5 months.
 2024 Obj: Reduce average calendar days from receipt of LNA/CMA/CNA complaint to resolution to 6 months.

Performance Measures:

| | | | | FY 2021 Actual | FY 2022 Estimate | FY 2022 Actual | FY 2023 Estimate | FY 2024 Estimate | |
|----|-------------------------------------|-------------------------------------|----|---|---------------------|-------------------|---------------------|---------------------|--------|
| 1 | <input type="checkbox"/> | <input type="checkbox"/> | OC | Nursing assistant/CMA candidates taking certification exam | 4,032 | 4,000 | 2,773 | 4,000 | 4,000 |
| 2 | <input type="checkbox"/> | <input type="checkbox"/> | IP | Total number of LNA/CNACMA programs surveyed | 55 | 55 | 60 | 70 | 70 |
| 3 | <input type="checkbox"/> | <input type="checkbox"/> | IP | Total applications received (Initial, Renewal) | 16,305 | 17,000 | 16,836 | 17,500 | 17,500 |
| 4 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | EF | Average calendar days from receipt of completed application to denial of certification | 357 | 400 | 385 | 300 | 300 |
| 5 | <input type="checkbox"/> | <input type="checkbox"/> | OC | Exam and endorsement certificates issued | 5,409 | 5,500 | 4,921 | 5,600 | 5,750 |
| 6 | <input type="checkbox"/> | <input type="checkbox"/> | OC | Renewals issued | 9,499 | 9,500 | 10,392 | 9,600 | 10,500 |
| 7 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | OC | Total individuals certified as nursing assistants | 28,463 | 28,600 | 27,775 | 29,000 | 29,000 |
| 8 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | IP | Total complaints received | 990 | 1,100 | 717 | 1,100 | 800 |
| 9 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | EF | Average calendar days from receipt of CNA complaint to resolution | 197 | 198 | 135 | 180 | 160 |
| 10 | <input type="checkbox"/> | <input type="checkbox"/> | OC | Total number of certifications denied, revoked or suspended, surrendered, DOC and civil penalties | 100 | 100 | 67 | 110 | 100 |
| 11 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | OC | Percent of LNA/CNA's with disciplinary action (does not include substantiated complaint) | 0.35 | 0.35 | 0.26 | 0.35 | 0.35 |
| 12 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | OP | Total investigations conducted CAN/LNA - status closed | 327 | 350 | 150 | 375 | 350 |
| 13 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | OC | Percent of LNA investigations resulting in disciplinary enforcement action | 18.62 | 25 | 10.9 | 22 | 20 |
| 14 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | EF | Average calendar days per investigation from start to final adjudication (LNA/CNA) | 201 | 200 | 141 | 190 | 160 |
| 15 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | EF | Investigations resulting in dismissals LNA & CNA | 102 | 105 | 90 | 110 | 100 |