

## AGENCY SUMMARY

**Program:** BNA Board of Nursing  
**Director:** Jo Elizabeth Ridenour, Executive Director  
**Phone:** Board of Nursing 6027717801  
**Statute:** A.R.S. § 32-1645  
**Plan Contact:** Mike Dodd, Fiscal Officer  
 Board of Nursing 6027717809

## PROGRAM SUMMARY

**Program:** Licensing and Regulation - RN/LPN (BNA-1-0)  
**Contact:** Jo Elizabeth Ridenour, Executive Director  
**Phone:** Phone: 6027717801  
**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 (AZBN) 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 Alternative to Discipline (ATD) is a confidential program offering pathways for nurses with substance use disorders (SUD), medical issues, and at-risk nurses. The SUD stipulated agreements include three-year contracts, which the program monitors for initial intensive treatment, aftercare, participation in Alcoholics Anonymous or Narcotics Anonymous, random drug testing for hair/nail or 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.**

**Performance Measures:**

ML	Budget	Type	FY 2023 Actual	FY 2024 Estimate	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
		EF Days to issue Temporary (exam/endorsement) license	1.0	1.0	1.0	1.0	1.0
		IP Initial RN/LPN applications received Exam & Endorsement	12,793	14,000	10,894	10,900	10,900
		OC Average days from application received to RN/LPN renewal license issued	1.7	1.5	1.6	1.6	1.6
		OC RN/LPN licenses issued (all types) (Exam, Endorsement, Renewa, Temps and Waivers)	35,988	36,000	33,748	34,000	34,000
		OP RN/LPN renewals issued (4-year cycle)	21,940	22,000	22,322	22,400	22,400

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<b>Performance Measures:</b>				<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>
<b>ML</b>	<b>Budget</b>	<b>Type</b>		<b>Actual</b>	<b>Estimate</b>	<b>Actual</b>	<b>Estimate</b>	<b>Estimate</b>
	X	EF	Average calendar days from receipt of CNA complaint to resolution	595	605	218	215	215
	X	OC	Total individuals certified as nursing assistants	28,123	29,000	28,888	29,000	29,000
	X	OC	Total licensees Registered Nurses and Licensed Practical Nurses	118,356	119,000	121,745	121,800	121,800
X		OC	Nursing assistant/CMA candidates taking certification exam	3,341	4,000	3,877	3,900	3,900
X		IP	Total number of LNA/CNACMA programs surveyed	56	70	50	55	55
X		IP	Total applications received (Initial, Renewal)	16,586	17,500	17,594	17,600	17,600
X		EF	Average calendar days from receipt of completed application to denial of certification	670	300	503	495	495
X		OC	Exam and endorsement certificates issued	5,105	5,750	5,520	5,750	5,750
X		OC	Renewals issued	9,886	10,500	10,535	10,550	10,550
X		IP	Total complaints received	838	850	829	850	850
X		OC	Total number of certifications denied, revoked or suspended, surrendered, DOC and civil penalties	36	50	30	35	35
X		OC	Percent of LNA/CNA's with disciplinary action (does not include substantiated complaint)	0.15	0.35	0.11	0.15	0.15
X		OP	Total investigations conducted CAN/LNA - status closed	135	350	94	100	100
X		OC	Percent of LNA investigations resulting in disciplinary enforcement action	9	20	35	40	40
X		EF	Average calendar days per investigation from start to final adjudication (LNA/CNA)	595	605	208	210	210

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<b>ML</b>	<b>Budget Type</b>	<b>Actual</b>	<b>Estimate</b>	<b>Actual</b>	<b>Estimate</b>	<b>Estimate</b>
X	EF Investigations resulting in dismissals LNA & CNA	35	100	34	40	40

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

<b>Performance Measures:</b>		<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>
<b>ML</b>	<b>Budget Type</b>	<b>Actual</b>	<b>Estimate</b>	<b>Actual</b>	<b>Estimate</b>	<b>Estimate</b>
	X EF Average calendar days from receipt of RN/LPN complaint to resolution	645	635	200	200	200
	X IP Total complaints received	3,428	3,700	4,127	4,150	4,150
X	EF Days to acknowledge complaint received	1	1	1	1	1
X	OC Investigations resulting in do not open (RN/LPN only 2020 fwd) or case disposition (RN/LPN only 2003 fwd)	2,380	2,400	2,039	2,050	2,050
X	EF Investigations resulting in dismissals RN/LPN	99	110	128	130	130
X	OC Licensees with disciplinary action RN/LPN	239	300	285	290	290
X	OC Percent of licensees with disciplinary action	0.20	0.30	0.23	0.25	0.25
X	EF Average hours per investigation needed to complete a case	30	30	30	30	30
X	EF Average months needed to complete investigations and present cases to the Board (or case closed)	6.53	6.00	6.66	6.60	6.60
X	EF Months from Board decision to hearing	7.4	6.0	7.6	7.5	7.5
X	OC Hearings per year referred to be scheduled (transferred to hearing)	132	160	101	105	105
X	OC Hearings and/or settlement conferences concluded	45	60	42	45	45
X	OC Hearings and Board decisions appealed	4	15	5	10	10

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Performance Measures:			FY 2023	FY 2024	FY 2024	FY 2025	FY 2026
ML	Budget	Type	Actual	Estimate	Actual	Estimate	Estimate
X		OC Original actions upheld	9	15	19	20	20
X		OC Licensees monitored on probation/ consent agreements	290	300	355	360	360
X		OC Monitored nurses in compliance with consent agreements/Board orders (%)	82	90	83	85	85
X		OC Total number of licenses revoked or suspended (does not include stayed)	65	100	74	80	80
X		OP Total RN/LPN investigations conducted - closed status	873	1,100	1,469	1,500	1,500
X		EF Average calendar days per investigation from start to final adjudication	198	200	192	190	190
X		OC Percent of investigations resulting in disciplinary enforcement action	8	21	5	10	10
X		OC Percent of investigations resulting in discipline	27	30	19	25	25

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

Performance Measures:			FY 2023	FY 2024	FY 2024	FY 2025	FY 2026
ML	Budget	Type	Actual	Estimate	Actual	Estimate	Estimate
X		OC Licensees in ATD Program	210	300	203	210	210
X		OP Licensees successfully completing ATD program (%)	71	75	76	80	80

◆ **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.**

Performance Measures:			FY 2023	FY 2024	FY 2024	FY 2025	FY 2026
ML	Budget	Type	Actual	Estimate	Actual	Estimate	Estimate
X		OC Nursing programs monitored for non-compliance	8	8	7	8	8
X		OC Examinees from program successfully passing NCLEX	4,933	5,000	5,014	5,020	5,020