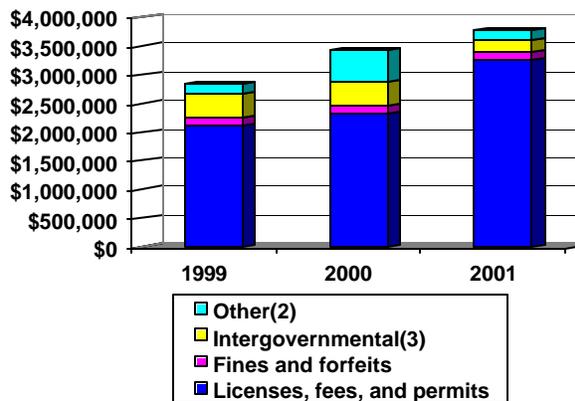


Board of Nursing

Services: The Board of Nursing (Board) is responsible for regulating nurses and certified nursing assistants (CNAs) through licensure and certification. The Board performs the following services: **1) Approving individuals for licensure, registration, and certification; 2) Approving educational programs for nurses and nursing assistants; 3) Investigating and adjudicating complaints** concerning allegations of unprofessional conduct or other violations of the Nurse Practice Act; and **4) Providing consumer information to the public.**

Program Operations Revenue¹:



¹ The Board retains 90 percent of its revenues for operating and remits all of its administrative penalties and 10 percent of all other revenues into the General Fund.

² For fiscal year 2000, includes a \$320,000 General Fund appropriation to pay for fingerprinting certified nursing assistant applicants.

³ Consists of federal monies for nursing assistant certification.

Facilities:

The Board owns no facilities. The Board's office is located in a state-owned building at 1651 E. Morten, in Phoenix. Board meetings are held at this location.

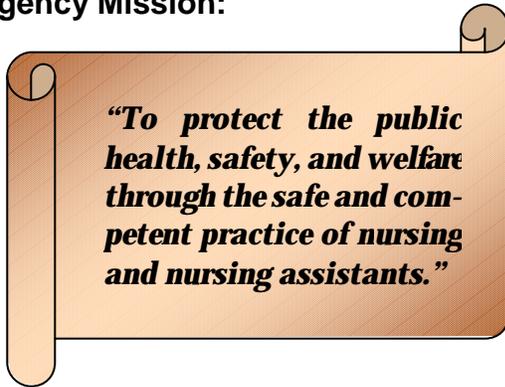
Personnel:

The Board consists of nine members who serve five-year terms:

- Five registered nurses who have at least five years' experience in nursing following graduation and have been actively engaged in the practice of nursing for at least five years prior to the appointment.
- Two licensed practical nurses who must also have five years' nursing experience and have been actively engaged in nursing at least three years prior to the appointment; and
- Two public members who are not employees of any health care institution and do not have a financial interest as a provider in the delivery of health care services.

As of July 1, 2001, the Board had 53.8 full-time staff:

- Administration and Support Staff (23)
- Licensing (9)
- Investigations/Adjudication (21.8)

Agency Mission:

“To protect the public health, safety, and welfare through the safe and competent practice of nursing and nursing assistants.”

Equipment:

In addition to owning standard office equipment, the Board also rents a vehicle from the Department of Administration for \$403 per month.

Program Goals (Fiscal Year 2000-2001):

The Board of Nursing consists of the following two programs:

Licensing and Regulation—RN/LPN:

1. To reduce the cycle time needed to issue certificates and licenses for examinee, endorsement, and renewal applicants.
2. To reduce the cycle time needed to investigate complaints, complete hearings, and increase compliance with consent agreements and Board orders.
3. To effectively provide a non-disciplinary Chemically Addicted Nurse Diversion Option (CANDO) program.
4. To provide an effective educational program monitoring process for schools of nursing that promotes a high percentage of RN/LPN examinees passing NCLEX (a national licensure exam for RNs and LPNs).

Nursing Assistant:

1. To reduce the cycle time needed to issue certificates for examinee, endorsement, and renewal applicants.
2. To reduce the cycle time needed to investigate complaints, complete hearings, and increase compliance with consent agreements and Board orders.

Adequacy of Performance Measures:

The Board has established appropriate performance measures within its Licensing and Regulation—RN/LPN and Nursing Assistant programs. For example, the Board has established measures focusing on its licensing, certification, and complaint investigation activities; the timeliness and results of those activities; and customer satisfaction with these efforts.