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AUDITOR GENERAL

STATE OF ARIZONA
OFFICE OF THE
AUDITOR GENERAL

WILLIAM THOMSON
DEPUTY AUDITOR GENERAL

May 14, 2003

The Honorable Robert Blendu, Chair
Joint Legislative Audit Committee

The Honorable John Huppenthal, Vice Chair
Joint Legislative Audit Committee

Dear Senator Blendu and Representative Huppenthal:

Our Office has recently completed an 18-month followup of the Board of Nursing regarding the implementation status of the ten audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in September 2001 (Auditor General Report No. 01-21). As the attached grid indicates:

- 10 of the 10 recommendations have been implemented.

Since all of the audit recommendations have been implemented, and unless otherwise directed by the Joint Legislative Audit Committee, this report concludes our follow-up work on the Board's efforts to implement the recommendations resulting from the September 2001 performance audit report.

Sincerely,

Debbie Davenport
Auditor General

Attachment

cc: Ms. Joey Ridenour, Executive Director
Arizona State Board of Nursing

BOARD OF NURSING
18-Month Follow-Up Report To
Auditor General Report No. 01-21

FINDING I: The Board Should Improve the Timeliness of Its Complaint Investigations

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
1. The Board should monitor the progress made by its additional investigator FTEs toward meeting performance goals.	Implemented at 6 months	
2. The Board should establish internal time frames for each phase of its investigations, with the total number of days from complaint receipt through adjudication being no longer than 180 days.	Implemented at 18 months	
3. While working to clear its open investigations, the Board should ensure that, at a minimum, all priority 1 investigations adhere to the established investigation process time frames.	Implemented at 12 months	
4. The Board should generate management reports that track the status of open complaint investigations.	Implemented at 6 months	
5. The Board should consider options, such as dividing into two panels or subcommittees to review complaints or meeting more frequently, in order to adjudicate in a timely manner the increased number of complaints likely to be brought before it.	Implemented at 6 months	

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FINDING II: Board Practices Restrict Access To Public Information

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
1. The Board should strengthen its public information policies to guide staff in providing public information to consumers over the telephone and in person, including providing the number and nature of closed, dismissed, and pending complaints and disciplinary actions.	Implemented at 6 months	
2. The Board should train staff on how to appropriately provide public information to consumers by phone and in person.	Implemented at 6 months	
3. The Board should eliminate its restrictive policies requiring staff to obtain the names and other descriptive information of consumers requesting public information.	Implemented at 6 months	
4. The Board should ensure that nurses and CNAs know what information is considered public, including the fact that home addresses are considered public information when business addresses are not provided.	Implemented at 6 months	

BOARD OF NURSING
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Auditor General Report No. 01-21

FINDING II: Board Practices Restrict Access To Public Information (Concl'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
5. The Board should develop and implement a plan to route public calls, such as adding a public information option to its automated phone system, adding additional phone lines, or establishing a customer service unit to handle consumer information requests.	Implemented at 18 months	