

ANNUAL REPORT

OHIO BOARD OF NURSING

July 1, 2010 through June 30, 2011



The mission of the Ohio Board of Nursing is to actively safeguard the health of the public through the effective regulation of nursing care.

Prepared for the Honorable John Kasich, Governor



Ohio Board of Nursing

www.nursing.ohio.gov

17 South High Street, Suite 400 • Columbus, Ohio 43215-7410 • (614) 466-3947

September 22, 2011

The Honorable John Kasich
Governor, State of Ohio
77 South High Street, 30th Floor
Columbus, Ohio 43215

Dear Governor Kasich:

On behalf of the Ohio Board of Nursing, we are pleased to submit this annual report for state fiscal year 2011, in accordance with Section 4723.06 of the Revised Code. The report highlights the work of the thirteen-member Board, supported by a staff of fifty-eight employees. The Board is responsible for regulating over 250,000 licenses and certificates.

The Board administers and enforces the provisions of Ohio Revised Code Chapter 4723. During fiscal year 2011, the Board issued and renewed licenses and certificates to qualified individuals; surveyed and approved education and training programs; and disciplined and monitored the practice of licensees and certificate holders who violated the Nurse Practice Act or administrative rules regulating practice.

The Board would like to take this opportunity to formally thank you for your leadership and support in passing a budget with sufficient appropriations to help the Board meet the many challenges presented in safeguarding the health of the public through the timely and effective regulation of nursing care in Ohio. We believe that this Annual Report details the Nursing Board's important and significant role in positively impacting the safety of nursing care. Board initiatives, collaborative government efforts, and public and private partnerships reflect Ohio's goal to achieve a lean and effective government with common sense approaches to meeting regulatory challenges.

Respectfully yours,

Bertha Lovelace, RN, CRNA
President

Betsy Houchen, RN, MS, JD
Executive Director

Mission

The mission of the Ohio Board of Nursing is to actively safeguard the health of the public through the effective regulation of nursing care.

Overview

The Board's top priorities are to efficiently license the nursing workforce and remove dangerous practitioners from practice in a timely manner to protect Ohio patients. Public protection is critical, as nursing touches virtually every citizen of Ohio. The Board regulates over 250,000 licenses and certificates, an increase from 223,000 in 2008, and 210,000 in 2006.

Demonstrated Track Record and Nationally Recognized

The Board has a demonstrated track record of insuring an excellent level of public protection, funding initiatives to combat the nursing shortage, and regulating the largest number of licensed professionals of any agency in the State of Ohio. In order to ensure the highest quality of services and better achieve lean government, the Board has been an innovator fostering development of new approaches for patient safety, such as utilizing a just culture analysis in reviewing practice complaints, participating in the creation of a national patient safety database, and selected as one of three states to pilot a national Transition to Practice study.

The Board's innovative practices and commitment to operational efficiencies are ongoing in our efforts to achieve continual improvement on an annual basis. The Board was nationally recognized in 2009 for its regulatory excellence and public protection work upon receiving the National Council of State Boards of Nursing (NCSBN) Regulatory Achievement Award. In 2011, the Board was nationally recognized again when past Board President, Lisa Klenke, received the NCSBN Exceptional Leadership Award. This national recognition reflects her leadership and the Board's outstanding regulatory achievements and accountability to Ohio citizens.

Ohio's participation with NCSBN has enabled the Board to work with other nursing regulatory boards across the country to enhance the effectiveness and expertise of the Board. Betsy Houchen, the Board's Executive Director, served four years on the NCSBN Board of Directors and was elected for another two-year term this summer. Lisa Emrich, the Board's Program Manager for Education and Practice, was elected to the NCSBN Leadership Succession Committee. Board members and staff also continue to participate in national forums and meetings and represent Ohio on several important discipline and practice oriented NCSBN committees, including the committee that issued national guidelines on alternative to discipline programs and authored a manual to support such programs that will be published later this year.

Licensing and Discipline: Our Core Functions

Perhaps the most significant challenge for the Board has been the steady and dramatic increase in disciplinary complaints in recent years. These complaints fall into many categories, including substandard practice, drug theft, substance abuse, patient abuse, and other criminal conduct. For the 2007-2008 biennium, the Board received 7,726 complaints; for the 2009-2010 biennium, there were 11,645 complaints received, a 34% increase. During fiscal year 2011, the Board received 6,880 complaints that projects to another double digit increase in complaint intake for the current biennium. An increase in complaints results in increased workloads throughout the disciplinary system.

The Board continued its innovative approach in addressing the increased number of complaints and disciplinary cases. Some recent measures taken to promote operational efficiencies include establishing a Board Hearing Committee and realigning responsibilities of staff to create a Hearing Officer position. Both changes resulted in cost savings and cases proceeding through the hearing process more quickly. The Board also instituted the use of Post-Notice Settlement Conferences to resolve disciplinary cases and reduce hearing costs. In addition, to increase collaborative work with the private sector and address practice complaints, the Board developed the Patient Safety Initiative to work with nursing employers to impact patient safety. The goal is to increase effective reporting, remediation, modification of systems, and accountability for nursing practice complaints.

Nursing Education

Although most professional licensing boards primarily regulate individuals, the Board also approves pre-licensure nursing education programs. Competent and safe nursing practice begins with education programs that prepare individuals for nursing practice, and the Board determines whether programs meet and maintain minimum educational standards.

In recent years, the Board has devoted increasing resources to nursing education programs that do not meet or maintain the regulatory requirements of Ohio law. One example would be that a number of programs have failed to provide clinical experience in basic areas of nursing practice such as obstetrics and/or pediatrics. The danger is that, as licensed nurses, these individuals could be hired to provide nursing care for patients in these areas without ever demonstrating in a clinical setting that they have the skills and ability to provide safe nursing care to obstetric or pediatric patients. Employers expect and rely on the fact that licensed nurses have fulfilled all the required clinical preparation in their basic educational program.

As a result of nursing education programs not meeting the regulatory requirements, the Board sanctioned 12 programs in the last biennium with eight of those Board actions taking place in fiscal year 2011. These numbers represent

a four-fold increase to the three programs sanctioned in the previous biennium. Of these 12 programs, three programs progressed through the Chapter 119. hearing process after the Board recommended withdrawal of Board approval.

Fiscal Year 2011 Program Area Highlights and Statistics

Nursing Education

The Board approves pre-licensure education programs to assure the programs maintain academic and clinical standards for the preparation of entry-level nurses.

- Nursing education programs have continued to proliferate as national educational programs develop multi-state locations and on-line education becomes more common. The Board currently oversees 168 nursing education programs (94 registered nurse programs and 74 practical nurse programs), as compared to 143 in 2008, and 124 programs in 2006.
- The Board appointed Board Member Melissa Meyer as the Board Education Liaison and to act on behalf of the Board to address questions concerning nursing education programs and determine whether issues warrant further review and consideration by the Board.
- Board staff conducted site visits to 49 approved education programs. The Board subsequently reviewed the programs for re-approval.
- The Board granted new program approval status to the following programs:
 1. Butler Tech Registered Nursing Program: Hamilton
 2. Beckfield College Practical Nursing Program: Cincinnati
 3. The College of Mount St. Joseph Master of Nursing (MN) Program: Cincinnati
 4. ITT Technical Institute, Norwood Breckenridge School of Nursing, Associate of Applied Science in Nursing Program: Norwood
 5. Beckfield College Associate Degree Nursing Program: Cincinnati
 6. ITT Technical Institute, Youngstown Breckenridge School of Nursing, Associate of Applied Science in Nursing Program: Youngstown
 7. ITT Technical Institute, Akron Breckenridge School of Nursing Associate of Applied Science in Nursing Program: Akron
 8. Fortis College Nursing Program: Westerville
 9. Fortis College Practical Nursing Program: Westerville
 10. ITT Technical Institute, Warrensville Heights Breckenridge School of Nursing Associate of Applied Science in Nursing Program: Warrensville Heights
 11. ITT Technical Institute, Strongsville Breckenridge School of Nursing Associate of Applied Science in Nursing Program: Strongsville

- The Board reviewed the performance of nursing education programs by tracking the performance of students taking the NCLEX licensure examination. Programs are required to have a passing rate at or above 95% of the national pass rate for first-time test candidates. If programs do not meet the standard, they are required to report how the program will operate to improve the passing rate. Consecutive failures to meet the standard will jeopardize a program's approval status.

NCLEX Passing Percentage for First Time Test Candidates in 2010

	RN NCLEX	PN NCLEX
Ohio	85.52%	91.54%
National	87.42%	87.06%
95% of Natl' Average	83.04%	82.70%

- The Board convened the Advisory Group on Nursing Education. The Advisory Group provided recommendations to the Board concerning issues related to nursing education and Administrative Code Chapter 4723-5, the education rules, and reviewed both the Carnegie Foundation Education Report and the IOM Future of Nursing Report that provided recommendations for nursing education.
- The Board maintained the approval status of 20 Dialysis Technician Training Programs; 19 Medication Aide Training Programs; and 3 Community Health Worker Training Programs.
- The Board was asked to be a member of the newly formed Aging and Higher Education Advisory Committee. The Committee was formed to address the issues of how Ohio trains and supplies the needed workforce, supports and retains workers, develops technology to serve older adults, funds health and long-term care programs, and finds ways to engage older adults in life-long learning.
- Board Member Judith Church is representing the Board on the Patient-Centered Medical Homes Advisory Group. HB 198 created a Patient-Centered Medical Homes pilot project and designated an Education Advisory Group to administer the project. The Advisory Group is responsible for devising the criteria for the selection of the pilot practices, determining sources of funding, and developing outcomes for the demonstration project.

Licensure and Certification

The Board issues licenses and certificates to individuals who meet statutory and regulatory requirements and implements processes to license, certify, and renew applicants as quickly as possible so they may enter or remain in the workforce.

- The Board regulates over 250,000 licenses and certificates.
- The Board continued to increase organization efficiency using technology and online renewal. For the 2011 registered nurse renewal, an online renewal rate of approximately 96% was achieved. The Board also maintained a system to enable endorsement licensure applicants to check the status of their applications online.
- To expedite licensure applicants through the process and authorize their eligibility to take the NCLEX examination more quickly, the Licensure and Fiscal Units coordinated work processes to maintain a reduced licensure processing time.
- The Board continued use of the Systematic Alien Verification for Entitlements (SAVE) Program, an inter-governmental information sharing initiative designed to aid agencies in determining immigration status and thereby ensuring that only entitled non-citizen applicants receive a state license.
- Employers now use online licensure verification as primary source verification, since phasing out the use of paper wallet cards. The Board eliminated the possibility of the wallet card being altered, forged, or misappropriated, thus mitigating identity theft and fraud.
- The Board amended the administrative rules to authorize implementation of a system for primary source verification for advanced practice nurse national re-certification.
- Lesleigh Robinson, Board Program Manager, was appointed to serve on the NCSBN NCLEX Review Committee. Board member Judith Church was selected to be a member of the NCLEX Item Writing Panel.

ACTIVE LICENSES AND CERTIFICATES

Type	Number
Registered Nurses (RNs)	179,203
Licensed Practical Nurses (LPNs)	55,575
Advanced Practice Nurses Certificates of Authority	9,813
Advanced Practice Nurses Certificates To Prescribe	5,343
Dialysis Technician Ohio Certified	1,333
Dialysis Technician Temporary Certificate 1	299
Dialysis Technician Temporary Certificate 2	5
Dialysis Technician Temporary Certificate 3	0
Community Health Worker	61
Medication Aide Certificates	133
TOTAL	251,765

NURSES LICENSED BY EXAMINATION OR ENDORSEMENT

RNs licensed by examination	7,744
LPNs licensed by examination	4,474
RNs licensed by endorsement	2,376
RNs issued a temporary license	978
LPNs licensed by endorsement	616
LPNs issued a temporary license	284
TOTAL	16,472

Continuing Education

The Board assures that licensees and certificate holders maintain competency based on continuing education requirements set forth in the Nurse Practice Act and the administrative rules.

- The Advisory Group on Continuing Education, composed of continuing education approvers and providers, presented recommendations to the Board regarding continuing education issues and reviewed the administrative rules governing continuing education.
- The Board conducted a continuing education audit of 803 licensed practical nurses for the 2008-2010 audit period. Verification of completion of the continuing education requirements was conducted for a randomly selected group of licensees.
- Ten Ohio Board of Nursing (OBN) Approvers of Continuing Education continued to assure that providers of continuing education met the requirements set forth in the administrative rules.

Compliance, Discipline, and Monitoring

The Board efficiently handles complaints, investigations, and adjudications to safeguard the health of the public and, in cases involving chemical dependency or practice issues, provides alternatives to discipline programs, as determined appropriate.

- In the Compliance Unit a staff of eight compliance agents and one enforcement agent investigated complaints; six full-time adjudication coordinators and two supervising attorneys were responsible for complaint intake review, review of investigations, settlements, and disciplinary actions; and four monitoring agents monitored compliance with Board actions and alternative program agreements for chemical dependency.
- Board Member Judith Church was elected to serve as the Supervising Member for Disciplinary Matters.
- During fiscal year 2011, the Board received 6,880 complaints. Based on the evidence obtained during the investigation, the Board pursued disciplinary action or closed the complaint.
- To increase states' access to discipline information, all Board actions were reported to national disciplinary data banks: NURSYS; Division of Practitioner

Data Banks, Health Resources and Services Administration, Department of Health and Human Services; and Sanctions & Exclusions, Office of Inspector General, Department of Health and Human Services.

- The Board continued the use of Settlement Conferences for post-notice disciplinary cases to expedite the resolution of cases, and the Board Hearing Committee to conduct administrative hearings and expedite hearing cases through the Chapter 119. hearing process. The Board Hearing Committee resulted in cost savings.
- Board staff met with state legislators and representatives of the Ohio State Board of Pharmacy and State Medical Board to address the critical problem of prescription drug abuse. With HB 93, the Board obtained enhanced access to the OARRS (prescription drug) database in order to better protect the public. The Board continues to aggressively investigate cases involving diversion of prescription drugs and prescribing practices not in accordance with prevailing standards of care.
- Monthly meetings were held with the Assistant Attorneys General (AAG) representing the Board to coordinate disciplinary processes and assure the timely resolution of disciplinary cases.
- Board monitoring agents, adjudication coordinators, and investigators participated in training on prescription drug abuse through the Ohio Peace Officer Training Academy.
- The Board conducted comparative searches between the Board's licensure database and data from the state's sexual offender eSORN system (Electronic Sexual Offender Registration and Notification) and a nationally compiled sexual offender list.
- The Board continued implementation of the Patient Safety Initiative, a joint collaboration with nursing employers to more comprehensively review and address nursing practice and systems' issues to improve patient safety. Board staff met with Riverside Hospital (OhioHealth) managers and staff in January 2011 and with Kettering Medical System managers and staff in March 2011 to provide presentations. The Board worked with the Ohio Patient Safety Institute and conducted seminars about the Initiative and Just Culture.
- Compliance staff continued to represent Ohio on two national committees convened by NCSBN. Dennis Corrigan, Compliance Agent, served on the Disciplinary Resources Committee and Tom Dilling, Adjudication Coordinator, served on the Chemical Dependency Program Review Committee.

COMPLAINTS

Type of Complaint	Number
Action Taken in Another State/Jurisdiction	206
Addendum	4
APN Practice Issues	55
APN Lapses	3
Boundaries	50
Community Health Worker Applicant	9
Confidentiality	32
Criminal	323
Default/Child Support	5
Dialysis Applicant	37
Drugs/Alcohol	693
Endorsement Applicant	271
Fraud (Theft)	24
Fraud (Medicare/Medicaid)	5
Imposter/Never Licensed	18
Invalid License (lapsed/inactive)	34
Medication Aide Applicant	5
Miscellaneous	1,586
NCLEX Test Applicant	1,870
Non-compliance	220
Nursing Student	5
Patient Abuse	67
Practice	948
Physical Impairment	2
Psychiatric Impairment	17
Renewal Applicant	328
Reinstatement	63
TOTAL	6,880

LICENSURE APPLICANTS REFERRED TO COMPLIANCE FOR REVIEW

Type	Total Number	Referred to Compliance
Licensure by Examination	12,218	1,870 (15%)
Licensure by Endorsement	2,992	271 (9%)
TOTAL	15,210	2,141 (14%)

BOARD ACTIONS

Type of Action Taken	Number
Board Order	208
Permanent Surrender	40
Default Order	21
Consent Agreement	493
Notice of Opportunity	255
Immediate Suspension	138
Temporary Suspension	10
Summary Suspension	9
Automatic Suspension	84
Suspension Without Stay	285
Stayed Suspension (Probation)	283
Revocation	0
Permanent Revocation/Denial	135
Reprimand	41
Permanent Withdrawal of Application	1
Non-Permanent Withdrawal of Application	7
Voluntary Retirement	7
TOTAL	2,017

MONITORING

Cases	Number
Active cases	1,044
Inactive cases ¹	1,435
Monitoring ceased due to the issuance of an Automatic Suspension and Notice of Opportunity for Hearing	83
Monitoring ceased due to Board release of the licensee/certificate holder from the terms and conditions of their Board Order/Consent Agreements	127
Removed from monitoring due to permanent licensure surrenders	10
TOTAL	2,699

¹ Cases on inactive monitoring status generally involve suspended licenses or certificates. The case is assigned to “active” monitoring status upon an individual’s request for reinstatement and/or entry into a post-suspension consent agreement.

Alternative To Discipline Programs

The Board monitors individuals' compliance with the requirements of confidential alternative to discipline programs and their ability to return to safe practice.

Alternative Program For Chemical Dependency

Participants' compliance with their Alternative Program Agreements was monitored to determine the ability of actively recovering individuals to practice nursing in accordance with the Nurse Practice Act.

Case Description	Number
Applications mailed	60
Applications returned	53
Active cases	81
Admissions	26
Successful completions	13
Ineligible for admission	41
Terminations	18

Practice Intervention & Improvement Program (PIIP)

Board staff monitored participants' compliance with their Participatory Agreements that set minimum requirements for practice remediation, including education and worksite monitoring.

Case Description	Number
Referrals	19
Cases admitted	5
Cases active (June 20, 2011)	7
Successful completions	8
Refused admission/ineligible	5
Failed to complete terms of program agreement	1

Nursing Practice

The Board addresses pertinent nursing regulatory issues and requirements for licensees and certificate holders and provides greater clarity about the requirements to those regulated by the Board.

- Ohio was one of three states chosen to participate in the NCSBN national Transition to Practice Study. The study is a longitudinal, multi-site, randomized study that will examine the effect of NCSBN's Transition to Practice model on safety and quality outcomes for newly licensed registered nurses transitioning to practice. To be eligible for the study, 25 hospitals had to agree to be sites for the study. The Ohio Organization of Nurse Executives (OONE) solicited hospitals across the state and achieved a commitment for 16 stand-alone hospital sites, and 13 consortiums (hospitals agreeing to work together for the project).
- Board staff responded to inquiries regarding the application of the Nurse Practice Act and administrative rules to specific practice situations pertaining to nursing, advanced practice, dialysis care, medication aides, and community health workers.
- The Board reviewed frequently asked nursing practice questions to determine the need to develop additional Interpretive Guidelines. Based on the review, the Board developed and approved an Interpretive Guideline, "Registered Nurse Performance of a Client Health History and Physical Examination for Purposes of Providing Nursing Care." The Board also reviewed and re-approved four existing Interpretive Guidelines. The Interpretive Guideline "Role of the Registered Nurse in Administering, Managing, and Monitoring Patients Receiving Epidural Infusions: Excluding Obstetrical Patients" was reviewed and revised after consideration of public comments.
- The Board contributed to the creation of a national patient safety database by submitting TERCAP cases to NCSBN. Using TERCAP data, NCSBN can track disciplinary cases involving practice breakdown, develop a national database on patient care, and identify patterns of error, risk factors, and system issues that contribute to practice breakdown. This will assist in the development of new approaches for patient safety. Lisa Emrich, Board Program Manager, served on the NCSBN TERCAP Committee during the development of the TERCAP tool and subsequently served as Chair of this national committee.
- The Board convened the Advisory Group on Dialysis, comprised of four dialysis technicians, a registered nurse who regularly performs dialysis and care for dialysis patients, a nephrologist, an administrator of a dialysis center, a dialysis patient, a representative of the Ohio Hospital Association, and a

representative from the end-stage renal disease network. The Advisory Group advised the Board regarding the qualifications, standards for training and competence of dialysis technicians, and related matters.

- The Board maintained and updated the Formulary that establishes the parameters for drugs prescribed by advanced practice nurses who hold a certificate to prescribe.
- On a quarterly basis, the Board convened the Committee on Prescriptive Governance (CPG) comprised of a clinical nurse specialist, a certified nurse midwife, a certified nurse practitioner, a registered nurse member of the Board, four physicians who meet the statutory requirements of committee membership, a pharmacist who is actively engaged in clinical pharmacy, and a pharmacist member of the Board of Pharmacy. The CPG developed recommendations regarding the prescribing authority of APNs who hold a certificate to prescribe and continued to discuss changing the Formulary to a searchable formulary database or an exclusionary formulary.
- The Board arranged for Nursing, Medical and Pharmacy Board staff to review and participate in ongoing discussions regarding HB 93 provisions and prescription drug abuse at the Committee on Prescriptive Governance (CPG) meetings. CPG is composed of nurse, physician, pharmacy and consumer representatives to oversee various aspects of the APN prescribing formulary and related rules.

Administration

Administration includes operational support such as legal, fiscal, personnel, legislative and regulatory matters, information technology, and communications.

Board Governance

The Board met seven times during the year for a total of fifteen meeting days. Meetings were held at the Board office, 17 South High Street, Suite 400, Columbus, Ohio. In the fall of 2010, the Board re-elected Bertha Lovelace as Board President, Patricia Hayek as Vice-President, and re-appointed Betsy Houchen as Executive Director.

Administrative Rules and Legislation

The Board monitored proposed legislation that could impact the practice of nursing or Board operations, provided Board members legislative reports, and worked with other regulatory boards and interested parties on issues of mutual interest.

The Board was actively engaged in the passage of HB 93 sponsored by Representative David Burke and Representative Terry Johnson. With respect to

HB 93, the Board worked with legislators and interested parties to include specific provisions impacting the Board including: (1) requiring the board to adopt rules directing when licensees should access OARRS [Ohio Automated Prescription (Rx) Reporting System] when prescribing (like provisions for other boards with licensed prescribers); (2) increased access to OARRS [Ohio Automated Prescription (Rx) Reporting System] information by the Board for confidential investigatory purposes; (3) language directing that the Board be granted access to the Ohio Law Enforcement Gateway (OHLEG); and (4) ability for the Board to more readily share confidential investigatory information with law enforcement and other licensing boards. The Board developed proposed Rule 4723-9-12, Standards and Procedures for Review of OARRS consistent with the direction of HB 93 at its first available Board meeting following passage of the bill.

The Board completed the five-year review of applicable administrative rules, as required by Revised Code Section 119.032. The Board also amended additional administrative rules that were not scheduled for the five-year review, primarily to eliminate redundancy, rescind obsolete language, and make the rules simpler to read and understand.

The Board's Adjudications Counsel, Holly Fischer, chaired a work group of a subcommittee of the Ohio State Bar Association's Administrative Law Committee that is tasked to make recommendations regarding the proposed adoption of the Revised Model State Administrative Procedure Act, adopted in July 2010 by the National Conference of Commissioners on Uniform State Laws. The Model Act, if adopted in Ohio, would substantially change Chapter 119, ORC, regarding the procedures for rulemaking, notices, hearings, adjudications, and appeals of Board Orders.

Nurse Education Grant Program

The Board provided grant funding to nursing education programs for the purpose of increasing their nursing student enrollments. Ten dollars of each nurse license renewal fee is used to fund the Nurse Education Grant Program (NEGP), established by Sub. House Bill 95 (2003). During the 2009-2011 grant cycle, the Board awarded eleven grants totaling \$2,000,000. Programs receiving the funds reported increased enrollments.

Nurse Education Assistance Loan Program

To assist the State of Ohio in meeting nursing shortages and to encourage students to remain in Ohio as they enter the nursing profession, the Board assists the Ohio Board of Regents in administering the Nurse Education Assistance Loan Program (NEALP). Five dollars of each nurse license renewal fee is used to fund NEALP. This program provides financial assistance to Ohio students as an incentive to serve as nurses, or nursing faculty in Ohio nursing education programs, after graduation. For the fiscal year ending June 30, 2011, \$364,476 was awarded to applicants. Under NEALP, loan recipients are

potentially eligible for 100% loan forgiveness based upon their commitment to engage in Ohio nursing employment.

Communications and Information Technology

Throughout the year, the Board informed the public, licensees, certificate holders, and other interested parties about the Nurse Practice Act and administrative rules governing practice, proposed statutory and administrative rule changes, and other issues relating to regulation.

- The Board issued *Momentum*, a magazine published quarterly at no cost to the taxpayers or the Board, and distributed the publication to holders of active licenses and certificates.
- The Concord Evaluation Group (CEG) conducted a usability audit of 62 board of nursing websites on behalf of NCSBN for the purpose of assisting boards in providing information and improving website ease of use. CEG found “that the Ohio Board of Nursing website contained a large amount of useful information. The reviewer was never confused about the site’s overall purpose and who it was geared to, which is the most important quality of any information resource. In addition, the reviewer was able to complete most tasks without any difficulty...the site content appeared to be frequently updated, adding to site’s overall credibility and relevance to its users.” The Board took this as another opportunity to review the website and made additional changes to enhance its usability. The Board also regularly updated the site to include electronic versions of brochures, disciplinary actions, nursing education program information, Board meeting materials, upcoming events, FAQs, downloadable forms, and proposed rule changes.
- The Board strengthened our commitment to establishing a social media presence to deliver practice oriented news and time sensitive announcements, including implementing Facebook in October 2010, bolstering our presence on Twitter through regular announcements and enhanced content, and continuing to use an e-mailing service for certain information.
- The Board maintained an ongoing liaison and working relationship with multiple state agencies, nursing groups, and other health care stakeholders to foster information sharing.
- The Board scheduled an Open Forum at each Board meeting to provide an opportunity for interested parties to address the Board.
- To assure other states, boards, employers, and the public have necessary and accurate data from Ohio when licensing, disciplining, hiring, or seeking information about licensees, the Board’s IT and Licensure staff

reviewed and submitted revised data to Nursys, a national database. This completed the first phase of the NCSBN Nursys Data Integrity Project.

- The Board provided detailed discipline information to the general public by linking additional disciplinary documents to the license credential or certificate record.
- The Ohio Center for Nursing website was coordinated by the Board and maintained independent of the Board's primary website. Established to promote nursing as a career and provide information about the nursing workforce in Ohio, this website also functioned as the Ohio Network for Nursing Workforce (ONNW) site for Ohio's membership in the National Forum for State Nursing Workforce Centers.
- An online nursing workforce survey, re-designed by NCSBN, was available for online renewal for RNs.
- The Board achieved daily, rather than weekly, submission of credential data from the licensing system to the national nursing database, Nursys.
- Board staff participated in the state eLicense Policy Work Group and worked with the Office of Information Technology to address eLicense system improvements and a system revision.

APPENDIX A
Board Members
(Members for All or Part of Fiscal Year 2011)

Name/Position	City	End of Term
Bertha M. Lovelace, RN, CRNA President	Shaker Heights	12/31/12
Patricia Hayek, LPN Vice-President	Canfield	12/31/11
Judith A. Church, RN, CNP Supervising Board Member for Disciplinary Matters Chair, Advisory Group on Nursing Education	Miamisburg	12/31/12
Delphenia W. Gilbert, RN Chair, Advisory Group on Continuing Education	Akron	12/31/11
Johnnie Maier, Jr., Consumer Member	Massillon	12/31/11
Melissa G. Meyer, LPN Nursing Education Liaison	Amelia	12/31/12
Maryam W. Lyon, RN Chair, Advisory Group on Dialysis	Sidney	12/31/13
Janet Arwood, LPN	Hilliard	12/31/13
J. Jane McFee, LPN	Perrysburg	12/31/13
Tracy Ruegg, RN, CNP	Powell	12/31/13
Roberta Stokes, RN, CNP	Cleveland	12/31/13
Rhonda Barkheimer, RN	Canton	12/31/14
Susan Morano, RN	Lorain	12/31/14
Anne Barnett, RN	Junction City	12/31/10
Eric Yoon, RN, CNP, CNS	Springboro	12/31/10

APPENDIX B FISCAL OPERATIONS FY2011

Revenue	
Income from Fees	\$11,223,565
Total Revenue	\$11,223,565

Payroll and Personal Services	
All Staff Payroll	\$4,826,505
Payroll Savings Transfer	\$269,854
Training and Registrations	\$3,390
Court Reporting	\$26,791
Hearing Officers	\$42,712
Expert Witnesses	\$0
Subpoena Fees	\$5,604
Advisory Group Travel	\$4,803
Purchased Services (other)	\$3,837
Actual Spent	\$4,913,612
Maintenance	
Rent (+space repairs, improve)	\$236,635
Maintenance & Repairs	\$16,516
Office Supplies	\$20,369
Staff Travel	\$27,390
Board Member Travel	\$32,201
Telephone	\$24,640
Telephone (DAS)	\$32,766
Printing (DAS)	\$3,840
Printing (Other)	\$24,851
Mail Services (DAS)	\$50,268
Auditor of State (Audit Fees)	\$10,502
Bank Lock Box & Bank Fees	\$87,865
Computer Services (DAS)	\$135,049
Computer Maintenance (other)	\$3,964
Other (Postage, Etc.)	\$30,371
Actual Spent	\$737,228
Equipment	
Computer / IT	\$30,111
All other	\$0
Actual Spent	\$30,311
Refunds	
Actual Spent	\$830
OPERATIONAL COSTS TOTALS	\$5,768,593

Special Issues Fund	
Beginning Balance	\$19,580
New Donations / CE	\$0
Actual Spent	\$629
Fund Balance	\$18,951

NEGP FUND	
Actual Disbursed	\$1,000,000
Administrative Expenses	\$21,594
Total	\$1,021,594
FY 2011 Appropriations	
<i>Operational Budget (4K90)</i>	\$5,838,280
<i>Special Issues (5P80)</i>	\$5,000
<i>Nurse Education Grant (5AC0)</i>	\$1,127,326
Total Appropriations	\$6,970,606

APPENDIX C Strategic Initiatives

In addition to carrying out its responsibilities pursuant to Chapter 4723. of the Revised Code, the Board conducted strategic planning. The Board adopted the following Strategic Initiatives to promote public safety and the safe practice of nursing:

1. Assure licensees and certificate holders meet statutory and regulatory requirements to be licensed or certified to practice in Ohio and are appropriately credentialed to practice, while maintaining an efficient and effective system to license or certify applicants as quickly as possible to enter or remain in the workforce.
2. Efficiently handle complaints, investigations, and adjudications to safeguard the health of the public and, in cases involving chemical dependency or practice issues, provide alternatives to discipline programs, if determined appropriate.
3. Approve pre-licensure education programs to assure the programs maintain academic and clinical standards for the preparation of entry-level nurses.
4. Assure licensees and certificate holders maintain competency based on continuing education standards set forth in the Nurse Practice Act and administrative rules.
5. Address pertinent regulatory issues and requirements for licensees and certificate holders and provide greater clarity about the requirements to those regulated by the Board.
6. Implement technological systems to increase organizational efficiency and the use of resources.

APPENDIX D
Board Staff
(As of June 30, 2011)

Administrative

Executive Director	Betsy Houchen, RN, JD
Executive Assistant	Joseph Kirk
Hearing Officer	Beth Lewis, JD
Operations/IT Manager	Eric Mays
Network Administrator	Cary Dachtyl

Compliance

Unit Manager	Lisa Ferguson-Ramos, RN, JD
Adjudications Counsel	Holly Fischer, JD
Administrative Assistant/Supervisor	Margo Pettis
Administrative Assistant	Peggy Carrier
Administrative Assistant	Rose Ferguson
Administrative Assistant	Brandon Kerlee
Administrative Assistant	Jayne Lang
Administrative Assistant	Melissa Malone
Supervising Attorney	Jodi Crowe, JD
Supervising Attorney	Rebecca Green, JD
Adjudication Coordinator/Legislative Liaison	Tom Dilling, JD
Adjudication Coordinator	Carol Ellensohn, JD
Adjudication Coordinator	Julia Hilty, JD
Adjudication Coordinator	Steven McGann, JD
Adjudication Coordinator	Karen Unver, JD
Adjudication Coordinator	Phalyn Williams, JD
Adjudication Coordinator	Michael Wise, JD
Enforcement Agent	Timothy Fulk
Compliance Agent	Dennis Corrigan, RN
Compliance Agent	Janelle Freeman, RN
Compliance Agent	Diana Harris, RN
Compliance Agent	Bette Horst, RN
Compliance Agent	Melissa Knauss, RN
Compliance Agent	Amy Sala, RN
Compliance Agent	Brian Torrence, RN
Monitoring Agent	Monique Holokai-Kane, RN
Monitoring Agent	Susan Mann Orahood, RN
Monitoring Agent	Marion Wilson, RN
Monitoring Agent	Richard Young, RN

Licensure, Certification, and Continuing Education

Unit Manager	Lesleigh Robinson, RN
Initial Licensure Supervisor	Karen Scott
Renewal Supervisor	Brenda Murphy
Certification/Licensure Specialist	Tami Earles
Certification/Licensure Specialist	Amanda Eisert
Certification/Licensure Specialist	Cynthia Gossard
Certification/Licensure Specialist	Melody Gullion

Certification/Licensure Specialist
Certification/Licensure Specialist
Certification/Licensure Specialist
Certification/Licensure Specialist
Certification/Licensure Specialist
Certification/Licensure Specialist
Certification/Licensure Specialist (Int.)
Administrative Assistant

Cheryl Johnson
Carol Polanski
Alisan Riemenschneider
Ebony Turner
Karen Unroe
Angela White
Rosa Avery
Toni Notturniano

Education, Practice, and Administration
--

Unit Manager
Administrative Assistant
Fiscal Officer
Fiscal Specialist
Nursing Education Surveyor
Nursing Education Surveyor
Nursing Education Surveyor
Nursing Practice Consultant

Lisa Emrich, RN
Felicia Saunders
Kathy King
Katha Bloomer
Jody Hostetler, RN
Cathy Learn, RN
Kristie Oles, RN
Jennifer Wheeler, RN