



Customer Service Standards

Section 121.91, Ohio Revised Code (ORC), requires that “Each state agency shall develop, and as it becomes necessary or advisable may improve, customer service standards for each employee of the agency whose duties include a significant level of contact with the public. The agency shall base the standards on the job descriptions of the positions that the employees hold in the agency.” Section 121.91, ORC, further requires that “the agency shall post its customer service standards, and any revisions therein, on its web site or, if the agency does not maintain a web site, on the state public notice web site.”

The Ohio Board of Nursing identifies customer service duties in employee Position Descriptions (“PDs”). All PD duties, including customer service, are reviewed annually in conjunction with the performance evaluation. PDs and customer service duties are updated as needed at that time.

The Board continues to incorporate customer service goals in employee performance reviews. Standards/goals are reviewed during the annual performance evaluation for employees for each performance review period. Goals related to each customer service duty, as identified in the employee’s PD, are included in the employee’s performance evaluation. Supervisors monitor employees’ success in achieving the implementation of the customer service standards through the performance evaluation process.

The Board also incorporates customer service standards in its Strategic Plan. Program Managers monitor and evaluate employees’ success in achieving the objectives of the strategic plan and report the outcomes on a semi-annual basis (April and September). Outcomes are presented to the members of the Board of Nursing for their review.

All Units

Standard	Date Adopted
Telephone (voicemail messages) inquiries and complaints will be retrieved and responded to within two (2) to four (4) business days.	3/31/2012
Written inquiries will be reviewed and responded to within five (5) to ten (10) business days.	3/31/2012
Complaints will be reviewed and responded to within five (5) to ten (10) business days.	3/31/2012
Telephone calls will be answered within three (3) rings	3/31/2012
Emailed inquiries will be reviewed and responded to within two (2) business days	3/31/2012
Public records are to be available for inspection during regular business hours, and must be made available for inspection promptly. Copies of public records must be made available within a reasonable period of time. “Prompt” and “reasonable” take into account the	2/22/2010

volume of the records requested; the proximity of the location where the records are stored; and the necessity for any legal review of the records requested. (See Policy S-OPS-009 – Public Records Requests.)	
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Licensure, Renewal and Continuing Education

Standard	Date Adopted
Employees will greet and assist customers within five (5) to ten (10) minutes of notification.	3/31/2012
Front desk employees will greet walk-in customers upon arrival and address and/or triage their request(s)	3/31/2012
Telephone calls from queue will be answered within three (3) rings	3/31/2012
An incomplete re-registration application will be returned within five (5) business days of receipt, if applicable	3/31/2012

Education and Practice

Standard	Date Adopted
The Board’s Practice Consultant will respond to 85% of the questions regarding the applicable law and rules within seven (7) business days of receipt.	9/11/2012
Additional guidance to licensees and certificate holders will be provided through each <i>Momentum</i> (the Board of Nursing’s quarterly publication) and the development of written information for Frequently Asked Questions (FAQs).	9/11/2012
The public will be informed of unit-related Board actions within five (5) business days of the action.	6/12/2012
Public inquiries will be routed or responded to within one (1) business day.	6/12/2012
Completed Education Survey Visit Reports will be issued to program no later than twenty (20) business days from the last day of the survey visit.	11/29/2011
Interpretive Guidelines will be developed based on frequently asked questions or significant issues as directed by the Board.	5/20/11

Administration

Standard	Date Adopted
Advisory Group/Committee Travel Reimbursements will be timely received and processed within three (3) business days of receipt.	9/11/2012
Return telephone calls to licensees, vendors and other agency staff within two (2) business days of receipt or sooner if content warrants more immediate response; respond to emails no later than two (2) business days of receipt.	9/10/2012
Inquiries regarding Fiscal matters (NSF checks, online renewal payments, receipt copies and problems) will be responded to within two (2) business days.	6/15/2012
Board reference materials will be revised and maintained in a timely manner.	2/13/2012
Outcome reports of meetings will be prepared within two (2) business days.	2/13/2012

Fiscal Unit staff will answer calls from the public seeking the agency federal tax ID# within one (1) business day.	2014
The Executive Assistant will respond to inquiries or refer individuals to appropriate person within 24 hours of inquiry.	2013

Compliance

Standard	Date Adopted
Compliance Unit staff will retrieve voicemail messages for compliance lines at least three (3) times per day and will route calls via an e-mail to the appropriate staff.	2012
Compliance Unit staff will notify Compliance Manager, General Counsel, or supervising attorney immediately of any urgent or priority calls in accordance with complaint protocol and board policies.	2012
Compliance Unit staff will triage 95% of complaints within one (1) business day from receipt; Compliance Unit staff will triage 100% of complaints within two (2) business days from receipt.	5/20/11
Compliance Unit staff will assign 95% of Priority I complaints within one (1) business day from receipt.	5/20/11
Compliance Unit staff will process 90% of Priority II complaints within five (5) business days from receipt.	5/20/11
Compliance Unit staff will process 75% of Priority III and IV complaints within ten (10) business days from receipt.	5/20/11
Compliance Unit staff will process 85% of the complaints based upon a licensure application within five (5) business days from receipt.	5/17/13
Compliance Unit staff will process 95% of the complaints based upon a criminal records check within seven (7) business days from receipt.	5/20/11
Compliance Unit staff will issue 95% of advisory letters within five (5) business days of assignment.	5/20/11
Compliance Unit staff will determine Alternative Program for Chemical Dependency eligibility within thirty (30) days following the receipt of the completed application for 95% of the applicants applying for admission to the Alternative Program.	5/20/11