



A N N U A L R E P O R T 2012-2013

Iscal Year 1, 2012 -2013



Introduction What is the Nevada State Board of Nursing?

It is a seven-member board appointed by the governor consisting of four registered nurses, one practical nurse, one certified nursing assistant and one consumer member. The Board is advised by and appoints members to standing advisory committees. The Board appoints an executive director (a registered nurse), who is responsible for a staff of 24, which regulates a nursing population of more than 41,000.

What does the Nevada State Board of Nursing do?

The state legislature established the Board 89 years ago to regulate the practice of nursing. The scope of the Board's original responsibilities has grown dramatically since 1923, when it licensed 104 registered nurses. In 2012-13, it was responsible for licensing, certifying and disciplining more than 41,000 individuals, including registered nurses, licensed practical nurses, advanced practice registered nurses, certified nursing assistants, and certified registered nurse anesthetists. The Board's current functions include:

Administration

- Establish minimum practice standards
- Develop and adopt regulations
- Appoint advisory committees to get direct nursing input
- Publish, distribute and provide education on the Nurse Practice Act
- Collaborate with consumers, individuals, groups and organizations
- Provide education to increase public awareness and understanding of the Board's role and purpose

Licensure, Certification and Education

- Approve schools of nursing and nursing assistant training programs
- Adopt exams for licensing/certification
- Issue certificates to nursing assistants
- License registered and practical nurses
- Certify advanced practitioners of nursing, certified registered nurse anesthetists, and emergency medical service/registered nurses

 Approve education/training programs for ongoing competency

Discipline and Investigations

- Investigate complaints against nurses and nursing assistants
- Conduct disciplinary proceedings
- Administer remediation and rehabilitation programs, including:
 - Monitoring nurses, nursing assistants, and medication-aide certified who are on disciplinary probation
 - Administering the Board's alternative program for nurses recovering from substance use disorders

What you'll find in this annual report

This report was designed to give answers to questions asked most frequently of the Board. It briefly describes our purpose and history. As an annual report, it covers the fiscal year 2012-2013, highlighting Board accomplishments and providing a statistical picture of nursing in Nevada.

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President Patricia "Tish" Smyer, DNSc, RN RN Member

Appointed - November 2008; **Re-Appointed** - October 2012, expires October 2016

Employment - Associate Dean for Academic Affairs; Professor, School of Nursing, Graduate Faculty, University of Nevada, Las Vegas

Education - DNSc, Nursing Science, University of California, Los Angeles, 1994; MSN, Mental Health Nursing, University of California, Los Angeles, 1990; BS, University of Arkansas Medical Center, 1977.

Other board experience - Nevada Advisory Committee to Prevent Infection in Health Care Facilities

Affiliations - American Association of Colleges of Nursing, Member, Organizational Leadership Network, American Nurses Association, Nevada Nurses Association, American Organization of Nurse Executives, American Psychiatric Nurses Association

Professional experience - Practice experience in psych/mental health, faculty member since 1994

Length of Nevada residency - 8 years

Vice President Rick Carrauthers, LPN

LPN Member

Appointed - October 2009, expires October 2013

Employment - Director of Infection Control, Southern Nevada Medical and Rehabilitation Center

Education - Diploma, School of Practical Nursing, 1999, Kiamichi Technical School

Other board experience - Nevada Pressure Ulcer Committee

Professional experience - 15 years of nursing

Board Member Biographies

experience including positions in Arkansas, Oklahoma, and Nevada; United States Navy, Personnelman, second class.

Length of Nevada residency - 9 years

Secretary Rhigel "Jay" Tan, DNP, RN, APRN

RN Member

Appointed - October 2011, expires October 2015

Employment - Assistant Professor, School of Nursing, University of Nevada, Las Vegas; Advanced Practitioner of Nursing, Mental Health and Psychiatry, Harmony Health Care

Education - DNP, Rocky Mountain University for Health Professions, 2011; MSN, University of Alabama at Birmingham, 2010; MN, Cebu Normal University, 1993; BSN, Cebu State Collage - Cebu City Medical Center College of Nursing

Other board experience - National Emergency Nurses Association, Northern Nevada Immunization Coalition, National Nursing Center Consortium, National Council of State Boards of Nursing, Access to Healthcare Network

Affiliations - Philippine Nurses Association of Nevada, Sigma Theta Tau, National League of Nurses, KALAHI Philippine Folkloric Ensemble, National Federation of Filipino-American Association

Professional experience - 24 years of nursing experience including positions in the Philippines and Nevada. Clinical, as well as nurse educator positions.

Length of Nevada residency - 19 years

Mary-Ann Brown RN Member

Appointed - January 2013, expires October 2016

Employment - Director of Hospice and Palliative Care, Renown South Meadows Medical Center

Board Member Biographies (continued)

NSBN ANNUAL REPORT 2012-2013

Education - MSN, 1996, University of Nevada, Reno; BSN, 1985, University of Nevada, Reno

Other board experience - Governor's Workforce Investment Board, State of Nevada; Healthcare Sector Council; Access to Health Care Network; Human Services Network; Continue Care Hospital, Nevada Nurses Association

Affiliations - Saint Mary's Regional Medical Center Ethics Committee, Renown Regional Medical Center Ethics Committee, Carrington College Nursing Advisory Committe, University of Nevada Orvis School of Nursing Adjunct Faculty

Length of Nevada residency - 24 years

Cathy Dinauer, MSN, RN

RN Member

Appointed - October 2012, expires October 2016

Employment - Vice President, Patient Care Services, Chief Nursing Officer, Carson Tahoe Regional Health

Education - MSN, 1993, California State University Dominguez Hills; BSN 1987, Regents College New York, Diploma Graduate, 1980, California Hospital School of Nursing

Other board experience - Nevada Nurses Association, former President District 1, former board member atlarge

Affiliations - Nevada Nurses Association, Nevada Organization of Nurse Leaders, American Organization of Nurse Executives, Affiliate Faculty - University of Nevada Orvis School of Nursing, Sigma Theta Tau

Professional Experience - 16 years of nursing experience including positions as nurse instructor, staff nurse, staff development, and chief nursing officer

Length of Nevada residency - 20 years

Sandra Halley

Consumer Member

Appointed - January 2008; Re-Appointed -November 2009, expires October 2013

Employment - Community Volunteer; Retired school teacher

Education - Bachelor of Arts, University of Nevada, Reno

Other board experience/Professional experience - Our Lady of the Snows School Board; Junior League of Reno; Nevada Museum of Art Board of Trustees; Reno Philharmonic Board of Trustees; University of Nevada, Reno, College of Arts and Sciences Advisory Board; University of Nevada, Reno, Scholarship Selection Committee; National Judicial College, Public Relations Committee; State of Nevada Board of Museums and History; Two years as a school teacher

Length of Nevada residency - 68 years

Jennifer Snidow, CNA

CNA Member

Appointed - October 2011, expires October 2015

Employment - Program Manager, Health Management Systems

Education - BS, Biology, University of Nevada, Reno

Affiliations - Reno Tahoe Young Professionals Network

Professional experience - 8 years of experience as a nursing assistant

Length of Nevada residency - 11 years



History and Highlights

A Brief History

In 2013, the Nevada State Board of Nursing (NSBN) completed 90 years of service to the residents of Nevada. Established by the state legislature in 1923, it was modeled on legislation enacted by other countries and a few other states. The intent was to separate untrained "nurses" from those who had undergone formal training.

Nevada's first school of nursing was established by Saint Mary's Hospital in 1909. An alumni association of the school's graduates led the formation of the Nevada State Nurses Association in 1917. Its main objective was to "secure passage of a law providing state registration of nurses."

Attempts to achieve this goal were made during the legislative sessions of 1915, 1919 and 1921, but all failed. In 1923, a bill was introduced by State Assemblywoman Marguerite Gosse of Reno. In spite of opposition, the bill was passed by both houses and signed into law by Governor James Scrugham on March 20, 1923.

Since its inception, the Nevada State Board of Nursing has grown from a three-member to a sevenmember entity. Its functions and responsibilities have increased dramatically, as has the number of nursing care providers it oversees.

Over 104 individuals have served on the Board, bringing hundreds of years of nursing experience with them. They have represented every nursing specialty and a wide range of health care settings.

In 1973, a consumer member was added to represent the viewpoint of the general public, and in 1995, a certified nursing assistant member was added to represent the CNA community.

Highlights of FY12/13

The Board continues to focus on its public protection mission, while removing unnecessary regulatory barriers and improving services in all areas. Here are a few highlights of FY12/13:

Nursing Education Programs

This fiscal year has shown the maturation of some of Nevada's nursing programs and the closure of two nursing education programs. The Nevada State Board of Nursing has jurisdiction over education programs that prepare nurses, certified nursing assistants, and medication aidescertified for licensure and certification. Not all boards of nursing have this authority. This year the importance of this nursing board role was evident. The Board approved two new nursing assistant training programs, many of them administered by our state's school districts, especially in rural Nevada. Nursing programs must secure and maintain national accreditation and maintain at least an 80% NCLEX first time pass rate for their graduates.

The Board certified three of its newest regulated provider, the Medication Aide-Certified.

In the past five years, Nevada nursing programs have improved in the national standings for NCLEX pass rates. Five years ago, Nevada ranked 46th out of 54 jurisdictions in pass rate; in 2011, Nevada rose to rank 20th out of those same 54 jurisdictions. In 2012, Nevada nursing programs again increased their standing to 2nd in the nation. Congratulations to our Nevada nursing programs and the Board's education consultant, Roseann Colosimo.

The Board has invested in a clinical scheduling software program which allows all state nursing programs and all facilities which provide clinical sites for nursing students to collaborate in providing the best possible clinical experiences for Nevada's nursing students. Statewide information and orientation has been accomplished through hours of instruction by Board staff and representatives from the clinical scheduling software program. The majority of Nevada's nursing programs enter their clinical schedules into the software program which are then matched with the available clinical sites entered by the state's hospitals, clinics, schools, and other possible sites for clinical education.

Board continues requiring fingerprinting on renewal for nurses and CNAs

Since 1994, the Board has required fingerprinting on initial application. The Board continues to fingerprint licensees and certificate holders on renewal on a 6-year cycle. Public protection is the highest priority for the Board.

National and International presence to better serve Nevada

Board members and staff have served on national committees to increase Nevada's expertise and knowledge

History and Highlights (continued)

of nursing regulation to better protect our citizens. Committee and leadership involvement at a national level is sponsored by the National Council of State Boards of Nursing, the national regulatory body made up of all nursing boards across the US and its territories. Two Board members and five staff members serve on national committees. One staff member sits on the NCSBN Board of Directors. Nevada benefits by having a national presence and utilizing the resources that are provided to ensure nursing regulatory excellence for Nevada.

Statewide education provided to various groups

Board members and staff provided over 100 presentations for groups across the state this year. Board staff provides orientation to every nursing program so that students understand the Nurse Practice Act and become familiar with the licensure process. Expectations for safe and competent practice are discussed to prevent future episodes of misconduct among new nurses due to lack of information. Education about the certification process and the Board in general is also offered to nursing assistant training programs.

Professional and collaborative relationships

The Board highly values its relationships with other health care regulators and its interface with all of its stakeholders. It continues to host meetings of regulatory entities to share best practices in the regulatory arena. Working with the Nevada Nurses Association, the Nevada Organization of Nurse Leaders, and the Nevada Hospital Association is beneficial for the patients we serve and to work on shared interests for nursing statewide. Anticipating breakdowns in practice and responding to safety breaches as they occur ensures a safe and competent healthcare workforce for Nevada.

Board staff participates in the Nevada Alliance for Nursing Excellence (NANE) which collaborated closely with the Governor's Health Care Sector Council affiliated with the Future of Nursing: Campaign for Action by the Robert Wood Johnson Foundation and the AARP Foundation. The Action Coalition is charged with state implementation of the recommendations regarding the future of nursing in the US. The four messages of The Future of Nursing report are: (1) Nurses should practice to the full extent of their



education and training, (2) Nurses should achieve higher levels of education and training, (3) Nurses should be full partners, with physicians and other health care professionals, in redesigning health care in the US, and (4) Effective workforce planning and policy-making requires better data collection.

Legislative Changes

During its 2013 session, the Legislature passed AB 170, a bill that changed the title of advanced practitioner of nursing (APN) to advanced practice registered nurse (APRN), changed the certificate of recognition to a license, and deleted the legal requirement for APRNs to practice under a collaborative agreement with a physician except if the APRN has practiced less than 2 years or 2000 hours and intends to prescribe Scheduled II Controlled Substances. The Board voted to support the legislation and worked closely with the bill's sponsor and the Nevada Advanced Practice Nursing Association and other stakeholders as the bill progressed through the legislative process. The main goal for the legislation was to improve Nevada's citizens' access to primary care health services, especially as the Affordable Care Act is fully implemented in 2014.



The mission of the Nevada State Board of Nursing is to protect the public's health, safety and welfare through the effective regulation of nursing.



Board Advisory Committees

The Board is advised by and appoints members to standing advisory committees. These committees are composed of nursing professionals who are chosen based on expertise, geographic location and committee need.

Questions about nursing regulation and practice are brought to these committees for research, discussion and policy development. The Board considers the recommendations of its advisory committees during its regular meetings. Virtually every law, regulation and advisory opinion issued by the Board has been based on a recommendation by one of its advisory committees.

Committee openings are advertised in the Board's news magazine and on its website. Applications are reviewed and members are appointed at regularly scheduled Board meetings. One Board member serves as a liaison to each advisory committee; Board staff members serve as advisory committee chairs.

Advanced Practice Registered Nurse Advisory Committee

The Advanced Practice Registered Nurse Advisory Committee advises and reports to the Board on matters related to the practice of advanced practitioners of nursing. It consists of not more than ten persons who are knowledgeable in areas concerning APRN practice.

In FY12/13 the committee continued work on bringing Nevada into compliance with the Consensus Model for APRN Regulation: Licensure, Accreditation, Certification & Education published through the work of the APRN Consensus Work Group and the National Council of State Boards of Nursing APRN Advisory Committee. The committee began the year discussing the possibility of addressing the redundancy and overlap of renewal requirements for APRNs and the requirements that must be met for ongoing national certification. A sub-committee was created and proposed that upon renewal, Nevada APRNs would affirm or show documentation of ongoing national certification and attest to active engagement/practice in the advanced practice role during the previous two years. If an APRN was "grandfathered" and not required to be nationally certified as a requirement for renewal, the APRN would be required to attest to and submit documentation upon request showing that equivalent professional development activities had been accomplished during the renewal period. This would require a change in regulation and Board staff was given direction to begin the process so that regulations may be processed in 2013.

The committee reviewed the APRN Practice Audit Checklist and suggested several changes. Among the proposed changes were: omitting the requirement that the APRN outline the quality assurance process that is used, omitting the requirement to submit a copy of the APRN's protocols, and adding a copy of the current regulations that outline the requirements for APRN practice in Nevada. The committee also supported changes to the APRN Transcript Evaluation Policy which will allow the education consultant to request additional documentation from applicants, if necessary, to ensure the applicants' compliance with Nevada's regulations.

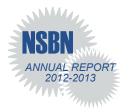
The APRN Advisory Committee closely followed state legislation, SB69 and AB170, which would change the title from APN to APRN, change the certificate of recognition to a license, and would give Full Practice Authority to APRNs. AB 170 was passed successfully during the 2013 Nevada Legislative Session and became effective on July 1, 2013.

Chair: Debra Scott, MSN, RN, FRE, Executive Director **Liaison:** Rhigel "Jay" Tan, DNP, RN, APRN

Committee Members:

Alona Dalusung-Angosta, PhD, APRN, FNP, NP-C (Henderson)John IMary Betita, MSN, RN, APRN, FNP-BC (Las Vegas)ArthurCheryl Broussard, MSN, FNP-BC (Las Vegas)RicharMatthew Khan, DNP, FNP-BC, APRN (Reno)Josh Hamilton, DNP, RN-C, FNP-C, PMHNP-BC, CNE (Las Vegas)Gregory Peistrup, MSN, RN, APRN-FNP-C, CFRN, CEN EMS-RN (Las Vegas)

John Phoenix, MSN, RN, APRN, FNP-C (Las Vegas) Arthur Savignac, CRNA, MHS (Spring Creek) Richard Talusan, MSN, FNP-BC, NEA-BC (Las Vegas)



Certified Nursing Assistant Advisory Committee

The Certified Nursing Assistant Advisory Committee advises the Board on matters relating to certified nursing assistants (CNAs) and medication aides-certified (MA-Cs) as defined by statute (NRS 632.072).

In FY 12/13, the committee reviewed new applications for nursing assistant training programs, and renewal applications of previously lapsed programs. The committee reviewed CNA testing issues related to availability. A workshop was held with committee members, Prometric testing service and test administrator resulting in an increase in test dates in southern Nevada. The committee recommended a revision to the Lapsed Nursing Assistant Certificates policy that was approved by the Board that reduces regulatory barriers to those returning to CNA practice. The Board also acted on an advisory opinion recommended by the committee regarding Guidelines for a CNA to Deliver Medications Prepared and Packaged by Nevada Department of Corrections (NDOC) Central Pharmacy That are Designated as Keep on Person Medications to Inmates in Lock Down Units.

The committee also monitors the status of MA-C training programs and worksites. MA-C regulations are in place, instructor training programs have been held, and a test site administrator is in place in southern Nevada. Two worksites have been granted approval by the Board and three MA-Cs have been certified; however, no MA-Cs are actively working in Nevada as of the date of this publication.

Chair: Chris Sansom, MSN, RN, Director of Operations **Liaision:** Jennifer Snidow, CNA

Committee Members:

Mary Brann, DNP, MSN, RN (Acute Care), Henderson Barbara Cavanagh, BSN, RN, CCM (AARP Member), Carson City Marie Fish DeWitt, RN, BSN (BHCQC), Carson City Ruby Flores, LPN (Home Health), Las Vegas Elizabeth Mongeau, BS, RN (Acute Care) Las Vegas Rhonda Meyer, RN (Division of Healthcare Financing/Policy) Carson City Branden Murphy, CNA, Las Vegas Teresa Stricker, LASW (Division of Aging Services) Las Vegas Carla Wright, MSNed, RN (Conceptual Member) North Las Vegas

Disability Advisory Committee

The Disability Advisory Committee evaluates nurses and CNAs regarding substance use disorders or psychiatric disorders which may be impairing nursing practice. It also monitors the recovery progress through scheduled interviews with the nurse or nursing assistant and through regular reports from employers and treatment providers.

The committee also makes recommendations to the Board regarding application and/or reinstatement of licensure/ certification, and termination of probation.

The committee meets semiannually to review the monitoring process, conceptual model, and provider status; plan educational presentations; and formulate proposals for policy and procedural changes to the Board. Representatives of the committee meet monthly in Reno and Las Vegas. In FY12/13, the committee evaluated 117 individuals.

Chair: Kathleen Reynolds, BHS, RN, Compliance Coordinator **Liaison:** Sandra Halley, Consumer Member

Disability Advisory Committee continued next page.....



Disability Advisory Committee (continued)

Committee Members:

Patricia Durham-Taylor, RN (Reno) Mattie Harris, RN (Las Vegas) Toril Strand, RN (Reno) Ann Testolin, EdD, MS, BS, RN (Reno)

Active Conceptual Members:

Cookie Bible, BSN, RNC, APRN (Zephyr Cove) Jan Brethauer, RN (Yerington) Mary Culbert, MS, RN (Reno) Peggy Cullum, RN (Las Vegas) Susan O'Day, BS, RN, CPAN (Reno) Karienne Rimber, RN (Henderson) Judith Slaney, RN, LADAC (Las Vegas) Judith Vogel, BSN, RN (Boulder City)

Education Advisory Committee

The purpose of this committee is to advise and report to the Board on matters related to education and continuing education. The committee consists of representatives from nursing education, nursing associations, and employers. In FY 12/13, the committee recommended approval of a policy requiring international graduates to be licensed in their country of education to help protect against fraudulent programs. The committee gave feedback and recommended approval for curriculum changes for Great Basin College, Carrington College, Nevada Career Institute and Kaplan College. The committee discussed feasibility of NSBN clearance by fingerprints for student nurses and explored the statute change required. The committee continued to focus schools on QSEN (Quality and Safety in Nursing Education) integration into the curriculum.

A subcommittee developed and taught two clinical faculty workshops to improve clinical education of students by adjunct faculty. A full review of the education regulations is in progress to recommend regulation changes, discussions have centered around whether students are able to transfer credits from one program to another and matriculation to a BSN program. In calendar year 2012, Nevada was second in the nation for with NCLEX pass rates at 95%. The committee reviewed statistics that showed 50% of international graduates were failing their English proficiency examination which validated the importance of the exam for the safety of Nevada citizens. Reports on the implementation of the student nurse clinical scheduling programs were discussed. One new nursing school application was reviewed by the committee. **Chair:** Roseann Colosimo, PhD, MSN, RN, Education Consultant

Liaison: Tish Smyer, DNSc, RN

Committee Members:

Susan Adamek, MSN, RN (Henderson) Connie Carpenter, EdD, RN (Las Vegas) Mary Chalfant, MS, BSN, RN (Henderson) Sherrilyn Coffman, PhD, RN (Henderson) Dina Faucher, PhD, RN (Henderson) Laura Fillmore, DNP, MSN, RN (Las Vegas) Barbara Fraser, MS, RN (Las Vegas) Lilly Gonzales, MSN, MA, RN (Las Vegas) Mary Hackie, MSN, RN (Las Vegas) Andrea Highfill, RN, BSN (Gardnerville) Leanna Keith, MSN, RN (Gardnerville) Mary Ann Lambert, MSN, RN (Reno) Wendy Merchant, BSN, RN (Reno) Kris Miller, PhD, RN (Elko) Carrie O'Reilly, PhD, MSN, RN (Las Vegas) Cheryl Perna, RN (Las Vegas) Patsy Ruchala, DNSc, RN (Reno) Ren Scott Feagle, MSNEdu, RN, CNOR (Las Vegas) Helena Whitney, RN (Las Vegas) Vickie Wright, MSN, MBA, RN, CRRN, CCM (Reno)

History and Highlights (continued)



Nursing Practice Advisory Committee

The Nursing Practice Advisory Committee advises and reports to the Board on matters related to the establishment of state standards of nursing practice. The committee consists of at least 10 persons who are knowledgeable in all areas of general nursing practice in Nevada and trends in national nursing practice.

In FY 12/13, the committee withdrew the 1984 practice decision which adds amniotomy to the RN scope of practice. The committee members stated their rationale for rescinding the current practice decision is based on the AWHONN official position which is that, in most clinical situations, artificial rupture of membranes (amniotomy) should be primarily performed by qualified physicians, certified nurse-midwives, nurse practitioners, extended class registered nurses (Canada) or other health care providers qualified/licensed by state or provincial law or regulations. Perinatal nurses should not routinely, independently perform amniotomy, since complications such as prolapse of the umbilical cord that may necessitate emergency medical intervention may occur.(JOGNN, 38, 740; 2009. DOI: 10.111/j.1552-6909.2009.01076.x). Board staff clarified that the Board does not have a new Practice Decision that finds that amniotomy is not within the RN scope of practice. To determine if amniotomy is within an RN's scope of practice please utilize the Board's Scope of Practice Decision Tree. The committee also recommended changes to the Sexual Assault Nurse Examiners (SANE) Practice Decision in response to the Attorney General's inquiry about a lack of certified SANEs to meet the needs of Nevada's citizens. The committee emphasized the importance of putting patient safety first and it was proposed that nurses who successfully complete an International Association of Forensic Nurses (IAFN) approved course of study may perform forensic exams provided the guidelines in the practice decision are followed.

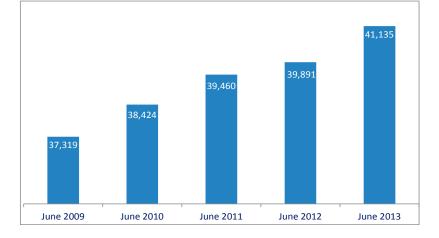
Chair: Debra Scott, MSN, RN, FRE, Executive Director **Liaison:** Rick Carrauthers, LPN, Board Liaison

Committee Members:

Gail Alexander, RN - Sparks Judith Carrion, RN - Las Vegas Marti Cote, RN - Carson City Cynthia Gorham, BSN, RN, MHA - Las Vegas Vicky Hardaway, BS, RN - Henderson Marilyn Jeanne Hesterlee, RN - Carson City Zona Hickstein, RN - Las Vegas Margaret Konieczny, MSN, RN - Carson City Gayle LaChance-Bulger, RN - Las Vegas Lori Roorda, BSN, RN, CEN - Las Vegas Lisa Mantkus, RN- Sparks Tracy McKinney, RN - Las Vegas Leighanne Shirey, BSN, RN - Carson City

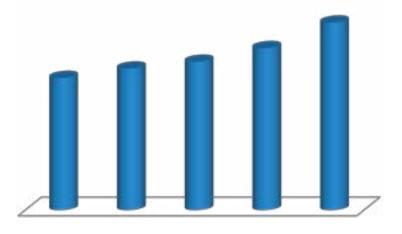






Five-Year Comparison of Total Active Licenses and Certificates Holders

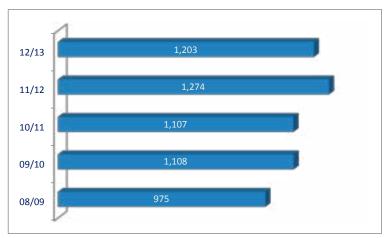
Five-Year Comparison of Total Active Advanced Practice Registered Nurses



Five-Year Comparison of Graduates from Nevada Nursing Programs

Statistics at a Glance (continued)



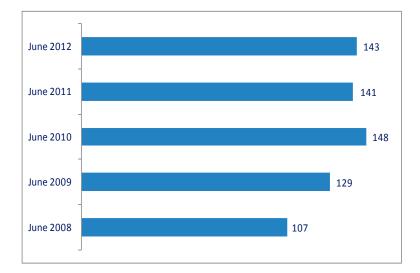


Five-Year Comparison of RN/LPN Complaints Opened

Five-Year Comparison of CNA Complaints Opened









Licensure and Certification Statistics

				RN	LPN	CNA	
verage age				45	46	37	
				RN	LPN	CNA	
censes or certif	icates issued	d in FY12/	13				
By examination	(new and fore	ign graduate	es)	1,019	135	1,100	
By endorsement	: (from anothe	r state)		2,666	311	491	
• • • • • • •		•••••	• • • • • • • • •	• • • • • • • •	• • • • • • • • • • •		Total
	*APRN	*CRNA	*EMS/F	RN RN	LPN	CNA	Active
ctive licensee/c	ertificate ho	lders by co	ounty of re	sidence			
Carson City	23	1	0	523	58	278	883
Churchill	3	3	3	166	22	89	286
Clark	483	55	71	14,682	2,312	5,074	22,677
Douglas	19	1	1	367	36	86	510
Elko	13	6	6	266	26	153	470
Esmeralda	0	0	0	4	0	0	4
Eureka	0	0	0	0	2	4	6
Humboldt	3	2	2	73	8	65	153
Lander	1	0	2	26	3	25	57
Lincoln	1	0	0	20	8	16	45
Lyon	7	0	4	280	52	211	554
Mineral	0	0	0	19	9	37	65
Nye	3	1	4	141	46	134	329
Pershing	0	0	1	20	3	29	53
Storey	0	0	0	18	2	5	25
Washoe	228	5	42	4,124	364	1,325	6,088
White Pine	1	2	0	50	19	58	130
Out of State	95	52	47	7,927	369	310	8,800
TOTAL	*880	*128	*183	28,706	3,339	7,899	41,135
	*7	hese certificat	ion types are	included in I	RN total		
Five	-year compa	rison of to	tal active	licensees	/certificate	holders	
June 09	June 1	LO J	une 11	L Ju	ine 12	Jun	e 13
37,319	38,424	1	39,460		39,891	41	,135

APRN Licensure/Certification Statistics



Active Advanced Practice Registered Nurses on June 30, 2013 - 880

Active APRNs by county of residence and practice specialty

	Acute Care	Fam Prac	Peds	Ob/ Gyn	Wom Hlth	Adult	Neo	Fam Plan	Mid- Wife	Psych	Geri	Ent	Clinic Card	Total
Carson City	,	15			4	1		1	1				1	23
Churchill		1							1		1			3
Clark	6	323	29	15	27	36	15	2	11	13	4	2		483
Douglas		14				3		1	1					19
Elko	1	7	2	1				1	1				13	
Esmeralda														0
Eureka														0
Humboldt		2	1											3
Lander		1												1
Lincoln		1												1
Lyon		6			1									7
Mineral														0
Nye		1			1			1						3
Pershing														0
Storey														0
Washoe	8	171	9	4	5	13	5	1	5	6			1	228
White Pine						1								1
Out of State	4	64	3	1	4	5	5		3	5	1			95
TOTAL	19	606	42	22	43	59	25	6	23	25	6	2	2	880

Dual certifications are tallied under the broadest of the two specialties

 Five-year comparis	on of total active A	PRNs (formerly	APNs)
June 10 664			June 13 880



Education Statistics

Approved nursing programs

The Board approved these schools to conduct all portions of their nursing programs in Nevada.

University of Nevada, Las Vegas (UNLV)

4505 S. Maryland Parkway, Las Vegas, NV 89154

Bachelor of Science in Nursing (BSN Degree)

University of Nevada, Reno (UNR) Orvis School of Nursing

Reno, NV 89557-0134

• Bachelor of Science in Nursing (BSN Degree)

Carrington College, Reno

5580 Kietzke Lane, Reno, NV 89511

Associate of Applied Science in Nursing (AAS Degree)

College of Southern Nevada (CSN)

Health Science Center, W1A

6375 W. Charleston Boulevard, Las Vegas, NV 89146

- Associate of Applied Science in Nursing (AAS Degree)
- Certificate in Practical Nursing
- RN Refresher Course

Great Basin College (GBC)

1500 College Parkway, Elko, NV 89801

- Associate of Applied Science in Nursing (AAS Degree)
- Bachelor of Science in Nursing (BSN Degree)

Kaplan College

3315 Spring Mountain Road, Las Vegas, NV 89102

Licensed Practical Nursing Program

Nevada State College (NSC)

1125 Nevada State Drive, Henderson, NV 89015

- Bachelor of Science in Nursing
- RN to BSN Degree Completion

Roseman University of Health Sciences

(formerly University of Southern Nevada)

11 Sunset Way, Henderson, NV 89014

Bachelor of Science in Nursing (BSN Degree)

The Board approves these schools to conduct only the clinical portion of their RN nursing programs in Nevada

Dixie State College of Utah

Department of Health Sciences Nursing Program 225 South 700 East, St. George, UT 84770

Mojave Community College

1971 Jagerson Ave., Kingman, AZ 86401

Touro University

874 American Pacific Drive, Henderson, NV 89015Bachelor of Science in Nursing (BSN Degree)

Truckee Meadows Community College (TMCC)

7000 Dandini Boulevard, RDMT 417, Reno, NV 89512

- Associate of Applied Science in Nursing (AAS Degree)
- RN refresher

Western Nevada College (WNC)

2201 W. College Parkway, Carson City, NV 89701

Associate of Applied Science in Nursing (AAS Degree)

Provisional approval: Schools that have provisional approval meet the initial requirements of Nevada laws and regulations to offer a program of nursing education in Nevada. To obtain full approval, they must gain national accreditation (which they cannot do until after their first class is graduated), and they must achieve a first-time pass rate of 80 percent or higher on the NCLEX (an annual average). If individuals graduate from a school that has provisional rather than full approval, they are eligible for Nevada licensure.

Everest College (provisional approval*)

170 N. Stephanie Street, Henderson, NV 89014

Associate of Applied Science in Nursing (AAS Degree)

Breckenridge School of Nursing at ITT Technical Institute (provisional approval*)

168 N. Gibson Road, Henderson, NV 89014

• Associate of Applied Science in Nursing (AAS Degree)

Kaplan College (provisional approval*)

3315 Spring Mountain Road, Las Vegas, NV 89102

Associate of Science in Nursing (ADN Degree)

Nevada Career Institute (provisional approval*)

3231 N. Decatur Boulevard, Suite 319, Las Vegas, NV 89130

Licensed Practical Nursing Program

Education Statistics (continued)



Graduates from Nevada Nursing Programs (post licensure and graduate programs are not regulated by the Board)

						(po:	st licensure and gr	addate programs	are not regulated	by the board)
Program PhD - UNLV	03/04	04/05 *	05/06 *	06/07 • • • •	07/08	08/09	09/10 8	10/11 • • • •	11/12 8	12/13 2
DNP - UNR/UNLV	*	*	*	*	*	*	*	*	19	6
DNP - Touro	*	*	*	*	*	*	5	4	1	6
Post MSN certificate UNLV	*	*	*	*	*	*	*	2	1	0
Post MSN certificate UNR	*	*	*	*	*	*	3	2	4	4
MSN - UNLV	7	16	10	25	36	24	61	26	40	17
MSN - UNR	14	7	9	20	17	13	11	24	24	18
MSN - Touro	*	*	*	17	26	26	3	7	6	5
BSN - UNLV	68	121	131	117	130	131	101	102	106	104
BSN - UNR	60	80	112	92	95	93	94	90	92	96
BSN - GBC	*	*	*	5	3	4	7	3	14	6
BSN - NSC	*	32	103	92	100	70	81	77	64	72
BSN - Touro	*	*	*	8	20	25	109	77	80	31
BSN - Roseman	*	*	*	*	44	33	0	48	87	142
RN to BSN - UNR	*	*	*	*	*	*	13	11	16	21
RN to BSN - NSC	*	*	*	*	*	*	17	24	22	41
RN to BSN - Touro	*	*	*	*	*	*	1	4	3	5
AAS - Breckinridge at ITT	*	*	*	*	*	*	*	*	*	28
AAS - CSN	105	115	223	189	167	172	199	187	181	195
AAS - Everest	*	*	*	*	*	*	*	*	*	13
AAS - GBC	13	21	12	17	26	15	22	20	19	16
AAS - Carrington Las Vegas	*	*	*	*	15	45	94	70	63	27
AAS - Carrington Reno	*	*	*	*	*	*	*	42	89	93
AAS - Kaplan	*	*	*	*	*	*	*	*	*	44
AAS - National	*	*	*	*	*	*	18	27	36	0
AAS - TMCC	43	37	52	73	52	55	53	70	57	30
AAS - WNC	30	42	43	45	40	49	57	45	41	41
LPN - CSN	21	23	21	20	20	27	22	16	0	14
LPN - Kaplan			*	*	*	*	22	56	79	37
LPN - Nevada Career Institute	*	*	*	*	*	*	*	*	*	41
Total	361	494	716	770	791	785	1,001	1,037	1,152	1,155
2012-13 Total Graduat	tes:								*no	data availabl
Doctoral Level	14	RN to BSN		67		Total degree	numbe			1 15
Post-Masters Certificates	4	Associate	Degree	487			rtificat			• , • U
MSN		LPN	-	92						
-	-			22						

Sources: Nevada System of Higher Education and Touro University Nevada

BSN

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Education Statistics (continued)



Registered Nurses

Pracical Nurses

NCLEX first-time pass rates for *CY12

School	No. Tested	No. Passed	Percentage
Carrington College, Las Vegas	27	24	88.89
Carrington College, Reno	82	76	92.68
College of Southern Nevada	173	164	94.80
Great Basin College	17	15	88.24
National University	38	36	94.74
Nevada State College	65	61	93.85
Roseman University	89	86	96.63
Touro University	48	44	91.67
Truckee Meadows Community College	54	52	96.30
Western Nevada College	42	42	100.00
University of Nevada, Las Vegas	117	114	97.44
University of Nevada, Reno	89	85	95.51
Nevada RN Total	841	799	94.23
National, U.S. Educated, First-Time Pass Rate (reported by Pearson Vue, December 31, 2012)		90.34
College of Southern Nevada	13	13	100.00
Kaplan College	64	53	82.81
Nevada Career Institute	20	15	75.00
RN failure (not in total)	1	1	100.00
Nevada LPN Total	98	82	89.45
National, U.S. Educated, First-Time Pass Rate (reported by Pearson Vue, December 31, 2012)		84.23

*National Council Licensure Exam (NCLEX) first-time pass rates are reported on a calendar year, rather than fiscal year, basis. Source: Pearson Vue, reporting the number of first-time candidates who took and passed the NCLEX from January 1, 2012 through December 31, 2012. These figures may not include all of those who graduated from Nevada schools within the same time frame, since individuals may choose to take the NCLEX any time after graduation, or choose to take it out of state.



Nevada LPN First-Time NCLEX Pass Rate





Approved Certified Nursing Assistant Training Programs on June 30, 2013

Battle Mountain High School 425 Weaver Avenue Battle Mountain, Nevada 89820 775-635-5436

College of Southern Nevada 6375 W. Charleston Boulevard Las Vegas, Nevada 89146 702-651-5681

Dayton High School 335 Old Dayton Valley Road Dayton, Nevada 89403 775-246-6240

Desert Rose High School 444 W. Brooks Avenue North Las Vegas, Nevada 89030 702-799-8300

East Career and Technical Academy 6705 Vegas Valley Drive Las Vegas, Nevada 89120 702-799-8888

Fernley High School 1300 Highway 95A South Fernley, NV 89408 775-575-3400

Grover C. Dils Medical Center P.O. Box 1010 Caliente, Nevada 89008 775-726-3171

Great Basin College 1500 College Parkway Elko, Nevada 89801 775-753-2216

The Milan Institute 710 N. Tonopah Drive Las Vegas, NV 89106 702-671-4242

The Milan Institute 950 Industrial Way Sparks, NV 89431 (775) 348-7200 Mount Grant General Hospital P.O. Box 1510 Hawthorne, Nevada 89415 775-945-2461

Mountain View Health & Rehab 201 Koontz Lane Carson City, NV 89701 775-883-3622

Pahrump Health and Rehab 4501 NE Blagg Road Pahrump, Nevada 89146 775-751-6600

Pahrump Valley High School 501 E. Calvada Road Pahrump, Nevada 89048 775-727-7737

Pershing General Hospital 855 6th Street Lovelock, NV 89419 775-273-2621

A Progressive Healthcare Training Ctr 222 S Rainbow Boulevard, Suite 218 Las Vegas, Nevada 89145 702-489-8999

Purrfect Nursing Services 1711 Highland Drive, Suite A Las Vegas, Nevada 89102 702-385-3853

Sierra Nevada Job Corps 14171 Mount Charleston Street Reno, Nevada 89506 775-972-5627

Silver Stage High School 3755 W. Spruce Street Silver Springs, Nevada 89429 775-577-5071 South Lyon Medical Center 213 S. Whitacre Street Yerington, Nevada 89447 775-463-2301

Southeast Career & Technical Academy 5710 Mountain Vista Street Las Vegas, Nevada 89120 702-799-7510

Southwest Career & Techical Academy 7050 W. Shelbourne Avenue Las Vegas, Nevada 89113 702-799-5766

The Training Center 3909 S. Maryland Parkway, Suite 205 Las Vegas, NV 89119 702-932-3438

Truckee Meadows Community College 7000 Dandini Boulevard Reno, Nevada 89512 775-673-7115

West Career & Technical Acedmy 11945 W. Charleston Boulevard Las Vegas, Nevada 89135 (702) 799-4340

Western Nevada College 2201 W. College Parkway Carson City, Nevada 89701 775-445-3296

White Pine County School District 1800 Bobcat Drive Ely, Nevada 89301 775-289-4811

Yerington High School 114 Pearl Street Yerington, NV 89447 775-463-6822 Source: Prometric website reporting system

Certified Nursing Assistant exam results for FY 12/13

Knowled exam res		Oral knowle exam resul		Clinica exam res	
Passed	1,141	Passed	21	Passed	1,124
Failed	<u>67</u>	Failed	_4	Failed	260
Total Tested	1,208	Total Tested	25	Total Tested	1,384
Passed 94	%	Passed 8	54 %	Passed X	7%



Investigation Statistics

If the Nevada State Board of Nursing receives information that a nurse or nursing assistant may have broken the law (the Nevada Nurse Practice Act), the Board has the authority to investigate. It will only investigate if the complaint is received in writing, names a nurse or nursing assistant who is licensed or certified in the state of Nevada, is signed by the person making the complaint, and alleges a violation of the Nurse Practice Act. Investigations are also generated from nurses and nursing assistants who answer "yes" to one or more of the five screening questions asked on initial and renewal applications for licensure/certification.

Before disciplinary action is taken, the Board ensures the nurse or nursing assistant is given due process, which requires giving adequate notice and description of the charges, and a hearing or the opportunity for a hearing. The individual also has the right to an attorney, the right to not participate in an informal hearing, the right to not sign anything, the right to see the complaint, and the right to appeal.

If the evidence doesn't support the allegations, the complaint may be dismissed or closed. If the evidence does support the allegations, the Board may take disciplinary action against the individual. If the investigation is generated from an answer to the application screening questions, depending upon the nature of the "yes" answer and the evidence received, the application may be cleared without disciplinary action or heard by the Board for final disposition, up to and including disciplinary action.

The disciplinary penalty is determined based on a number of factors which include the severity and recency of the offense, extent of patient harm, degree of deviation from standard practice, evidence of rehabilitation, current ability to practice safely, mitigating or aggravating factors, and past disciplinary history.

Disciplinary action can include denial, reprimand, fine, suspension, probation, voluntary surrender, or revocation of a license or certificate and may include requirements such as continuing education or drug testing. The Board considers each case individually.

FY12-13 Probation Statistics

June

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When considering what kind of disciplinary action it should take, the Board always asks, "What is needed to make this person safe to practice?" The answer depends on the nature of the violation. In many cases, the Board places individuals on disciplinary probation so that it can restrict, monitor and improve the person's practice. The Board also has a very successful alternative monitoring program that allows qualified, chemically dependent nurses and nursing assistants to re-enter the workforce in a paced sequence. It also monitors their recovery to ensure the safety of their patients. The statistics below include all people who were on probation as of June 30, 2013.

Type of Probation	Number of Participants	
Alternative (monitoring program)	91	
RN Disciplinary Probation	43	
LPN Disciplinary Probation	9	
CNA Disciplinary Probation	1_	
	total 144	

Five-year comparison of total probation participants

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June

141

12

June

143

June

June ()9

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RN/LPN Investigation Statistics



Investigation Statistics The statistics below relate to the investigations (complaints/applications) the Board opened during FY12/13. It is important to remember that investigations can begin in one fiscal year and continue into the next fiscal year. This means that the results, or outcomes, of investigations are not necessarily reported in the same fiscal year in which the complaints/application investigations were opened.

Type of investigations begun in FY12/13 Percent of					
Туре	Total	Total			
Abuse/cause harm	12	1.0			
Action in another state	26	2.2			
CE audit	51	4.2			
Confidentiality violations	6	.5			
Criminal background	6	.5			
Customary standards	70	5.8			
Drug diversion/narcotic discr.	44	3.7			
Failure to collaborate	11	.9			
Failure to supervise	21	1.7			
Falsification of records	21	1.7			
Fraudulent inital application	153	12.7			
Fraudulent renewal application	n 80	6.7			
Impairment	13	1.1			
Medication Error	11	.9			
Negligence/incompetence	7	.6			
Patient abandonment	7	.6			
Positive drug screen	6	.5			
Practice beyond scope	29	2.4			
Practice w/o license	49	4.1			
Professional boundaries	0	0			

Туре	Total	Percent of Total
Unauthorized delegation	1	.1
Unprofessional conduct/other	15	1.2
Violation of Board order	56	4.7
Yes to screening question(s) on initial application	429	35.7
Yes to screening question(s) on renewal application	79	6.6
TOTAL	1,203	100.0

Outcomes of investigations concluded in FY12/13

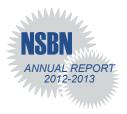
Outcome Closed	Total 707	Percent of Total 51.1
Cleared	419	30.3
Applications denied	63	4.6
Dismissed	3	.2
Fined	36	2.6
Reprimanded	55	4.0
Placed on probation	29	2.1
Suspended	6	.4
Voluntarily surrendered license	e 14	1.0
Revoked	27	2.0
Fine Renewal Applicant TOTAL	24 1,383	1.7 100.0

RN/LPN Investigation Statistics (continued)

The 1,203 complaints oper in FY12/13 represent 3.8% of the total RN/LPN populati 32,045	Question No. 1. Has your occupational or professional license or privilege to practice, registration, or certificate of any level (does not include driver's license or car registration) ever been denied? Ever been disciplined?
• • • • • • • • • • • • • • • • • • •	Initial applications 97
• Five-year comparison	Renewal applications 23
of RN/LPN complaints open FY 07/08 975	ed Question No. 2. Have you ever had a criminal con- viction, including a misdemeanor or felony, or had a civil judgment rendered against you? Initial applications 369 Renewal applications 47
FY 08/09 1,10	•
: 110	Initial applications 2
FY 09/10 1,18	Renewal applications
FY 10/11 1,27	4 Question No. 4. Are you currently in recovery for chemical dependency, chemical abuse or addiction? Initial applications 17
•	Renewal applications 5
FY 12/13 1,20	Question No. 5. Do you currently have a medical or psychiatric/mental health condition which in any way impairs or limits your ability to practice the full scope of nursing?
	Initial applications 3
Total initial applications in FV12 12	Renewal applications 10
Total initial applications in FY12-13 Total renewal applications in FY12-13	4,969 13,477 TOTAL 573

**Renewal application screening questions are prefaced with, "Since your previous Nevada license was issued..."

CNA Investigation Statistics



Investigation Statistics The statistics below relate to the investigations (complaints/applications) the Board opened during FY12/13. It is important to remember that investigations can begin in one fiscal year and continue into the next fiscal year. This means that the results, or outcomes, of investigations are not necessarily reported in the same fiscal year in which the complaints/application investigations were opened.

Type of investigatio begun in FY12/13		Percent of			
Туре	Total	Total			
Abuse/cause harm	22	3.3			
CE/Employment audit	71	10.5	Outcomes of investigations concluded in FY12/13		
Criminal Background	3	.4			
Customary standards	23	3.4		• • • •	
Falsification of records	1	.1	Closed	672	65.9
Fraud	1	1	Cleared	183	18.0
Fraudulent initial application	160	23.8	Applications denied	96	9.4
Fraudulent renewal application	n 36	5.3	Dismissed	1	.1
Impairment	4	.6	Fined	6	.6
Negligence/incompetence	5	.7	Reprimanded	15	1.5
Patient abandonment	4	.6	Placed on probation	2	.2
Positive drug screen	3	.4	Suspended	14	1.4
Practice beyond scope	4	.5	Voluntarily surrendered certificate	e 9	.9
Practice w/o certificate	9	1.3	Revoked	9	.9
Professional boundaries	3	.4	Agreement Fine Renewal 12		1.2
Unprofessional conduct/other	8	1.2	TOTAL 1,019 1		
Violation of Board order	12	1.8			
Yes to screening question(s) on initial application	267	39.7			
Yes to screening question(s) on renewal application	37	5.5			
TOTAL	673	100.0			



The 673 complaints opened in FY12/13 represent

8.5% of the total CNA population of 7,899

Five-year comparison of CNA complaints opened

•		
•		573
•	FY 08/09	3/5
•		
•		
•		
•		
•		
	FY 09/10	651
	1109/10	
•		
•		
•		
•		
•		630
•	FY 10/11	UJU
•	-	
•		
•		
•		602
•	FY 11/12	693
•	•••=-/==	
•		
•		
•		
•		
•	EV 12/12	673
•	FY 12/13	
•		
•		
•		
•		
•		
•••••		

CNA Investigation Statistics (continued)

Number of application screening questions** answered with "yes" in FY12/13

Question No. 1. Has your occupational or professional license or privilege to practice, registration, or certificate of any level (does not include driver's license or car registration) ever been denied? Ever been disciplined? Ever been subject to a non-disciplinary probation or monitoring program? Are you the subject of a current investigation or inquiry in any state or jurisdiction? Are you the subject of a pending hearing, settlement or action in any state or jurisdiction?

22 Initial applications 10 **Renewal applications** Question No. 2. Have you ever had a criminal conviction, including a misdemeanor or felony, or had a civil judgment rendered against you? Initial applications 261 30 Renewal applications

Question No. 3. Do you currently use chemical substances in any way which impairs or limits your ability to practice the full scope of nursing?

- 0 Initial applications
- 0 **Renewal applications**

Question No. 4. Are you currently in recovery for chemical dependency, chemical abuse or addiction?

- 14 Initial applications
- 1 **Renewal applications**

Question No. 5. Do you currently have a medical or psychiatric/mental health condition which in any way impairs or limits your ability to practice the full scope of nursing?

••••••••••	8	Initial applications	4
		Renewal applications	1
Total initial applications in FY12-13	2,227		
Total renewal applications in FY12-13	2,785	TOTAL	343

**Renewal application screening questions are prefaced with, "Since your previous Nevada certificate was issued..."



Executive Staff

Debra Scott, MSN, RN, FRE, Executive Director Statewide Liaison and Spokesperson Organizational and Public Management Fiscal and Human Resource Management Legislative and Governmental Relations APRN Advisory Committee Chair Nursing Practice Advisory Committee Chair Chris Sansom, MSN, RN, Director of Operations **Program Management** CNA Advisory Committee Chair Fred Olmstead, General Counsel Legal Counsel Dean Estes, Director of Finance/Technology Budget, Accounting and Pavroll Technology Support, Programming Roseann Colosimo, PhD, MSN, RN, Education Consultant Nursing Education Programs **CNA** Training Programs Continuing Education Programs Education Advisory Committee Chair Patty Shutt, LPN, Site Operations Supervisor Las Vegas Site Supervision Advanced Practice Certificate Processing Gail Trujillo, Executive Assistant Assistant to the Executive Director Schedulina Board Meeting Agenda and Arrangements

Program Staff

5011 Meadowood Mall Way, Suite 300, Reno, NV 89502, 2500 W. Sahara Avenue, Suite 207, Las Vegas, NV 89102 888-590-6726

INVESTIGATIONS and MONITORING

Linda Aure, BSN, RN, C, Senior Investigator Complaint Investigations

Nursing Practice Questions

Cindy Peterson, RN, CRRN, CLNC, CHCQM, FAIHQ, Investigator

Complaint Investigations Nursing Practice Questions

Sherri Twedt, RN, CLNC, Investigator Complaint Investigations Nursing Practice Questions

C. Ryan Mann, BSN, RN, Application Coordinator Application Review Fraudulent Application Screening Reintstatement Applications

Kathleen Reynolds, BHS, RN, Compliance Coordinator

Disability Advisory Committee Chair Disability Advisory Committee Scheduling Probation and Alternative Program Monitoring

LICENSURE/CERTIFICATION

Sarah Bowen, Licensure Specialist Licensure Eligibility Questions Endorsement, Exam & Renewal Applications Continuing Education Providers International Nurse Graduates & Licensure Issues Ariadna Ramos Zavala, Program Assistant Licensure Eligibility Questions Endorsement, Exam & Renewal Applications Continuing Education Providers Patty Towler, Senior Certification Specialist CNA Registry Maintenance CNA Certification and Renewals CNA Program and Instructor Approvals SUPPORT

Jeannette Calderon, Management Assistant Assistant to the Education Consultant APRN Audits CE Provider Audits

Rhoda Cope, Management Assistant Assistant to the Director of Finance/Technology Fingerprint Report Processing Nursing Personnel Lists Technology Support

Christie Daliposon, Management Assistant

Assistant to the Director of Operations Discipline Investigative Support Board Meeting Preparation NURsys Data Entry

Cyndie Souza, Management Assistant

Discipline Investigative Support Yes Answer & Fraudulent Application Processing Board Meeting Preparation NURsys Data Entry

Jill Caldwell, Receptionist

Demi Hays, Receptionist

Sandy Webb, Receptionist

Program Support Inquiries, Information and Referrals Licensure and Certification Applications Fingerprint Capture







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