

Commitment to Excellence Project (CORE)

Informational and Discussion Item Only

At the April 2009 meeting, the Board was provided with the complete CORE results from the 2007 study. This report explores the Texas data and implications for improvements.

Introduction and Purpose

The purpose of the Commitment to Ongoing Regulatory Excellence (CORE) project is to provide an ongoing performance measurement and benchmarking system for nursing regulators. CORE provides and compares data that can be used for performance measurement and organizational enhancements by Boards of Nursing. By providing evidenced-based data nursing regulators are better able to meet their legislative mandate to protect the public.

Through CORE, Boards of Nursing receive data collected and analyzed by NCSBN. The data may help Boards promote excellence in the provision of regulatory services with the overall goal of public protection.

This is the third CORE report on measurement outcomes related to five Board functions: (1) discipline, (2) practice, (3) education program approval, (4) licensure, and (5) governance¹. Previous reports were issued in 2002 and 2005. To compare and identify trends, findings from previous years are reported with results from the 2007 surveys.

NCSBN surveyed Boards of Nursing and random samples of groups of stakeholders that are directly affected by Board actions. These groups included: (1) employers (2) nursing programs and (3) nurses.

TEXAS DATA

In general, the respondents rate the Texas Board of Nursing positively or very positively in the surveys.

Nationally responses were received from 16,521 nurses, 893 employers, and 1,583 educational programs.

Responses are presented either in percent or Likert scale with 4 being most positive and 1 least positive

¹ The term “governance” can refer to organizational structures, administrative processes, managerial judgment, systems of incentives and rules, administrative philosophies, or a combination of these elements. One goal of governance is to enable an organization to do its work and fulfill its’ mission. Good governance should lead to organizational effectiveness.

Licensing, Practice, and Customer Service

Satisfaction with licensing process/Nurses	3.36
Satisfaction with renewal process/Nurses	3.23
Understanding of scope/legal limits/Nurses	3.76
Sources used to find out about scope/Nurses	
Law and Rules	72.7%
Board Web site	75.8%
Board Newsletter	63.6%
Personal Communication with Board staff or member	24.2%
Workshops	21.2%
Other Association Newsletter	12.1%
Who to contact about statute, rule or legal requirement/Nurses	
BON	65.6%
NPA/Rules	28.1%
Risk Management Dept.	3.1%
Professional Association	3.1%
Timeliness of Board response to practice questions/Nurses	90.9% of the time
Knowledge of Board Staff/Nurses	3.19
Knowledge of Board Staff/Employers	3.62
Responsiveness of Board to Changes in Practice/Nurses	2.95
Responsiveness of Board to Changes in Practice/Employers	3.41
Satisfaction with Board contact about non-practice issues/Nurses	2.93
Satisfaction with Board contact about non-practice issues/Employers	3.04
Rating of Board Newsletter/Nurses	3.12
Rating of Board Newsletter/Employers	3.33
Rating of Board Newsletter/Nursing Education Programs	3.54
Rating of Board Website/Nurses	3.14
Rating of Board Website/Employers	3.22
Rating of Board Website/Nursing Education Programs	3.35
Rating of Telephone System/Nurses	2.56
Rating of Telephone System/Employers	2.38
Rating of Telephone System/Nursing Education Programs	2.54

Discipline

Understanding of Reporting Laws/Nurses	3.39
Understanding of Reporting Laws/Employers	3.91
Understanding of How to Report Violations/Nurses	74.5%
Understanding of How to Report Violations/Employers	93.9%
Communication of Disciplinary Process Following Complaint/Employers	2.73
Board Assistance Following Complaint/Employers	2.73
Perception of Timeliness of Complaint Resolution/Employers	91.67% say No
Effectiveness of Disciplinary Process in Protecting Public/Nurses	3.18
Effectiveness of Disciplinary Process in Protecting Public/Employers	2.60
Effectiveness of Board in Protecting Public/Nurses	3.27
Effectiveness of Board in Protecting Public/Employers	2.87
Understanding of Difference Between Board and Professional Assoc.	76.7% understand
Laws and Rules are Accessible/Employers	100%
Laws and Rules are Clear/Employers	65.6%
Perceptions of Adequate Board Involvement in Specific Areas/Employers	
Nursing Supply and Demand	34.5%

Evolving Scopes of Practice	75%
Legislative Issues	84.4%
Workplace Issues	38.7%

Nursing Education

How well prepared for Practice/Nurses 97.7% well to very well
Employers rated new nurses on variety of skills and rated poorly for supervision of others, response to emergencies, and documenting legally defensible account of care.

Board Effectiveness/Nursing Programs	
Public Protection	3.89
Promotion of Quality Education	3.75
Responsiveness to Health Care Changes	3.74
Responsiveness to Innovation in Nursing Education	3.66
Effectiveness of Review Process/Nursing Programs	
Administration	3.90
Curricula	3.86
Clinical Facilities	3.83
Classroom/Labs	3.85
Student/Faculty Policies	3.87
Program Evaluation Plan	3.86
Perceptions of Approval Process	
Interval Between Board Visits	3.87
Preparation Time for Visits	3.87
Communication with Board Staff	3.92
Time Spent on Site During Visit	3.99
Feedback/Evaluation by Board	3.95
Timeliness of Feedback	3.92
Comprehensiveness of Feedback	3.94
Fairness/Objectivity of Board Findings	3.82
Time Given to Correct Deficiencies	3.89
Fairness of Monitoring Compliance	3.92
Overall Benefit of Approval Process	3.86
Due Process for Appeal	3.92

IMPLICATIONS OF DATA FOR DISCUSSION

Improvements in timeliness and responsiveness of customer service

- Increase staff answering the phone
- Improvement in automated phone system
- Improvement in availability and convenience of information

Improvements in Disciplinary Process

- Improvements in Communication with Complainants
- Improvements in Timeliness of Complaint Resolution
- Study Effectiveness of Various Monitoring Conditions
- Offer Public Forums with Employers to Better Identify Perceptions and Needs

Future Technology Improvements:

- All Online Applications
- Ability for Applicants to Check Status of Applications Online
- Develop "Push" Technology to Send Licensure information to Employers; Alerts on Rule Changes, etc. to nurses, schools, employers
- Expand Online Educational Offerings

Future Patient Safety Initiatives

- Consider Mandatory Targeted Continuing Education in Patient Safety and Jurisprudence
- Consider Pilot Study on Transition to Practice Models
- Continue to Study Effectiveness Mechanisms for Ensuring Ongoing Competency