

**Kansas State Board of Nursing
Strategic Plan July 2019 - June 2022**

Agency Mission:

The mission of the Board of Nursing is to assure the Citizens of Kansas safe and competent practice by nurses and mental health technicians.

Agency Philosophy:

The Board of Nursing will act in accordance with the highest standards of ethics, accountability, efficiency, and openness. The Board subscribes to the idea that safe nursing care is a public trust. We approach our activities with a deep sense of purpose and responsibility. The public and regulated community alike can be assured of a balanced and sensible approach to regulation.

Core Values: We value trustworthiness in each individual, believe we can be depended upon to act with integrity, honesty, sincerity and fairness. We value respect for each person recognizing that we all have an important role to play in achieving our organizational goals. We value continuous learning which enhances individual and organizational growth. We value competence in all staff knowing that quality leadership, support and service require knowledge, skills and accountability. We value open and effective communication through the ongoing interchange of ideas and information. We value collaboration in our work processes and decision making, recognizing when we involve others affected by decisions, we strengthen the decisions.

Priority #1: Promoting Nursing and Allied Health Standards; safe nursing through education, licensure and regulation	Metrics	Performance Assessment
1. Enhance collaborative relationships with other nursing and health-related organizations in Kansas	Network with organizations and other agencies, education outreach to students and licensees	KSBN Weekly/Monthly Updates shared with other nursing and health-related organizations in KS during the COVID-19 pandemic. Continue to work with other state agencies, which include: Board of Pharmacy on K-Tracs, KISO, KSNA, KCPNE, KADN and KACN
2. Systematic evaluation of advanced practice nursing	Review statutes and regulations, review consensus model, review proposed statute changes, education to APRNs regarding practice statutory authority	Continue to monitor legislation regarding full practice authority for APRNs in Kansas, work with NCSBN and provide information as requested. Monitor and provide feedback with discussion occurring at the national level regarding APRN Compact
3. Retain independent status of the Board of Nursing	Continue to monitor legislation, submit data to NCSBN for CORE reports, monitor performance indicators for agency, educate regarding performance of agency and dashboard regarding agency performance	Monitor legislation introduced during the session for any legislation dealing with licensing boards. Provide testimony and educate legislators regarding KSBN. Updated CORE data with NCSBN. Research a performance database for the KSBN website. Include agency performance statistics in annual
4. Promote safe nursing practice for nurses with multistate nursing licenses	Continue to educate nurses, employers and students regarding NLC	KSNA Day at the Legislature 3/4/2020, Newsletter, March - May 2020, KSNA Day at the Legislature February 2021. Information included in KSBN Weekly/Monthly Updates, quarterly newsletter, FY 20 Annual Report and KSBN website. Staff continue to answer questions regarding the NLC.

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Priority #2: Fiscal & Human Resources Responsibilities	Metrics	Performance Assessment
1. Monitor fiscal impact of NLC implementation	Monitor licensing statistics and agency budget	Continue to monitor monthly fiscal reports and report to Finance Committee and Board members.
2. Monitor funding for K-Tracs	Monitor legislative funding for K-Tracs, track impact of increased fee fund transfer for K-Tracs, participate in generating funding solutions.	Continue to provide feedback regarding fiscal impact of K-Tracs on agency budget, Testify at Budget Hearing regarding importance of K-Tracs and need for permanent funding for program outside of regulatory boards. Report to APRN and Finance Committees and Board.
3. Develop succession plans for key board members and agency staff	Evaluate agency structure, identify key board members and agency staff and develop succession plans for the transfer of institutional knowledge	Mentors assigned to new Board members. Possible strategic planning retreat in Spring 2022 which could include an agenda item of succession plans for Board officers and members.
4. Recruit, develop & retain qualified staff	Monitor open positions, reasons for existing staff leaving agency, explore pay plan options, optimize orientation for new staff and appropriate education to enhance staff knowledge	Filled key positions in the agency with qualified staff. Working on redesigning orientation for new employees that will include an agency-wide orientation plan that would be utilized for all new staff to the agency. Continue to look for educational opportunities for staff to increase their skills and promote continuous learning. Zoom interviews held during the period of March 2020 - May 2021. Scheduling options were given to staff that will occur from 7/12/2021 thru 1/11/2022. One option is hybrid, which includes a telework option.
5. Appropriate orientation of Board members about responsibilities of serving as a Board member	Redesign current Board orientation information after exploring optimal format. Evaluate content needed and evaluate changes	2/2020 redesigned Board orientation presented via Zoom, Board Portal designed for iPads Develop an evaluation for the effectiveness of revised orientation. Additional Board orientation session scheduled for 8/25/2021. Agenda item for discussion with the Board is education/training for Board members on the role of Board members.

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6. Maintain superior information technology infrastructure	Identify and replace equipment that needs updated, review and evaluate new or existing technology and how to improve or incorporate into KSBN, establish off site data center, be proactive with state IT reorganizations and explore new ways to present information on website (instructional videos)	COVID-19 has necessitated the need for the majority of the staff to telework. Re-evaluate the equipment needed for staff to telework. Equipment purchased that enabled staff to telework effectively. Replaced core data center equipment and getting a quote for equipment for the off-site data center. Soft phone software will be installed on the laptops for the staff that telework and headsets have been purchased to be used with the soft phones. Initial discussion about developing more instructional videos.
7. Maintain centralized repository to locate status of investigative and discipline cases	Develop and maintain a uniform database to monitor status of investigative and discipline cases. Train staff and monitor usage.	By June 2022 Investigative Division case files relating to application review for legal history should be electronic and stored in Perceptive Content (this is being worked through currently). Enforcement Module approved for FY 22 budget.
8. Electronic storage of records in the agency	Review and revise agency record retention schedule, review position descriptions to include imaging of agency records. Track agency records that are imaged.	Record retention schedules for Investigative Files and Disciplinary Case Files were revised to reflect electronic storage. Electronic Recordkeeping Policy approved by the State Records Board for Perceptive Content. Received grant to image licensing files.
9. COOP Plan	Review of COOP plan to ensure continuity of plan.	June 2020 COOP plan emailed to Board members to review. Conduct an evaluation of COOP plan after implementation for the COVID-19 pandemic and make necessary changes. Do back-up orientation to the management of the COOP plan for Executive Administrator and Executive Assistant.
Priority #3: Maintain Quality Customer Service	Metrics	Performance Assessment
1. Applicants will be licensed within 5 - 7 business days after receipt of all required and approved information	Quarterly audits will demonstrate 90% of applicants were licensed within 5 - 7 business days after receipt of all required and approved information.	FY 20: 97.5%
2. Potential Nurse Practice Act violations submitted to the Board are reviewed and assessed within six months	Quarterly audits will demonstrate 90% of complaints submitted to KSBN with a potential violation of the Nurse Practice Act were reviewed and assessed within six months	We review the complaints for jurisdiction and potential violation within 6 months of receipt of the complaint. Barriers to completion of cases linked to a complaint include: priority of the investigation, staff caseload, staff available, response to subpoenas for documents and response from witnesses and licensee.

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3. Information services provided to consumers and nurses are of high quality and are clear, accurate and current.	Monitor information on website and on applications for clarity, listen to feedback from applicants to determine if information can be clearer and explore other formats to provide information	NPA on website has links to revisor for statutes and Sec. of State for regulations, AG opinions removed from website and link provided to AG opinions on AG's website, IV certification information provided as note in Nursys. 12/2020 NPA on website updated Updated website design for improved clarity.
4. Ensure effective methods for consumer feedback to the Board.	Evaluate and update methods in which customers can provide feedback, monitor customer service feedback and make changes in agency when needed	Staff give feedback to Board as needed about feedback staff have received.
5. Communication pathways between board members, agency staff and consumers is consistent and clear.	Consistent communication is provided by board members and agency staff	Updated agency organizational chart available for board members and agency staff to assist in correct communication. KSBN Weekly updates shared with board members and agency staff during COVID-19 pandemic.
6. Expand digital forms of communication	Effective communication will occur utilizing all digital forms	More forms have been moved to electronic format. The format of the quarterly newsletter and annual reports has been updated. Feedback was received and shared with the Board in June 2021 about the engagement statistics regarding our quarterly newsletter: average open rate: 112.5% (av. for governeent is 28.77%) and average click through rate: 12.8% (av. for government is 3.99%)
7. Continuous quality improvement for identification, processing adjudication of Nurse Practice Act violations	Evaluate processes for identification, assessment and resolution of complaints. Make needed changes to improve consistency and efficiency of complaint management.	By June 2022 Profession RV Priority Assignment Policy will be updated and front load complaints should be established and seeing results from this.