

Practice Specialist Report
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Case Status

Year	Applications for Legal Review	Complaints Received	Total Cases/ Year	Cases Currently Open
2015			2251	
2016			2077	2
2017			2150	38
2018			2196	105
2019			1673	71
2020	1776	575	2351	124
2021	1969	484	2453	166
2022	1565	570	2135	283
2023	1542	744	2286	374
2024	249 (as of 3/8/2024)	147 (as of 3/8/2024)	396 (as of 3/8/2024)	149 (as of 3/8/2024)

Total Cases Currently Assigned to Investigators: 1,312

Complaint Statistics: Violations of the KNPA:

	CY 2023	CY 2024
Failed to follow facility Policy & Procedure	276	28
Fraud	34	
Negligence	44	16
Practice beyond Scope	43	10
Alcohol, Drug Diversion, Workplace Impairment	146	9
Abuse	55	9

KNAP Statistical Summary, FY 24

	1 st Qtr	2 nd Qtr
Total Enrollment	122	100
New Participants into Program	35	9
Successfully completed program	38	7
Known to KSBN (at enrollment)	79.5%	80%
Employers referred	3	0

KNAP, KSBN, KUMC – formed IHPEC:

Goal of Impaired Healthcare Professional Education Committee

- Education presentations, including prevention education, to medical care professionals on coping with stress, mental health issues
- Establishing Connections with SON

Processing Standards for 2nd Quarter FY 24

Performance Based Budget (PBB): Outcome Measures:

1. Percentage of complaints received in the agency and reviewed by Professional Staff within 2 weeks of date received = 96.4%
 - a. Metric to meet: 90%
2. Percentage of investigations completed within 9 months of opening = 55.3%
 - a. Metric to meet: 60%
3. Number of nurses practicing without a current nursing license = 26 ULP
4. Number of individuals presenting as imposter = 0

#2 Metric of 60% is affected by Delays that are outside Investigative division control:

1. Why is it taking so long to get a complaint investigated?
 - a. Delayed by facility failing to respond to subpoena for documents
 - i. LTC, NH, Parent company is out of state;
 - ii. Certain KS Hospitals
 - iii. Change in personnel
 - iv. Facility closes – records are ?
 - b. Do not read subpoena and do not furnish documents requested
 - i. Receive all documents (600-1000 pages) that need reviewed for the specific timeframe requested
 - c. Delayed by KNAP non-compliance
 - d. Lack of response by applicant, licensee, witnesses, facility staff.
 - e. Board refers case back to investigator to gather more evidence. → increases time to complete case
 - f. Case disciplinary action not processed timely

KORA open records requests, FY 2024

FY 2024	# Requests	# Completed	# Cancelled	Average Days to Produce Requests
7/1/2023 – 3/7/2024	94	90	1	9

Supervisory:

- Vacancies
 - Senior Administrative Assistant
 - Nurse Investigator
- Practice Calls
 - IV Hydration Clinics Discussion between Bd of Pharm, BOHA, BON
 - Inquiries –average 80/month
- Investigative Committee Priorities (3)
 1. Increase Investigative Committee Meetings - occur every 6 weeks
 2. Assess Operational efficiency for case investigations – ongoing
 - a. Investigative Staff reviewing, discussing, sharing what's working, what's not, brainstorm solutions
 - b. Brainstorming in preparation for MYLO Phase 2 integration
 3. Assess Operational efficiency for case resolution through the disciplinary process

Meetings Attended:

- NCSBN Policy Knowledge Network Call (2/22/2024)
- Impaired Healthcare Provider Education Committee (IHPEC) Presentation to nursing leadership at KUMC (2/27/2024)
- IV Hydration Taskforce (3/4/2024)
- KARQM NE District Meeting (3/21/2024)
- KU 2024 ECHO: Navigating Return to work Challenges (3/21/2024)