

November 17, 2025

To the Nurses of Kansas,

The House Select Committee on Government Oversight meetings on July 29 and September 8 highlighted both the concerns and the commitment surrounding nursing regulation in Kansas. Testimony, whether in opposition or support, reflected a common value: protecting the public through safe, accountable nursing practice.

The Kansas State Board of Nursing (KSBN) continues to explore and implement changes to better serve our licensees and stakeholders based on concerns voiced. We remain committed to applying the law fairly, transparently, and in good faith. Building trust requires more than words, it requires action.

KSBN Action Plan:

1. Licensing Software Improvements

- A licensee is no longer able to add two or more duplicate licenses to their “cart” in the renewal portal which will eliminate their ability to pay for two duplicate licenses during their license two-year renewal period
- Staff are working on changes to the applicant checklist to provide more transparency for an applicant to identify the location of their application in the approval process
- An upgrade to the licensing software is scheduled during December that will include more mobile-friendly features to assist when an application is submitted via smartphones or tablets

2. Automatic Enrollment in Nursys e-Notify for Renewal Notifications

- KSBN has requested that the National Council of State Boards of Nursing (NCSBN) automatically enroll all Kansas nurses with a valid email address on file to receive electronic renewal reminders and license status change alerts, with the goal of implementation by the end of calendar year 2025. KSBN remains committed to providing continued educational outreach to nurses and employers on the benefits of Nursys e-Notify.
- Directions about how licensees can register in e-Notify is given via KSBN’s website, newsletter and social media
- KSBN continues to mail the renewal reminder post cards to licensees 90 days before their license renewal date. The postcards are mailed to the address KSBN has on file. **It is very important for licensees to update address changes**

3. Investigative and discipline process

- A task force consisting of Legislators, external stakeholders, Board members and KSBN staff has been meeting to review the disciplinary statutes and the unprofessional conduct regulation in the Nurse Practice Act and propose changes
- An external consultant with extensive healthcare regulatory experience with investigation and discipline process is conducting an audit of KSBN’s investigative and discipline process that consists of an on-site visit and virtual interviews
- The Evoke Case Management Suite from System Automation has been implemented and will improve communication about investigations and discipline
- A survey was placed in October on KSBN’s website for licensees and stakeholders to complete regarding a grace period after license expiration date. Data will be collected and reported back to decision makers about possible revisions in statutes

4. **Improved customer service**

- Customer service training is being scheduled and will be mandatory for all staff to participate
- Data has been collected and is being analyzed to study the feedback and trends of customer service feedback received
- Customer service surveys are being revised

KSBN's mission remains clear: to protect and promote the welfare of the people of Kansas while supporting the nursing workforce through fair regulation, effective systems, and ongoing improvement.

For ongoing updates and information, visit our website and follow us on social media

<https://ksbn.kansas.gov/>