

January 2, 2026

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 the first quarter of 2026 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**

- The NCSBN Board of Directors has approved KSBN’s request to automatically notify all licensees with an email on file with KSBN to enroll or opt-out of e-Notify. Nursys e-Notify is a **free** method for nurses to receive automated notifications to remain up to date with their license including license expiration reminders and status updates. 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 are provided via KSBN’s website, newsletter and social media
- e-Notify will assist licensees with electronic notifications in addition to the renewal reminder post cards
- 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 met several times to review the disciplinary statutes and the unprofessional conduct regulation in the Nurse Practice Act. They have proposed changes that will be introduced to the legislature in the 2026 Session
- An external consultant with extensive healthcare regulatory experience with investigation and discipline process has conducted an audit of KSBN’s investigative and discipline process that consisted of an on-site visit and virtual interviews. Her short-term and long-term recommendations were presented to the Board on December 10, 2025. Staff will be working with the consultant to plan changes to be presented to the Board.
- The Evoke Case Management Suite from System Automation has been implemented and will improve communication about investigations and discipline

#### 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/>