



Practice Specialist Staff Report

Date: March 25, 2026

TO: KSBN Executive Administrator &
Board Members

FR: Linda Davies, Practice Specialist

Purpose of the Agenda Item and/or the Board Action Requested:

This report is an update on the activities of the Investigative Division, aligning activities with the KSBN strategic plan initiatives which are indicated below.

Situation / Data:

KSBN Strategic Plan Priority #3, Objective 1: Applicants will be licensed timely after receipt of all required and approved information.

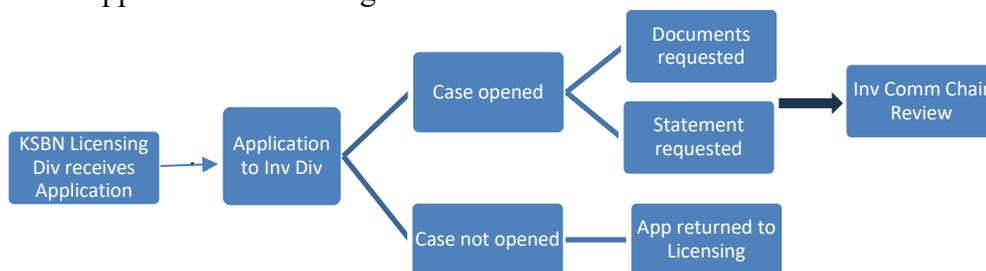
Applications requiring legal history review (as of 3/6/2026)

CY	#Apps Rv	# Cases	% case opened	TAT Avg (days)
2025	1519	513	34%	17
2026	238	67	28%	

*TAT = turn around time

- Dependent on documents and statements requested being provided timely

Workflow for Application Processing:



Reasons for Investigative Division reviews applications for licensure:

- 1) Criminal Background positive
- 2) Applicant's responses to questions are flagged
 - a. Answer Yes to participating in monitoring program
- 3) HOLD in licensing software system, i.e. current open active case, discipline in another jurisdiction, on a List: FBI, OIG, ANE Registry, etc
- 4) NURSISYS Discipline

Situation / Data:

KSBN Strategic Plan Priority #3, Objective 2: Potential Nurse Practice Act violations submitted to the Board are reviewed and assessed

Complaint data are tracked to identify trends and opportunities for education.

- Complaints received
 - Averaged 500 during the pandemic; 750 after the pandemic.
- Sworn complaints received remain consistent at 20% over time
- Significant Investigations average 150 per year
 - Allegations of Abuse (physical, verbal, sexual), Drug Diversion, Workplace Impairment, Exploitation (financial, etc.)

Draft of Complaint Evaluation Tool

- Incorporates a Just Culture Model
 - Harmless Error
 - At Risk Behavior
 - Reckless Behavior

Situation / Data:

KSBN Strategic Plan Priority #3, Objective #5: Communication provided is high quality, clear, accurate, current and includes effective methods available to give feedback to the Board. Expand digital forms of communication.

Open Records Request – timeframe: 7/01/2025 – 12/31/2025

- Received 63
- Mailing List Requests 57

Transition of KORA from Practice Specialist to PIO

- Andy Martin, PIO, is working on his own and checking when he has questions.
- The KSBN KORA Core team meets monthly to review status of requests.
- Plans for the next quarter include the following:
 - Develop a user survey to identify educational opportunities to use the KSBN KORA Gateway.
 - Revise the External User Guide to increase use of the KSBN KORA Gateway.

Background:

Since the last Board meeting in December 2025:

- Go Live! EVOKE Case Management Software for Investigative Division. 11/3/2025
 - Some Applications requiring legal review are being worked through EVOKE.
 - Complaints arriving from facilities, reviewed, and cases assigned to Nurse

Investigators

- Next steps:
 - Need to conduct Board member training
 - Review Reporting opportunities; develop procedure
- Addressed nursing practice related inquiries via phone and email
 - Practice Inquiries FAQ
 - Practice Committee asked for a resource posted on the KSBN website
 - The Certified Professional Midwife complaint information is now on the KSBN website for the direct reporting to their NARM
 - NARM also revised their policies to now accept complaints from state regulatory agencies (effective 1/15/2026)
 - Concerns presented to Practice Committee:
 - Operation of a Business

Meetings & Trainings:

National Organization of Alternate Programs Conference, Houston, TX 3/16-20/2026

NCSBN APRN Knowledge Network Call, 11/19/2025

KARQM Core Elements Risk Management Program, 11/20/2025

NCSBN Discipline Knowledge Network Call, 11/20/2025

NCSBN ICRS – 3 nurse investigators just completed 1/9/2026-3/16/2026

NCSBN ICRS – Linda took Introduction to Administrative Law, 1/9/2026-3/16/2026

Attachments:

None