BOARD OF REGISTERED NURSING

ENFORCEMENT DIVISION PROCESS IMPROVEMENTS

July 9, 2009

➢ Held two-day Workshops in Northern and Southern California with DOI investigators on BRN cases
➢ High Profile Case Tracking has been created and instituted which provides regular updates to management
➢ Case Management Analyst – Case Tracking System through Complaint Intake through case completion to better monitor aging and follow-up
➢ Enforcement is auditing all cases at DOI for more than one year and at AG for more than four months
➢ Final case decisions are being processed by a lower level analyst which frees up time for the Case Management Analysts
➢ Reduction in amount of documents filed due to electronic transmission, data entry, and record retention schedule
➢ Improved processing for alleviating backlogs and keeping desks current
➢ Addition of support staff has improved processing at the Legal and Applicant Analyst Desks
➢ Citation and Fine is better utilized for lower level cases that do not rise to the level of pursuing discipline
➢ Automated Requests for Service processing allows cases to be transmitted to DOI instantaneously
➢ Staff works closely with the new Central Intake Unit at DOI to improve initial case transmission to reduce processing time at DOI
➢ Detailed complaint summaries are now prepared prior to sending complaints to DOI which provides more efficient case follow-up for case analysts
➢ Cost certification processing has been improved due to dedicated staff member
➢ Manager and Chief reviewed all cases at DOI for more than one year to develop case investigative plan
➢ Revamping the DOI templates to ensure that sufficient and appropriate information is gathered for investigations
➢ Planning expert witness training for Spring 2010 to improve quality and effectiveness of experts
➢ Working with the LA AG’s Office to create effective and efficient process to issue ISOs and PC 23s for newly emerging fraudulent document cases and unaccredited nursing schools
➢ Egregious subsequent arrest notifications are being reviewed by case management analysts upon receipt for immediate follow-up and processing
Communication between Enforcement and Probation has improved dramatically to ensure cases which will result in probation are handled consistently so only appropriate cases result in probation.

Reassignment of support staff to improve case processing and timeliness.

DOE cases have been reassigned from the legal desk to a case management analyst to ensure improved tracking and processing.

Twelve new staff members in both Enforcement and Probation:
- Enforcement Division Chief - Staff Services Manager II
- Probation Manager - Staff Services Manager I
- Enforcement/Probation - Nurse Evaluator (Pending Hire)
- Probation - AGPA – 1 PFT (Pending Hire)
- Enforcement – AGPA - 1 LT
- Enforcement - SSA – 1 PFT, 1 LT
- Enforcement - MST – 2 PFT
- Enforcement - OT – 0.5 PFT, 1.5 LT
- Probation – OT – 1 LT

Quality hiring of new staff.

Probation Manager has audited all probation files to determine next course of action by staff.

Probation Manager reviews all cases before transmitted to AG and EO for quality assurance.

Probation is auditing and creating monitoring procedures for all tolled cases.

Probation is in the process of creating procedure manuals to ensure consistency and completed staff work.

Reviewing and revising Disciplinary Guidelines.

Probationers must call in seven days a week for drug testing versus five days.

Probation is instituting probation completion quality assurance audits for all probationers.

Probation has a new lead analyst to help address staff accountability and assist the manager with future program improvements.
Future Improvements:

- Analyst will provide in-house preparation of accusations involving conviction and out-of-state discipline cases as well as default decisions once the AG’s office provides training.
- As time permits support staff will recall all files missing discipline records from the web site.
- Enforcement and Probation will be working to standardize coding in CAS for consistency and accuracy for statistical data.
- Nurse Evaluator will be reviewing practice cases to determine investigative plan if necessary.
- Dedicated Nurse Evaluator will provide consultation with Enforcement and Probation staff on new and questionable complaints.
- More public outreach to hospitals, schools, licensee conferences, and public events to increase awareness of the Board and the enforcement process.
- Improve use of the enforcement file tracking system which was installed in 2008 to better track and monitor file location.
- Create database for case files that are being stored at the State Record Center.
- Manager and Chief will meet with each AG office to review cases that have been in process at the AG’s office for one year or more to develop case completion plans.
- Enforcement and Probation analysts will cross train to ensure that all processes are handled as efficiently and effectively as possible.
- DCA is creating an Enforcement Academy for all analysts working in Enforcement and Probation to be held in Spring 2010.
- Developing chemical dependency webinars with hospital association to be presented in October or November 2009.