



OSBN LICENSING UPDATE

HOUSE INTERIM COMMITTEE ON BEHAVIORAL HEALTH AND HEALTH CARE

Oregon State Board of Nursing

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Executive Director

OSBN OVERVIEW



Board: 9 Governor-appointed, Senate-confirmed, dedicated public servants who volunteer their time in the best interest of Oregonians



Staff: 60 agency employees focused on efficiently licensing nursing professionals, investigating patient safety concerns, and consistently updating our Nurse Practice Act and implementing Oregon Revised Statutes



Mission: The Oregon State Board of Nursing is committed to protecting the public through regulatory excellence and promoting the wellness of our nursing professionals

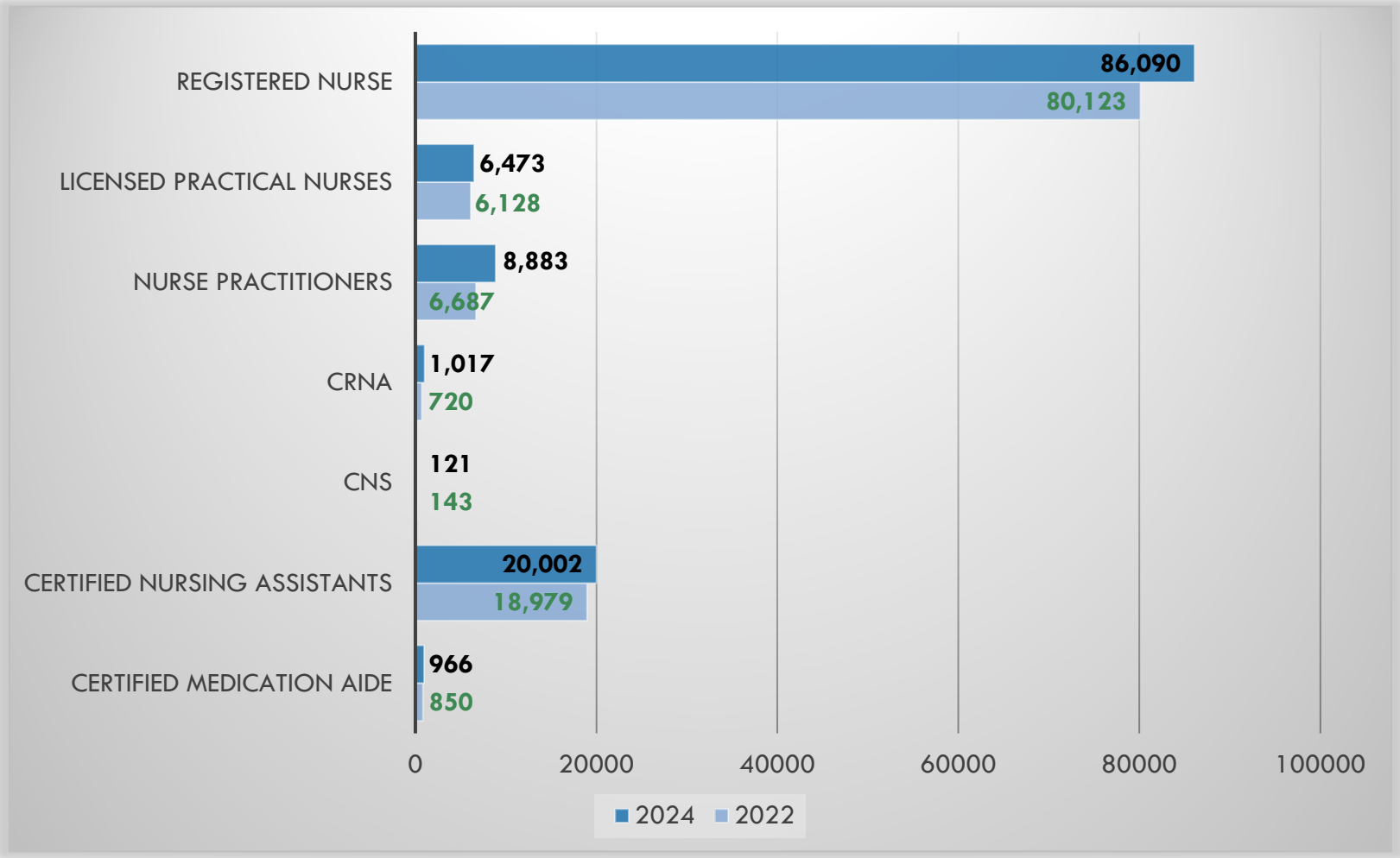


Vision: A safe and healthy public promoted through a healthy and diverse nursing workforce

NUMBER OF ACTIVE LICENSES

Licensee Type	9-10-2024
Registered Nurses	86,090
Licensed Practical Nurses	6,473
Nurse Practitioners	8,883
CRNAs	1,017
CNSs	121
Certified Nursing Assistants	20,002
Certified Medication Aides	966

ACTIVE LICENSEES 2022 AND 2024



LICENSING DEPT AND CONTACT CENTER

➤ Licensing Department:

Staffed by 1 Licensing Manager, 10 Public Service Representatives trained as Licensing Technicians, and 2 office specialists trained as Law Enforcement Data Systems Specialist.

➤ Contact Center:

Agency contact center reopened Jan 22, 2024

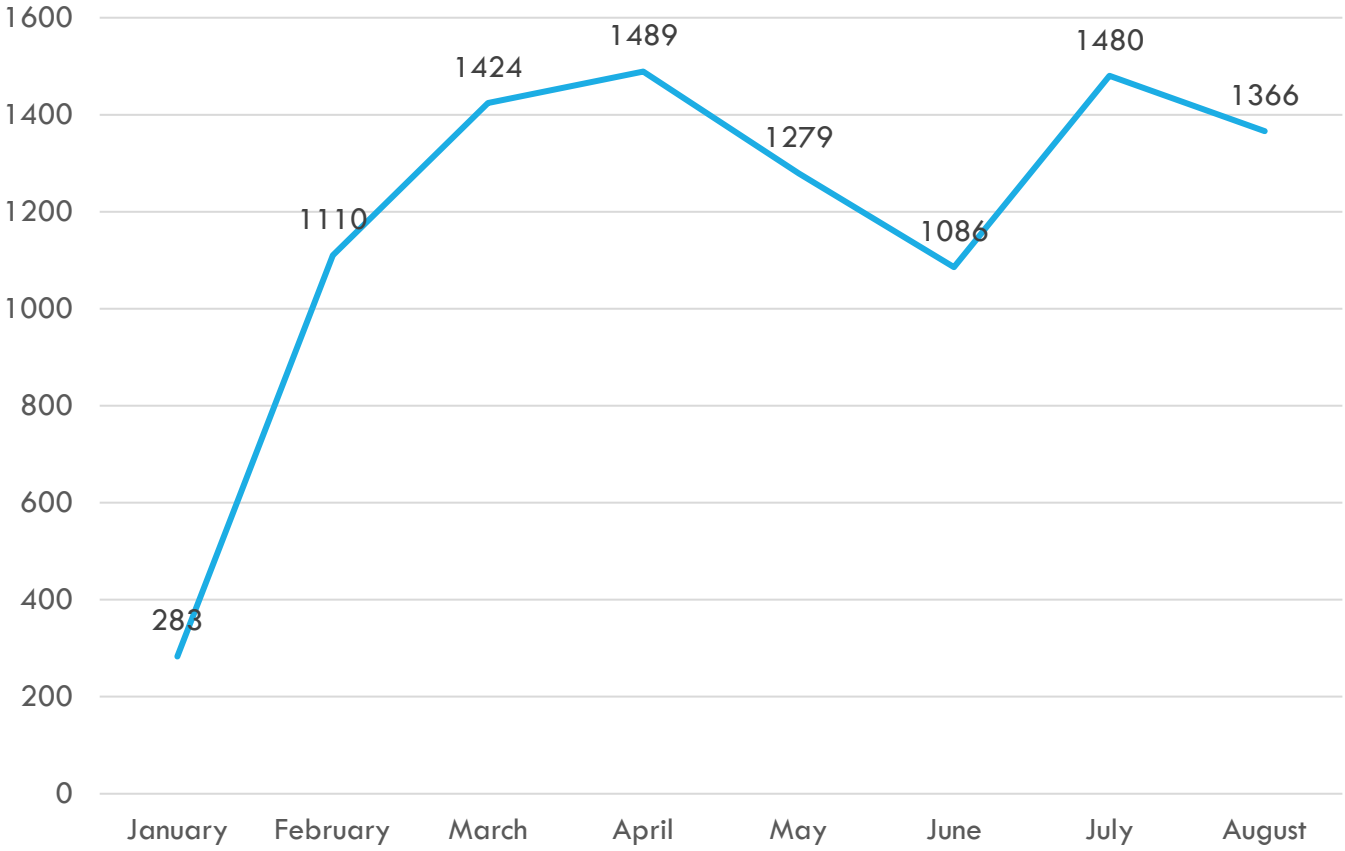
Staffed by 1 Supervisor, and 2 Public Service Representatives

Currently open from 8 am – noon and expanding hours October 1, 2024.

➤ Additional Points of Contact:

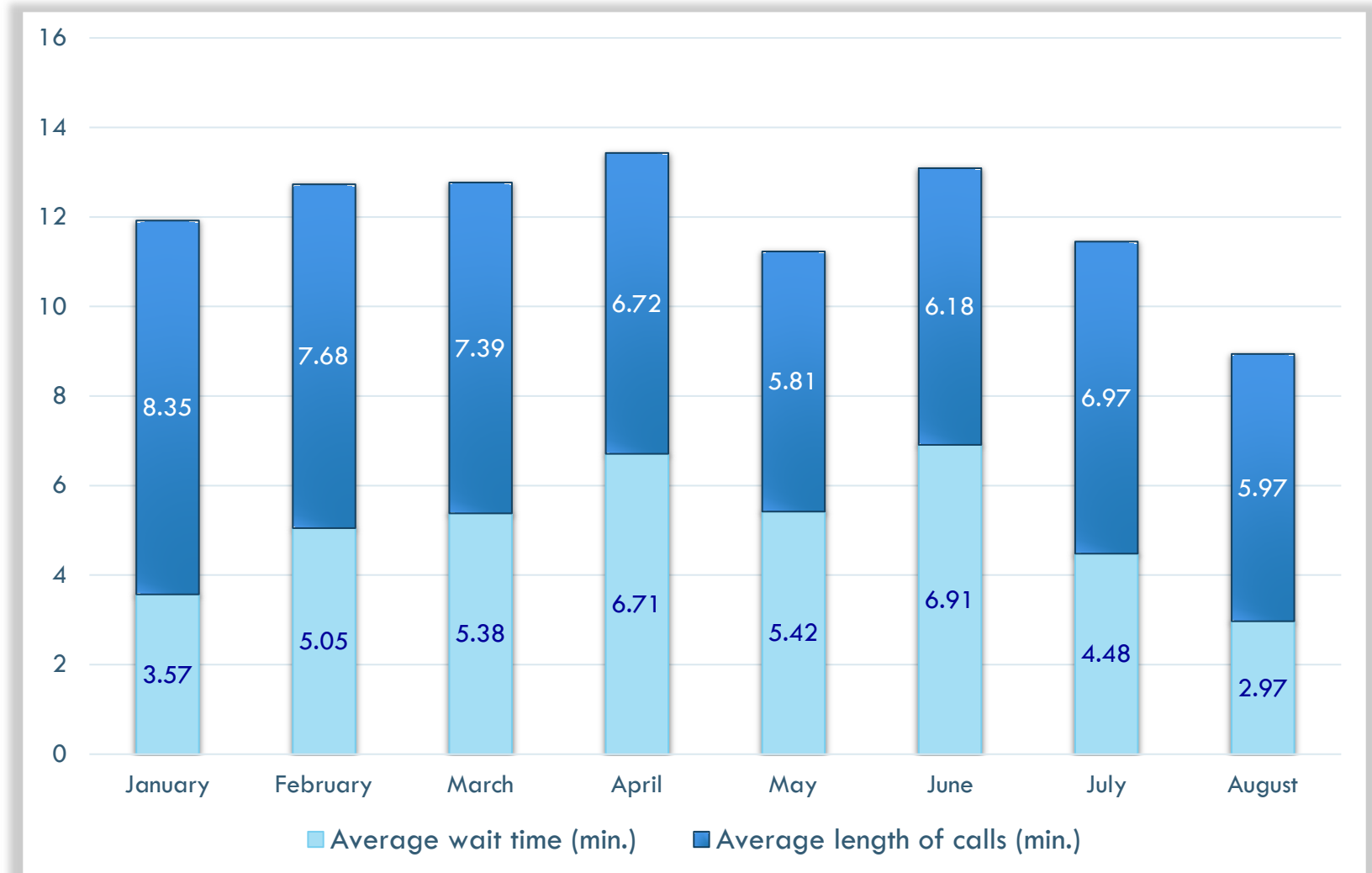
Main OSBN Email and licensing portal message center

CONTACT CENTER CALL VOLUME

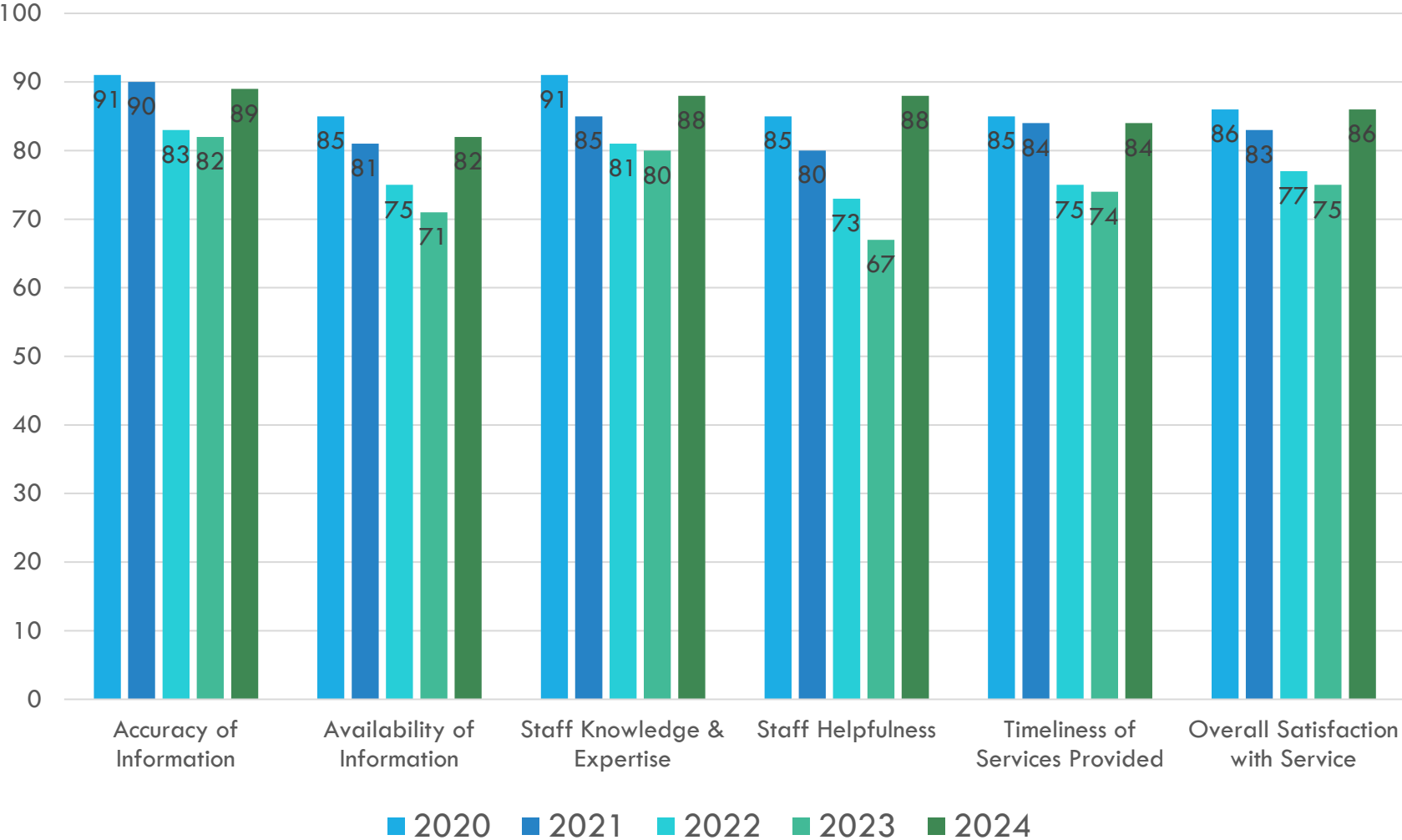


CONTACT CENTER

Average Call Wait Times and Length of Call

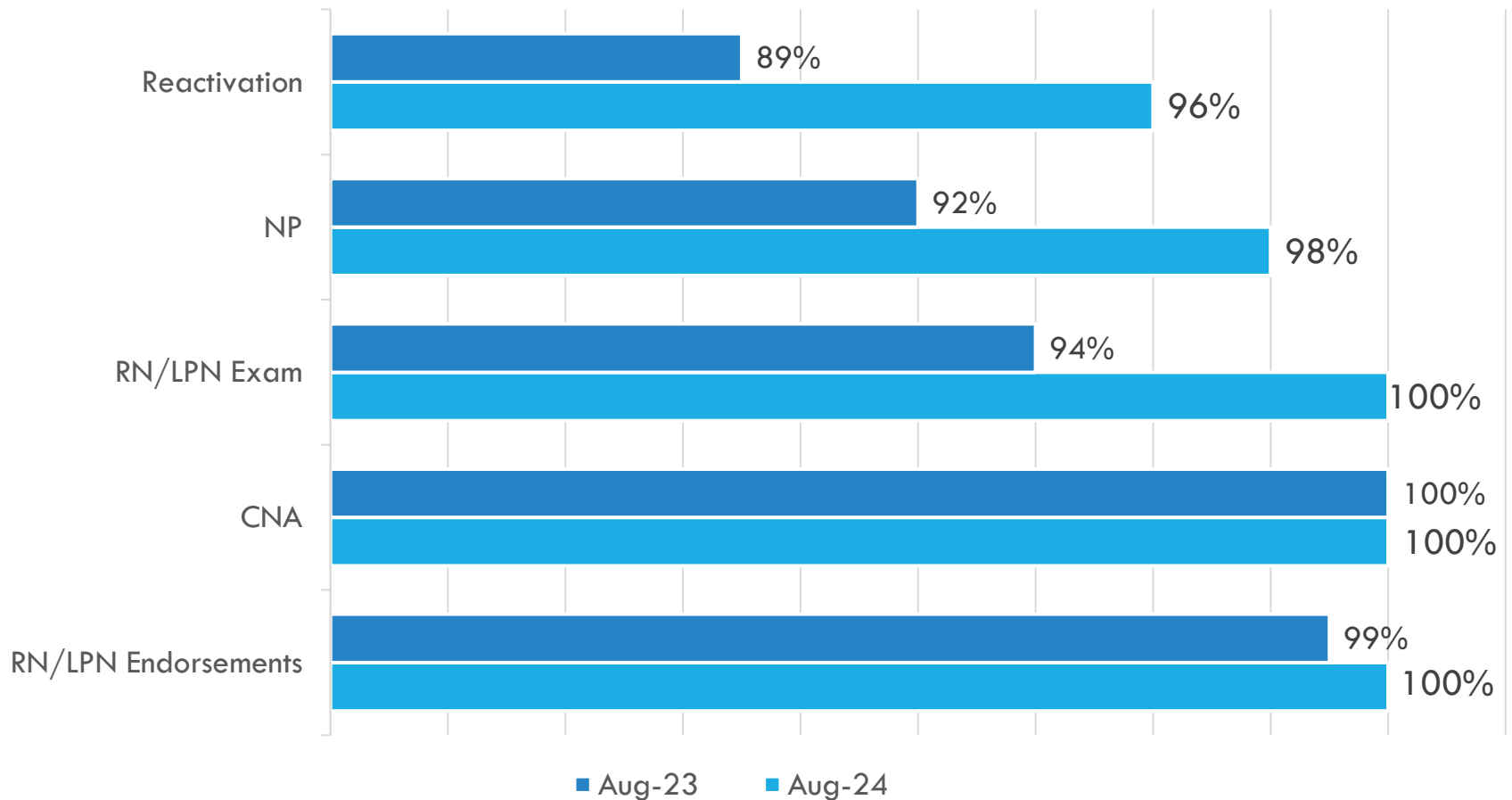


CUSTOMER SERVICE KPM



APPLICATION TIMELINES

Percent of applications processed within five days of receiving all required documentation.



RENEWAL PROCESS

- ✓ Required every two years.
- ✓ 47,183 licenses renewed in FY 2024.
- ✓ Processing time for license renewals happens instantly
 - Applicants must complete OHA workforce data survey, and must attest to completing the OHA pain module, and cultural competency CE
- ✓ Renewal late fees:
 - \$100 for nurses
 - \$5 for CNAs

APPLICATIONS & RENEWALS: FEES

License / Certificate Type	Fee
RN/LPN Licensure by Exam	\$160
RN/LPN Endorsement	\$195
RN/LPN Renewal	\$145
APRN	\$150
Certified Nursing Assistant by Exam	\$106
Certified Nursing Assistant Endorsement	\$60
Certified Medication Administration	\$60

COMPACT

- While it allows for ease in mobility, it does not increase the workforce
- Operation Nightingale
- Data & Revenue
- Reproductive Health Care -Nurse practice act differences between Compact states
- Alternatively, OSBN provides a streamlined application process, allowing qualified applicants to be licensed in another state through
 - ✓ **90-day exception process**
 - ✓ **Endorsement process**

ENDORSEMENT

- ✓ Submission of application/payment via online portal.
- ✓ Verification of licensure or certification in other state or jurisdiction.
- ✓ Criminal background check via digital fingerprints.
- ✓ Primary source proof of education (transcript or training certificate).
 - **This is one of the unnecessary barriers we identified and are actively addressing in procedures**

EXCEPTION

- ✓ 2022 ORLEG updated ORS 678.031 allowing license exceptions for nurses to practice for up to 90 days while waiting for their license.
- ✓ March 25th, 2022: The first exception was granted.
- ✓ OSBN has issued 3,468 license exceptions since March 2022
 - 2022- an average of 39/week granted
 - 2023: an average of 27/week granted
 - 2024: an average of 12/week granted
- ✓ As of 9/13/2024 there were 159 nurses working on exceptions. You can see in real time here: [OSBN - Reports \(oregon.gov\)](#)

CHALLENGES & SOLUTIONS

Challenge:
Application
Documentation

Solution:
Be Proactive

Challenge:
Outdated
Processes

Solution:
Modernize

Challenge:
Department
Structure

Solution:
Cross Training

Challenge:
Existing Barriers
to Licensure

Solution:
Remove
Unnecessary
barriers

DISCIPLINE

2023 Final Disciplinary Actions	Count
Revocation of License	7
Probation of License	23
Suspension of License	17
Reprimand	41
Voluntary Surrender of License	15
Denial of License	7
Civil Penalty	19
Voluntary Withdrawal of License	15
Total	144

CLOSING - NURSE WELLNESS IS PUBLIC PROTECTION

