

# Oregon State Board of Nursing 23-25 Budget Presentation Reference Materials

## Agency Overview

- Established in 1911, the Oregon State Board of Nursing is the agency that regulates the practice of nurses and nursing assistants to protect the public. It sets standards for nursing practice, guidelines for education programs, and minimum competency levels for entry into the professions it regulates. It also imposes discipline upon licensees who violate the nurse practice act.
- Mission: The Oregon State Board of Nursing protects the public by regulating nursing education, licensure, and practice.
- Strategic Goals: 1) Focus on customer service; 2) Effective, high-quality leadership and governance.
- Main departments and functions:
  - Licensing: Processes all licensing and certification applications and renewals.
  - Investigations: Investigates complaints/possible violations of the Oregon Nurse Practice Act and presents report to Board so it can determine appropriate disciplinary action.
  - Fiscal: Budgeting, accounting, purchasing, and contracts
  - Communications: Includes the Board’s public relations activities (media, website, and publications), legislative coordination, and Information Technology.
  - Policy Analysis: Revisions of administrative rules, provides scope-of-practice guidance, and approval of educational programs for nurses, CNAs, and CMAs.
- Number of licensees (as of 2-16-23)

○ Registered Nurses	80,874
○ Licensed Practical Nurses	6,125
○ Certified Nursing Assistants	18,872
○ Certified Medication Aides	853
○ Nurse Practitioners	6,713
○ Clinical Nurse Specialists	135
○ Certified Registered Nurse Anesthetists	743
- Current Key Performance Measures. (Note: all targets were raised in 2019.)
  - Timely Resolution of Complaints: Percent of complaints referred to the Board within 120 days of receipt. Not met.
  - Reduction of Recidivism: Percent of disciplined cases w/ new complaint within three years of closing the original case. Met
  - Customer Service: Percent of customers rating overall satisfaction with the agency’s customer service as “good” or “excellent.” Not met.
  - Timely Licensing: Percent of licensing applications processed within 5 business days. Met.
  - Effective Governance: Percent of total best practices met by Board. Not met.
- Link to budget document on agency website: [https://www.oregon.gov/osbn/Documents/OSBN\\_23-25GovernorsBudget.pdf](https://www.oregon.gov/osbn/Documents/OSBN_23-25GovernorsBudget.pdf).

## **Current Legislation:**

The Board has three bills before the 2023 legislature: SB 226, 227, and 969. We don't expect any budgetary impact from these bills. SB 226 is a housekeeping bill that will remove the unnecessary requirement of the agency notifying the Board of Pharmacy every time an advanced practice nurse is granted dispensing authority. SB 227 adds an emergency limited license to the list of existing limited license options and will help keep citizens safe in the event of another health emergency. SB 969 is another housekeeping bill that will all the disciplinary language for nursing assistants to mirror that of nurses.

## **Vacant Positions:**

We are currently recruiting for two vacant positions: Investigations Manager and Executive Director. We hope to have the Investigations Manager position filled by March 9 to comply with the Governor's 50-day deadline. The job opening for the Executive Director position closes Feb. 26, and according to the recruitment plan, we hope to have a finalist hired by May.

## **Major Agency Changes by Biennia:**

- 2013-2015: New Executive Director began review and realignment of internal agency processes. Two strategic plans developed, both requiring Board approval to address issues for the agency and to address goals specific to the nine-member Board. Began in late 2014 with no measureable results by end of the biennia.
- 2015-2017: The legislature approved a \$9 surcharge for each renewal and endorsement application to be paid to a not-for-profit organization to benefit the Oregon Nursing Advancement Fund. While the intent of the surcharge was as a pass-through for the Board, because it was paid to a non-state agency, it is part of the expenditure limitation. This first biennium the expense was capped at \$500,000. A strategic goal to provide licensee and stakeholder education resulted in more than 200 public presentations reaching thousands of participants.
- 2017-2019: The \$500,000 limitation of the Oregon Nursing Advancement Fund was lifted creating an issue for the agency when the budgeted \$500,000 expense limitation for this fund was budgeted but the actual collected funds, which are required to be sent to the non-profit, exceeded \$600,000. At the same time, the Information Technology upgrade and the phone system upgrade came as significant investments for the agency.
- 2019-2021: Implementation of the new online license application system consumed much of the IT resources for FY 20. COVID -19 response required investment in technology to transition paper processes to electronic to support the state's directive regarding telework. Included in expenses were purchase of laptops for agency staff, testing scanning technologies, and VOIP technology. The moratorium on license renewal and no-cost emergency authorization for out of state nurses affected the revenue flow from March 2020 to present. While the moratorium ended in November 2020, the no-cost emergency authorizations continue with an increase noted to support vaccination clinics.
- 2021-2023: Implementation of the new database and accompanying services consumed much of the agency resources for FY 21 and 22. The new ORBS database system launched in October 2022 and replaced five agency services: the old CRM database, the grad portal used by Oregon nursing programs, the online license verification system, the employer subscription service, and the complaint portal. The ORBS system and migration assistance is provided at no cost to nurse licensing boards by the National Council of State Boards of Nursing. The health

emergency response continued, putting stress on agency functions, particularly licensing. When the Governor's declared emergency ended in April 2022, the use of emergency authorizations to bring nursing staff into the state ended, and the agency received an historic influx of applications for licensure by endorsement. To help deal with the rising number of applications, the agency director requested and was granted by the E-board two limited duration positions for the licensing department. Procedures were changed, Licensing staff worked overtime and some management staff worked weekends to issue licenses. All the efforts paid off in a 74% increase in endorsement licenses issued by the agency in FY 22. The board voted in September 2022 to end its participation in the Health Professionals' Services Program (HPSP), the agency's alternative to discipline program. When the agency transferred to the HPSP from the internal Nurse Monitoring Program in 2009, there were close to 300 participants; now there are only 41. It's anticipated that it will take approximately three years for the remaining participants to complete the program. Additional compliance monitors will be included in the 2025-27 budget cycle to address the change.

### **Major Budget Drivers:**

Major budget drivers for the agency continue to be the number of licensees endorsing into Oregon and the number of licensees who renew their existing Oregon license. The agency currently regulates more than 100,000 licenses, with some individuals holding two or more licenses. There continues to be a yearly increase in active licenses, especially in 2022, creating a revenue stream the agency depends on for its operations. Budget risks include the Information Technology (IT) infrastructure necessary to support the agency licensing and investigations database and online services. There are currently two pending Tort claims from licensees that center around how board investigative staff conducted their investigations. Both claims have been referred to the Department of Justice. No other current budgetary risks have been identified.

### **Reduction Option:**

Since the Board's alternative-to-discipline program, now known as the Health Professionals' Services Program, was moved to an independent vendor in 2009, participation in the program has dropped while the cost has more than doubled. There are currently 41 participants in the program, which is estimated to cost \$1,109,760 during 2023-25. The estimated cost per participant is \$12,904. Withdrawal from the HPSP would result in the remaining program participants to be transferred to probation. Two additional compliance monitors would need to be hired, resulting in an overall savings of \$769,760 for the biennium.

# Current Organization Chart



