

SFY 2020

Ohio Board of Nursing Annual Report



July 1, 2019 - June 30, 2020

Ohio Board of Nursing - Annual Report 2020 Table of Contents

Letter to the Governor	3
Board Overview and Mission	4
The COVID-19 Declared Emergency and Board Response	4
Contributions to Statewide Initiatives	5
Licensure and Certification	8
Nursing Education and Approved Training Programs	13
Compliance, Discipline and Monitoring	14
Regulatory Clarity and a Common-Sense Approach	18
Appendix A – Board Member Roster	21
Appendix B – Fiscal Report	22
Appendix C - Cost Containment and Efficiency Measures.	23



September 17, 2020

The Honorable Mike DeWine
Governor, State of Ohio
77 South High Street, 30th Floor
Columbus, Ohio 43215

Dear Governor DeWine:

On behalf of the Ohio Board of Nursing, we are pleased to submit this Annual Report for state fiscal year 2020, in accordance with Section 4723.06 of the Revised Code. This Annual Report highlights the work of the Board members and staff. The Board is responsible for regulating approximately 303,000 licenses and 241 pre-licensure nursing education and various training programs.

Fiscal Year 2020 brought a world pandemic and the COVID-19 declared emergency in Ohio. The Board met these challenges by providing all services remotely, increasing the number of licensed nurses for the workforce during the declared emergency, investigating complaints, and continuing to discipline and monitor the practice of those who violated the Nurse Practice Act or administrative rules.

While the overwhelming majority of nurses practice with high standards, the actions or deficient practice of some have the potential to compromise patient safety and the public's confidence in the profession. The Board has an important role in impacting the safety of nursing care that touches virtually all Ohioans, in accordance with the provisions of Ohio Revised Code Chapter 4723.

The report highlights the public protection role of the Board and the regulatory excellence achieved by a lean and efficient Board with a common-sense approach to meeting regulatory challenges while protecting the public.

Respectfully yours,

A handwritten signature in black ink that reads "Lauralee Krabill, MBA RN". The signature is written in a cursive, flowing style.

Lauralee Krabill, MBA, RN
President

A handwritten signature in black ink that reads "Betsy J. Houchen". The signature is written in a cursive, flowing style.

Betsy Houchen, JD, MS, RN
Executive Director

Board Overview

Mission

The mission of the Ohio Board of Nursing is to actively safeguard the health of the public through the effective regulation of nursing care.

The Board's top priorities are to efficiently license the nursing workforce and remove dangerous practitioners from practice in a timely manner to protect Ohio patients. Public protection is critical, as nursing touches virtually every citizen of Ohio. The Board regulates about 303,000 licenses and certificates, as compared to 242,000 in 2010.

The Board is nationally recognized through the National Council of State Boards of Nursing (NCSBN) for its regulatory excellence and public protection work. The Board has a demonstrated track record of ensuring public protection; funding initiatives to combat the nursing shortage; implementing innovative programs for patient safety; and regulating the largest number of licensed professionals of any agency in the State of Ohio.

The COVID-19 Declared Emergency and Board Response

At the onset of the declared emergency, staff worked remotely to continue all aspects of the Board's operations. The Board recognized the vital role of nurses in the COVID-19 emergency and immediately allocated non-licensure staff to process license applications to increase the nursing workforce in Ohio.

During the declared emergency, under Ohio law, out-of-state nurses can work in Ohio without obtaining an Ohio license, however, if out-of-state nurses chose to be licensed in Ohio, the Board issued temporary permits to practice within one (1) business day. The Board expedited not only new licenses for those entering the workforce, but also expedited processes to reinstate and reactivate licenses for a large number of nurses re-entering the workforce.

The Board was successful in its efforts to increase Ohio's nursing workforce – the number of licenses issued was higher from March 1 through June 30 in 2020 than during the same period in 2019. During that time period, the Board issued a total of 16,628 licenses, 4,546 more than in 2019. Also, through June 30, 2020, a total of 5,468 temporary licenses were issued, based on HB 197, which authorized the Board to suspend, for the period of the COVID-19 emergency, the law requiring an applicant to pass the NCLEX examination.

It was not only important to increase the nursing workforce during the pandemic, but to maintain standards of safe patient care. The Compliance Unit assured that all investigative and disciplinary processes remained in place and were completed in a timely manner. Staff processed and mailed Board Orders; continued a daily triage of complaints and processing of

subpoenas for patient and other vital records; conducted timely investigations and interviews via teleconference; responded individually to hundreds of requests from former or current licensees regarding disciplinary actions; and worked with the Attorney General's Office and parties to hold hearings electronically as needed.

Further, the Board developed, distributed, and posted numerous practice and education guidance documents and links to COVID-19 resources to keep licensees and educators informed and updated during the pandemic. In addition, the Board assisted the Ohio Department of Health (ODH) with surge planning workforce efforts. ODH reported that 7,495 of those responding to the survey indicated having a nursing license, and the Board compiled the identifying information for the records.

The Board began holding Board meetings virtually using an electronic platform, in accordance with the Open Meetings Act, as amended by HB 197. The diligent work of Board Members is to be commended -- the strong staff and Board member partnership ensures the Board fulfills its mission of public protection. We also commend staff working remotely to maintain operations, and our licensees, for their patience and understanding during this public health emergency. The Board recognizes the vital role of licensees providing care on the front lines under difficult circumstances.

Contributions to Statewide Initiatives

Military Licensing for Veterans, Military Personnel and Spouses

Senate Bill 7, effective on April 26, 2020, requires state occupational licensing agencies to issue six-year temporary licenses or certificates to members of the military and spouses who are licensed in another jurisdiction and have moved to Ohio for active duty. The Board implemented Senate Bill 7 by including the required changes as part of the Board's current system for issuing temporary permits.

The Board has always expedited licensure for military personnel, veterans, and spouses for all types of licenses. In FY20 a total of 2,579 licenses were expedited for military personnel, veterans, and spouses.

The Nursing Workforce

Workforce Data Collection

During each renewal since 2013, the Board has collected LPN, RN, and APRN nursing workforce data for purposes of state and federal health care planning and to assist in growing Ohio's health care workforce. The Board provides summary reports and the raw data on the Board website.

Education Grant and Tuition Assistance

To support job growth and meet the demands of health care, the Board funds two programs through nursing license renewal fees.

- Nurse Education Grant Program (NEGP): Grants are awarded to Ohio pre-licensure and post-licensure nursing education programs for the purpose of increasing their student enrollment capacity.
- Nurse Education Assistance Loan Program (NEALP): Tuition assistance is provided for the education of nursing students and future nursing faculty.

Provider Wellbeing and Patient Safety Advisory Committee

The Board participated in the Provider Wellbeing and Patient Safety Advisory Committee convened by the Health Policy Institute of Ohio (HPIO) on behalf of The Ohio State University College of Nursing Helene Fuld Health Trust National Institute for Evidence-Based Practice in Nursing and Healthcare. Discussions focused on organizational culture and workplace wellness policies and practices that improve provider wellbeing, patient safety and reduce patient harm. HPIO issued a policy report, known as “A Call to Action” brief, regarding provider wellbeing. One of the key findings in the report was to “reduce mental health and addiction stigma and increase access to treatment and recovery services.” Specifically, this finding focuses on licensing board roles providing alternative to discipline programs such as the Board’s Alternative Program for Substance Use Disorder.

RecoveryOhio Employer Education Team

The Board was a member of and participated in work of the RecoveryOhio Employer Education Team assisting RecoveryOhio and the Governor’s Office of Workforce Transformation in creating a web tool to educate and assist employers in best practices and treatment options for helping employ and manage individuals with substance use disorders.

RecoveryOhio Prevention & Harm Reduction Workgroup

The Board was a member of and participated in work of the RecoveryOhio Prevention & Harm Reduction Workgroup assisting RecoveryOhio in addressing state agency and community coordination in a variety of areas, and identifying, promoting and expanding harm reduction efforts, including increasing naloxone availability.

Strauss Working Group

The Board participated in meetings, collaborated with, and provided data and reports to the Strauss Working Group convened by the Ohio Department of Public Safety to address recognition of and strategies to address victims of sexual assault (see additional information on p. 14). The Board proposed new continuing education language in rule, to be effective in 2021, related to this issue.

Addressing the Opioid Epidemic

Over the years, the Board has collaborated with the administration, legislators, law enforcement, drug task forces, and state boards and agencies in the ongoing effort to combat prescription drug abuse and the opioid epidemic.

Through the development of statewide prescribing guidelines and subsequently, the promulgation of administrative rules, each year significant progress has been made.

Prescribing rules are in place for acute, subacute, chronic pain, and medication-assisted treatment (MAT) for substance use disorder. The Board has developed a new rule, to be effective in early 2021, in conjunction with its work with the Medical Board, to address standards and procedures for drug/alcohol withdrawal management.

While it has been important to limit the prescribing of opioids and impose disciplinary action, when warranted, the Board also recognizes that treatment and recovery are vital for a comprehensive statewide plan to address the opioid epidemic. The Board implemented an expanded Alternative Program for Substance Use Disorder that enables licensees to enter a confidential, “fresh start” program earlier in the disease progression. This is intended to increase the potential for the individual to successfully complete treatment and safely return to nursing practice.

Cultural Competency

Nursing is considered by many to be at the forefront of cultural competency educational efforts in pre-licensure nursing education programs, experiential learning opportunities, continuing education, and relevant course work. The Board continues to work through its Advisory Group on Continuing Education and Advisory Group on Nursing Education to help identify and disseminate continuing education and experiential learning opportunities; this information and the links to continuing education coursework in cultural competency have been maintained and updated on the Board website. Certain course work is available at no cost to licensees and is approved under the Board’s administrative rules.

Program Area Highlights and Statistics

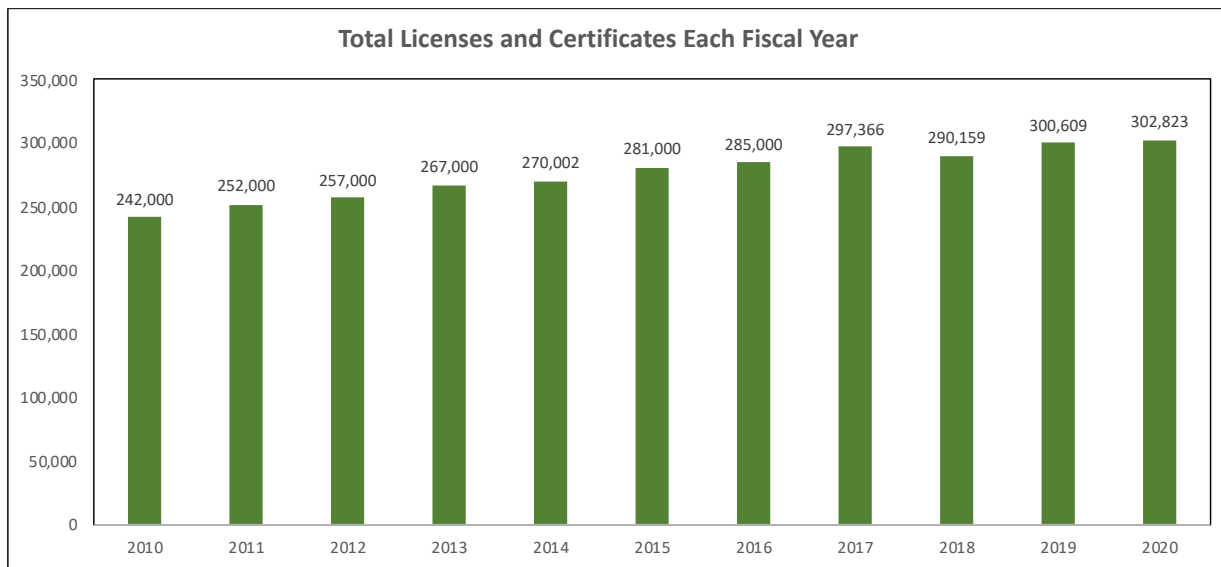
Licensure and Certification

Strategic Initiative: Assure licensees and certificate holders meet statutory and regulatory requirements to be licensed or certified to practice in Ohio and are appropriately credentialed to practice, while maintaining an efficient and effective system to license applicants as quickly as possible to enter or remain in the workforce.

- Highlights of licensing actions to address the COVID-19 declared emergency:
 - Notified states that under Ohio law, out-of-state nurses can work in Ohio during a declared emergency without obtaining a license in Ohio.
 - Issued temporary permits within one (1) business day for out-of-state nurses seeking licensure in Ohio.
 - Expedited new licenses for those entering the workforce and license reinstatements or reactivations for large numbers of nurses re-entering the workforce.
 - Increased Ohio's nursing workforce for the pandemic by issuing 16,628 licenses between March 1, 2020 and June 30, 2020, which was an increase of 4,546 over the same time period in 2019.
 - Issued 5,468 temporary licenses through June 30, 2020 based on provisions in HB 197 that authorize licensure prior to passing the NCLEX.
 - Extended 1,500 license deadlines in accordance with HB 197, as of June 30, 2020.
 - Worked with the State, NCSBN, and Pearson VUE to re-open the NCLEX examination testing centers and restore full testing capacity in Ohio by July 20, 2020 after the March 2020 closure of the centers.
- Facilitated process improvements and cost efficiencies in the Ohio eLicense system to Improve quality of service to applicants/licensees; reduce time to process licenses; add new features and process improvements for staff efficiency; eliminate manual work; and address data consistency/security/privacy. (See Appendix C)

➤ Licensed Nurses and Certificate Holders

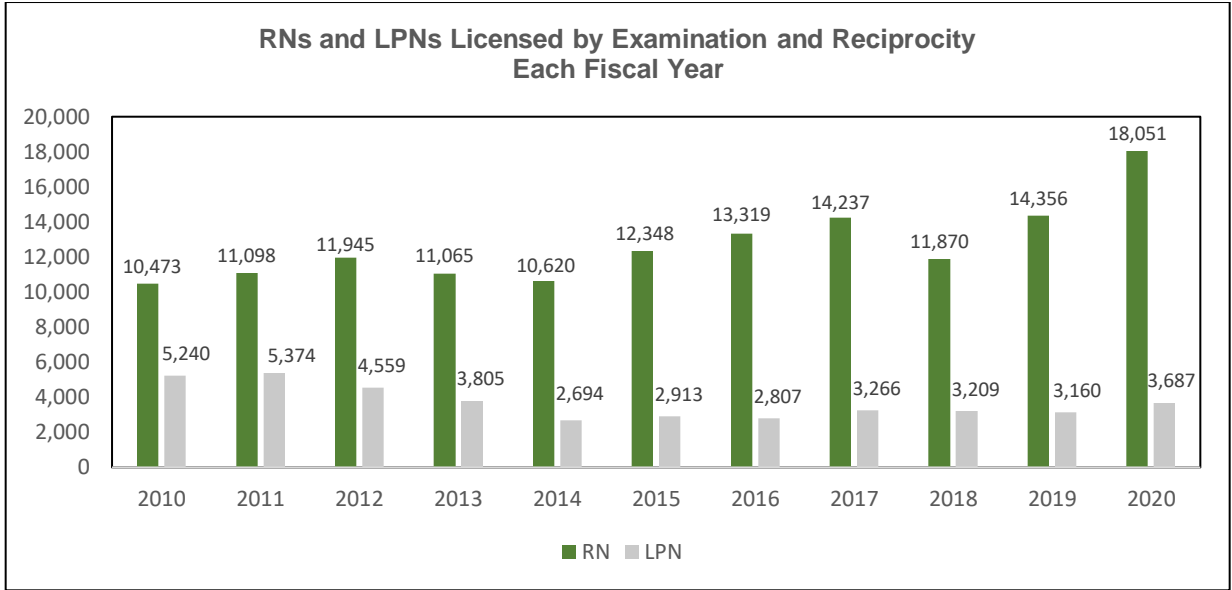
- Regulated 302,823 licenses and certificates
- Expedited licensure for 2,579 service members, veterans, and spouses
- Issued 21,358 new licenses and certificates
- Renewed 223,911 RN and APRN licenses
- Received 23,221 applications for licensure and 25,082 service requests from licensees requesting a change in their license record



Active Licenses and Certificates as of June 30, 2020	
Registered Nurse (RN) Licenses	222,635
Licensed Practical Nurse (LPN) Licenses	56,028
Advanced Practice Registered Nurse (APRN) Licenses <ul style="list-style-type: none"> ▪ Certified Registered Nurse Anesthetist – 3,223 ▪ Certified Nurse Midwife - 428 ▪ Certified Nurse Practitioner – 16,001 ▪ Clinical Nurse Specialist – 1,082 	20,734
Ohio Certified Dialysis Technician Certificates	1,854
Dialysis Technician Intern Certificates	454
Community Health Worker Certificates	772
Medication Aide Certificates	346
Total	302,823

Newly Issued Licenses/Certificates	
RN Licenses	14,895
LPN Licenses	3,556
APRN Licenses <ul style="list-style-type: none"> • Certified Registered Nurse Anesthetist – 203 • Certified Nurse Midwife – 41 • Certified Nurse Practitioner – 1,930 • Clinical Nurse Specialist – 18 	2,192
Ohio Certified Dialysis Technician Certificates	172
Dialysis Technician Intern Certificates	312
Community Health Worker Certificates	162
Medication Aide Certificates	69
Total	21,358

Nurses Licensed by Examination or Reciprocity				
Type	Examination	Reciprocity	Temporary Permits	Total
RN	10,646	5,826	1,579	18,051
LPN	3,168	388	131	3,687
Total	13,814	6,214	1,710	21,738



Community Health Workers

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
New	23	13	33	13	41	111	215	244	221	161	162
Active	73	61	95	83	122	190	401	516	739	604	772

Dialysis Technicians and Dialysis Technicians Interns

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
New	378	368	396	324	394	429	439	466	500	573	484
Active	1,680	1,637	1,802	1,670	1,824	1,723	1,898	1,886	2,081	2,073	2,308

Medication Aides

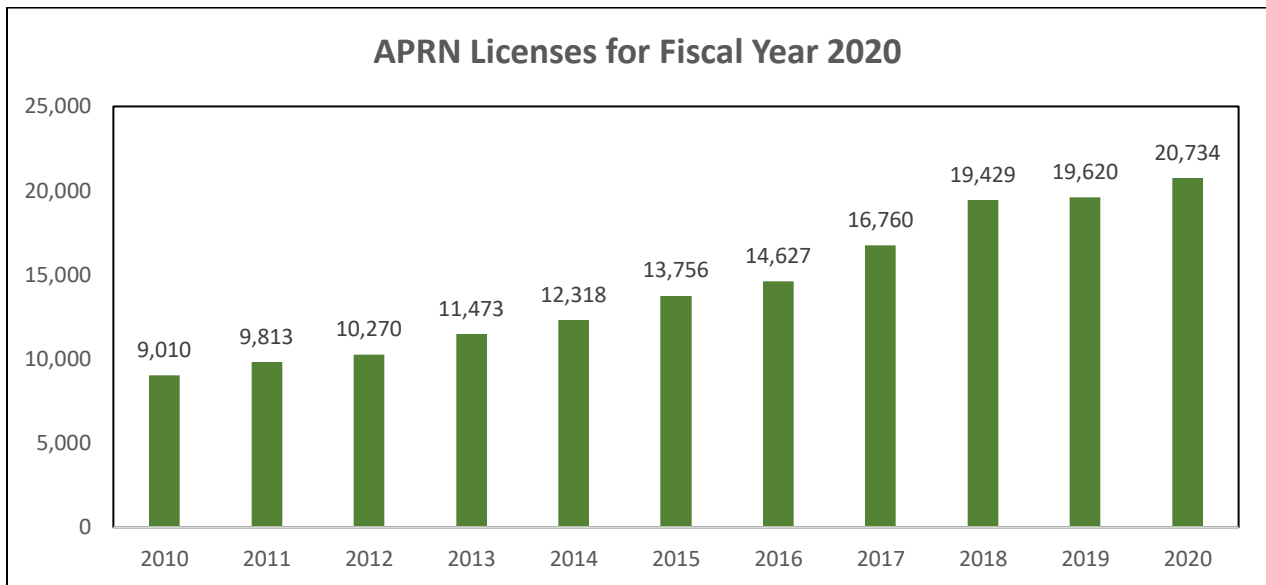
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
New	55	38	46	46	30	40	51	54	27	55	69
Active	94	133	112	163	192	184	164	164	222	278	346

➤ **Advanced Practice Registered Nurses (APRNs)**

- Regulated 20,734 APRN licenses
- Issued 2,192 new APRN licenses in this fiscal year

Certified Registered Nurse Anesthetist – 203
Certified Nurse Midwife – 41
Certified Nurse Practitioner – 1,930
Clinical Nurse Specialist – 18

- Implemented temporary permits for APRNs licensed in another state and seeking reciprocity in Ohio



Nursing Education and Approved Training Programs

Strategic Initiative: Approve pre-licensure nursing education programs to assure the programs maintain academic and clinical standards for the preparation of entry-level nurses.

Competent and safe nursing practice begins with education programs that prepare individuals for practice. The Board reviewed nursing education programs and various types of training programs to assure the programs maintained academic and clinical standards for the preparation of entry-level nurses and other health care workers.

- Regulated 189 pre-licensure nursing programs, 52 training programs, and approved four new nursing education programs, three new Medication Aide Training Programs, and two new Community Health Worker Training Programs in FY20

Number of Education Programs Each Fiscal Year											
Type	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
RN	86	94	102	106	108	109	113	110	110	115	114
PN	73	74	72	72	70	69	69	70	74	74	75
Total	159	168	174	178	178	178	182	180	184	189	189

- Convened the Advisory Group on Nursing Education to provide recommendations regarding nursing education and the related administrative rules
- Provided Nursing Education Workshops for Program Administrators and faculty
- Hosted an NCLEX Regional Conference with the National Council of State Boards of Nursing and Pearson VUE to provide an overview of the NCLEX examination and the Next Generation NCLEX

Training Programs Approved Each Fiscal Year									
	2012	2013	2014	2015	2016	2017	2018	2019	2020
Dialysis Technician	24	29	25	24	21	23	22	22	21
Medication Aide	21	18	15	16	15	15	14	13	14
Community Health Worker	3	4	6	9	12	14	15	15	17
Total	48	51	46	49	48	52	51	50	52

Compliance, Discipline and Monitoring

Strategic Initiative: Efficiently handle complaints, investigations, and adjudications to safeguard the health of the public and, in cases involving substance use disorders or practice issues, provide alternatives to discipline programs, if determined appropriate.

Complaints, Investigations, and Discipline

- Processed and investigated complaints regarding alleged diversion of drugs, criminal offenses, substance use disorder, sub-standard practice, patient abuse and neglect, and other violations of the Nurse Practice Act and administrative rules.
- Elected Board Member Patricia Sharpnack served as the Supervising Member for Disciplinary Matters.
- Assured, during the COVID-19 declared emergency, that all investigative and disciplinary processes remained in place and were completed in a timely manner: processed and mailed Board Orders; continued a daily triage of complaints and processing of subpoenas for patient and other vital records; conducted timely investigations and interviews via teleconference; responded individually to hundreds of requests from former or current licensees regarding disciplinary actions; and worked with the Attorney General's Office and parties to hold hearings electronically as needed.
- Provided data and reports to and collaborated with the Strauss Working Group convened by the Ohio Department of Public Safety; provided training to Board investigators, "Sexual Assault Training; Adopting a Victim Centered Approach and a Trauma Informed Response," presented by a Forensic Nursing Program Coordinator, and providing a video training presentation, "Sexual Abuse: Achieving Zero Tolerance."
- Reported 100% of all Board actions to the National Practitioners Data Bank (NPDB) with zero actions missing according to the NPDB biennial compliance audit.
- Presented "Reporting Violations of the Nurse Practice Act" to nurse managers, attorneys and Human Resource staff at the OSU Wexner Medical Center with a focus on mandatory reporting, Just Culture (as well as other aspects of the Board's Patient Safety Initiative), and the expanded Alternative Program for Substance Use Disorder.
- Provided two alternative-to-discipline programs: Alternative Program for Substance Use Disorder, a confidential program offered for licensees with substance use disorder and the Practice Intervention and Improvement Program, a confidential practice remediation program offered for licensees with practice deficiencies.

Complaints (2019 Calendar Year)	
Type of Complaint	Number
Action Taken in Another State or Jurisdiction	934
Addendum to Board Actions	18
APRN Practice Issues	190
APRN Lapses (certification, licensure, CTP)	9
APRN Prescribing	22
Boundaries	40
APRN Applicant	111
Community Health Worker Applicant	35
Confidentiality	61
Criminal	360
Default/Child Support	3
Dialysis Applicant	104
Drugs/Alcohol	695
Endorsement Applicant	689
Fraud (Theft)	173
Fraud (Medicare/Medicaid)	11
Imposter/Never Licensed	20
Invalid License (lapsed/inactive)	26
Medication Aide Applicant	9
Multiple Allegations	441
NCLEX Test Applicant	1,382
Non-compliance with Board Actions	414
Patient Abuse	61
Practice	851
Physical Impairment	1
Psychiatric Impairment	12
Renewal Applicant	1,332
Reinstatement Applicant	346
Total	8,350

The Board processed 8,350 complaints in calendar year 2019. Of the applicants who applied for a new nursing license in Ohio through examination or reciprocity, 2,071 were referred for review due to compliance issues or past criminal offenses.

Nurse License Applicants Referred to Compliance for Review		
Type	Total Number	Referred to Compliance
Licensure by Examination	13,814	1,382
Licensure by Reciprocity and Temporary Permits	7,924	689
Total	21,738	2,071

While the overwhelming majority of Ohio nurses practice with high standards, the actions or deficient practice of some have the potential to compromise patient safety and the public's confidence in the profession.

Board Actions	
Board Order	358
Permanent Surrender	26
Default Order	42
Consent Agreement	618
Notice of Opportunity for a Hearing	372
Immediate Suspension	127
Temporary Suspension	2
Summary Suspension	5
Automatic Suspension	99
Suspension Without Stay	434
Stayed Suspension (Probation)	237
Permanent Revocation/Denial	49
Reprimand with requirements	226
Reprimand with no requirements	26

Voluntary Retirement	16
Revoke (non-permanent)	2
Immediate and Automatic Suspensions	3
Denied Applications (non-permanent)	7

The Board provided monitoring and oversight to assure licensees fulfilled the terms and conditions of their disciplinary agreements, Board Orders, or Participant Agreements for the Alternative Program for Substance Use Disorder or the Practice Intervention and Improvement Program.

Cases	Number
Active Cases	1,299
Inactive Cases ¹	4,321
Monitoring Ceased – Issued Automatic Suspension and Notice of Opportunity for Hearing	102
Monitoring Ceased – Released from the Terms and Conditions of their Board Order/Consent Agreement	162
Completion of Reprimand Requirements	171

¹ Cases on inactive monitoring status generally involve suspended licenses or certificates. The case is assigned to “active” monitoring status upon an individual’s request for reinstatement and/or entry into a post-suspension consent agreement.

Regulatory Clarity and a Common-Sense Approach

Strategic Initiative: Address pertinent nursing regulatory issues and requirements for licensees and provide greater clarity about the requirements to those regulated by the Board and to the general public.

Nursing Practice

- Responded to an average of 475 practice questions per month to provide guidance regarding the application of the Nurse Practice Act and administrative rules.
- Developed, distributed, and posted numerous practice guidance documents and links to COVID-19 resources on the website to keep licensees informed and updated during the pandemic.
- Assisted the Ohio Department of Health (ODH) with surge planning workforce efforts. ODH reported that 7,495 of those responding to the survey indicated having a nursing license, and the Board compiled the identifying information for the records.
- At the onset of the COVID-19 declared emergency, the Board provided updates and information to the Ohio Organization of Nurse Leaders, Ohio Council of Associate Degree Nursing Education Administrators, Ohio Council of Deans and Directors of Baccalaureate and Higher Degree Nursing Programs, Ohio Nurses Association Leadership Council, Ohio Organization of Practical Nurse Educators, and Ohio Hospital Association.
- Convened the Advisory Group on Dialysis; the Committee on Prescriptive Governance; and the Advisory Committee on Advanced Practice Registered Nursing.
- Submitted data about nursing practice breakdown to a national patient safety database.

Legislation

- The Board monitored proposed legislation that could impact the practice of nursing and Board operations. Bills of the 133rd Ohio General Assembly (GA) that were related to Board licensees or operations and became effective in fiscal year 2020 include:

Am Sub HB 166, Budget

Am Sub HB 166, effective July 18, 2019, deleted a reference to “certificates of authority” that had inadvertently been referenced in HB 216 of the 131st General Assembly. The bill corrected a reference to the Board’s Substance Use Disorder Program. The bill required a health benefit plan to “provide coverage for telemedicine services on the same basis and to the same extent that the plan provides coverage for in-person health care services.”

Am Sub HB 197, Omnibus Measures on Coronavirus

Am Sub HB 197, introduced originally as a tax code corrections bill, was substantially amended to become the vehicle to continue essential operations of state government in response to the COVID-19 declared emergency. The bill became effective on March 27, 2020.

Licenses

HB 197 suspended, for the period of the COVID-19 emergency, the requirement that an applicant for licensure by examination have passed the national NCLEX examination and authorized the Board to issue a temporary license. HB 197 also authorized licenses to be extended, in accordance with the provisions of HB 197.

CRNA Practice

HB 197 made revisions to the practice of CRNAs including permitting a CRNA to select, order, and administer drugs, treatments, or intravenous (IV) fluids for conditions related to the administration of anesthesia. This may occur as necessary for patient management and care and only during the time period that begins on a patient's admission to a health care facility for a surgery or procedure and ends with the patient's discharge from recovery.

Public Meetings and Hearings

HB 197 authorized a public body, during the declared emergency to hold and attend meetings and hearings by means of teleconference, video conference, or any other similar electronic technology.

Am Sub SB 7, Temporary Licensing-Military

Am Sub SB 7, effective on April 26, 2020, required state occupational licensing agencies to issue six-year temporary licenses or certificates to members of the military and spouses who are licensed in another jurisdiction and have moved to Ohio for active duty.

Administrative Rules

- The Board timely completed, in 2019, its five-year review of applicable administrative rules as required by Section 119.032, ORC. These rules became effective on February 1, 2020: Ohio Administrative Code Chapter 4723-2, Licensing for Active Duty Military and Veterans; Chapter 4723-16, Hearings; Chapter 4723-17, Intravenous Therapy Courses for Licensed Practical Nurses; Chapter 4723-25, Nurse Education Grant Program; and Chapter 4723-26, Community Health Workers.
- In 2020, as part of the five-year review, the Board reviewed Ohio Administrative Code Chapter 8, Advanced Practice Registered Nurse Licensing and Practice; Chapter 9, Prescriptive Authority; and Chapter 23, Dialysis Technicians.
- The Board is considering revisions to individual rules not slated for five-year review, but that were either required to be revised, or recommended to be updated due to recent legislative action or for technical reasons. The Board is proposing to adopt a new rule, "Standards and procedures for withdrawal management for drug or alcohol addiction", as required by H.B. 49 (132nd GA).

Communication and Collaboration

- Used multiple venues, such as *Momentum*, a quarterly news magazine, electronic (internet-based) news updates, Board website, Twitter, and Facebook to inform the public and interested parties about the Board's disciplinary actions, proposals for rule making, practice guidance, new regulatory requirements, statewide initiatives, and Board activities and processes in relation to COVID-19.

- Redesigned the Board website to improve the user experience, streamline access to information for external and internal users, and allow for timely updates.
- Provided over 1,207 records to the public in response to public records requests.
- Designated a “Notice” section on the website front page to post COVID-19 related documents, including practice and education guidance information, and links to current COVID-19 resources.
- Continued to work with the former State of Ohio Project Manager for Ohio eLicense to develop system efficiencies, enhanced licensing processes, implementation of new legislative mandates, and online temporary licensing processes for military, military spouses and APRNs.
- Maintained the Ohio Center for Nursing website, in conjunction with the Ohio Network for Nursing Workforce.
- Published 2019 RN and APRN Workforce Data summary reports providing a general summary and the raw data collected by the Board during the renewal period.
- Continued collaboration and work with the National Council of State Boards of Nursing (NCSBN):
 - Participated in conference calls, meetings, and conferences for Discipline, Education, Practice, Executive Officers, Public Policy, and the National Licensure Compact; new Board investigators completed NCSBN Investigator Training; Board Member Barbara Douglas completed the NCSBN sponsored Health Policy and Media Engagement program, The George Washington University, School of Nursing; and Director Houchen served as chair of the NCLEX Examination Committee.
 - Recognized Ohio Board members’ achievements in NCSBN national publication, *InFocus*:
 - Nancy E. Fellows, RN, a board member of the Ohio Board of Nursing, received the Dr. William J. Rucker Community Medical Award from the Lake County Branch of the NAACP and was commended by the Ohio House of Representatives of the 133rd General Assembly for her contributions as a registered nurse and clinical education consultant. In 2018, Fellows was awarded a Woman of Achievement Award from Lakeland Community College. The Ohio Board of Nursing congratulates Nancy for her many achievements and honors.
 - Board members Barbara Mako Douglas, DNP, MBA, APRN-CRNA, Sandra A. Ranck, MSN, RN, and Patricia Sharpnack, DNP, RN, CNE, NEA-BC, ANEF, FAAN, were recognized as Nurse of the Day during the Northeast Ohio Year of the Nurse 2020. The project highlights the innovative and inspiring stories of nurses in Northeast Ohio. Douglas is a certified registered nurse anesthetist with 30 years of experience, Ranck has an extensive career in nursing practice and education, and Sharpnack is the dean and Strawbridge Professor at The Breen School of Nursing at Ursuline College.

**APPENDIX A - Board Member Roster
(Members Fiscal Year 2020)**

In FY 2020, the Board held two Board meetings virtually using an electronic platform,
in accordance with the Open Meetings Act, as amended by HB 197.

Name/Position	City	End of Term
Lauralee Krabill, MBS, RN, President Chair, Continuing Education Advisory Group	Sandusky	2021
Joanna Ridgeway, LPN, Vice President	Hilliard	2022
Patricia Sharpnack, DNP, RN, Supervising Member for Disciplinary Matters Chair, Nursing Education Advisory Group	Chardon	2021
Sandra Ranck, RN	Ashtabula	2022
Sandra L Beidelschies, RN	Upper Sandusky	2021
Matthew Carle, JD, Consumer Member	Blacklick	2023
Barbara Douglas, RN, APRN-CRNA Chair, Advisory Group on Dialysis	Chardon	2020
Nancy Fellows, RN	Willoughby Hills	2020
Erin Keels, RN, APRN-CNP Chair, Advisory Committee on Advanced Practice Registered Nursing	Columbus	2022
Deborah A. Knueve, LPN	Columbus Grove	2021
Daniel Lehmann, RN, LPN	Dayton	2021
Brenda Boggs, LPN	Germantown	Served part of FY 2020
Lisa Klenke, RN	Coldwater	Served part of FY 2020

APPENDIX B - Fiscal Report

FY 2020 Appropriations	
Operational Budget (4K90)	\$ 10,211,372
Special Issues (5P80)	\$ 500
Nurse Education Grant (5AC0)	\$ 1,513,000
Total Appropriations	\$ 11,724,872

FY 2020 Revenue	
Income from Fees	\$19,723,568
Total Revenue	\$19,723,568

FY 2020 Expenditures	
Payroll & Personal Services	
Payroll	\$ 7,501,135
Personal Services	\$ 701,373
Subtotal	\$ 8,202,508
Maintenance	
Subtotal	\$ 1,966,473
Equipment	
Subtotal	\$ 42,390
Operational Costs Grand Total	\$10,211,371

Special Issues Fund	
Total	\$500

NEGP Fund	
Actual Disbursed	\$1,513,000
Administrative Expenses	\$0
Total	\$1,513,000

APPENDIX C
Cost Containment and Efficiency Measures
(FY19-20)

The Board is proud of its numerous quality control and efficiency measures implemented over the last biennium.

1. Improved quality of service to applicants/licensees
 - a. Added the capability to allow the issuance of temporary licenses/permits for APRNs, DTs, and Medication Aides, similar to the RN and LPN temporary permits.
 - b. Updated RN, APRN, LPN renewal applications to ensure consistency of instructions, compliance questions, and attestations.
 - c. Automated notifications to licensees to communicate the expiration of temporary licenses (60 days prior).
 - d. Implemented SB 7, Temporary State Occupational Licenses-Military.
 - e. Added and modified several communication templates to enhance information sharing with applicants and licensees.
 - f. Implemented “outside of the standard workflow” processes to quickly activate HB 197 related licenses while enabling the Board to track these activations including the exam eligibility status.
 - g. Connected to Ohio eLicense through a redesigned Nursing Board website to improve the user experience and streamline access to information for external and internal users. The new technology also allows for easier and faster updates to the website.
 - h. Re-configured the telephone system and installed call center software for better navigation and a more user-friendly system.

2. Reduced time to process licenses
 - a. Implemented the cloning of information for temporary licenses – this enhancement copied information that was already available in an application and eliminated manual entry to help with data accuracy and faster issuance of temporary licenses.
 - b. Added several operational reports for supervisors to enable them to regularly monitor the status of the applications in the work queue and make necessary adjustments to ensure that licenses are issued timely and enable supervisors to re-allocate staff based on pending work.
 - c. Automated renewals of application when Enforcement Activity was populated with a Board determined value to ensure that only renewal applications with Enforcements Restrictions were re-directed for review and thus reducing delays.

3. Addition of new features and process improvements for staff efficiency
 - a. Added “Basis for Licensure” field to the Education History page, eliminating the need to toggle back and forth between the application and education history pages while reviewing applications.
 - b. Implemented visual “Compliance Indicators” to the application and license pages that provided a direct view of the compliance status of the current application.
 - c. Added a new "Expungement Indicator" to alert staff opening/accessing the application or license that the some or all criminal court records associated with that application or license have been sealed by court order.
 - d. Implemented a feature to allow fiscal and certain licensure staff to automatically refund fees, as indicated, and eliminate the need to file service tickets with DAS to refund these for the Board.

4. Elimination of manual work
 - a. Streamlined address change requests
 - i. Enhancements were implemented that ensured that when an address was changed by the licensee in the contacts page it is propagated to all associated NUR licenses. This prevented the need for staff to manually update licenses with the address information and ensured data accuracy.
 - ii. A new Service Request category was added through which an applicant can request an address change after an application was submitted. This prevented manual tracking of this via emails and also ensured that the request was automatically connected with the licenses for future reference.
 - b. Added an auto-generated email to the applicant when a license is inactivated to eliminate the need to do this outside of the system.
 - c. Closed "In Review" applications automatically after 2 years and those in Pending, Submitted or Generate Fee after 1 year to eliminate the need for staff to close these out manually.
 - d. Modernized systems to reduce manual, burdensome staff work when researching past records regarding licensure issues. Converted thousands of historic master index cards and microfilmed license records into a searchable electronic database.
 - e. Updated CE questions in relation to waivers and requirements which will assist with CE audits.
 - f. Provided electronically generated licensure wall certificates and discontinued hardcopies, which reduced costs of paper, printing, postage and mailing supplies, and staff manual processing.

5. Addressed data consistency/security/privacy and cost containment for the Ohio eLicense system
 - a. Implemented changes to automatically expire an open session after 30 minutes to ensure security of the system and prevent malicious hacking/access.
 - b. Submitted a plan to DAS/OIT for reduced record management in Ohio eLicense to decrease the annual DAS/OIT maintenance fee and anticipate a cost savings of approximately \$120,000.