



**Nursing Care Quality Assurance Commission (NCQAC)  
Special Meeting Minutes  
July 7, 2011, Workshop, 8:30am – 5:30pm  
July 8, 2011, 8: 30 am – 5:30 pm, Business Meeting  
Room 152/153, Point Plaza East  
310 Israel Rd, Tumwater WA 98504-7864**

**Commission Members:** Susan Wong, MBA, MPA, RN, Chair  
Susan Woods, Ph.D, RN, FAHA, FAAN, Vice-Chair  
Linda Batch, LPN  
Erica Benson-Hallock, MPPA, Public Member  
Charlotte Foster, RN, BSN, MHA  
William Hagens, MA, Public Member  
Margaret Kelly, LPN  
Suellen M. Masek, RN, MSN, CNOR  
Darrell Owens, Ph.D, ARNP, ACHPN  
Gene I. Pingle, RN, BSN-BC, CEN  
Diane Sanders, RN, BC, MN  
L. Susana Serna, RN, ARNP  
Rhonda Taylor, MSN, RN  
Laura Yockey, LPN

**Assistant Attorney General:** Gail Yu, Assistant Attorney General

**Staff:** Paula R. Meyer, MSN, RN, Executive Director  
Teresa Corrado, LPN, Health Services Consultant  
Chuck Cumiskey, BSN, MBA, RN, Nursing Practice  
Advisor  
Mary Dale, Discipline Manager  
Karl Hoehn, Staff Attorney  
Terry West, Health Services Consultant  
Catherine Woodard, Supervising Investigator  
Martha Worcester, Ph.D, ARNP, ARNP Advisor  
H Louise Lloyd, Secretary

## July 7 – Workshop

### 1. 8:30 AM Opening – Susan Wong, Chair – DISCUSSION/ACTION

- A. Call to order
- B. Overview of day

Time	Topic	Presenter
0900 – 0930	Continuing Competency	Paula Meyer
0930 – 1000	Disciplinary Process	Linda Patterson
1000 - 1015	Early Remediation	Linda Patterson
1015 – 1030	Break	
1030 – 1100	Washington Health Professional Services	Nancy Tardiff
1100 - 1130	Licensing	Teresa Corrado
1130 – 1200	Questions, application for CEARPs, updates, evaluation	Paula Meyer
1200 – 1330	Lunch	
1330 - 1400	Mentor orientation and NCQAC member updates Purpose of NCQAC Members	Dr. Judith Personett
1400 -1500	Business meeting – purpose and role, attendance Robert's Rules of Order	Charlotte Coker
1500 -1515	Break	
1515 - 1545	Discipline	Gene Pingle
1545 - 1615	Sanction Standards	Darrell Owens
1615 - 1645	Hearings and compliance	Laura Yockey
1645 - 1700	Questions and wrap-up	Paula Meyer

## July 8 – Business Meeting

### 1. 8:30 AM Opening – Susan Wong, Chair – DISCUSSION/ACTION

- A. Call to order – 8:38am
- B. Introductions – new member, Charlotte Foster, NCQAC and pro tem members, staff, and public
- C. Order of the Agenda - changed
- D. Correspondence - none
- E. Announcements
  - Personnel Changes
    - Nurse Consultants – report to Mr. Cumiskey
    - Sandra Prideaux – Nurse Consultant
    - Chief Investigator announcement – posted yesterday
    - Karl Hoehn and Bill Kellington – nursing supervising attorneys
    - Catherine Woodard – Supervising Investigator
    - Usrah Claar-Rice – retired
    - Mindy Schaffner – Nurse Education Advisor
    - Charlotte Foster – new member
    - Gene Pingle – mentor for Ms. Foster

## **2. Consent Agenda – DISCUSSION/ACTION**

Consent agenda items are considered routine agency matters. The NCQAC approves the consent agenda by a single motion without separate discussion. To discuss a separate item requires a motion to remove the item and then place the item on the regular business agenda.

### **A. Approval of minutes**

- 1) NCQAC Business Meeting, May 13, 2011
- 2) NCQAC Disciplinary Hearing minutes, March 24, 2011 and April 29, 2011
- 3) Continuing Competency sub-committee April 15, 2011 and May 20, 2011
- 4) Licensing and Discipline sub-committee, April 18, 2011
- 5) Consistent Standards of Practice, May 12, 2011
- 6) Nursing Program Approval Panel (NPAP) – March 17, 2011
- 7) Nursing Assistant – Nursing Program Approval Panel (NA-PAP) – March 14, 2011, April 25, 2011
- 8) Licensing reports
- 9) National Council of State Boards of Nursing Information Technology Summit, Terry West and Dan Francis, May, 2011
- 10) NurSYS training – Nur Rawjawny, NCSBN
- 11) Taxonomy of Error, Root Cause Analysis, Practice responsibility (TERCAP) training - Chuck Cumiskey

**MOTION:** Motion by Mr. Hagens with a second from Ms. Batch to accept the consent agenda. Motion passed.

## **3. New officers – Susan Wong, Chair, and Dr. Susan Woods, Vice Chair - DISCUSSION/ACTION**

### **A. New Officers**

- Chair – Susan Wong
- Vice Chair – Dr. Susan Woods

## **4. Chair Report –Susan Wong- DISCUSSION/ACTION**

### **A. National Council of State Boards of Nursing (NCSBN) Nurse Licensure Compact and consumer protection conference – Susan Wong and Gene Pingle, June 8-9, Chicago**

- There are many multi-state licensure issues
  - Some nurses need as many as 50 licenses
  - Discipline between compact states – first state to receive a complaint opens the case
- Consumer Issues
- Discipline and accountability
- Gallup poll – nurses rated highest and most trusted (at 85%)
- Consumer and public members on boards
  - US has high rate of professionals as opposed to England which has mostly public members on boards
- Christine Andrews-Paulson, Owner of ConCore Evaluation Group on Web sites
  - Washington State Nursing Web Site rated good
  - There is a plan to update and make correction to the nursing Web site
- Role of performance measures and accountability

**B. Health Systems Quality Assurance Board/Commission/Committee Leadership meeting June 14 – Dr. Judy Personett**

- Speakers - Mary Selecky and Karen Jensen
  - The need that was identified - 'mentor' new commission members. NCQAC has a mentor program in place

**C. Chair Appointments to Subcommittee**

1. Continuing Competency Subcommittee - Ms. Taylor
2. Case Disposition Panels
  - Panel #1 – Ms. Benson-Hallock
  - Panel #2 – Ms. Yockey
  - Panel #3 – Ms. Sanders
  - Panel #4 – Ms. Taylor
3. Licensing and Discipline – Ms. Kelly
4. Nursing Program Approval Panel – Dr. Woods
5. Nursing Assistant Program Approval Panel (NA – PAP) – Ms. Kelly
6. Steering Committee – Susan Wong
7. ARNP Subcommittee - Dr. Owens
8. Consistent Standards of Practice Subcommittee – Ms. Masek
9. Legislative task force – Dr. Woods

**D. Out of state meeting attendance** – review of attendance at meetings from July 1, 2010 through June 30, 2011. Review of limitations in effect for out of state travel. Review upcoming meetings, requests to attend, use of NCSBN resource funds and process waivers.

- NCSBN has supported NCQAC participating in NCSBN committee and events
- The state is still in need of reducing out of state travel
  - Ms. Meyer will check to see if there is still a need to waive board pay for travel time
- Conference Attendance
  - Long Term Care – Ms. Kelly
  - NCLEX – Ms. Schaffner

**E. Results of Annual NCQAC evaluation**

Identification of areas for improvement and priorities.

- 100% participation
- Dr. Woods would also like to see staff perspectives on the NCQAC

**MOTION:** Motion by Mr. Hagens with a second from Ms. Benson-Hallock for the results of the survey to be referred to the Steering Committee for analyze and report to the NCQAC at the September meeting. Motion passed.

**F. Board Review of test center - NCLEX**

Ms. Taylor performed the board review of the test center in Yakima. If NCQAC members are interested in a board review, names must be submitted with a request for a review at least 60 days in advance of the October dates.

- Test centers have to shut down when the NCQAC reviews a test site.
  - Mr. Hagens, Ms. Sanders, Dr. Personett, Mr. Christensen, Ms. Schaffner would like to review a site
  - Ms. West will finalize dates and sites

## 5. Executive Director Report – Paula Meyer – DISCUSSION/ACTION

### A. NCSBN Annual meeting

- Attendees
  - Dr. Personett, will receive the exceptional contribution award
  - Ms. Taylor, Area 1 Board of Director’s candidate
  - Ms. Masek, Leadership Succession Committee candidate
  - Dr. Woods, Chair of the Education Committee
- Delegates
  - Ms. Wong
  - Ms. Meyer
- Elections and campaigning
- Summary of Recommendations the Board of Directors would like to adopt – NCQAC has no objection to the following:
  - Uniform Licensure Requirement revisions
  - Admit Associate Members - Canadian Providences, Singapore, Nova Scotia
  - Adopt the slate of candidates
- Potential resolution – will ask the NCSBN for support of consultant network for the Chief Operating Officers of Commissions
- Committee appointments – Ms. West has applied to serve on the Finance Committee and Ms. Meyer has applied to serve on the Commitment to On-going Regulatory Excellence (CORE).

### B. Western Governors’ University, meeting with Higher Education Coordinating Board

- Linda Tieman brought SHB1822 to the attention of NCQAC. It requires the Higher Education Coordinating Board to recognize the Western Governors’ University on-line non-profit programs.
- Met with the Higher Education Coordinating Board to discuss their process that is similar to NCQAC approval programs.

**MOTION:** Motion with a second from the NPAP panels not to support the change from verification of graduation to verification of completion of pre-licensure program requirements. Motion passed.

**MOTION:** Motion with a second from the NPAP panels not to support the change in removal of unlimited attempts to take NCLEX-PN and RN. Motion passed.

**MOTION:** Motion with a second from the NPAP panels to support of “self disclosure of any drugs to alcohol use within the last five years” if the wording is changed to “self disclosure of a substance abuse within the last five years”. Motion passed.

### C. Substance Use and Abuse Team (SUAT)

- 2011-2013 NCQAC Strategic Plan – 10 weeks to categorize, recommend standards through all stages of a case
- Evaluate and improve the outcomes of voluntary, involuntary, and disciplinary processes with nurses with substance use.

- Introduction of team members
  - Commission - Ms. Yockey, Mr. Pingle
  - Investigators – Mr. Brown, Ms. King
  - Attorneys – Mr. Bucknell, Mr. Defreyn
  - Supervising Attorney – Mr. Hoehn
  - Assistant Attorney Generals’ Office – Marlee O’Neill, Kim O’Neal
  - AD HOC - Amanda Capehart
  - Support – Ms. Nolet
- Review of charter
  - Meant to give the team direction and get an idea of what types of cases there are and what can be done better
- Deliverables
  - 100 cases being investigated
  - 84 cases that are ready for case disposition
- A report and recommendations will be presented at the September meeting.

**D. Washington Health Professional Services (WHPS)**

- Director – position has not been filled
- Audit - criteria has been finalized
- The audit criteria has been sent to Texas, Louisiana, Tennessee Kansas, and Maryland Boards of Nursing

**MOTION:** Motion by Dr. Woods with a second from Mr. Hagens that the NCQAC explore having WHPS report to the NCQAC. Motion passed

**Friendly Amendment:** Motion by Dr. Woods with a second from Ms. Batch that the NCQAC explore and consult with other stakeholders to have the NCQAC assume organizational authority over the WHPS. Amendment passed

**6. Subcommittee Reports – DISCUSSION/ACTION**

**A. Licensing and Discipline Performance Measures – Margaret Kelly, Chair**

- The NCQAC is meeting or exceeding targets. The subcommittee is seeing improvements
- The subcommittee will report at the September meeting
- The decision packages gave approval to hire more staff
- Need a team effort to follow the threshold guidelines

**B. Continuing Competency – Rhonda Taylor, Chair**

- No report

**C. Consistent Standards of Practice – Suellyn Masek, Chair**

- No report

**D. ARNP – Darrell Owens, Chair**

- Response to petition for rule making for Clinical Nurse Specialty from the Washington State Nurses Association and Washington affiliate of the National Association of Clinical Nurse Specialists

**MOTION:** Motion with a second from the subcommittee to support the petition of the Clinical Nurse Specialty (CNS) group to open the ARNP rules for modification to include the CNS within the ARNP designation. WACs 246-840-300 through 246-840-455. Motion passed

**7. Nominations Subcommittee report – Bill Hagens - DISCUSSION/ACTION**

**A. Report on procedures to be developed:**

- **Nominations and campaign procedures**
- **Election procedure to include ballot form, counting ballots, display of ballots**
- **Officer position description revisions**
- **NCQAC awards**
  - Recommendations will be presented at the November meeting

**9. 11:00 AM – Executive Session if needed**

The Executive Session is part of a regular or special meeting closed to the public

- No session needed

*Change in the order of the agenda*

**11:30 – 1:00 PM Lunch**

**10. OPEN MICROPHONE**

Open microphone is for public presentation of issues to the NCQAC. If the public has issues regarding disciplinary cases, please call 360-236-4744.

- Joanna Boatman – ex Commission Chair

**11. Medication Assistants in Long Term Care – Dr. Suzanne Sikma - DISCUSSION/ACTION**

Dr. Sikma presented research studies and outcomes describing the use of medication assistants in long-term care. Dr. Sikma presents her work on this topic related to the request from the legislature for the NCQAC to evaluate and comment on this role.

- Reviewed the error rate in medication administration and the relation to Medical Assistants
- NCSBN conducted a survey in 2007 - of those responding
  - 47% enrolled in LPN programs
  - 39% enrolled in RN programs
  - 11% applied but not currently enrolled
- Suggested to support a policy
- Dr. Sikma offered her help and support to the NCQAC
- A task force to consisting of members Ms. Batch, Ms. Wong, Ms. Kelly, Ms. Benson-Hallock, and Ms. Taylor will follow the direction given by Representatives Cody and Green to evaluate medical assistants in a long-term care facility.

**12. Washington Center for Nursing – Linda Tieman - DISCUSSION/ACTION**

Ms. Tieman presented the Center's midyear update to the NCQAC

- How to increase diversity
- Awarded an Americorp award
- Draft of report that will go to the legislator in November – feedback from the NCQAC
- Updating supply and demand data
- Web site is updated – Facebook and Blog

- Co-lead in Washington State to ensure that the Institute of Medicine recommendations are implemented
- Ms. Woods and Ms. Taylor will offer help and input

**8. Travel and Expense Management System (TEMS) – Shari Kincy - DISCUSSION/ACTION**

Demonstration, update and questions on the TEMS system

- Ms. Kincy demonstrated the computerized system and how to enter trips for travel and per diem reimbursement.
- Netbooks should support the TEMS system – Ms. Kincy will research and inform the NCQAC members.

**13. Case Management Team, Intake, Assessment and Authorization of Investigations – Susan Wong and Paula Meyer - DISCUSSION/ACTION**

Goal 5 of the 2011- 2013 NCQAC Strategic Plan states: Evaluate and improve the case management team process in 2011

- Review and revise threshold criteria to increase reliability. Criteria need to be objectively stated to achieve reliable and valid outcomes.
- Identify measures to increase efficiency and effectiveness of intake, assessment, and processing of reports.

Ms. Wong and Ms. Meyer present the roles of members participating in the Case Management Team as they complete the intake, assessment and authorization of investigations.

Thresholds used to open reports to investigations will be reviewed and the rationale for the thresholds.

- The CMT is comprised of three NCQAC members with the support of staff
- Ms. Dale and Ms. Meyer will develop definitions and define the roll of the case management team, NCQAC members, and how they assess initial reports and complaints to decide whether the conduct is within the authority of the NCQAC.

**14. Distribution of equipment and training on electronic transmission of Documents -Paula Meyer and Terry West - DISCUSSION/ACTION**

Ms. Meyer and Ms. West present the new equipment to NCQAC members, review policies and procedures including security and use of state resources, public disclosure, use of thumb drives and security, software included.

**15. Closing of business meeting at 3:01.**

**Distribution of Netbooks, printers, policies, and training, etc., after the business meeting**