



**Nursing Care Quality Assurance Commission (NCQAC)
Special Meeting Notice
March 12, 2010 8:30am – 5:00pm
Business Meeting Minutes
Videoconference**

Commission Members:

Susan Wong, MBA, MPA, RN, Chair
Rhonda Taylor, MSN, RN, Vice-Chair
Linda Batch, LPN
Charlotte Coker, Public Member
William Hagens, MA, Public Member
Margaret Kelly, LPN
Judith D. Personett, EdD, Certified Nurse
Administrator Advanced (CNA), RN
Gene I. Pingle, RN-BC, BSN
Jackie Rowe, RN
Diane Sanders, RN, BC, MN
Mariann Williams, MPH, MSN, RN, ARNP
Susan Woods, PhD, RN, FAHA, FAAN
Laura Yockey, LPN

Excused:

Erica Benson-Hallock, MPPA, Public Member
Darrell Owens, Ph.D., ARNP, ACHPN

Assistant Attorney General:

Gail Yu, Assistant Attorney General

Staff:

Paula R. Meyer, MSN, RN, Executive Director
Usrah Claar-Rice, MSN, RN, Nursing Education Advisor
Teresa Corrado, LPN, Health Services Consultant
Mary Dale, Discipline Manager
Sam Prideaux, Chief Investigator
Chuck Cumiskey, BSN, MBA, RN, Nursing Practice Advisor
Terry West, Health Services Consultant
H. Louise Lloyd, Secretary

1. 8:30AM Opening —Susan Wong, Chair - DISCUSSION/ACTION

- Call to order – 8:37am
- Introductions - NCQAC members, staff, and members of the public introduced themselves.
- Order of the Agenda
- Correspondence - none
- Announcements:
 - Teresa Corrado – Recognized for receiving an award from the Secretary of State's Office for her cost saving idea on Electronic Certificates of Completion
 - Pacific Lutheran University student interns:
 - Danielle Meyering and Angelica Fink

- National Council of State Boards of Nursing (NCSBN) completes the LPN job analysis. The analysis is the basis for the NCLEX-PN examination. NCSBN requests volunteers for a panel of judges to recommend passing standards to the NCLEX examination committee.
 - Ms. Batch volunteered to participate on the panel of judges.

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
2. NCQAC Disciplinary Hearing minutes
3. Continuing Competency sub-committee
4. Licensing and Discipline sub-committee
5. Nursing Program Approval Panel (NPAP)
6. Licensing reports

MOTION: Mr. Hagens moved with a second from Mr. Pingle to approve the consent agenda. Motion passed.

3. Chair Report –Susan Wong- DISCUSSION/ACTION

A. Institute of Regulatory Excellence – Susan Wong, Linda Batch, Scottsdale, AZ, January 2010

- Ms. Wong - Institute of Regulatory Excellence (IRE) Fellowship Program
 - The IRE is a four-year educational & professional development program for regulators.
 - Once completed, participants are entitled to use the title Fellow of the Regulatory Excellence and the initials FRE after their name.
 - Proactive approach to continuing competency
- Ms. Batch - Continuing Competency
 - The trend is to “think outside the box,” look for new ways to solve problems.

B. National Council of State Boards of Nursing, mid-year meeting, Chicago, March 8-10, 2010 – Susan Wong, Dr. Judith Personett, Paula Meyer

- Ms. Wong – Leadership Seminar for Executive Officers and member board presidents
 - Media communication
 - Relationship with the public, legislators and the media – proactive approach in crisis management
- Ms. Meyer - Leadership Succession Committee
 - NCSBN officer positions are available
 - Encouraged commission members and staff to run for office.
 - Develop leaders
 - Bylaw changes
 - If there is only one candidate, vote by acclamation
 - Nominations from the floor of the house of delegates are to be interviewed by the committee prior to the house of delegates session
 - Board of Directors meeting – held by video and telephone conference
 - Core licensure elements are being developed
- Dr. Personett – Continued Competence
 - Reviewed journey of Continued Competence
 - Consumer voice is getting louder
 - Patient safety concerns
 - Knowledge explosion
 - Only way to implement is just to begin
 - Boards of Nursing business should be transparent

C. Nominating committee report

- Dr. Woods announced the slate of candidates. Voting occurs at the May 14, 2010 meeting
 - Susan Wong – Chair
 - Rhonda Taylor – Vice Chair

4. Executive Director Report – Paula Meyer – DISCUSSION/ACTION

A. Decision Packages – Paula Meyer

Ms. Meyer updated the NCQAC on their decision packages listed in the Governor's budget.

- Licensing, Discipline, Center for Nursing, WHPS, and 2% inflationary factor was included in all budgets.
- Legislative Special Session will begin on Monday, March 15, 2010.

B. Sub-committee structure, attendance, recommendations, motion with a second, minutes – Paula Meyer

Ms. Meyer explained the role of the sub-committees with the NCQAC and requirements in the Open Public Meeting Act.

The Consent agenda is considered routine business. If there is a question on an item, the item can be removed before approving the consent agenda and then discussed.

- The NCQAC
 - Decision making body
 - Requires a quorum
 - Adopts and approves minutes of the subcommittee
- Subcommittee
 - Makes recommendations
 - Not necessary to have a quorum
 - Does not approve or adopt minutes
 - Motion to the NCQAC comes from the subcommittee with a second
- Staff
 - Preparation for the meeting, which includes posting the agenda.

NOTE: If dates, times, or members of the subcommittee change, the staff member notifies the Secretary Supervisor.

C. Licensing Report – Teresa Corrado

Ms. Corrado presented workflow, current trends, and workload of the Licensing Unit.

- She presented numbers of active nurse licenses, licenses issued by year and month, number of temporary practice permits issued and applications pending.
- The workload increases in April due to incoming applications from new graduates.

D. NurSYS – Terry West

Ms. West showed the NCSBN and NurSYS sites and useful data, available reports, and public access to the website. NurSYS is the NCSBN non-duplicated data bank of all nurses licensed in the United States and United States territories.

- As of 2/17/10, current Washington nursing discipline data is posted to the NurSYS site.
- Disciplinary data for 10 years prior to Provider Credential Search will be entered.

E. Commission member vacancies – Terry West

- Positions vacant effective July 1, 2010
 - ARNP – vacated by Ms. Williams, not eligible for reappointment.
 - RN – vacated by Ms. Rowe, not eligible for reappointment.
 - LPN – one term completed – Ms. Batch is eligible and seeking reappointment.
 - Public member – one term completed – Ms. Benson-Hallock is eligible and seeking reappointment.
- Applications are sent to the Governor's office the end of April. The Governor makes appointments in June for the four year terms.

5. Subcommittee Reports

A. Licensing and Discipline –William Hagens, Chair - DISCUSSION/ACTION

1. Update on Performance Measures
 - Reports for December and January were presented.
 - Some measures are incomplete because the HSQA quarterly numbers entered yet.
 - The performance information will be presented quarterly.
2. Update on Early Remediation Program
 - Panel met and closed three cases.

B. Continuing Competency – Dr. Judith Personett, Chair - DISCUSSION/ACTION

1. Status of the rules
 - The rules writing is in process
 - Ongoing plans for workshops and a hearing
 - Continue to receive input
 - Workshop dates and locations will be posted monthly on the nursing web site at <http://www.doh.wa.gov/hsga/Professions/Nursing/default.htm> under Current Topics
 - Time lines for implementation will be reviewed and updated.
3. Both the NCQAC and the sub-committee members would like language explaining the number of active practice hours required.

6. Budget – Terry West - DISCUSSION/ACTION

Ms. West presented current budget documents and reviewed spending plans. A new 24 month report shows the allotment by the month.

7. Customer Service Office – Shannon Beigert - DISCUSSION/ACTION

Ms. Beigert is the director of the Customer Service Office. Ms. Beigert reported on the work completed by the Customer Service Office. Unless otherwise noted the information listed is monthly information for the NCQAC.

- Renewals
 - Total renewals 7,770 per month
 - 1,853 manual renewals posted
- Revenue
 - 538 new applications per month
 - 1,853 average manual renewals per month
 - 67 average refunds per month
- Customer Service Center
 - 3,000 nursing related calls
 - 320 emails licenses, emails: 4,700
- Front Counter Service
 - 380 in person contacts
- Fingerprint background check
 - average mailed 261 fingerprint packets
 - average received 285
 - average scanned is 220
- Public Disclosure
 - 66 requests per month
 - 59 requests completed per month
 - 213 average requests pending per month
 - 2,790 average pages reviewed per month
 - 800 average pages redacted and sent per month
- Attorney General's Office
 - 8 Statement of Charges average served each month
 - 3 Statement of Allegations average served each month

DISCUSSION:

Ms. Taylor: How many calls are referred out each month?

Ms. Beigert: about 14%

Dr. Personett: What is your backlog?

Ms. Beigert:

1. 20%-50% of phone calls are answered within 60 seconds
2. Renewals are 4-5 days out. This is not considered a backlog because it is within HSQA time frames.
3. There is no backlog in background checks for HSQA. Nursing and Medical are the priority. The FBI. State Patrol or applicant may pose some time delays.
4. Revenue has no backlog
5. Public Disclosure
 - a. **regular request** with no priority are process between 24 to36 weeks. Ms. Meyer and Ms. West have access to the log of requests so that timeframes can

be tracked. On large requests public disclosure staff are providing an increment amount of pages each month, such as 500 pages per month.

b. **Priority request** are processed within 1 to 2 weeks

8. Operating Agreement – Paula Meyer - DISCUSSION/ACTION

The steering committee presents comments and recommendations for the Joint Operating Agreement and next steps.

- Eleven points remain in negotiation.

9. 11:00 AM - Executive Session – not needed

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

10. 1:00 PM – OPEN MICROPHONE

Open microphone is for public presentation of issues to the NCQAC.

- Lt. Veloski, Spokane County Jail – requested a ruling regarding medication brought to inmates by sources other than medical personnel.

11. Spokane County Jail, Request for Ruling – Paula Meyer - DISCUSSION/ACTION

Lt. Dan M. Veloski requested a ruling from the NCQAC and the Board of Pharmacy on medications in jails. The NCQAC received report from the Board of Pharmacy meeting, held on March 11. The NCQAC discussed the request.

- It is beyond the scope of practice for a nurse to verify medications and administer them to inmates when brought in from homes, family members or friends to the jail.

MOTION: Motion by Dr. Personett with a second from Dr. Woods to send a letter signed by Susan Wong, Chair of the NCQAC and Greg Harris, RPh., chair of the Board of Pharmacy. The letter is to include the standards from the National Commission on Correctional health Care

12. Nursing Assistants – Paula Meyer, Kendra Pitzler - DISCUSSION/ACTION

A. Ms. Pitzler evaluates nursing assistant training programs for compliance with regulations.

- Ms. Pitzler presented the procedure for approval of nursing assistant programs by the Nursing Program Approval Panels. Complaint assessment and tracking issues prompted revisiting the procedure as adopted.
 - Amend section 9 – regarding shared authorities
- The NCQAC reviewed recommendations and adopted the procedure as amended.
- Proposed a panel for nursing assistant training programs.
 - Margaret Kelley - appointed Chair
 - Proteems – three will be appointed.

MOTION: Motion by Ms. Rowe with a second by Ms. Yockey to adopt the procedure as amended. Motion passed.

13. Interpretive Statements, Advisory Opinions – Chuck Cumiskey – DISCUSSION/ACTION

RCW 18.79.010 states: It is the purpose of the NCQAC to regulate the competency and quality of professional health care providers under its jurisdiction by establishing, monitoring, and enforcing qualifications for licensing, consistent standards of practice, continuing competency mechanisms, and discipline. Rules, policies, and procedures developed by the commission must promote the delivery of quality health care to the residents of the state of Washington.

- Requests for advisory opinions, interpretive statements, and task forces continue to present a considerable workload for the NCQAC.
 - Mr. Cumiskey presented a model used by the Arizona and Oregon State Boards of Nursing and requested the NCQAC adopt a similar model.
 - A draft for Washington State will be presented at the May 2010 meeting.

14. Delegation to Health Law Judges – Paula Meyer - DISCUSSION/ACTION

In June 2008, the Uniform Disciplinary Act changed and created the NCQAC pilot project. The delegation forms currently in place identify an incorrect citation and need to be modified.

- The NCQAC corrected their delegation documents.

15. Discussion Items – Paula Meyer - DISCUSSION/ACTION

Discussion Items is a standing agenda item to review issues presented to the NCQAC. Under the Nursing Law and the Uniform Disciplinary Act (UDA), the NCQAC may consider forming advisory opinions, interpretive statements, or declaratory orders. Since this is a discretionary action of the NCQAC, the NCQAC determines the priority and urgency of the issues and the availability of resources to complete work on these issues.

- Meetings (workshops) will be held across the state on:
 - School Nursing
 - LPN role
 - Mutual State Recognition of Licenses
 - Continuing Competency
- Ms. Meyer presented the schedule and agendas for the upcoming meetings across the state.
 - This information will be sent to the list serve, posted on the nursing web site and mentioned in the newsletter.

16. Legislative Task Force – Paula Meyer - DISCUSSION/ACTION

Report from the task force members on testimony, bills, and outcomes.

- Ms. Meyer gave a report on the House and Senate bills affecting the NCQAC.

17. Meeting adjourned at 3:00