STATE OF MARYLAND

MARYLAND BOARD OF NURSING
4140 PATTERSON AVENUE
BALTIMORE, MARYLAND 21215-2254

(410) 585-1900   (410) 358-3530 FAX
(410) 585-1978 AUTOMATED VERIFICATION
1-888-202-9861 TOLL FREE

October 1, 2013

In Re: Report required by
Chapter 621,
2012 Legislative Session

The Hon. Joan Carter Conway, Chairman
Senate Education, Health, and
Environmental Affairs Committee
2 West Miller Senate Office Bldg.
Annapolis, MD 21401

The Hon. Peter A. Hammen, Chairman
House Health and Government Operations
Committee
241 House Office Building
Annapolis, MD 21401

Dear Senator Conway and Delegate Hammen:

The Maryland Board of Nursing submits the following report in accordance with the requirement under Chapter 621, Section 4. (b), 2012 legislative session, State Board of Nursing – Sunset Extension and Revisions, that the Board:

(1) Provide information on how the Board has improved its use of data collection and tracking for the application and complaint resolution processes; and

(2) The Board's plan to implement the findings of the management and personnel study to be conducted by Department of Budget and Management.

In 2012, the Board had System Automation, the company that provides the Board's information technology programs, add a program for tracking complaints. The program has been vetted and is working. The Board has the potential to track the progress of any one specific complaint or track the progress of undesignated numerous complaints for status over a specified time period.   Once all the data is entered into the sytem, the Board can use the program to determine at the end of each fiscal year how many complaints were closed within 270 days, the *Managing for Results* time frame.

The Board is able to compile monthly data on the number of new complaints it recieves and summarize the complaints by category. This data is used for Statestats and the Board's annual reports.

The system is capable of tracking all applications for licensure and certification once the data is entered into the system.   All applications are scanned into the LARS system, reviewed to determine if any special handling is required, and the data is transferred to our licensure and certification data bank where it can be tracked for progress. If an application does not need special handling, such as review of a positive background check or a prior history of discipline, the tranfer is an automatic electronic transfer. Applications needing special review are manually entered into the system and require more time to process.

The Department of Management and Budget did not begin its management and personnel study until the middle of August, 2013. The Board has not yet seen the final report of the study. Once the Board receives the final study and has had time to consider the results of the information and any recommendations it will report to the Legislature the plan for implementation of the recommendations.

Respectfully submitted,

Patricia A. Noble, RN, MSN
Executive Director

Nancy Adams, RN, MBA
Board President