

STRATEGIC PLAN

FY 2009

July 2008 to June 2012

Idaho Board of Nursing

Idaho Board of Nursing

STRATEGIC PLAN

FY 2009

For the period July 1, 2008 to June 30, 2012

Submitted:

July 1, 2008

Signed: 
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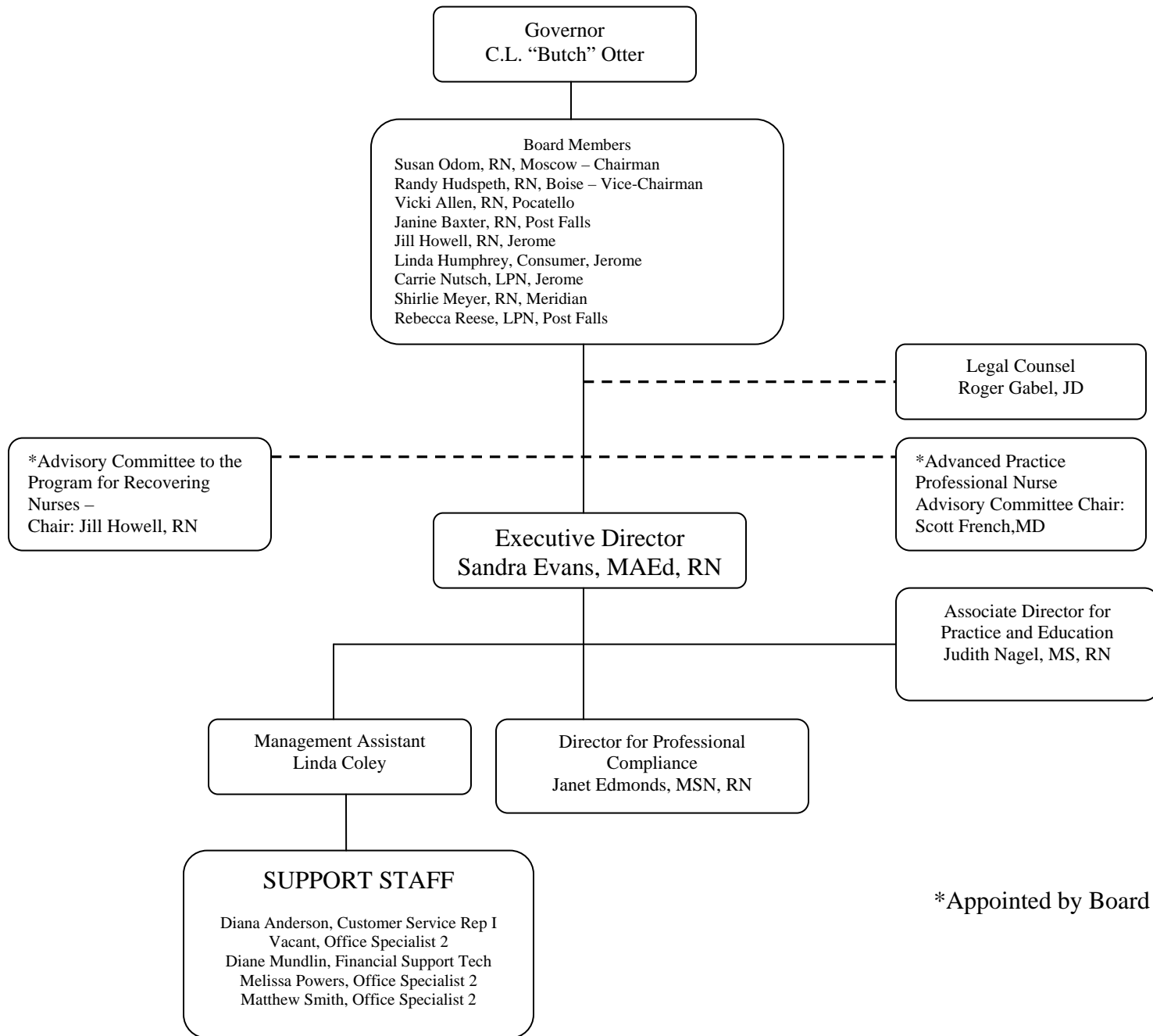
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ORGANIZATIONAL CHART BOARD OF NURSING



*Appointed by Board

MISSION STATEMENT

The Mission of the Idaho Board of Nursing is to regulate nursing practice and education for the purpose of safeguarding the public health, safety and welfare.

VISION

Idaho Board of Nursing... The Model for Excellence

- ◆ *Excellence in Nurse Licensing*
- ◆ *Excellence in Nursing Practice*
- ◆ *Excellence in Nursing Education*

The Board envisions continual pursuit of excellence: excellence in nurse licensing, nursing practice, and nursing education. To this end, excellence is validated by recognition for best practice, meeting or exceeding national standards, and application of benchmark strategies. Excellence is determined within the context of space and time, and may be influenced by inputs such as new knowledge, evolving science and technology, and dynamic partnerships. The Board is and will always be vigilant in maintaining or strengthening public safeguards while eliminating or preventing unnecessary barriers for Idaho's workforce.

GOALS OF THE BOARD OF NURSING

- * **LICENSURE GOAL:** To License Qualified Persons for the Practice of Nursing
- * **PRACTICE GOAL:** To Determine, Communicate, and Enforce Standards of Conduct and Standards of Nursing Practice
- * **EDUCATION GOAL:** To Determine, Communicate and Enforce Standards for Educational Programs Preparing Nurses for Practice at all Levels
- * **GOVERNANCE GOAL:** To Assure the Governance Framework and Culture Supports the Accomplishment of the Board's Vision, Mission and Goals
- * **INFORMATION EXCHANGE GOAL:** To Facilitate Information Exchange between the Board and its Colleagues, Constituent Groups, and other Agencies in Order to Fulfill the Board's Vision and Mission
- * **ORGANIZATIONAL GOAL:** To Assure the Organizational Infrastructure Supports the Vision, Mission and Goals of the Idaho Board of Nursing

VALUES

The Board of Nursing has endorsed the following values for application within all Board activities and decisions, including those delegated to staff, appointed bodies, and contractors.

Values

Value Definitions

Integrity

Being honorable, forthright, and acting with conviction based upon a firm intention to do the right thing for the right reason.

Accountability

Taking responsibility to see that organizational processes are consistently applied toward outcomes.

Collaboration

Working with others to reach solutions.

Quality

Implementing best practices in all endeavors.

Respect

Acting with consideration and attentiveness in all encounters.

Leadership

Using knowledge and experience to influence the perceptions, understanding and behaviors of others.

LICENSURE GOAL:
To
License
Qualified Persons
for the Practice
of
Nursing

Licensure Goal: To License Qualified Persons for the Practice of Nursing

Specific Objectives Directed toward Nurse Licensure Goal Achievement

<i>Objectives</i>	<i>Performance Measure</i>
L.1. Assessment of the continued competence of licensed nurses	<ul style="list-style-type: none"> ▪ Implementation of requirements for demonstrated continued competence as a condition of licensure by endorsement, reinstatement and renewal
L.2. Interstate mutual recognition of APPN licensure	<ul style="list-style-type: none"> ▪ Adoption/implementation of APRN Compact
L.3. Regulation of medication assistant practice and education	<ul style="list-style-type: none"> ▪ Implementation of medication assistant regulatory processes
L.4. Customer focused processes for licensure: <ul style="list-style-type: none"> ▪ ↓time to process application ▪ ↓complexity for applicants ▪ ↓unnecessary barriers 	<ul style="list-style-type: none"> ▪ Meet or exceed 75% of ‘best practices’ for licensure as defined through CORE
L.5. Interstate mutual recognition of RN, LPN licensure	<ul style="list-style-type: none"> ▪ Participation in the Nurse Licensure Compact
L.6. On-going responsibilities related to licensure by: <ul style="list-style-type: none"> ▪ Exam ▪ Endorsement ▪ Reinstatement ▪ Renewal ▪ Temporary/Limited License 	<ul style="list-style-type: none"> ▪ Issuance of licenses to applicants who meet established criteria
L.7. Licensure standards that allow for responsiveness to changes in the healthcare environment	<ul style="list-style-type: none"> ▪ Key issues affecting nurse licensure are addressed by the Board as evidenced in meeting minutes, reports and reflected in statute and rules ▪ Uniform core licensure requirements adopted/implemented ▪ Licensure equivalence determined

Key Factors External to the Board Which May Affect Nurse Licensure Goal Achievement

- Advances in technology
- Decisions on the future regulation of APPNs
- Introduction of new licensure categories
- Evolving trends in how to measure continued competence
- Effects of the nurse shortage
- Evolution of licensure models

GOAL: TO LICENSE QUALIFIED PERSONS FOR THE PRACTICE OF NURSING

Objective	Performance Measure	Benchmarks	Responsibility Assigned	Timeframe
<i>L.1. Assessment of the continued competence of licensed nurses</i>	- Implementation of requirements for demonstrated continued competence as a condition of licensure by endorsement, reinstatement and renewal	<ul style="list-style-type: none"> ▪ Analyze models for measuring continued competence ▪ Determine the Model ▪ Pilot the process ▪ Promulgate rules for demonstrating continued competence 	<ul style="list-style-type: none"> ▪ Staff & Board ▪ Board ▪ Staff ▪ Staff 	<ul style="list-style-type: none"> ▪ FY 2008-09 ▪ FY 2009 ▪ FY 2010 ▪ FY 2011
<i>L.2. Interstate mutual recognition of APPN Licensure</i>	- Adoption/implementation of APRN Compact	<ul style="list-style-type: none"> ▪ Adopt uniform APPN licensure standards ▪ Determine and implement the timeline to proceed with adoption of the APRN Compact 	<ul style="list-style-type: none"> ▪ Board ▪ Board 	<ul style="list-style-type: none"> ▪ FY 2009 ▪ FY 2010
<i>L.3. Regulation of medication assistant practice and education</i>	- Implementation of medication assistant regulatory processes	<ul style="list-style-type: none"> ▪ Implement MA-C regulation 	<ul style="list-style-type: none"> ▪ Board & Staff 	<ul style="list-style-type: none"> ▪ FY 2009
<i>L.4. Customer focused processes for licensure:</i> <ul style="list-style-type: none"> ▪ ↓ <i>time to process application</i> ▪ ↓ <i>complexity for applicants</i> ▪ ↓ <i>unnecessary barriers</i> 	-Meet or exceed 75% of ‘best practices’ for licensure as defined through CORE	<ul style="list-style-type: none"> ▪ Analyze current processes to determine opportunities for improvement ▪ Implement best practices ▪ Increase on-line renewals to 50% 	<ul style="list-style-type: none"> ▪ Staff ▪ Board & Staff ▪ Board & Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing ▪ Ongoing

Objective	Performance Measure	Benchmarks	Responsibility Assigned	Timeframe
<i>L.5. Interstate mutual recognition of RN, LPN licensure</i>	-Participation in the Nurse Licensure Compact	<ul style="list-style-type: none"> ▪ Participate as an active member of the Nurse Licensure Compact Administrators (NLCA) ▪ Collaborate with other states implementing the Nurse Licensure Compact ▪ Analyze the impact of the Nurse Licensure Compact on practice, discipline and Board operation in Idaho ▪ Assist other states in adopting the Compact 	<ul style="list-style-type: none"> ▪ Staff ▪ Staff ▪ Board & Staff ▪ Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing ▪ Ongoing ▪ Ongoing
<i>L.6. Ongoing responsibilities related to licensure by</i> <ul style="list-style-type: none"> ▪ Exam ▪ Endorsement ▪ Reinstatement ▪ Renewal ▪ Temporary/Limited License 	-Issuance of licenses to applicants who meet established criteria	<ul style="list-style-type: none"> ▪ Assess current operations re: licensure ▪ Refine processes for efficiency/effectiveness ▪ Enhance opportunities for electronic transactions re: licensure by examination, endorsement, and APPN ▪ Implement strategies to conserve resources 	<ul style="list-style-type: none"> ▪ Staff ▪ Staff ▪ Staff ▪ Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing ▪ FY 2009 ▪ FY 2009 then Ongoing
<i>L.7. Licensure standards that allow for responsiveness to changes in the healthcare environment</i>	-Key issues affecting nurse licensure are addressed by the Board as evidenced in meeting minutes, reports and reflected in statute and rules	<ul style="list-style-type: none"> ▪ Analyze trends related to nursing licensure and develop strategies to address ▪ Review licensure statute and rules for relevance, effectiveness ▪ Revision of statute & rules addressing equivalence licensure ▪ Compare statute/rules to uniform requirements & determine conformity 	<ul style="list-style-type: none"> ▪ Board & Staff ▪ Board & Staff ▪ Board & Staff ▪ Staff 	<ul style="list-style-type: none"> ▪ Annually ▪ FY 2012 ▪ FY 2009 ▪ FY 2009

PRACTICE GOAL:
To Determine,
Communicate, and Enforce
Standards of Conduct
and
Standards
of
Nursing Practice

Practice Goal: To Determine, Communicate and Enforce Standards of Conduct and Standards of Nursing Practice

Specific Objectives Directed toward Nursing Practice Goal Achievement

<i>Objectives</i>	<i>Performance Measure</i>
P.1. Administer an effective alternative to discipline for nurses impaired by chemical use and mental/physical illness	<ul style="list-style-type: none"> ▪ Eligible licensees enroll in and successfully complete PRN or are disciplined for non-compliance
P.2. Identification of causal relationship trends in cases involving practice breakdown	<ul style="list-style-type: none"> ▪ Nursing practice errors are identified and root cause determined
P.3. Assessment of competence of individuals seeking to re-enter practice	<ul style="list-style-type: none"> ▪ Criteria for re-entry to practice are applied for licensure by reinstatement and endorsement
P.4. Conduct and practice standards that allow responsiveness to changes in the healthcare environment	<ul style="list-style-type: none"> ▪ Key issues affecting standards of conduct and practice are addressed as evidenced in meeting minutes, reports and as reflected in statute and rules
P.5. Fair, efficient management of disciplinary complaints from receipt to resolution that is appropriate for public protection	<ul style="list-style-type: none"> ▪ Meet or exceed 75% of ‘best practices’ related to discipline as defined through CORE

Key factors External to the Board Which May Affect Nursing Practice Goal Achievement

- NCSBN progress toward research on alternative program effectiveness
- Healthcare economics
- Nurse shortage
- Development and evolution of national practice standards

GOAL: TO DETERMINE, COMMUNICATE, AND ENFORCE STANDARDS OF CONDUCT AND STANDARDS OF NURSING PRACTICE

Objective	Performance Measure	Benchmarks	Responsibility Assigned	Timeframe
<i>P.1. Administer an effective alternative to discipline for nurses impaired by chemical use and mental/physical illness</i>	-Eligible licensees enroll in and successfully complete PRN or are disciplined for non-compliance	<ul style="list-style-type: none"> ▪ Conduct/participate in research project(s) that provide evidence of PRN effectiveness ▪ Assess the PRN vendor's adherence to contract terms 	<ul style="list-style-type: none"> ▪ Staff & Board ▪ Board & PRNAC 	<ul style="list-style-type: none"> ▪ FY 2008-10 ▪ Ongoing
<i>P.2. Identification of causal relationship trends in cases involving practice breakdown</i>	-Nursing practices are identified and root cause determined	<ul style="list-style-type: none"> ▪ Integrate TERCAP into discipline processes ▪ Facilitate the implementation of corrective strategies 	<ul style="list-style-type: none"> ▪ Staff ▪ Staff 	<ul style="list-style-type: none"> ▪ FY 2009 then Ongoing ▪ FY 2009 then ongoing
<i>P.3. Assessment of competence of individuals seeking to re-enter practice</i>	-Criteria for re-entry to practice are applied for licensure by reinstatement and endorsement	<ul style="list-style-type: none"> ▪ Apply re-entry policies ▪ Review policies and revise as necessary 	<ul style="list-style-type: none"> ▪ Board & Staff ▪ Board & Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing
<i>P.4. Conduct and practice standards that allow responsiveness to changes in the healthcare environment</i>	-Key issues affecting standards of conduct and practice are addressed as evidenced in meeting minutes, reports and as reflected in statute and rules	<ul style="list-style-type: none"> ▪ Analyze trends related to nursing practice and develop strategies to address ▪ Assess statute & rules for relevance to practice trends ▪ Address issues re: to consumer-directed care ▪ Develop regulatory statement on pain management ▪ Modify statutes and rules as necessary ▪ Provide clarification of the role of MA-C vs UAP assistance with medications 	<ul style="list-style-type: none"> ▪ Board & Staff ▪ Board & Staff ▪ Board ▪ Board & Staff ▪ Board & Staff ▪ Board & Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ FY 09-10 ▪ FY 2010 ▪ FY 2009 ▪ FY 2010 ▪ F 09-10

Objective	Performance Measure	Benchmarks	Responsibility Assigned	Timeframe
<i>P.5. Fair, efficient management of disciplinary complaints from receipt to resolution that is appropriate for public protection</i>	-Meet or exceed 75% of ‘best practices’ related to discipline as defined through CORE	<ul style="list-style-type: none"> ▪ Receive, investigate, substantiate and resolve disciplinary complaints in a timely manner ▪ Enhance the process of informing the public about procedures for reporting concerns and complaints related to nursing practice ▪ Analyze cost and effectiveness of disciplinary procedures ▪ Review policies and procedures for complaint processing ▪ Analyze current processes for concurrence with “just culture” & update policies as needed 	<ul style="list-style-type: none"> ▪ Board & Staff ▪ Board & Staff ▪ Staff ▪ Staff ▪ Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ FY 2010 ▪ Ongoing ▪ FY 2009 ▪ FY 2011

EDUCATION GOAL:

**To Determine,
Communicate and Enforce Standards
for
Educational Programs Preparing
Nurses for Practice
at all Levels**

Nursing Education Goal: To Determine, Communicate and Enforce Standards for Educational Programs Preparing Nurses for Practice at All Levels

Specific Objectives Directed toward Nursing Education Goal Achievement

<i>Objectives</i>	<i>Performance Measure</i>
E.1. Develop/clarify the Board's philosophy related to nursing education as the foundation for regulation	<ul style="list-style-type: none"> ▪ Philosophy statement is applied in activities & decisions related to nursing education
E.2. Education programs prepare graduates for safe practice at the entry level	<ul style="list-style-type: none"> ▪ Graduates of approved programs demonstrate beginning-level competence as evidenced by NCLEX pass rates, employer satisfaction
E.3. New nursing education programs are consistent with an adopted statewide plan for current and future nursing education	<ul style="list-style-type: none"> ▪ Board decisions related to approval of new nursing education programs are based on criteria agreed to in an adopted statewide plan
E.4. Standards for nursing education are evidenced-based and allow for responsiveness to environmental changes	<ul style="list-style-type: none"> ▪ Key issues impacting nursing education are addressed by the Board as evidenced in meeting minutes, reports and as reflected in statute and rules
E.5. Nursing education programs meet defined standards and criteria	<ul style="list-style-type: none"> ▪ Board decisions related to continued approval of nursing education programs are based on the application of defined criteria

Key Factors External to the Board Which May Affect Nursing Education Goal Achievement

- Evolving methodology in educational design and delivery
- Nurse shortage
- Nurse faculty shortage
- Influx of proprietary programs
- Statewide progress on development of a long-range plan for nursing education
- Limited resources to support education reform

GOAL: TO DETERMINE, COMMUNICATE, AND ENFORCE STANDARDS FOR EDUCATION PROGRAMS PREPARING NURSES FOR PRACTICE AT ALL LEVELS

Objective	Performance Measure	Benchmarks	Responsibility Assigned	Timeframe
<i>E.1. Education programs prepare graduates for safe practice at the entry level</i>	-Graduates of approved programs demonstrate beginning level competence as evidenced by NCLEX pass rates, employer satisfaction	<ul style="list-style-type: none"> ▪ Review/revise rules in relation to NCSBN model rules, distance, on-line, traditional and non-traditional programs ▪ Promulgate rules 	<ul style="list-style-type: none"> ▪ Rules Revision Task Force ▪ Board & Staff 	<ul style="list-style-type: none"> ▪ FY 2010 ▪ FY 2011
<i>E.2. New nursing education programs are consistent with an adopted statewide plan for current and future nursing education</i>	-Board decisions related to approval of new nursing education programs are based on criteria agreed to in an adopted statewide plan	<ul style="list-style-type: none"> ▪ Support development of a statewide plan for nursing education ▪ Implement strategies necessary to support the plan ▪ Review and approve educational programs as defined 	<ul style="list-style-type: none"> ▪ Board ▪ Board ▪ Staff 	<ul style="list-style-type: none"> ▪ FY 2010 ▪ FY 2010 ▪ Ongoing
<i>E.3. Standards for nursing education that allow responsiveness to environmental changes</i>	-Key issues affecting nursing education are addressed by the Board as evidenced in meeting minutes, reports and as reflected in statute and rules	<ul style="list-style-type: none"> ▪ Analyze trends related to nursing education and develop strategies to address ▪ Assess statute and rules for relevance to current academic practices and changes in the healthcare regulatory and economic environments ▪ Modify statute and rules as necessary 	<ul style="list-style-type: none"> ▪ Board & Staff ▪ Board & Staff ▪ Board & Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ FY 2010 ▪ FY 2011

Objective	Performance Measure	Benchmarks	Responsibility Assigned	Timeframe
<i>E.4. Nursing education programs meet defined standards and criteria</i>	- Board decisions related to continued approval of nursing education programs are based on the application of defined criteria	<ul style="list-style-type: none"> ▪ Analyze program criteria defined by the Board, the State Board of Education, nursing education accrediting organizations and others for similarity and differences ▪ Process applications for program approval ▪ Approve programs that meet established criteria ▪ Philosophy statement developed ▪ Review all authorities for consistency with philosophy 	<ul style="list-style-type: none"> ▪ Staff ▪ Staff ▪ Board ▪ Board ▪ Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing ▪ Ongoing ▪ FY 2009 ▪ FY 2010-2011

GOVERNANCE GOAL:

**To Assure the Governance
Framework
and Culture Supports
the
Accomplishment
of the
Board's Vision, Mission
and Goals**

Governance Goal: To Assure the Governance Framework and Culture Supports the Accomplishment of the Board’s Vision, Mission and Goals

Specific Objectives Directed toward Governance Goal Achievement

<i>Objectives</i>	<i>Performance Measure</i>
G.1. Board performance is consistent with the Board’s adopted model of policy governance	<ul style="list-style-type: none"> ▪ Board self-assessment indicates that the Board incorporates principles of policy governance in accomplishment of Mission and goals
G.2. Board performance is consistent with the Vision, Mission, values and strategic plan	<ul style="list-style-type: none"> ▪ Board assessment indicates accomplishment of Mission, progress toward Vision, adherence to values and use of strategic thinking
G.3. Competent Board members	<ul style="list-style-type: none"> ▪ Annual Board self-assessment indicates Board and Board member competence ▪ Board decisions reflect consistency with Mission and Vision ▪ Board decisions, when challenged, are upheld
G.4. Collaboration with stakeholders both in and outside of nursing	<ul style="list-style-type: none"> ▪ Board assessment processes indicate collaboration with stakeholders
G.5. Accomplishment of the respective missions of the Advanced Practice Professional Nurse and Program for Recovering Nurses Advisory Committees	<ul style="list-style-type: none"> ▪ Annual APPNAC and PRNAC self-assessments indicate accomplishment of their respective purposes
G.6. Board responsiveness to state and national healthcare policy decisions	<ul style="list-style-type: none"> ▪ Active Board involvement in a variety of healthcare policy arenas

Key Factors External to the Board Which May Affect Governance Goal Achievement

- Change in Board Membership
- Agency budget appropriation
- Change in Board staff
- Changing healthcare environment
- Trends in governance models

GOAL: TO ASSURE THE GOVERNANCE FRAMEWORK AND CULTURE SUPPORTS THE ACCOMPLISHMENT OF THE BOARD'S VISION, MISSION AND GOALS

Objective	Performance Measure	Benchmarks	Responsibility Assigned	Timeframe
<i>G.1. Board performance is consistent with the Board's adopted model of policy governance</i>	-Board self-assessment indicates that the Board incorporates principles of policy governance in accomplishment of Mission and goals	<ul style="list-style-type: none"> ▪ Educate Board members on principles of policy governance ▪ Self-assessment measures Board adherence to governance principles ▪ Board practices focus on outputs not activities 	<ul style="list-style-type: none"> ▪ Board & Staff ▪ Board ▪ Board 	<ul style="list-style-type: none"> ▪ New Board member orientation and quarterly CE ▪ Annual ▪ Ongoing
<i>G.2. Board performance is consistent with the Vision, Mission, values and strategic plan</i>	-Board assessment indicates accomplishment of Mission, progress toward Vision, adherence to values and use of strategic thinking	<ul style="list-style-type: none"> ▪ Review Board processes, policies and decisions to assure internal congruence with Vision, Mission, values, and strategic plan ▪ Revise processes and policies to assure congruence ▪ Review and revise self-assessment instrument and procedure to assure relevance to Vision, Mission, values and strategic plan 	<ul style="list-style-type: none"> ▪ Board, Governance Committee, & Staff ▪ Board, Governance Committee & Staff ▪ Staff and Governance Committee 	<ul style="list-style-type: none"> ▪ Annually ▪ Annually ▪ Annually
<i>G.3. Competent Board members</i>	-Annual Board self-assessment indicates Board and Board-member competence; -Board decisions reflect consistency with Mission and Vision; and -Board decisions, when challenged, are upheld	<ul style="list-style-type: none"> ▪ Orient new Board members ▪ Provide ongoing Board education relative to: <ul style="list-style-type: none"> ○ Specific issues ○ Ongoing Board processes and projects ▪ Plan and conduct a retreat for Board members targeting focused Board development 	<ul style="list-style-type: none"> ▪ Staff ▪ Staff ▪ Board & Staff 	<ul style="list-style-type: none"> ▪ At time of appointment ▪ Ongoing ▪ FY 2009

Objective	Performance Measure	Benchmarks	Responsibility Assigned	Timeframe
<i>G.4. Collaboration with stakeholders both in and outside of nursing</i>	-Board assessment processes indicate collaboration with stakeholders	<ul style="list-style-type: none"> ▪ Include public forum with each formal Board meeting ▪ Include public members on Board committees and panels ▪ Use negotiated rulemaking processes ▪ Identify stakeholders for each major initiative and engage partnerships as appropriate ▪ Convene ICON 	<ul style="list-style-type: none"> ▪ Staff ▪ Board ▪ Staff ▪ Board & Staff ▪ Staff 	<ul style="list-style-type: none"> ▪ Each scheduled Board meeting ▪ Ongoing ▪ During rulemaking ▪ Ongoing ▪ FY 2009
<i>G.5. Accomplishment of APPNAC and PRNAC respective missions</i>	-APPNAC and PRNAC annual self-assessments indicate accomplishment of their respective purposes	<ul style="list-style-type: none"> ▪ Appoint members to committees ▪ Refine purpose and goals of committees ▪ Committee self-assessment evaluates accomplishment of mission 	<ul style="list-style-type: none"> ▪ Board ▪ Board ▪ Committee 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Annually ▪ Annually
<i>G.6. Board responsiveness to state and national healthcare policy decisions</i>	- Active Board involvement in a variety of healthcare policy arenas	<ul style="list-style-type: none"> ▪ Participate in meetings and forums regarding health care planning and decision-making ▪ Maintain positive relationships with key policy makers and others who influence policy ▪ Inform and advise key policy makers on the role of the Board 	<ul style="list-style-type: none"> ▪ Board & Staff ▪ Board & Staff ▪ Staff & Board 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing ▪ Ongoing

INFORMATION EXCHANGE

GOAL:

**To Facilitate Information Exchange
between the Board and its Colleagues,
Constituent Groups,
and other Agencies
in Order to Fulfill the
Board's
Vision and Mission**

Information Exchange Goal: To Facilitate Information Exchange between the Board and its Colleagues, Constituent Groups, and other Agencies in Order to Fulfill the Board’s Vision and Mission

Specific Objectives Directed toward Information Exchange Goal Achievement

<i>Objectives</i>	<i>Performance Measure</i>
I. 1. Public awareness of Board Mission and role	<ul style="list-style-type: none"> ▪ Mission and role of the Board are presented to a diverse audience in a variety of formats
I.2. Effective communication with the public, including licensees, employers, policy makers and consumers	<ul style="list-style-type: none"> ▪ Positive feedback related to communication with the Board is received ▪ CORE research findings indicate positive communications with constituents
I.3. Accurate, comprehensive, accessible nurse licensure data	<ul style="list-style-type: none"> ▪ Information necessary for licensure verification and reporting, nursing workforce research and policy-decisions is maintained and made available
I.4. Information provided to appropriate state and national entities for purposes of public protection	<ul style="list-style-type: none"> ▪ Required information is accurately and timely reported to NURSYS, the NPDB and the HIPDB

Key Factors External to the Board Which May Affect Information Exchange Goal Achievement

- State of Idaho support, particularly technology support to Board systems
- Technology hardware maintenance and replacement costs
- Software upgrades for systems protection
- Challenges to/revisions of the Idaho Public Information Act

GOAL: TO Facilitate Information Exchange between the Board and its Colleagues, Constituent Groups, and other Agencies in Order to Fulfill the Board’s Vision and Mission

Objective	Performance Measure	Benchmarks	Responsibility Assigned	Timeframe
<i>I.1. Public awareness of Board Mission and role</i>	- Mission and role of the Board are presented to a diverse audience in a variety of formats	<ul style="list-style-type: none"> ▪ Maintain website ▪ Publish newsletters and reports ▪ Develop/update flyers and brochures ▪ Respond to inquiries, requests ▪ Participate in forums, present information, etc. ▪ Enhance website to improve visibility of BON – photos, direct links, FAQ, etc. ▪ Plan Board Centennial celebration 	<ul style="list-style-type: none"> ▪ Staff ▪ Staff ▪ Staff ▪ Board & Staff ▪ Staff ▪ Staff ▪ Board & Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing ▪ Ongoing ▪ Ongoing ▪ Ongoing ▪ Ongoing ▪ FY 2009-11
<i>I.2. Effective communication with the public, including licensees, employers, policy makers and consumers</i>	<p>-Positive feedback related to communication with the Board is received</p> <p>-CORE research findings indicate positive communications with constituents</p>	<ul style="list-style-type: none"> ▪ Upgrade communications technology consistent with IT plan ▪ Analyze and address specific communication concerns 	<ul style="list-style-type: none"> ▪ Staff ▪ Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing
<i>I.3. Accurate, comprehensive, accessible nurse licensure data</i>	- Information necessary for licensure verification and reporting, workforce research and policy decisions is maintained and made available	<ul style="list-style-type: none"> ▪ Analyze and revise minimum data set as needed ▪ Maintain and upgrade technology for access to data and ease of use ▪ Incorporate technological tools necessary to protect privacy and maintain confidentiality of data ▪ Timely publish the Board’s Annual Statistical Report 	<ul style="list-style-type: none"> ▪ Staff ▪ Staff ▪ Staff ▪ Board/Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing ▪ Ongoing ▪ Annual

Objective	Performance Measure	Benchmarks	Responsibility Assigned	Timeframe
<i>I.4. Information is provided to appropriate state and national entities for purposes of public protection</i>	-Required information is accurately and timely reported to NURSYS, the NPDB and HIPDB	<ul style="list-style-type: none"> ▪ Maintain the NCSBN report agent contract ▪ Enter into agreements for data sharing consistent with Board position 	<ul style="list-style-type: none"> ▪ Board & Staff ▪ Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing

ORGANIZATIONAL GOAL:

**To Assure the Organizational
Infrastructure
Supports the Vision, Mission
and
Goals
of the
Idaho Board of Nursing**

Organization Goal: To Assure the Organizational Infrastructure Supports the Vision, Mission and Goals of the Idaho Board of Nursing

Specific Objectives Directed toward Organization Goal Achievement

<i>Objectives</i>	<i>Performance Measure</i>
O.1. Adequate Board resources: <ul style="list-style-type: none"> ▪ Revenue adequate to meet expenses ▪ Qualified personnel ▪ Up-to-date equipment/technology 	<ul style="list-style-type: none"> ▪ Annual budget and FTP appropriation support accomplishment of Mission and strategic goals
O.2. Staff activities facilitate the Board’s accomplishment of Mission and strategic goals.	<ul style="list-style-type: none"> ▪ Positive annual Board self-assessment related to support by staff
O.3. Expectations of the public, licensees, Legislature and Governor about the Board are adequately met	<ul style="list-style-type: none"> ▪ Board is recognized for CORE ‘best practices’ ▪ Positive feedback is received from constituent groups
O.4. Competent staff	<ul style="list-style-type: none"> ▪ Staff meet annual performance expectations for key job responsibilities, customer service and interpersonal relationships
O.5. Staff compensation recognizes performance, longevity, outstanding contributions and market trends and retains exemplary workers	<ul style="list-style-type: none"> ▪ Staff compensation is consistent with the Board’s philosophy and governance policy and is consistent with legislative directives
O.6. Office of the Board supports the day-to-day operation of the organization	<ul style="list-style-type: none"> ▪ The office of the Board of Nursing, including physical location, space and furnishings, equipment and staff, support the day-to-day operation of the Board and has in place methods for disaster recovery.

Key Factors External to the Board Which May Affect Organization Goal Achievement

- Trends in market cost of office space
- Unanticipated staff turnover
- Legislative directives and appropriations in the areas of operations, capital, and employee compensation

GOAL: TO ASSURE THE ORGANIZATIONAL INFRASTRUCTURE SUPPORTS THE VISION, MISSION AND GOALS OF THE IDAHO BOARD OF NURSING

Objective	Performance Measure	Benchmarks	Responsibility Assigned	Timeframe
<p><i>O.1. Adequate resources:</i></p> <ul style="list-style-type: none"> ▪ Revenue adequate to meet expenses ▪ Qualified personnel ▪ Up-to-date equipment/technology 	<p>- Annual budget and FTP appropriation support accomplishment of Mission and strategic goals</p>	<ul style="list-style-type: none"> ▪ Operate within the approved budget and FTE appropriations ▪ Fund balance equals 12 months operating costs ▪ All approved staff positions are filled/staff perform at or above the expectations for their positions ▪ Identify and maintain outside contracts for selected projects ▪ Technology and equipment are consistent with the IT plan ▪ Strict adherence to internal control policies ▪ Implement strategies for resource conservation 	<ul style="list-style-type: none"> ▪ Staff ▪ Staff ▪ Staff ▪ Board & Staff ▪ Staff ▪ Staff ▪ Board & Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ FY 2010 ▪ Ongoing ▪ Ongoing ▪ Ongoing ▪ Ongoing ▪ FY 2009 then Ongoing
<p><i>O.2. Staff activities facilitate accomplishment of the Board's Mission and goals</i></p>	<p>- Positive annual Board self-assessment related to support by staff</p>	<ul style="list-style-type: none"> ▪ Feedback following Board meetings indicates appropriate Board and meeting preparation and staff and attorney support ▪ Deficiencies in staff performance and support are identified and corrected ▪ Review and modify the self-assessment instrument as necessary 	<ul style="list-style-type: none"> ▪ Board ▪ Staff ▪ Board & Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing ▪ Quarterly
<p><i>O.3. Expectations of the public, licensee, Legislature and Governor about the Board are met</i></p>	<p>- Board is recognized for CORE 'best practices' - Positive feedback is received from constituent groups</p>	<ul style="list-style-type: none"> ▪ Active participation in NCSBN CORE ▪ Annual review of CORE data ▪ Investigate and address complaints about agency 	<ul style="list-style-type: none"> ▪ Staff ▪ Board ▪ Board/Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Annual ▪ Ongoing

Objective	Performance Measure	Benchmarks	Responsibility Assigned	Timeframe
<i>O.4. Competent Staff</i>	- Staff meet annual performance expectations for key job responsibilities, customer service, and interpersonal relationships	<ul style="list-style-type: none"> ▪ Orient new staff to position knowledge/skill expectations ▪ Staff are cross trained to related positions for support and backup ▪ Staff participate in internal and external development activities ▪ Educate operational staff on detecting counterfeiting 	<ul style="list-style-type: none"> ▪ Staff ▪ Staff ▪ Staff ▪ Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing ▪ Ongoing ▪ Ongoing
<i>O.5. Staff compensation recognizes performance, longevity, outstanding contributions and market trends and retains exemplary workers</i>	- Staff compensation is consistent with the Board's philosophy and governance policy and is consistent with legislative directives	<ul style="list-style-type: none"> ▪ Adjust staff compensation consistent with performance evaluation and compensation policy ▪ Attempt to move all staff to the midpoint of their salary scale within 5 years of beginning employment ▪ Award compensation based on performance, length of service and market trends ▪ Implement the Board plan for ED compensation 	<ul style="list-style-type: none"> ▪ Staff ▪ Staff ▪ Staff ▪ Board 	<ul style="list-style-type: none"> ▪ Annually ▪ Ongoing ▪ Annually ▪ FY 2007-09
<i>O.6. Office of the Board of Nursing supports the day-to-day operation of the organization</i>	- The office of the Board of Nursing, including physical location, space and furnishings, equipment and staff, support the day-to-day operation of the Board and has in place methods for disaster recovery.	<ul style="list-style-type: none"> ▪ The office of the Board of Nursing is publicly convenient, accessible, cost-effective, and consistent with the professional image of the Board ▪ Staff are adequate in number and qualified for responsibilities and functions of the agency ▪ Staff are prepared for their assigned responsibilities ▪ Extended lease for office space is maintained ▪ Public is informed of the location and access to the BON office ▪ Disaster preparedness plan is developed and tested 	<ul style="list-style-type: none"> ▪ Staff ▪ Staff ▪ Staff ▪ Staff ▪ Staff ▪ Staff 	<ul style="list-style-type: none"> ▪ Ongoing ▪ Ongoing ▪ Ongoing ▪ FY 2010 ▪ Ongoing ▪ FY 2009

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

APRN	Advanced Practice Registered Nurse
APPN	Advanced Practice Professional Nurse
CORE	Commitment to On-going Regulatory Excellence: A Research Project of the National Council of State Boards of Nursing
HIPDB	Health Integrity and Protection Data Bank
ICON	Idaho Coalition on Nursing
LPN	Licensed Practical Nurse
MA-C	Certified Medication Assistant
NCLEX	National Council Licensure Examination for RNs/LPNs
NCSBN	National Council of State Boards of Nursing
NLC	Nurse Licensure Compact
NLCA	Nurse Licensure Compact Administrators
NPDB	National Practitioner Data Bank
NURSYS	Nurse Licensure Information System
PRN	Program for Recovering Nurses
RN	Licensed Professional/Registered Nurse
TERCAP	Taxonomy of Error: Root Cause Analysis and Practice Responsibility: A Project of the National Council of State Boards of Nursing