



Agenda Item 5.2

Information Only: 2022-2025 Strategic Plan and Goal Progression

BRN Board Meeting | February 15-16, 2023

BOARD OF REGISTERED NURSING
Agenda Item Summary

AGENDA ITEM: 5.2
DATE: February 15-16, 2023

ACTION REQUESTED: Update on the 2022-2025 Strategic Plan and goal progression

REQUESTED BY: Mary Fagan, Vice President

BACKGROUND: The Board will receive updates on the progress towards the goals identified in the Strategic Plan for 2022 to 2025.

NEXT STEP:

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GOAL PROGRESSION 2022 – 2025 STRATEGIC PLAN

(Current as of February 9, 2023)

GOAL 1: LICENSING

<u>Goal 1: Licensing</u>		
The Board promotes licensing standards to protect consumers and support access to the profession for qualified individuals.		
1.1	Reduce license processing times to improve access and customer satisfaction.	
Success Measure(s)		Status
A.	California License by Examination: The license by exam process is reduced to within 2 weeks of graduation in California.	
1. Completed Activities		
a.	Deployed the California Graduate Nursing Program Director Portal to allow Program Directors to electronically submit graduate education data which is then imported to the applicants BreEZe application. (Enlighten Licensing Project (ELP))	
b.	Streamlined application requirements by removing photo requirement. (ELP)	
c.	Licensing staff email deficiency notices to applicants.	
d.	Updated BreEZe to allow the Enforcement Division to place and remove holds. (ELP)	
e.	Eliminated paper application from the BRN website which promotes a more efficient and expeditious application process via BreEZe. (ELP)	
f.	Implemented automatic application closure when no fee is included with the BreEZe application within a set period of time. (ELP)	
g.	Email notification sent to Program Directors every 2 weeks to inform them of any pending approval request(s).	
h.	Improved efficiency with the reasonable accommodation request process by removing the requirement for the nursing program / school to submit a form. The Board's website was updated to reflect this change.	
2. Ongoing Activities		
a.	Automated email notification with status update details sent to applicants. (ELP)	
b.	To ensure accurate Board application processing time a milestone will be added based on graduation date	
c.	Automated email notification with deficiency(ies) to be sent to applicants at 30 days if program director has not entered education data in the portal	
d.	Continuing the reasonable accommodation request process improvement efforts by adding the applicant's request form to BreEZe and updating the Board's website.	
e.	Continuing with the reasonable accommodation request process improvement efforts, had initial discussions with NCSBN and the testing vendor, Pearson Vue, regarding the electronic submission of accommodation requests.	
B.	Verifications: Process has been automated and reduced to 24 hours for license records in BreEZe/1-2 weeks for license records outside of BreEZe.	
1. Completed Activities		
a.	Effective March 10, 2022, License Verifications are completed through NURSYS®.	

b.	Requests and payment of fees for APRN certification verification and international license verification requests available online.
c.	Identified streamlined processes allowing documents received via the mail or microfilm to be searchable by staff and attached to the BreEZe record more expeditiously.
d.	BRN's website was updated to include a statement regarding "Primary Source" data which explains that DCA's License Search reflects the BRN's primary source information.
e.	BreEZe interface was updated to include, but not limited to, delinquent and 8-year renewal license types allowing these records to be included in the NURSYS® daily interface.
f.	Automated email notification with status update details sent to applicants. (ELP)
2. Ongoing Activities	
a.	Working with NCSBN to develop and implement data cleanup process to assist with verifying information prior to BreEZe is accessible through NURSYS®.
b.	Implementing adding APRN licensing data to NURSYS for license verification purposes.
C.	Advanced Practice: Completion of initial review of APRN application within 30 days and review of deficient applications is completed within 30 days of receipt of documents.
1. Completed Activities	
a.	Executed a contract with National Clearinghouse to improve the transmission and receipt of transcripts.
b.	Expanded the California Graduate Nursing Program Director Portal to allow Program Directors of Nurse Practitioner (NP) and Certified Nurse Midwife (CNM) programs to electronically submit NP, NP Furnishing, CNM and CNM Furnishing education data which is then imported to the applicants BreEZe application. (ELP)
c.	Licensing staff email deficiency notices to applicants.
d.	Identified streamlined processes allowing documents received via the mail or microfilm to be searchable by staff and attached to the BreEZe record more expeditiously.
e.	Updated BreEZe to allow the Enforcement Division to place and remove holds. (ELP)
f.	Eliminated paper application from the BRN website which promotes a more efficient and expeditious application process via BreEZe. (ELP)
g.	Implemented automatic application closure when no fee is included with the BreEZe application within a set period of time. (ELP)
h.	Executed contract with Parchment to improve the transmission and receipt of transcripts.
i.	The Board's sunset bill, AB 2684 (Berman, Chapter 413, Statutes of 2022), provided authority to combine the initial Certified Nurse Midwife (CNM) and Nurse Practitioner (NP) license applications with the CNM and NP furnishing number applications.
j.	Combined NMW and NP license applications with the NMW and NP furnishing number applications.
2. Ongoing Activities	
a.	Developing an auto issuance of PHN certification for California graduates.

b.	Automated email notification with status update details sent to applicants. (ELP)
c.	Enhancing the combined NMW/NMF and NP/NP F license application process.
d.	Initiated continuous quality improvements efforts to increase efficiency with the APRN paper document submission process.
D.	Out-of-State License by Examination: Reduce processing time down to 4-8 weeks.
1. Completed Activities	
a.	Executed a contract with National Clearinghouse to improve the transmission and receipt of transcripts.
b.	Streamlined application requirements by removing photo requirement. (ELP)
c.	Identified streamlined processes allowing documents received via the mail to be searchable by staff and attached to the BreEZe record more expeditiously.
d.	Identified streamlined processes allowing documents received via the mail or microfilm to be searchable by staff and attached to the BreEZe record more expeditiously.
e.	Licensing staff email deficiency notices to applicants.
f.	Updated BreEZe to allow the Enforcement Division to place and remove holds. (ELP)
g.	Eliminated paper application from the BRN website which promotes a more efficient and expeditious application process via BreEZe. (ELP)
i.	Implemented automatic application closure when no fee is included with the BreEZe application within a set period of time. (ELP)
j.	Executed contract with Parchment to improve the transmission and receipt of transcripts.
2. Ongoing Activities	
a.	Automated email notification with status update details sent to applicants. (ELP)
b.	Initial rule making package to add California Code of Regulations (CCR), title, 16, section 1410.5 regarding the requirement for a course in anatomy, physiology, or microbiology with a lab component for endorsement applicants was submitted to the Office of Administrative Law (OAL) on February 7, 2023.

Goal 1: Licensing

The Board promotes licensing standards to protect consumers and support access to the profession for qualified individuals.

1.2 Enhance stakeholder accessibility to and communication with the BRN to improve customer satisfaction.

Success Measure(s)	Status
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A. Significant reduction of repeat callers (volume cut by 25%).	
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1. Completed Activities

a.	Cross trained Public Information Unit staff to perform some licensing activities, including but not limited to endorsement applications, to address the callers at the initial point of contact.
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b.	The “Contact Us” page on the BRN website was enhanced to improve ease of completion.
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c.	Initiated a protocol for nursing registries, hospitals, and traveling nursing companies to obtain weekly application status(es).
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2. Ongoing Activities

a.	Licensing management and staff responding to general licensing emails received from external stakeholders and initiated a target date of 1 to 4 business days for responses.
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Goal 1: Licensing

The Board promotes licensing standards to protect consumers and support access to the profession for qualified individuals.

1.3 Analyze and ensure fees are reasonable and align with other states/boards to ensure BRN fiscal solvency while ensuring affordability to applicants and licensees.

Success Measure(s)	Status
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A. Identification and implementation of appropriate fees.	
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1. Completed Activities

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| a. | The Board's sunset bill, AB 2684 (Berman, Chapter 413, Statutes of 2022), removed the minimum fee range for all licensing fees |
| b. | NP/NPF combined application does not require a fee for the furnishing license |
| c. | NM/NMF combined application does not require a fee for the furnishing license |
| d. | Fees charged for Continuing Approval Visits for prelicensure nursing education programs were removed by the Board's sunset bill. |
| e. | BRN removed fees for all curriculum changes to a prelicensure nursing education program except for substantive changes defined in 16 CCR 1432. |

2. Ongoing Activities

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| a. | Continued partnership with DCA's Budget Office to monitor and assess BRN's fund condition. |
| b. | Information and training on fund condition presented to Board by DCA's Budget Office during quarterly Board meetings. |

Goal 1: Licensing

The Board promotes licensing standards to protect consumers and support access to the profession for qualified individuals.

1.4	Improve the process for licensing by endorsement to make it more timely and cost effective while maintaining low application fees.	
Success Measure(s)		Status
A.	Processing times within 4-8 weeks of receipt of all documents.	
1. Completed Activities		
a.	Cross trained Public Information Unit staff to perform some licensing activities, including but not limited to endorsement applications, to address the callers at the initial point of contact.	
b.	Identified streamlined processes allowing documents received via the mail or microfilm to be searchable by staff and attached to the BreEZe record more expeditiously.	
c.	Executed a contract with National Clearinghouse to improve the transmission and receipt of transcripts.	
d.	Streamlined application requirements by removing photo requirement. (ELP)	
e.	Licensing staff email deficiency notices to applicants.	
f.	Updated BreEZe to allow the Enforcement Division to place and remove holds. (ELP)	
g.	Eliminated paper application from the BRN website which promotes a more efficient and expeditious application process via BreEZe. (ELP)	
h.	Implemented automatic application closure when no fee is included with the BreEZe application within a set period of time. (ELP)	
i.	Executed contract with Parchment to improve the transmission and receipt of transcripts.	
2. Ongoing Activities		
a.	Automated email notification with status update details sent to applicants.	
b.	Initial rulemaking package to add CCR, title, 16, section 1410.5 regarding the requirement for a course in anatomy, physiology, or microbiology with a lab component for endorsement applicants was submitted to OAL on February 7, 2023.	

GOAL 2: ENFORCEMENT

<u>Goal 2: Enforcement</u>		
The Board protects the health and safety of consumers through the enforcement of the laws and regulations governing the practice of nursing.		
2.1	Align the enforcement processing times with the Board's efforts to ensure safe nurses continue to practice.	
Success Measure(s)		Status
A.	Reduction of processing times with sixty percent (60%) of cases meeting or exceeding the CPEI 540-day goal currently not being met.	
1. Completed Activities		
a.	Eliminated paper case processing in several areas, including but not limited to, electronic complaint processing, electronic investigative cases, transmittals to the Attorney General's Office, Expert Consultants and created the Central Enforcement File.	
b.	Executed a Memorandum of Understanding (MOU) between the Superior Court of California, County of Los Angeles and BRN to improve the receipt of court documents.	
2. Ongoing Activities		
a.	Partnered with the Organizational Improvement Office (OIO) to map out the process of the Enforcement Division and the Investigation Section to identify areas in which efficiencies can be achieved.	
b.	Division of Investigation (DOI) pilot continues.	
c.	Identify alternative outreach and marketing efforts to grow participation in the Intervention Program.	

<u>Goal 2: Enforcement</u>		
The Board protects the health and safety of consumers through the enforcement of the laws and regulations governing the practice of nursing.		
2.2	Review the Board's approach to discipline to make sure it is evidence-based and effective to protect the public.	
Success Measure(s)		Status
A.	Uniform in our approach, with regards to other healing arts boards.	
1. Completed Activities		
a.	Hired the two vacant Enforcement Deputy Chief positions which allows BRN to begin the process of reviewing the Board's approach to discipline.	
b.	Initiated using BreEZe for assigning and tracking cases for job placement and course assignments for probationers.	
2. Ongoing Activities		
a.	Coordination with DCA for a third-party cost recovery service.	
b.	Continue the realignment of the probation employment approval and modification of employment processes.	

GOAL 3: CONTINUING EDUCATION

<u>Goal 3: Continuing Education</u>		
The Board establishes continuing education standards to ensure ongoing nursing competency and promote public safety.		
3.1	Increase audits of RNs and education providers to ensure compliance with continuing education requirements.	
Success Measure(s)		Status
A.	Complete RN audits per Comprehensive Plan for Approving and Disapproving Continuing Education Opportunities.	
1. Completed Activities		
a.	Hired a Retired Annuitant (RA) Nursing Education Consultant (NEC) to begin streamlining the RN audit process to ensure alignment with the Comprehensive Plan for Approving and Disapproving Continuing Education Opportunities.	
b.	Redirected a staff member who was returned from the contract tracing assignment to work with the RA NEC to streamline the RN audit process and ensure alignment with the Comprehensive Plan for Approving and Disapproving Continuing Education Opportunities.	
2. Ongoing Activities		
a.	Executive Leadership Team continues to look at the organizational structure to ensure optimal effectiveness and efficiency.	
b.	Partnering with DCA OIS to research the development of an IT tool to maintain CE provider and course data.	
B.	Complete CEP audits per Comprehensive Plan for Approving and Disapproving Continuing Education Opportunities.	
1. Completed Activities		
a.	Hired a Retired Annuitant (RA) Nursing Education Consultant (NEC) to begin streamlining the RN audit process to ensure alignment with the Comprehensive Plan for Approving and Disapproving Continuing Education Opportunities.	
b.	Approval of CCR, title 16, sections 1450 and 1456 by OAL on August 12, 2022.	
2. Ongoing Activities		
a.	Executive Leadership Team continues to look at the organizational structure to ensure optimal effectiveness and efficiency.	

Goal 3: Continuing Education

The Board establishes continuing education standards to ensure ongoing nursing competency and promote public safety.

3.2 Analyze, and update if needed, ways to improve the continuing education reporting process to streamline and improve customer service.

Success Measure(s)		Status
A.	CE reporting consistent with Comprehensive Plan for Approving and Disapproving Continuing Education Opportunities.	
1. Completed Activities		
a.	Hired a RA NEC to begin developing the CEP audit process and ensure alignment with the Comprehensive Plan for Approving and Disapproving Continuing Education Opportunities.	
2. Ongoing Activities		
a.	Updating the Continuing Education request and approval process to include, but not limited to, integrating the form submitted by the continuing education provider for course approval into BreZE.	

GOAL 4: EDUCATIONAL OVERSIGHT

<u>Goal 4: Educational Oversight</u>		
The Board establishes nursing education standards to ensure the quality of education and consumer protection.		
4.1	Align educational oversight activities with national accreditation programs to identify and reduce any redundancies.	
Success Measure(s)		Status
A.	Visits conducted in collaboration with accreditors.	MET
1. Completed Activities		
a.	Conducted the first joint Continuing Approval Visit (CAV) with accreditors to increase efficiencies.	
b.	Implemented new policies and procedures to align with accreditation processes, where appropriate (i.e., allowing nursing programs to submit the accreditors report and supplement any missing information with an addendum thereby minimizing the workload of the Dean or Director).	
c.	Faculty approvals available on the DCA License Search page.	
d.	Data migration of existing faculty approvals completed in August 2022.	
2. Ongoing Activities		
a.	Staff is reviewing the faculty approval process to streamline, data collection to track growth and recession by region, and creating a faculty resource for academia.	
b.	Initiated the development of the uniform methods required per the Board's sunset bill. This development has included, but is not limited to, meeting with 3 nursing accrediting agencies.	

Goal 4: Educational Oversight

The Board establishes nursing education standards to ensure the quality of education and consumer protection.

4.2 Support regional consortiums to promote equitable clinical placements and reduce clinical impaction.

Success Measure(s)		Status
A.	Regional data accessible on website for public and Board use.	
1. Completed Activities		
a.	The Board's sunset bill, AB 2684 (Berman, Chapter 413, Statutes of 2022) prohibits the Board from considering nursing workforce issues, including those identified under BPC section 2717 as factors for purposes of enrollment increase considerations. This conflicts with CSA Audit 2019-120 Recommendation 2 issued to the Board.	
b.	The Board's sunset bill, AB 2684 (Berman, Chapter 413, Statutes of 2022) amended BPC Section 2786 to read: (3)(A) The board shall annually collect, analyze, and report information related to the number of clinical placement slots that are available and the location of those clinical placement slots within the state, including, but not limited to, information concerning the total number of placement slots a clinical facility can accommodate and how many slots the programs that use the facility will need. (B) The board shall utilize data from available regional or individual institution databases. (C) The board shall place the annual report on its internet website.	
c.	Updated CCR, title 16, sections 1432 to require the EDP-I-01 for any new campus location(s).	
2. Ongoing Activities		
a.	The Board will continue implementation activities for amended BPC Section 2786 (3)(A-C).	

4.3 Continue to assess and report on workforce needs and the availability of clinical placement sites to ensure the Board's decisions are evidence-based.

Success Measure(s)		Status
A.	Regional data accessible on website for public and Board use.	
1. Completed Activities		
a.	Nursing Education and Workforce Advisory Committee (NEWAC) restructure approved during the November 2021 Board meeting with the Charter approved during the May 2022 Board meeting.	
b.	The contract for the University of California, San Francisco (UCSF) was extended and updated to include regional analysis as a contract deliverable	
c.	Approval of CCR, title 16, section 1427 by OAL on October 14, 2022.	
2. Ongoing Activities		
a.	In partnership with DCA's Office of Information Services (OIS) a clinical placement technological tool was developed and is in the testing phase. This tool that will compile and aggregate facility and school specific information and compare data with HCAI's (formerly OSHPD), list of health care facilities.	

Goal 4: Educational Oversight

The Board establishes nursing education standards to ensure the quality of education and consumer protection.

4.4 Evaluate educational requirements and initiate evidence-based revisions as appropriate.

Success Measure(s)	Status
A. 16 CCR 1426 is current and is evidence based to ensure preparation of the applicant and meet the mission of the Board.	

1. Completed Activities

- a. The Board’s request to add language to AB 2684 (Berman, Chapter 413, Statutes of 2022) regarding 500-hour direct patient care requirement was successful. BPC 2756(a)(2) was added to state: An approved school of nursing or nursing program shall meet a minimum of 500 direct patient care clinical hours in a board-approved clinical setting with a minimum of 30 hours of supervised direct patient care clinical hours dedicated to each nursing area specified by the board.

2. Ongoing Activities

- a. Initial rule making package to add California Code of Regulations (CCR), title, 16, section 1410.5 regarding the requirement for a course in anatomy, physiology, or microbiology with a lab component for endorsement applicants was submitted to the OAL on February 7, 2023.

GOAL 5: LAWS AND REGULATIONS

<u><i>Goal 5: Laws and Regulations</i></u>	
The Board enforces the laws within its purview, establishes regulations and advocates for legislation to effectively carry out its mission.	
5.1	Ensure all stakeholder voices are heard and given equal consideration for better informed policies.
Success Measure(s)	
A.	Increased stakeholder engagements.
1. Completed Activities	
a.	Reviewed and restructured the membership composition of non-legislative advisory committees to include a public member.
b.	Held public Interested Parties Meetings to solicit comments on regulatory language that the NPAC was recommending to the Board.
c.	Board voted during the November 2022 meeting to create a Certified Registered Nurse Anesthetist Advisory Committee (CRNA AC)
d.	Board voted during the November 2022 meeting to create a Created a Clinical Nurse Specialist Advisory Committee (CNS AC)
e.	Conducted an in-depth training in January 2023, including but not limited to, the Recommended Guidelines for Disciplinary Orders and Conditions of Probation through a joint NPAC and NMAC public meeting.
2. Ongoing Activities	
a.	Continue the WebEx platform for all public meetings to allow for greater public participation.
b.	DCA and BRN staff, including but not limited to, DCA Regulations Attorney, Board Legal Counsel, Executive Officer, Chief of Legislative Affairs, attend Board meetings, stakeholder meetings and taskforce meetings to provide information.

Goal 5: Laws and Regulations

The Board enforces the laws within its purview, establishes regulations and advocates for legislation to effectively carry out its mission.

5.2	Review statutes and advocate for updates or new statutes as appropriate to ensure they are current and based on evidence and best practices.	
Success Measure(s)		Status
A.	Established policies and procedures with a monitoring and reevaluation component.	
1. Completed Activities		
a.	Hired and initiated the on-boarding of the new Chief of Legislative Affairs to lead this endeavor and the change agent for the organization.	
2. Ongoing Activities		
a.	Enhanced partnership with DCA to include regular meetings on bill impact and implementation plans; identification of outdated statutes requiring repeal; and advocate for updates to existing or new statutes.	
b.	Developing policies and procedures to ensure statutes and regulations are current and based on evidence and best practices.	
c.	Submitted legislative proposal for code clean up to the Senate Business and Professions Committee.	

Goal 5: Laws and Regulations

The Board enforces the laws within its purview, establishes regulations and advocates for legislation to effectively carry out its mission.

5.3 Review regulations and revise as necessary to ensure currency and alignment with best practices and evidence.

Success Measure(s)	Status
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A. Enhanced regulation process to clear backlogs and prevent future backlogs.	
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1. Completed Activities

a.	Hired and initiated the on-boarding of the new Chief of Legislative Affairs to lead this endeavor and the change agent for the organization.
b.	Approval of CCR, title 16, section 1480 on December 23, 2021.
c.	Approval of CCR, title 16, section 1484 on February 8, 2022.
d.	Approval of CCR, title 16, section 1486 on August 8, 2022.
e.	Approval of CCR, title 16, sections 1450 and 1456 on August 12, 2022.
f.	Approval of CCR, title 16, section 1427 on October 14, 2022.
g.	Approval of CCR, title 16, sections 1423 and 1432 on October 18, 2022.
h.	Established a ListServ for regulations packages.
i.	Approval of CCR, title 16 section 1452 on December 14, 2022.
j.	Approval of CCR, title 16 section 1426 on December 19, 2022.
k.	Approval of CCR, title 16, sections 1480, 1481, 1482.3, 1482.4, and 1487 on December 23, 2022.

2. Ongoing Activities

a.	The Board is continuing its efforts to address the backlog of regulations along with the current regulation packages.
b.	Enhanced partnership with DCA to include regular meetings on bill impact and implementation plans; identification of outdated statutes requiring repeal; and advocate for updates to existing or new statutes.
c.	Developing policies and procedures to enhance bill analyses processes.
d.	Developing, repairing, and fostering relationships with Legislators, legislative staff, and external stakeholders.
e.	Established regular meetings with the Board President and/or Chair of the Legislative Committee and Board staff.
f.	Proposed text to add CCR, title 16, section 1410.5 regarding the requirement for a course in anatomy, physiology or microbiology with a lab component for endorsement applicants was approved by the Board at the August 2022 meeting. Initial package was submitted to the OAL on February 7, 2023.
g.	Proposed text to add CCR, title 16, section 1419.5 for a retired license category is under development.
i.	Conducted a joint meeting with NPAC and NMAC to review the Recommended Guidelines for Disciplinary Orders and Conditions of Probation

GOAL 6: ORGANIZATIONAL DEVELOPMENT

<i>Goal 6: Organizational Development</i>		
The Board strives to build an excellent organization through effective and responsible Board governance, leadership, management.		
6.1	Assess dialogue with stakeholders to increase transparency.	
Success Measure(s)		Status
A.	Numbers and ratings for customer service survey improved.	
1. Completed Activities		
a.	Established an internal SharePoint site to improve efficiency of the review and record keeping process for media inquiries.	
2. Ongoing Activities		
a.	Continue media campaign to increase engagement through social media utilizing Facebook, Instagram, and LinkedIn.	
b.	Increase transparency by encouraging individuals to sign up for the BRN ListServ.	
c.	Engage with various stakeholders regarding the Enforcement processes.	
d.	Pro-actively communicate with media to share Board updates (e.g. AB 890)	
e.	Developing outreach to encourage individuals to use Livescan technology when submitting their fingerprints for an endorsement application. The use of Livescan technology can reduce the processing time for endorsement applications.	

<i>Goal 6: Organizational Development</i>		
The Board strives to build an excellent organization through effective and responsible Board governance, leadership, management.		
6.2	Identify and implement opportunities to improve practices and communication with Board Members to ensure the highest level of meeting preparation and transparency.	
Success Measure(s)		Status
A.	Numbers and ratings for customer service survey improved.	
1. Completed Activities		
a.	Restructured the Committee and Board meeting formats so that the Board meetings focus on decision making and education while the Committee meetings concentrate on the matters being presented to the Committees.	
2. Ongoing Activities		
a.	Identified efficiencies in posting materials in advance of meetings and in formats more accessible to the public.	
b.	Meetings with BRN liaisons and committee chairs are scheduled as appropriate.	

Goal 6: Organizational Development

The Board strives to build an excellent organization through effective and responsible Board governance, leadership, management.

6.3 Provide ongoing continuing education for Board Members to increase their effectiveness in serving as a Board Member.

Success Measure(s)	Status
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A. Provide informational sessions at Board meetings.	
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1. Completed Activities

a.	Provided training during the January 13, 2022, Board meeting on how to research a legislative bill using LegInfo.com.
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b.	Presentation on the role and scope of the RN in aesthetic medicine during the May 18-19, 2022, Board meeting.
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c.	Implemented and trained Board Members on new discipline voting platform processes.
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2. Ongoing Activities

a.	Information and training on fund condition presented to Board by DCA's Budget Office during quarterly Board meetings.
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b.	Information and training on the nursing profession presented to Board during quarterly Board meetings as appropriate.
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c.	Updating the on-boarding materials and general information for Board Members.
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d.	Providing enforcement process training at Board meetings
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GOAL 7: OUTREACH

<u>Goal 7: Outreach</u>		
The Board informs and educates consumers, licensees, and stakeholders about the practice and regulation of the profession.		
7.1	Create, implement, and evaluate a comprehensive outreach plan to build and maintain relationships and support licensees and consumers while carrying out the Board's mission.	
Success Measure(s)		Status
A.	Numbers and ratings for customer service survey improved.	
1. Completed Activities		
a.		
2. Ongoing Activities		
a.	Developing policies and procedures to implement and evaluate a comprehensive outreach plan.	
b.	Identify alternative outreach and marketing efforts to grow participation in the Intervention Program.	
c.	Continue media campaign to increase engagement through social media utilizing Facebook, Instagram, and LinkedIn.	
d.	Increase transparency by encouraging individuals to sign up for the BRN ListServ.	
e.	Collaborate with CDPH to provide outreach and facilitate relationship with CDPH licensees and facilities.	
f.	Collaborate with NCSBN and Executive Officers of Boards of Nursing in all jurisdictions.	
g.	DCA and BRN staff, including but not limited to, Executive Officer, Board Legal Counsel, Assistant Executive Officer, Chief of Legislative Affairs, Chief of Enforcement, Chief of Licensing, NECs, attend Board meetings, stakeholder meetings and taskforce meetings to provide information.	