December 15, 2008

The Honorable Ted Strickland
Governor, State of Ohio
77 South High Street, 30th Floor
Columbus, Ohio 43215

Dear Governor Strickland:

On behalf of the Ohio Board of Nursing (Board), we are pleased to submit this annual report for state fiscal year 2008, in accordance with Section 4723.06 of the Revised Code. The report highlights the work of the thirteen-member Board, supported by a staff of approximately sixty employees.

The Board administered and enforced the provisions of Ohio Revised Code Chapter 4723. Licenses and certificates were issued and renewed to qualified individuals; education and training programs were surveyed and approved; and licensees and certificate holders were disciplined and their practice monitored if they violated the Nurse Practice Act or administrative rules regulating practice.

We acknowledge the diligent work of the Board members who committed their time and expertise to actively safeguard the health of the public through the effective regulation of nursing care.

Thank you for your ongoing support as the Board continues its work for public protection and safe nursing care.

Respectfully yours,

Lisa Klenke, MBA, RN, CNAA
President

Betsy Houchen, RN, MS, JD
Executive Director

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Mission

The mission of the Ohio Board of Nursing is to actively safeguard the health of the public through the effective regulation of nursing care.

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Overview

The Ohio Board of Nursing (Board) met seven times during the year for a total of fifteen meeting days. Meetings were held at the Board office, 17 South High Street, Suite 400, Columbus, Ohio. In the fall of 2007, the Board elected Lisa Klenke as Board President and re-appointed Betsy J. Houchen as Executive Director. For all or part of fiscal year 2008, the following individuals served as Board members: (See Appendix A for a detailed roster)

1. Lisa Klenke, MBA, RN, CNAA, President
2. J. Jane McFee, LPN, Vice President
3. Debra Broadnax, MSN, RN, CNS, Supervising Board Member for Disciplinary Matters
4. Anne Barnett, BSN, RNC, CWS
5. Janet L. Boeckman, RN, DNP, CPNP, Education Liaison
6. Judith Brachman, Consumer member
7. Patricia Burns, LPN
8. Elizabeth Buschmann, LPN
9. Kathleen Driscoll, JD, MS, RN
10. Delphenia W. Gilbert, BA, RN, MEd, LSN
11. Cynthia Krueger, RN, MSN
12. Kathleen O'Dell, RN, MEd, NCSN
13. Teresa Williams, LPN
14. Eric Yoon, MSN, ACNP, CCNS

In addition to carrying out its responsibilities pursuant to Chapter 4723. of the Revised Code, the Board conducted strategic planning. The Board adopted the following Strategic Initiatives to promote public safety and the safe practice of nursing:

1. Assure licensees and certificate holders meet statutory and regulatory requirements to be licensed or certified to practice in Ohio and are appropriately credentialed to practice, while maintaining an efficient and effective system to license or certify applicants as quickly as possible to enter or remain in the workforce.

2. Efficiently handle complaints, investigations, and adjudications to safeguard the health of the public and, in cases involving chemical dependency or practice issues, provide alternatives to discipline programs, if determined appropriate.

3. Approve pre-licensure education programs to assure the programs maintain academic and clinical standards for the preparation of entry-level nurses.

4. Assure licensees and certificate holders maintain competency based on continuing education standards set forth in the Nurse Practice Act and administrative rules.

5. Address pertinent regulatory issues and requirements for licensees and certificate holders and provide greater clarity about the requirements to those regulated by the Board.

6. Implement technological systems to increase organizational efficiency and the use of resources.

Administration

Administration includes operational support such as fiscal, personnel, legislative and regulatory matters, information technology, and communications.

Communications

Throughout the year, the Board informed the public, licensees, certificate holders, and other interested parties about the Nurse Practice Act and administrative rules governing practice, proposed statutory and regulatory changes, and other issues relating to regulation. The Board provided information and sought public participation through the following:

- The Board issued *Momentum*, a magazine published and distributed quarterly to holders of active licenses and certificates.

- The Board updated its website regularly to include electronic versions of brochures, disciplinary actions, nursing education program information, Board meeting materials, upcoming events, FAQs, downloadable forms, and proposed rule changes.

- The Board used an electronic mailing service to send out news and time sensitive e-mail announcements.

- The Board maintained an ongoing liaison and working relationship with multiple state agencies, nursing groups, and other health care stakeholders to foster information sharing.

- The Board scheduled an Open Forum at each Board meeting to provide an opportunity for interested parties to address the Board.

Personnel

Operational units continued to be restructured to increase efficiencies. The reporting structure of the Administration Unit was reorganized and a position was transferred to the Compliance Unit to expedite the processing of applicant disciplinary cases. (See Appendix C for a roster of Board staff and positions.)

Information Technology

The Board worked diligently to keep pace with the changing needs presented and the advantages of technological innovation.

- A revised 2007-2008 Nursing Workforce Survey was developed through a Board Committee working with interested parties. The survey was a follow-up to the 2003-2004 paper survey. The web-based survey was made available late in 2007. As of June 26, 2008 there were 6,499 responses.

- The Board continued to expand its use of the eLicensing system by providing more detailed discipline information to the general public. Disciplinary documents were linked to the license credential or certificate record and became accessible to the general public for download as part of the existing online verification system.

- The Ohio Center for Nursing website was launched in January of 2008. This web-based Center is coordinated by the Board and independent of the Board's primary website. Established to promote nursing as a career and provide information about the nursing workforce in Ohio, the Center received a very favorable response. This website also functioned as the Ohio Network for Nursing Workforce (ONNW) site for Ohio's membership in the National Forum for State Nursing Workforce Centers.

- Board staff volunteered to participate on a National Council of State Boards of Nursing committee tasked with developing a national Fraud and Imposter Tracking System (FITS) for nursing. States participating on this committee include Ohio, Pennsylvania, Texas, Maine, Kentucky, Idaho, Nevada, North Carolina, Florida, and Minnesota.

- Web-based renewal was offered for a second time to LPNs for the 2008 license renewal period, allowing licensees to renew their biennial license in a matter of minutes. The Board continued to encourage on-line renewal as the preferred process and utilization for this renewal cycle has exceeded 85% to date.

Nurse Education Grant Program

The Board provided grant funding to nursing education programs for the purpose of increasing their nursing student enrollments. Ten dollars of each nurse license renewal fee is used to fund the Nurse Education Grant Program (NEGP), established by Sub. House Bill 95 (2004). The Board awarded the initial grants to eight education programs for the September 1, 2005 through August 31, 2007 grant cycle, for a total of $1,442,934. In July 2007, for the second NEGP cycle,

the Board awarded eleven nursing education programs grants totaling $1,305,491.

Nurse Education Assistance Loan Program

To assist the State of Ohio in meeting nursing shortages and to encourage students to remain in Ohio as they enter the nursing profession, the Board assists the Ohio Board of Regents in administering the Nurse Education Assistance Loan Program (NEALP). This program provides financial assistance to Ohio students as an incentive to serve as nurses, or nursing faculty in Ohio nursing education programs, after graduation. For the application period ending June 1, 2008, $265,000 was awarded to applicants. Under the NEALP, loan recipients are potentially eligible for 100% loan forgiveness based upon their commitment to engage in Ohio nursing employment.

Administrative Rules

The Board completed the five-year review of applicable administrative rules, as required by Revised Code Section 119.032:
>Chapter 4723-1 (Board Organization and Records)
>Chapter 4723-2 (Public Notices)
>Chapter 4723-3 (Definitions)
>Chapter 4723-10 (Courses in Medication Administration)
>Chapter 4723-11 (Peer Support Programs)
>Chapter 4723-12 (Personal Information System)
>Chapter 4723-14 (Continuing Education)

The Board also amended additional administrative rules that were not scheduled for the five-year review, primarily to clarify rule requirements and language. The new or amended administrative rules were effective on February 1, 2008.

Legislation

The Board monitored proposed legislation that could impact the practice of nursing or Board operations, provided Board members legislative reports, and worked with other regulatory boards and interested parties on issues of mutual interest.

National Council of State Boards of Nursing

Board members and staff were active with the National Council of State Boards of Nursing (NCSBN) by participating in national forums and meetings and representing Ohio on NCSBN committees. The Executive Director was elected and served on the NCSBN Board of Directors. This participation enabled Ohio to work with other nursing regulatory boards across the country to enhance the effectiveness and expertise of the Board.

Nursing Education

The Board approves pre-licensure education programs to assure the programs maintain academic and clinical standards for the preparation of entry-level nurses.

Advisory Group on Nursing Education

The Board convened the Advisory Group on Nursing Education to provide recommendations to the Board concerning issues related to nursing education and Administrative Code Chapter 4723-5, the education rules. The Advisory Group proposed revisions to administrative rules pertaining to the curricula for registered and practical nurse programs.

Nursing Education Programs

The Board granted new program approval status to the following programs:

1. Auburn Practical Nursing Program
2. Applied Technology Systems Incorporated/Cleveland Job Corps Center Practical Nursing Program
3. Tri-Rivers School of Nursing LPN to RN Diploma Program
4. Tri-State Medical Academy School of Practical Nursing
5. Muskingum College Bachelor of Science in Nursing Program

The Board reviewed and maintained the approval status of 143 education programs (78 registered nurse programs and 65 practical nurse programs).

Board staff conducted site visits to 35 approved education programs. The Board subsequently reviewed the programs for re-approval. Three of the programs were placed on provisional approval status due to the programs not meeting or maintaining the minimum standards.

The Board again appointed a Board Education Liaison in fiscal year 2008. The Education Liaison, Board member Janet Boeckman, acts on behalf of the Board to address questions concerning nursing education programs and determine whether issues warrant further review and consideration by the Board. Janet Boeckman also served as a member of the Nursing Education Study Committee, chaired by Ohio Senator Sue Morano and established by the General Assembly to study the current nursing faculty shortage.

The Board reviewed the performance of nursing education programs by tracking the performance of students on the NCLEX licensure examination. Programs are required to have a passing rate at or above 95% of the national pass rate for that year for first time test candidates. If programs do not meet the standard, they are required to report how the program will operate to improve the passing rate. In

calendar year 2007, 50 out of the 65 (77%) RN programs that graduated students in 2007 achieved or exceeded 95% of the national pass rate and 50 out of 55 (90%) PN programs that graduated students in 2007 achieved or exceeded 95% of the national pass rate.

NCLEX Passing Percentage for First Time Test Candidates in 2007

	RN NCLEX	PN NCLEX
Ohio	86.07%	92.26%
National	85.47%	82.725%
95% of Natl' Average	81.137%	82.887%

Training Programs

The Board re-approved two dialysis training programs, four medication aide training programs, one community health worker training program, and granted initial approval to the Cincinnati State Community Health Worker Training Program.

Nursing Practice

The Board addresses pertinent nursing regulatory issues and requirements for licensees and certificate holders and provides greater clarity about the requirements to those regulated by the Board.

Board staff responded to inquiries regarding the application of the Nurse Practice Act and administrative rules to specific practice situations pertaining to nursing, advanced practice, dialysis care, medication aides, and community health workers.

Board Committee on Practice

The Board convened a Committee on Practice to collect and review information concerning practice questions and when necessary, prepare Interpretive Guidelines for Board approval. The Board Committee drafted and approved one Interpretive Guideline in fiscal year 2008, "Guidelines For Administration of Medications And Monitoring of Patients Receiving Intravenous Moderate Sedation For Medical/Surgical Procedures."

Advisory Groups

The Board convened the Advisory Group on Dialysis, comprised of four (4) dialysis technicians, a registered nurse who regularly performs dialysis and care for dialysis patients, a nephrologist, an administrator of a dialysis center, a dialysis patient, a representative of the Ohio Hospital Association, and a

representative from the end-stage renal disease network. The Advisory Group advised the Board regarding the qualifications, standards for training and competence of dialysis technicians, and related matters.

The Board convened the Committee on Prescriptive Governance comprised of a clinical nurse specialist, a certified nurse midwife, a certified nurse practitioner, a registered nurse member of the Board, four physicians who meet the statutory requirements of committee membership, a pharmacist who is actively engaged in clinical pharmacy, and a pharmacist member of the Board of Pharmacy. The Committee develops recommendations regarding the authority to prescribe drugs and therapeutic devices by advanced practice nurses who hold a certificate to prescribe.

Formulary

The Board maintained and updated the Formulary that establishes the parameters for the drugs prescribed by advanced practice nurses who hold a certificate to prescribe.

TERCAP

Utilizing an instrument called the *Taxonomy of Error, Root Cause Analysis and Practice-responsibility or TERCAP*, NCSBN can track disciplinary cases involving practice breakdown at the state board level in order to develop a national data base on patient care. Identifying, analyzing and tracking practice breakdown can identify generic patterns in error, risk factors, and system contributions identified to assist in developing new approaches to prevent breakdown. A Board staff member serves as Chair of the NCSBN TERCAP Committee and has been instrumental in developing the TERCAP tool. Board staff began implementation of the TERCAP in the fall of 2007.

Licensure and Certification

The Board issues licenses and certificates to individuals who meet statutory and regulatory requirements and works toward having processes in place to license, certify, and renew applicants as quickly as possible so they may enter or remain in the workforce.

- The Board regulated approximately 223,000 licenses and certificates as compared to approximately 191,000 in 2002.

- The Board revised the renewal process to encourage the use of on-line renewal and utilization for the licensed practical nurse renewal period has exceeded 85% to date.

- Licensure information for Ohio licensees was submitted to the National Council of State Boards of Nursing NURSYS™ system for inclusion in national databases.

Licenses and Certificates
(As of June 30, 2008)

Type	Number
Registered Nurses (RNs)	157,007
Licensed Practical Nurses (LPNs)	52,529
Advanced Practice Nurses (Certificates of Authority)	7,845
Certificates To Prescribe (Advanced Practice Nurses)	3,753
Dialysis Technician Ohio Certified	1,306
Dialysis Technician Temporary Certificate 1	355
Dialysis Technician Temporary Certificate 2	55
Dialysis Technician Temporary Certificate 3	2
Community Health Worker	68
Medication Aide Pilot Program Certificates	63

Nurses Licensed by Examination and Endorsement

RNs licensed by examination	5,944
LPNs licensed by examination	3,767
RNs licensed by endorsement	1,821
LPNs licensed by endorsement	319

Continuing Education

The Board assures that licensees and certificate holders maintain competency based on continuing education requirements set forth in the Nurse Practice Act and the administrative rules.

- The Advisory Group for Continuing Education, composed of continuing education approvers and providers, met throughout the year to review the administrative rules governing continuing education and discuss other relevant issues.

- The Board conducted a continuing education audit of 3,030 licensed practical nurses for the 2004-2006 audit period. Verification of completion of the continuing education requirements was conducted for a random selection of licensees.

- Eleven Ohio Board of Nursing (OBN) Approvers of Continuing Education continued to assure that providers of continuing education met the requirements set forth in the administrative rules.

Compliance, Discipline, and Monitoring

The Board efficiently handles complaints, investigations, and adjudications to safeguard the health of the public and, in cases involving chemical dependency or practice issues, provides alternatives to discipline programs, as determined appropriate.

In the Compliance Unit a staff of eight enforcement agents investigated complaints; seven adjudication coordinators were responsible for complaint intake review, review of investigations, and disciplinary actions; and six monitoring agents monitored compliance with Board actions and alternative program agreements for chemical dependency.

- During fiscal year 2008, the Board received 4,021 complaints. Based on the evidence obtained during the investigation, the Board pursued disciplinary action or closed the complaint. Board disciplinary actions averaged 280 each Board meeting.

- Actions taken to streamline disciplinary processes were:

  o Reviewed and modified the complaint, disciplinary and monitoring protocol
  o Developed an applicant investigation packet
  o Developed a protocol for publication of notices and no request for hearing cases

- o Added a staff support position to the unit to expedite discipline cases for applicants for licensure
  - o Designated three adjudication coordinators as Supervising Attorneys to assist in management of the work load and personnel

- Board actions were posted on the Board website.

- All Board actions were reported to national disciplinary data banks: NURSYS; Division of Practitioner Data Banks, Health Resources and Services Administration, Department of Health and Human Services; and Sanctions & Exclusions, Office of Inspector General, Department of Health and Human Services.

- Compliance staff represented Ohio on two NCSBN Committees: the Disciplinary Resources Committee and the Chemical Dependency Program Review Committee.

Complaints

Type of Complaint	Number
Action Taken in Another State/Jurisdiction	184
APN Practice Issues	15
Community Health Worker Applicant	7
Criminal	201
Default / Child Support	7
Dialysis Applicant	34
Drugs/Alcohol	722
Endorsement Applicant	231
Fraud (Medicare/Medicaid)	12
Imposter/Never Licensed	13
Invalid License (lapsed/inactive)	222
Miscellaneous	341
NCLEX Test Applicant	915
Non-compliance	95
Patient Abuse	64
Practice	761
Medication Aide Applicant	5
Renewal Applicant	192

Applicants

Licensed by examination	9,711	9% referred to compliance (915)
Licensed by endorsement	2,140	11% referred to compliance (231)

Board Actions

Type of Action Taken	Number
Adjudications	135
Adjudications/Perm Voluntary Surrender	47
Default Order	5
Consent Agreement	518
Notice of Opportunity	147
Immediate Suspension	60
Temporary Suspension	3
Summary Suspension	3
Automatic Suspension	69
Suspension without stay	214
Stayed Suspension	291
Revocation	3
Permanent Revocation	83
Reprimand/Fine	88
Permanent withdrawal of Application	3
Non-Permanent withdrawal of Application	8
Voluntary Retirement	4

Monitoring

Cases	Number
Active cases	772
Inactive cases[1]	850
Cases resulting from Consent Agreements	490
Cases resulting from Board Orders	102
Cases in which monitoring ceased due to the issuance of an Automatic Suspension and Notice of Opportunity for Hearing	74
Cases in which monitoring ceased due to Board release of the licensee/certificate holder from the terms and conditions of their Board Order/ Consent Agreements	188
Cases removed from monitoring due to permanent licensure surrenders	17
Modifications in Consent Agreements authorized by the Board	0

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[1] Cases on inactive monitoring status generally involve suspended licenses or certificates. The case is assigned to "active" monitoring status upon an individual's request for reinstatement and/or entry into a post-suspension consent agreement.

Alternative To Discipline Programs

The Board monitors individuals' compliance with the requirements of confidential alternative to discipline programs and their ability to return to safe practice.

Alternative Program For Chemical Dependency

Monitoring Agents monitored participants' compliance with their Alternative Program Agreements that set minimum requirements necessary for the Board to determine the ability of actively recovering individuals to practice nursing in accordance with the Nurse Practice Act.

Case Description	Number
Applications mailed	89
Applications returned	68
Cases active as of 6-25-08	113
Admissions	33
Successful completions	29
Ineligible for admission	30
Terminations	24

Practice Intervention & Improvement Program (PIIP)

Practice Consultants coordinated entry and monitored participants' compliance with their Participatory Agreements that set minimum requirements for practice remediation, including education and worksite monitoring.

Case Description	Number
Referrals	1
Cases admitted	7
Cases active as of 6-30-07	5
Successful completions	14
Refused admission/ineligible	1
Failed to complete terms of program agreement	2

Medication Aides

Pursuant to legislation, the Board continued the Medication Aide Pilot Program, approved Pilot Program Training Programs and participating facilities, and certified medication aides.

The Medication Aide Pilot Program continued throughout fiscal year 2008. During this time period, the Board issued medication aide certificates, re-approved Medication Aide Pilot Program Training Programs, and approved facilities to participate in the Pilot Program.

Pilot Program Training Programs Re-Approved

- Lorain County Community College
- Cincinnati State Technical and Community College
- Carington Health Systems
- Center Ridge Nursing Home

Pilot Program Facilities Approved

- Glencare Center, Cincinnati (Nursing Home)
- Avon Oaks Caring Community, Avon (Residential Care Facility)

APPENDIX A

Board Members
(Members for All or Part of Fiscal Year 2008)

Name/Position	City	End of Term
Lisa Klenke, RN, MBA, CNAA, President	Coldwater	12/31/09
J. Jane McFee, LPN, Vice President		12/31/09
Debra Broadnax, MSN, RN, CNS Supervising Board Member for Disciplinary Matters Chair, Advisory Group on Dialysis	Columbus	12/31//08
Judith Brachman, Consumer Member	Columbus	12/31/07
Cynthia Krueger, RN, MSN	Napoleon	12/31/07
Teresa Williams, LPN	West Union	12/31/07
Elizabeth Buschmann, LPN	Oregon	12/31/08
Kathleen O'Dell, RN, MEd, NCSN	Greenville	12/31/08
Janet L. Boeckman, RN, DNP, CNP, CPNP Nursing Education Liaison	Mansfield	12/31/09
Patricia Burns, LPN	Mentor	12/31/09
Kathleen Driscoll, JD, MS, RN Chair, Advisory Group on Nursing Education	West Chester	12/31/09
Anne Barnett, BSN, RNC, CWS Chair, Advisory Group on Continuing Education	Junction City	12/31/10
Eric Yoon, MSN, ACNP, CCNS	Springboro	12/31/10
Delphenia W. Gilbert, BA, RN, MEd, LSN	Akron	12/31/11

APPENDIX B

FISCAL OPERATIONS FY 2008

Revenue	
Income from Fees	$6,997,901
Transfer to Nursing Ed. Fund*	$692,390
Transfer to NEGP Fund*	$1,384,780
Adjusted Revenue Total	**$4,920,731**

*Note: NEALP & NEGP transfers are a quarter behind as we must complete the QTR before completing the transfer.

Payroll Account (100)	
All Staff	$4,385,875
Training and Registrations	$4,799
Court Reporting	$8,483
Hearing Officers	$55,237
Expert Witnesses	$0
Subpoena Fees	$1,184
Advisory Group Travel	$8,911
Bank Lock Box & Bank Fees	$120,397
Purchased Services (other)	$19,358
Actual Spent	**$4,604,245**
Allotment	**$4,572,902**
Remaining	*($31,343.33)*
Maintenance Account (200)	
Rent (+space repairs, improve)	$236,244
Maintenance & Repairs	$26,919
Office Supplies	$27,551
Staff Travel	$36,243
Telephone	$33,162
Telephone (DAS)	$34,940
Attorney General	$79,600
Printing (via DAS)	$25,731
Printing (Other)	$29,626
Bank Lock Box & Bank Fees	$3,670
Computer Services (DAS)	$150,471
Computer Maintenance (other)	$35,007
Computer Services	$15,693
Other (Postage, Etc.)	$156,077
Actual Spent	**$890,934**
Allotment	**$891,878.00**
Remaining	*$944*
Equipment Account (300)	
Computer / IT	$8,076
All other	$24,550
Actual Spent	**$32,626**
Allotment	**$50,000**
Remaining	*$17,374*

Refund Account	
Actual Spent	**$4,305**
Allotment	**$4,750**
Remaining	*$445*

Board Member	
Payroll	$75,207
Other Expenses	$550
Actual Spent	**$75,757**
Allotment	**$77,500**
Remaining	*$1,743.35*

Board Travel & Maintenance	
Travel	$31,090
Other Expenses	$13,687
Actual Spent	**$44,776**
Allotment	**$46,000**
Remaining	*$1,224*
OPERATIONAL COSTS TOTALS	**$5,652,643**

Special Issues Fund	
Beginning Balance*	**$19,580**
New Donations / CE	$0
Actual Spent	$0
Fund Balance	**$19,580**
FY 08 Allotment	**$5,000**

** Cash balance from FY07

NEGP FUND	$-
Actual Disbursed	**$789,633**
FY 08 Allotment	**$1,450,000.00**
Remaining	*$660,367*
SFY 2008Appropriation *Operational Budget 4K90* ***Special Issues 5P80*** **Nurse Education Grant 5AC0**	

APPENDIX C

Board Staff
(As of June 30, 2008)

Administrative

Executive Director	Betsy Houchen, RN, MS, JD
General Counsel	Holly Fischer, JD
Executive Assistant	Joseph Kirk
Legislative/Regulatory Specialist	Tom Dilling, JD
Operations/IT Manager	Eric Mays
Network Administrator	Cary Dachtyl

Compliance

Unit Manager	Lisa Ferguson-Ramos, RN, JD
Administrative Assistant/Supervisor	Debbie Fulk
Administrative Assistant	Peggy Carrier
Administrative Assistant	Rose Ferguson
Administrative Assistant	Melissa Malone
Administrative Assistant	Autumn McKenzie
Supervising Attorney	Tara Bowman, JD
Supervising Attorney	Emily Brown, JD
Supervising Attorney	Jodi Crowe, JD
Adjudication Coordinator	Tom Dilling, JD
Adjudication Coordinator	Carol Ellensohn, JD
Adjudication Coordinator	Julia Hilty, JD
Adjudication Coordinator	Phalyn Williams, JD, MPA
Enforcement Agent	Timothy Fulk
Compliance Agent	Dennis Corrigan, RN
Compliance Agent	Diane Helferich, RN, MHSA
Compliance Agent	Bette Horst, RN, MHSA
Compliance Agent	Melissa Knauss, BSN, RN
Compliance Agent	T. Lee Knowles, RN BSN, MSA
Compliance Agent	Amy Sala, RN, BSN
Compliance Agent	Brian Torrence, RN
Monitoring Agent	Janelle Freeman, RN
Monitoring Agent	Diana Harris, RN, BSN
Monitoring Agent	Monique Holokai-Kane, BSN, RN
Monitoring Agent	Susan Mann Orahood, RN
Monitoring Agent	Marion Wilson, RN
Monitoring Agent	Richard Young, RN, MBA

Licensure, Certification, and Continuing Education

Unit Manager	Lesleigh Robinson, RN, MS
Initial Licensure Supervisor	Karen Scott
Renewal Supervisor	Brenda Murphy
Certification/Licensure Specialist	Debbie Beatty
Certification/Licensure Specialist	Tami Earles
Certification/Licensure Specialist	Melody Gullion
Certification/Licensure Specialist	Laverne Irby
Certification/Licensure Specialist	Cheryl Johnson
Certification/Licensure Specialist	Jamie Newsome
Certification/Licensure Specialist	Carol Polanski
Certification/Licensure Specialist	Amanda Randolph
Certification/Licensure Specialist	Karen Wheeler
Certification/Licensure Specialist	Angela White
Administrative Assistant	Toni Notturniano

Education, Practice, and Administration

Unit Manager	Lisa Emrich, RN, MSN
Administrative Assistant	Ebony Turner
Fiscal Officer	Kathy King
Fiscal Specialist	Katha Bloomer
Fiscal Administrative Assistant	Sue Baer
Human Resources Officer	Beth Lewis, JD
Nursing Education Consultant	Michelle Hubbard, MSN, BSN, RN
Nursing Education Consultant	Emeline Kelly, BSN, RN
Nursing Education Consultant	Joyce Zurmehly, RN, PhD
Advanced Practice Consultant	Teresa Davis, CNP, MSN, RN