

## How long does the investigative process take?

- This process takes an average of six to nine months to complete, depending on the complexity and seriousness of the alleged conduct. Some high risk/high harm investigative cases have been completed in one month.

## Can the nurse work while they are under investigation?

- The ability to work as a nurse is unrestricted during the investigation, as long as the license remains active.

## What can the subject of the complaint or people making the complaint do to assist in the investigative process?

- If you are the subject of the complaint: keep the board apprised of any changes in your address and phone number, and respond promptly to any requests for information or documents.
- If you have filed a complaint: submit all written documentation regarding your concerns and record any observations and impressions concerning the incident.

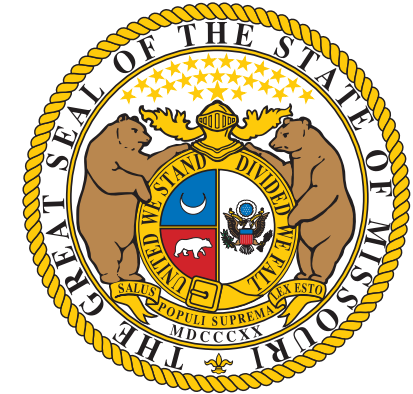
## What happens after the investigation is complete?

- The final investigative report will be reviewed by the Investigations Administrator.
- The investigative report is then reviewed by the Board's Disciplinary Committee.
- The case is presented to the members of the Board at the next available meeting.
- The nurse and complainant will be notified by mail of the final disposition of the case.

## Mission Statement

The mission of the Missouri State Board of Nursing is to protect the public by development and enforcement of state laws governing the safe practice of nursing.

Missouri State Board of Nursing



## Missouri State Board of Nursing

Missouri State Board of Nursing  
3605 Missouri Boulevard  
Post Office Box 656  
Jefferson City, MO 65102

Phone: 573-751-0681  
Fax: 573-751-0075 or 573-751-6745  
Email: [nursing@pr.mo.gov](mailto:nursing@pr.mo.gov)  
Website: <http://pr.mo.gov/nursing.asp>

## Resolving a Complaint Against a Nurse

Telephone: 573-751-0681  
FAX: 573-751-6745 or 573-751-0075  
Web: <http://pr.mo.gov/nursing.asp>

## The Missouri State Board of Nursing (MSBN) *regulates the licensure and practice of Registered Nurses and Licensed Practical Nurses in the state of Missouri.*

If you are unhappy with the services you receive from a nurse licensed by MSBN there are a number of options you may want to pursue, including filing a complaint with MSBN.

### Discuss the Complaint with the Practitioner or His or Her Supervisor

Licensed nurses are business professionals and are generally sensitive to complaints about their services. It is natural to feel some reluctance to approach the nurse or his or her supervisor about your dissatisfaction, but many problems are resolved in this manner and it might be your most convenient course of action.

### Take Legal Action

MSBN cannot pursue monetary compensation or help you resolve a billing dispute. If you have been injured by a practitioner and wish to pursue legal action, seek the advice of a private attorney.

### File a Complaint with MSBN

MSBN investigates complaints received against nurses. If there is probable cause to believe a practitioner may have violated the Nurse Practice Act (NPA), disciplinary action may be pursued.

### How do I File a Complaint?

A complaint must allege a violation of the Nurse Practice Act. To determine if the incident may be a violation of the NPA, you may review Section 335.066, RSMo, at <http://pr.mo.gov/nursing.asp>.

Complaints may be filed by anyone with knowledge of the alleged violation. A complaint **must be in writing** and **signed** by the person filing the complaint. The written complaint should include the following:

- Correct spelling of the nurse's full name (first and last).
- A detailed summary of each alleged violation of the Missouri NPA. Include the date of each alleged incident and the name of the patient involved. If the incident involves medication, include the name of the medication. Be very specific in describing the events.
- Documentation which supports the allegation.
- List witnesses to the incident(s) and contact information for each.

### What conduct is typically not reportable to the Board?

- Low risk issues not involving patient care, professional judgment or wrongdoing that are not required to be reported include: rudeness to peers, co-worker disputes, personality conflicts, absenteeism, tardiness, and labor-management disputes such as work schedules/wages/wrongful termination.
- Facility specific operational issues that are under the jurisdiction of the Missouri Department of Health or other state agencies.

**Confidentiality**– Based on State law, the Board cannot guarantee confidentiality of a complainant's identity.

The complaint should be based on first-hand observations and/or personal knowledge and not hearsay statements obtained from others.

**Complaint forms are available on our website or via mail.**

Mail the completed form to:

Missouri State Board of Nursing  
Attn: Investigations  
3605 Missouri Boulevard  
Post Office Box 656  
Jefferson City, MO 65102

You can also fax the form to:

573-751-0075 or 573-751-6745

Questions should be directed to the Investigations Section at 573-751-0070.

### What happens with the complaint?

- When a complaint or self-report is received by the Board, it is first reviewed to determine jurisdiction. If the Board has jurisdiction, an investigator and a case number are assigned. Notification letters are sent and an investigation begins. The nurse is made aware of the allegations and is given an opportunity to respond with information regarding the event. The investigator collects objective information from a number of sources, interviews the subject of the complaint and other witnesses, and then compiles the findings into an investigative report to present at a board meeting for review and action.

(continued on next page)