This Fiscal Year 2017 Annual Report is respectfully submitted to:

The Honorable Governor,
Eric R. Greitens

Chlora Lindley-Myers, Director
Department of Insurance, Financial Institutions and Professional Registration

Kathleen (Katie) Steele Danner, Director
Division of Professional Registration

and

Members of the Nursing Profession and the Public

The mission of the Missouri State Board of Nursing is to protect the public’s health and safety through regulation of nursing education, licensure and practice.
Missouri State Board of Nursing
Board Members FY 2017

Mariea Snell, DNP, MSN, RN, FNP-BC, President
Anne Heyen, DNP, RN, CNE, Vice President
Alyson Speed, LPN, Secretary

Adrienne Anderson Fly, JD, Public Member
Roxanne McDaniel, PhD, RN, Member
Rhonda Shimmens, RN-C, BSN, MBA, Member
**FY 2017 Board of Nursing Executive Team**

Lori Scheidt, MBA-HCM, Executive Director  
Elizabeth Willard, BA, Executive Assistant  
Quinn Lewis, BS, Director of Enforcement  
Janet Wolken, MBA, RN, Director of Compliance  
Debra Funk, BSN, RN, Director of Practice  
Angela Marmion, JD, General Counsel  
Angie Morice, Director of Licensure  
Ingeborg “Bibi” Schultz, MSN, RN, Director of Education

**FY 2017 Board of Nursing Team Members**

**Administration**
Jennifer Brendel, Office Support Assistant  
— through 11/17/16  
Gretchen Ihms — effective 1/23/17

**Investigations**
Tamra Jenkins, Investigator I— through 6/08/17  
Investigator II— effective 6/09/17  
Marvin McCrary, Investigator II  
Eric Weddle, Investigator II  
Dean France, Investigator II  
Arthur Brown, Investigator II— through 5/19/17

**Education**
Ryan House, MSN, RN, Education Compliance Officer  
Mallory Ainsworth, Paralegal

**Practice**
Megan Thomas, Processing Tech III

**Discipline**
Valerie Groose, Paralegal

**Legal**
Kristi Gilpin, Senior Paralegal  
Ian Hauptli, Associate General Counsel  
Sabrina Basinger, Associate General Counsel

**Licensure**
Michelle Cartee, Licensing Supervisor  
Rita Juergens, Processing Tech III

**Processing Technicians**
Ashley Schulte  
Lisa Yoder— through 11/18/16  
Ashley Williams  
Whitney Yancey  
Kassidy Kliegel  
Kirstan Chambers— effective 2/07/17
Highlights of Fiscal Year 2017

The mission of the Missouri State Board of Nursing is to protect the public's health and safety through regulation of nursing education, licensure, and practice. In FY2017, the Board worked diligently to improve services and strengthen programs for public protection. Highlights of the Board’s work are listed below:

**Education**

- Continued recognition of the Missouri State Board of Nursing by the U.S. Department of Education as an approval agency for nurse education for four years. The Board has had this recognition since 1970 and received continued recognition on May 25, 2017. The Board is currently one of five Boards across the country that has this recognition.

- Approved the Air Force Nursing Services Practical Nurse (PN) Training Program – Basic Medical Technician Corpsman Program (BMTCP) 4N051/4N071 (4N training program) on March 22, 2017.

- Developed and promulgated Veteran’s Bridge program rules to foster completion of the practical nurse curriculum for service members with education, training and service in the medical field.

- Provided grant funding to professional nursing under the Board’s Nursing Education Incentive Program. The State of Missouri established, through legislative action and appropriation of funds, the “Nursing Education Incentive Program” in order to increase the physical and educational capacity of nursing education programs in Missouri. In 2016, $979,620 was awarded. In 2017, $810,221 was awarded for a total of $1,789,841 for the FY2017.

- The Board negotiated/succeeded in program closure of three (3) underperforming nursing programs.

- Held the Innovative Best Practice (IBP) in Nursing Education Conference on April 7, 2017. This conference is co-sponsored by the Missouri State Board of Nursing with State Fair Community College. This year’s conference was the third annual IBP conference. There were 127 nurse educators from all levels of nursing education present. Presenters, most of them nurse educators from different areas of the state, readily shared their expertise without monetary compensation which made it possible to offer this valuable experience without cost to educators.

- 95.8% employers and 100% of educators in Missouri indicated the board of nursing's guidelines and regulations regarding supervision of student nurses are adequate to assure safe and competent care.

**Compliance**

- Explored development of an alternative to discipline program to remove impaired nurses from practice in a more timely fashion and increase public protection. A legislative request to pursue this program was approved by the board.

- Successfully implemented the board's approved drug testing web based check in system for licensees requiring drug testing.

- Held board committee meetings every two weeks followed by full board mail ballots to ensure timely resolution of complaints. Twenty-two Consumer Protection Conference Calls were held in FY2017.

**Investigations**

- Missouri resolved cases on average in 3.2 months.
Legal

- The board employs three attorney team members with a combined 43 years’ experience. Below is a snapshot of legal team performance since attorneys were added to the in-office team:

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2017</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Board Decisions</td>
<td>1,605</td>
<td>2,311</td>
<td>30% increase</td>
</tr>
<tr>
<td>Board Hearings</td>
<td>106</td>
<td>179</td>
<td>40% increase</td>
</tr>
<tr>
<td>RNs Licensed</td>
<td>87,798</td>
<td>105,014</td>
<td>16% increase</td>
</tr>
<tr>
<td>LPNs Licensed</td>
<td>24,646</td>
<td>25,478</td>
<td>7% increase</td>
</tr>
<tr>
<td>Contract Attorney Fees</td>
<td>$184,143.32</td>
<td>$17,069.11</td>
<td>91% reduction</td>
</tr>
<tr>
<td>Calendar Days to Complete a Case: From Receipt of Complaint to Final Resolution</td>
<td>284</td>
<td>95</td>
<td>67% improvement</td>
</tr>
</tbody>
</table>

Licensure

- Average days to issue a temporary permit to Registered Nurses was 4.05 days and for Licensed Practical Nurses was 4.93 days. This is calendar days; not business days.
- Answered 58,759 telephone calls.
- Revised all applications for licensure to ensure that the process was streamlined and easily understood by applicants.
- Continued to use Nursys.com for license verification purposes. This improves customer service because nurses can request verifications online 24 hours a day and verifications are immediately available. Utilization of Nursys.com also strengthens our fraud prevention efforts. A total of 6,672 of Missouri nurses requested that their Missouri license be verified to another state and 2,601 nurses licensed in other states requested verification into Missouri.
- Continued to urge nurses and employers to enroll in Nursys e-Notify for many reasons. Enrollment in this system alerts the institution and/or nurse before a license expires and when it expires. Alerts are sent to the enrollee any time any discipline is attached to the enrolled license. For a nurse enrollee, this system can help prevent any fraudulent licenses or certificates being issued in the nurse’s name. Missouri is a member of the nurse licensure compact. A multi-state license is tied to the nurse’s primary state of residence. A change to a nurse’s primary state of residence could change the multi-state license status. This system will notify the enrollee if that status changes. When a nurse submits a license renewal online, the license is not automatically renewed. This system notifies the enrollee when the license is renewed. This system pushes notification of changes to the enrollee rather than having to continually re-query the system. A total of 851 institutions accounting for 77,979 nurses were enrolled in the institution e-Notify. A total of 55,959 (40.23%) of Missouri-licensed nurses were enrolled in nurse e-Notify.

Practice

- The practice section performed 28 presentations about the Missouri Nurse Practice Act and the Board of Nursing. Of those, 14 presentations were to schools of nursing, four were to community RN groups, five were to school nurse groups, and five were to other organizations.
- Continued to provide timely in-person responses to hundreds of email and phone inquiries.
- Continued to build and reinforce relationships with other health care related state agencies and associations/organizations.
Operations

- 91% of nurses, 100% of employers, and 100% of nurse educators in Missouri indicated the timeliness of the response on an email inquiry as excellent or good.

Leadership

Bibi Schultz, Director of Education

- Multi-State Collaborative on Military Credit (MCMC). Term runs from June 1, 2015 through October 31, 2017.
- NCSBN Nursing Education Outcomes and Metrics Committee. Terms runs September 2016 through August 2018.

Lori Scheidt, Executive Director

- Elected to the National Council of State Boards of Nursing’s (NCSBN) Board of Directors for a two year term beginning August 2016.
- Served on the enhanced nurse licensure compact model rules and bylaws workgroup.
- Received the NCSBN Meritorious Service Award.
- Finished a four year term as Vice-Chair of the Nurse Licensure Compact Administrators.

Workforce

- Added the workforce data elements to Nursys e-Notify so workforce related information can be provided by the nurse during license renewal. This information is used for the purposes of nursing workforce research. A total of 55,959 (40.23%) of Missouri-licensed nurses were enrolled in nurse e-Notify.
- Entered into a contract with the Office of Social and Economic Data Analysis at the University of Missouri – Columbia to conduct research on Missouri’s healthcare workforce by collecting and analyzing healthcare workforce data regarding nurses licensed by the board of nursing.
Education Statistics

Nursing Programs

In FY 2016 there were 104 schools in the State of Missouri with approval to provide nursing education leading to initial licensure. The schools included 43 Practical Nursing programs, 33 Associate Degree programs, 1 Diploma program, and 27 Baccalaureate Degree programs.

Missouri Practical Nursing Programs

Full Approval Unless Otherwise Specified

Air Force Nursing Services—3/22/17
Applied Technology Services—South County
Applied Technology Services—MET Center
Bolivar Technical College
Cape Girardeau Career and Technology Center
Carthage Technical Center
Cass Career Center
Clinton Technical School
Columbia Public School
Concorde Career College
Franklin Technology Center
Hannibal—LaGrange University PN Program
Hillyard Technical Center
Jefferson College Bi-level Program
Kirkville Area Technical Center
Lex La-Ray Technical Center
Metropolitan Community College—Penn Valley
   (Conditional Approval)
Mineral Area College
Moberly Area Community College
Moberly Area Community College—Mexico
Nevada Regional Technical Center
North Central Missouri College—Trenton
North Central Missouri College—Maryville
North Central Missouri College—Bethany
Northland Career Center AVTS—closed 6/30/17
Ozarks Technical Community College—Lebanon
Ozarks Technical Community College—Table Rock
Ozarks Technical Community College—Springfield
Pike-Lincoln Technical Center
Poplar Bluff Technical Career Ctr.
Rolla Technical Center
Saline County Career Center
Sikeston R-6
South Central Career Center
St. Charles Community College
St. Louis College of Health Careers
State Fair Community College—Sedalia
State Fair Community College—Eldon Satellite Site
State Technical College of Missouri
Texas County Technical College
Three Rivers Community College—Kennett
Warrensburg Area Career Center
Washington School of Practical Nursing
Waynesville Career Center

Missouri Associate Degree Programs

Full Approval Unless Otherwise Specified

Bolivar Technical College
Brown Mackie College—closed 5/26/17
Columbia College—Lake Ozark (Closing)
Columbia College (Closing)
Columbia College
Cox College
Crowder College—Cassville
Crowder College—McDonald County
Crowder College—Neosho
Crowder College—Nevada
East Central College—Rolla
East Central College—Union
Hannibal La-Grange University
ITT Technical Institute (Closed 9/6/16)
Jefferson College Bi-Level Program
Lincoln University—Fort Leonard Wood
Mercy College of Nursing and Health Sciences SW Baptist University
Metropolitan Community College—Penn Valley
Missouri State University—West Plains
Moberly Area Community College—Moberly
Moberly Area Community College—Kirksville Satellite Site
Moberly Area Committee College—Mexico Satellite Site
National American University (Closing)
North Central Missouri College
North Central Missouri College—Maryville
Ozarks Technical Community College
Park University (Closed 7/5/17)
Southeast Missouri Hospital College of Nursing and Health Sciences
St. Charles Community College
St. Louis Community College—Florissant Valley
St. Louis Community College—Forest Park
St. Louis Community College—Meramec
State Fair Community College—Sedalia
State Fair Community College—Eldon Satellite Site
Texas County Technical College
Three Rivers Community College—Poplar Bluff (Conditional Approval)
Three Rivers Community College—Sikeston satellite site (Conditional Approval)
Avila University (Conditional Approval)
Blessing-Rieman College of Nursing
Central Methodist University
Central Methodist University—Columbia Satellite Site
Chamberlain College of Nursing
College of the Ozarks
Columbia College (Initial Approval)
Cox College
Cox College—Cabool Satellite Site
Goldfarb School of Nursing at Barnes-Jewish College
Graceland University School of Nursing
Lincoln University
Maryville University
Missouri Baptist (Initial Approval)
Missouri Southern State University
Missouri State University Springfield
Missouri Valley College (Initial Approval)
Missouri Western State University
Park University (Initial Approval)
Research College of Nursing
Southeast Missouri State University
St. Louis University
St. Luke’s College of Health Sciences
Truman State University
University of Missouri—Columbia Sinclair School of Nursing
University of Missouri—Kansas City
University of Missouri—St. Louis College of Nursing
University of Central Missouri
William Jewell College

Missouri Baccalaureate Degree Programs
Full Approval Unless Otherwise Specified

Missouri Diploma Programs
Full Approval Unless Otherwise Specified

Lutheran School of Nursing
Appointments for taking the National Council Licensure Examination (NCLEX®) for Registered Nurses and Licensed Practical Nurses are authorized by the Board.

### NCLEX® EXAMINATION RESULTS
Calendar Year 2016

<table>
<thead>
<tr>
<th></th>
<th>Number taking the test for the first time.</th>
<th>Number that passed</th>
<th>Percentage that passed</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. RNs</td>
<td>157,206</td>
<td>132,938</td>
<td>84.56%</td>
</tr>
<tr>
<td>Missouri RNs</td>
<td>3,931</td>
<td>3,361</td>
<td>85.50%</td>
</tr>
<tr>
<td>U.S. LPNs</td>
<td>47,345</td>
<td>39,626</td>
<td>83.70%</td>
</tr>
<tr>
<td>Missouri LPNs</td>
<td>1,140</td>
<td>1,014</td>
<td>88.95%</td>
</tr>
</tbody>
</table>

### Licensure Statistics (7/1/2016-6/30/2017)

<table>
<thead>
<tr>
<th></th>
<th>Registered Nurse</th>
<th>Licensed Practical Nurse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensure by Examination (includes nurses not educated in Missouri)</td>
<td>4,055</td>
<td>1,119</td>
</tr>
<tr>
<td>Licensure by Endorsement</td>
<td>2,391</td>
<td>264</td>
</tr>
<tr>
<td>Licensure by Renewal of a Lapsed or Inactive License</td>
<td>1,368</td>
<td>515</td>
</tr>
<tr>
<td>Number of RNs &amp; LPNs holding a current nursing license in Missouri as of 6/30/2016</td>
<td>103,410</td>
<td>24,049</td>
</tr>
</tbody>
</table>

There were 1,099 new Advanced Practice Registered Nurse (APRNs) recognized in Fiscal Year 2017. There were 9,456 APRNs recognized as of 6/30/2017. There were 315 APRNs granted Controlled Substance Prescription Authority in FY2017. There were 1,646 APRNs with Controlled Substance Prescription Authority as of 6/30/2017.
The average age of nurses continues to stay about the same. This is based on all nurses licensed in Missouri, regardless of where they reside. The following three maps depict the average age by county and the count of the number of nurses in each county that had a current Missouri nursing license and Missouri address as of July 1, 2017.

**Average Age of Nurses**

The average age of nurses continues to stay about the same. This is based on all nurses licensed in Missouri, regardless of where they reside.

The following three maps depict the average age by county and the count of the number of nurses in each county that had a current Missouri nursing license and Missouri address as of July 1, 2017.

**Missouri Licensed Practical Nurses**

![Missouri map showing average age and count of nurses by county.]

**Count**
- 800 or more
- 301 - 799
- 300 or less

Total Count: 22,302

Average Age: 45.5

Source: Missouri State Board of Nursing - 2017
Licensed Practical Nurses Age Distribution

- Under 30: 3,148 (13%)
- 30 to 40: 5,610 (23%)
- 40 to 50: 5,323 (22%)
- 50 to 55: 2,366 (10%)
- 55 to 60: 2,601 (11%)
- Over 60: 5,081 (21%)

32% Are Over Age 55
Registered Nurse Age Distribution

33% Are Over Age 55
34,488
33%

40 to 50
21,057
20%

30 to 40
23,927
23%

20 to 30
14,105
14%

50 to 55
10,571
10%

Over 60
22,547
22%

55 to 60
11,941
11%
Disciplinary Actions

Complaints are received from many sources, both mandatory reporters (hospitals, ambulatory surgical centers, temporary nursing staffing agencies, nursing homes, nursing facilities as defined in Chapter 198, or any entity that employs or contracts with licensed health care professionals to provide health care services to individuals) and others (employers, public, etc.). All complaints that are filed against the license of a nurse are reviewed to determine what action should be taken by the Board. Following an investigation into the matter, the Board may either pursue disciplinary actions or non-disciplinary actions. The latter includes taking no action or issuing a letter of concern for the conduct. If the Board determines disciplinary action is appropriate, one of the following disciplinary actions may be pursued: censure, probation, suspension, and/or revocation. The Board may also accept a voluntary surrender of a license, which may or may not be deemed disciplinary action.

Hearings

The Board has the authority to conduct three types of hearings: disciplinary after the Administrative Hearing Commission (AHC) has determined there is cause for discipline; disciplinary when the Board receives a certified copy of a sentence and judgment in a criminal proceeding, receives discipline from another state, or receives certified records finding the licensee has been judged incapacitated or disabled; and probation violation. When the Board determines to pursue disciplinary action, a settlement agreement is generally offered. If the licensee does not agree with the settlement agreement, the matter is filed with the AHC to determine if there is cause to discipline the license of the nurse. If the AHC determines there is cause, a disciplinary hearing before the Board is conducted to determine what disciplinary action should be taken. In FY 2017, 69 disciplinary hearings were conducted. Once a licensee has been placed on discipline, they are required to abide by the terms of the disciplinary agreement or Board order. If they do not, a violation hearing before the Board is conducted to determine what additional disciplinary action should be taken. In FY 2017, 58 violation hearings were conducted by the Board. If the Board receives certified court records of a criminal finding of guilt or incapacitation or disability or evidence of discipline from another state, the Board determines whether cause exists to discipline the license and if so, what, if any, discipline is appropriate.

Complaint Categories
FY 2017

1. Tax noncompliance 18%
2. Practice 15%
3. Discipline or EDL 19%
4. Unlicensed Practice 3%
5. Alcohol/Drugs 19%
6. Criminal 26%
Final Actions FY 2017

Closed with no further action 72.85%

Suspended for tax noncompliance 17.76%

Suspension/Probation 0.05%

Denied 0.92%

Censure 1.42%

Probation 3.75%

Voluntary Surrender 0.73%

Revoked 2.52%
Financial Information

The Board of Nursing operates solely on fees that are received from the licensees the Board regulates. The Board deposits all fees received in the state treasury and credits them to the State Board of Nursing. The Legislature then appropriates money from the fund to the Board of Nursing each year to pay all administrative costs and expenses of the Board.

### Revenue & Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning Fund Balance</td>
<td>$9,147,352.39</td>
</tr>
<tr>
<td>Total Revenue Received</td>
<td>$5,777,506.82</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$14,924,859.21</strong></td>
</tr>
</tbody>
</table>

### Actual Operating Expenses—FY 2017

Amounts below represent actual amounts utilized including transfers.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenses &amp; Equipment/Grants</td>
<td>$434,925.51</td>
</tr>
<tr>
<td>Personal Services/Per Diem</td>
<td>$1,198,908.19</td>
</tr>
<tr>
<td>Transfers (see Below)</td>
<td>$1,547,978.70</td>
</tr>
<tr>
<td>Nurse Education Incentive Grant</td>
<td>$1,789,841.00</td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$4,971,653.40</strong></td>
</tr>
<tr>
<td><strong>Ending Fund Balance FY2016</strong></td>
<td><strong>$9,953,205.81</strong></td>
</tr>
</tbody>
</table>

### Nursing Fund Transfers

Transfers consist of monies that are transferred directly from the Board of Nursing fund to various funds and/or entities to pay for services and other operating costs that are not a part of the money that is appropriated to the Board for board specific expenses and equipment and personal services/per diem. These transfers occur each fiscal year but the amounts vary. Transfers in FY 2017 were as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent</td>
<td>$42,157.24</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>$566,984.14</td>
</tr>
<tr>
<td>DIFP</td>
<td>$46,415.73</td>
</tr>
<tr>
<td>Refunds</td>
<td>$1,131.55</td>
</tr>
<tr>
<td>Professional Registration</td>
<td>$761,626.03</td>
</tr>
<tr>
<td>OA Cost Allocation</td>
<td>$40,604.00</td>
</tr>
<tr>
<td>AG &amp; AHC Transfers</td>
<td>$80,192.18</td>
</tr>
<tr>
<td>Carryover Transfers</td>
<td>$1,716.95</td>
</tr>
<tr>
<td>Unemployment</td>
<td>$7,150.88</td>
</tr>
<tr>
<td><strong>Total Transfers</strong></td>
<td><strong>$1,547,978.70</strong></td>
</tr>
</tbody>
</table>
Actual Revenue FY 2017

Renewal RN
85.82%

Reinstatement RN
1.15%

Exam Fee RN
2.89%

License Fee RN
2.56%

License Fee APN
3.28%

Other
4.30%

Exam Fee PN
0.90%

Re-Examination Fee RN
0.77%

Delinquent Fee RN
0.71%

Reinstatement PN
0.43%

License Fee PN
0.35%

Delinquent Fee PN
0.34%

Retired/Renewal
0.32%

School Registration & Application Fees
0.23%

Re-Examination Fee PN
0.16%

Misc.
0.05%

Renewal PN
0.04%
Source of Funds FY 2017

- RN Renewal Fees: 87.7%
- PN Initial Licensure Fees: 1.4%
- APRN Fees: 3.3%
- PN Renewal Fees: 0.8%
- Misc Fees: 0.4%
- School Fees: 0.2%
- RN Initial Licensure Fees: 6.2%
Use of Funds FY 2017

- Nurse Education Incentive Grant: 36.00%
- Personal Service & Per Diem: 24.12%
- PR Transfer: 15.32%
- Board Staff Fringe Benefits: 11.41%
- Expense & Equipment: 8.75%
- AG & AHC Transfer: 1.61%
- Carryover Transfers: 0.03%
- Licensee Refunds: 0.02%
- DIFP Department Cost Allocation: 0.93%
- Rent: 0.85%
- Unemployment: 0.14%
- OA Cost Allocation Transfer: 0.82%
- Licensee Refunds: 0.02%
- DIFP Department Cost Allocation: 0.93%
- Rent: 0.85%
- Unemployment: 0.14%