Welcome to Missouri State Board of Nursing

Mission Protect the public’s health and safety through regulation of nursing education, licensure and practice.

This Fiscal Year 2019 Annual Report is respectfully submitted to:

The Honorable Governor,
Michael L. Parson

Chlora Lindley-Myers, Director
Department of Commerce and Insurance

Sarah Ledgerwood, Interim Director
Division of Professional Registration

and

Members of the Nursing Profession and the Public

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Missouri State Board of Nursing
Board Members FY 2019

Anne Heyen
DNP, RN, CNE
President

Bonny Kehm
PhD, RN
Secretary

Terri Stone
APRN, DNP, FNP-BC, AOCNP, RN
Member

Julie Miller
APRN, DNP, MBA, FNP-BC, NEA-BC, CNOR (E)
Member

Mariea Snell
APRN, DNP, MSN, RN, FNP-BC
Vice President

Adrienne Anderson Fly
JD
Public Member

Robert Walsh
APRN, MBA, MS, PhD, CRNA
Member

Sheila Ray
APRN, DNP, CRNA
Member
FY 2019 BOARD OF NURSING EXECUTIVE TEAM

Lori Scheidt, MBA-HCM, Executive Director
Elizabeth Willard, BA, Director of Operations
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 2019 BOARD OF NURSING TEAM MEMBERS

ADMINISTRATION
Gretchen Ihms, Processing Tech II —effective 7/09/18

INVESTIGATIONS
Kirstan Chambers, Investigator I
Tamra Jenkins, Investigator II
Marvin McCrary, Investigator II
Eric Weddle, Investigator II
Dean France, Investigator II

EDUCATION
Ryan House, MSN, RN, Education Compliance Officer
Mallory Ainsworth, Education Office Assistant

PRACTICE
Ashely Williams, Processing Tech III

COMPLIANCE
Amber Cundiff, Paralegal —effective 7/23/18

LEGAL
Kristi Gilpin, Senior Paralegal
Kevin Hall, Associate General Counsel
Marcella Forck, Associate General Counsel

LICENSURE
Michelle Cartee, Processing Tech III
Rita Juergens, Processing Tech III

PROCESSING TECHNICIANS
Ashley Schulte
Whitney Yancey—through 8/31/18
Kassidy Kliegel
Gretchen Ihms—through 7/08/18
Alicia Kemp—through 8/21/18
Ashley Strop—effective 9/24/18 through 9/28/18
Jordan Lenox—effective 10/09/18 through 11/16/18
Amy Turner—effective 10/17/18
Sarah Barickman—effective 7/26/18
HIGHLIGHTS OF FISCAL YEAR 2019

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 FY2019, the Board worked diligently to improve services and strengthen programs for public protection. Highlights of the Board’s work are listed below:

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 134,197 (87.9%) of Missouri-licensed nurses were enrolled in Nursys e-Notify.

EDUCATION

• To date, 41 individuals from the Air Force Nursing Services Practical Nurse (PN) Training Program – Basic Medical Technician Corpsman Program (BMTCP) 4N051/4N071 (4N training program) have been licensed as LPNs.

• The Missouri State Board of Nursing convened a Military Advisory Panel. The panel is comprised of 14 members that actively serve in the armed forces, nurse educators and practice partners that are ready to lend their expertise to foster implementation of optimal pathways to best utilize military education, training and service to gain academic eligibility to apply for nurse licensure in Missouri.

• On May 22, 2019 the Missouri State Board of Nursing (Board) hosted a meeting with Air Force officials representing command staff for the Air Force nursing service. This meeting was conducted as part of the Board’s ongoing commitment to foster academic pathways for members of the armed forces to work towards licensure as a nurse.

• The Board funded professional nursing programs 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 2019 the Board of Nursing awarded $777,462 to eligible nursing schools. Since inception of incentive funding in 2011, Missouri nursing programs have received a total $6,111,455.

• This year’s Innovative Best Practice (IBP) in Nursing Education Conference April 5, 2019 was co-sponsored by the Missouri State Board of Nursing with State Fair Community College. There were 141 nurse educators from all levels of nursing education present. The Workshop was offered free of charge all to attendees. Objectives for this year’s Conference were centered around active learning strategies, clinical simulation and student engagement in on-line learning.

COMPLIANCE

• Two different types of alternative to discipline programs to remove impaired nurses from practice in a more timely fashion and increase public protection were implemented. In FY2019, 27 licensees entered the Intervention Program and 10 licensees entered the Alternative Program. In FY 2019, five individuals violated the terms of the Intervention Program and one individual violated the terms of the Alternative Program.

• The Board held board committee meetings every two weeks followed by full board mail ballots to ensure timely resolution of complaints. Twenty Consumer Protection Conference Calls were held in FY2019.

INVESTIGATIONS

• The average number of days to complete an investigation was 41 days.
LEGAL

- The Board employs three attorney team members with a combined 47 years’ experience.
- The Board experienced a decline in performance and increase in contract costs in 2019 due to vacancies. Lack of competitive pay impacts the board’s ability to carry out its mission:

<table>
<thead>
<tr>
<th>Performance Improvement with In-House Attorneys and Paralegals</th>
<th>Comparing 2008 to 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>2019</td>
</tr>
<tr>
<td>Board Decisions</td>
<td>1,605</td>
</tr>
<tr>
<td>Board Hearings</td>
<td>106</td>
</tr>
<tr>
<td>RNs Licensed</td>
<td>87,798</td>
</tr>
<tr>
<td>LPNs Licensed</td>
<td>24,646</td>
</tr>
<tr>
<td>Contract Attorney Fees</td>
<td>$184,143.32</td>
</tr>
<tr>
<td>Calendar Days to Complete a Case: From Receipt of Complaint to Final Resolution</td>
<td>284</td>
</tr>
</tbody>
</table>

LICENSURE

- The average number of days to issue a temporary permit to Registered Nurses was 6.77 calendar days and for Licensed Practical Nurses was 7.11 calendar days.
- In FY2019, the board of nursing changed licensure applications to require evidence of lawful presence in order to comply with 8 U.S.C.A. §1621, which requires evidence of lawful presence prior to granting a professional license. This has increased the application processing time.
- Answered 52,374 telephone calls.
- Revised all instruction letters and 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 6,515 of Missouri nurses requested that their Missouri license be verified to another state and 3,465 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 1,214 institutions accounting for 105,846 nurses were enrolled in the institution e-Notify. A total of 134,197 (87.9%) of Missouri-licensed nurses were enrolled in nurse e-Notify.
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

- NCSBN Nursing Education Outcomes and Metrics Committee. Terms runs September 2016 through August 2018.

Lori Scheidt, Executive Director

- Re-elected to the National Council of State Boards of Nursing’s (NCSBN) Board of Directors for a two year term that began August 2018.
- Presented at a national conference on fraud detection.
- Served as a member Nurse Licensure Compact Compliance Committee.

PRACTICE

- The practice section performed 25 presentations about the Missouri Nurse Practice Act and the Board of Nursing. Of those, 13 presentations were to schools of nursing, one was to a community RN group, five were to school nurse groups, five were APRN related groups and one to a Department of Mental Health group.
- 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.
**NURSING PROGRAMS**

In FY 2019 there were 99 schools with Missouri State Board of Nursing approval to provide nursing education leading to initial licensure. The schools included 41 Practical Nursing programs, 29 Associate Degree programs, 1 Diploma program, and 28 Baccalaureate Degree programs.

**MISSOURI PRACTICAL NURSING PROGRAMS**
Full Approval Unless Otherwise Specified

- Air Force Nursing Services
- 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
- Concorde Career College (Conditional Approval; Full Approval Reinstated July 2019)
- Franklin Technology Center
- Hannibal—LaGrange University PN Program
- Hillyard Technical Center (Conditional Approval)
- Jefferson College Bi-level Program
- Kirksville 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—Columbia (formerly Columbia Public Schools)
- Moberly Area Community College—Mexico
- Nevada Regional Technical Center
- North Central Missouri College—Trenton
- North Central Missouri College—Maryville
- North Central Missouri College—Bethany
- Ozarks Technical Community College—Lebanon
- Ozarks Technical Community College—Table Rock
- Ozarks Technical Community College—Springfield
- Pike-Lincoln Technical Center
- Rolla Technical Center
- Saline County Career Center
- Sikeston R-6
- South Central Career Center
- St. Charles Community College
- St. Louis College of Health Careers (Conditional Approval)
- State Fair Community College—Sedalia
- State Fair Community College—Eldon Satellite Site
- State Technical College of Missouri
- Texas County Technical College
- Three Rivers College—Kennett Satellite Site
- Three Rivers College—Poplar Bluff
- Warrensburg Area Career Center
- Washington School of Practical Nursing
- Waynesville Career Center

**MISSOURI ASSOCIATE DEGREE PROGRAMS**
Full Approval Unless Otherwise Specified

- Bolivar Technical College
- Columbia College
- Columbia College—Lake Ozark Satellite Site
- 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
Jefferson College Bi-Level Program
Lincoln University—Fort Leonard Wood
Mercy College of Nursing and Health Sciences SW Baptist University—Salem Satellite Site
Mercy College of Nursing and Health Sciences SW Baptist University
Metropolitan Community College—Penn Valley
Mineral Area College
Missouri State University—West Plains
Moberly Area Community College—Moberly
Moberly Area Community College—Kirksville Satellite Site
Moberly Area Committee College—Mexico Satellite Site
North Central Missouri College
North Central Missouri College—Maryville

MISSOURI BACCALAUREATE DEGREE PROGRAMS
Full Approval Unless Otherwise Specified

Avila University
Blessing-Rieman College of Nursing
Central Methodist University
Central Methodist University—Columbia Satellite Site
Chamberlain University College of Nursing
College of the Ozarks
Columbia College (Initial Approval)
Cox College
Cox College—Houston Satellite Site
Goldfarb School of Nursing at Barnes-Jewish College
Graceland University School of Nursing
Lincoln University
Maryville University
Mercy College of Nursing and Health Sciences SW Baptist University (Initial Approval)
Missouri Baptist University (Initial Approval)
Missouri Southern State University
Missouri State University Springfield
Missouri Valley College
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
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 DIPLOMA PROGRAMS
Full Approval Unless Otherwise Specified

Lutheran School of Nursing (Conditional Approval)
NCLEX® EXAMINATION RESULTS
CALENDAR YEAR 2018

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

<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>163,207</td>
<td>144,111</td>
<td>88.30%</td>
</tr>
<tr>
<td>Missouri RNs</td>
<td>3,757</td>
<td>3,402</td>
<td>90.55%</td>
</tr>
<tr>
<td>U.S. LPNs</td>
<td>47,044</td>
<td>40,424</td>
<td>85.93%</td>
</tr>
<tr>
<td>Missouri LPNs</td>
<td>1,083</td>
<td>982</td>
<td>90.67%</td>
</tr>
</tbody>
</table>

LICENSURE STATISTICS (7/1/2018-6/30/2019)

<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>4,169</td>
<td>1,129</td>
</tr>
<tr>
<td>Licensure by Endorsement</td>
<td>2,321</td>
<td>224</td>
</tr>
<tr>
<td>Licensure by Renewal of a Lapsed or Inactive License</td>
<td>1,165</td>
<td>409</td>
</tr>
<tr>
<td>Number of RNs &amp; LPNs holding a current nursing license in Missouri as of 6/30/2019</td>
<td>108,447</td>
<td>23,612</td>
</tr>
</tbody>
</table>

There were 1,313 new Advanced Practice Registered Nurse (APRNs) recognized in Fiscal Year 2019. There were 11,230 APRNs recognized as of 6/30/2019. There were 349 APRNs granted Controlled Substance Prescription Authority in FY2019. There were 2,200 APRNs with Controlled Substance Prescription Authority as of 6/30/2019.
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, 2019.

Source: Missouri State Board of Nursing - 2019
MISSOURI REGISTERED NURSES

Total Count: 87,037
Average Age: 47

Source: Missouri State Board of Nursing - 2019
MISSOURI ADVANCED PRACTICE REGISTERED NURSES

Total Count: 8,340
Average Age: 47

Source: Missouri State Board of Nursing - 2019
LICENSED PRACTICAL NURSES AGE DISTRIBUTION

- **30-40**: 5,521 (23%)
- **40-50**: 5,340 (23%)
- **Under 30**: 2,934 (12%)
- **Over Age 55**: 7,580 (32%)

- **50-55**: 2,252 (10%)
- **55-60**: 2,435 (10%)
- **Over 60**: 5,145 (22%)

REGISTERED NURSE AGE DISTRIBUTION

- **30-40**: 25,931 (24%)
- **40-50**: 22,089 (20%)
- **50-55**: 9,921 (9%)
- **Over 60**: 24,128 (22%)
- **55-60**: 11,727 (11%)
- **Over Age 55**: 35,855 (33%)
- **20-30**: 14,651 (14%)

- **Over 60**: 24,128 (22%)
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 2019, 84 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 2019, 63 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 2019

1. Criminal 30%
2. Alcohol/Drugs 21%
3. Tax noncompliance 1%
4. Discipline or EDL 25%
5. Practice 18%
6. Unlicensed Practice 4%
7. Failed Alternative or Intervention Program 1%
8. Lawful Presence (not reflected on chart as the percentage of cases is less than 1%)
9. Fraud (not reflected on chart as the percentage of cases is less than 1%)
**FINAL ACTIONS FY 2019**

- **Closed with no further action**: 87.55%
- **Voluntary Surrender**: 1.70%
- **Denied**: 1.14%
- **Censure**: 1.65%
- **Revoked**: 2.73%
- **Probation**: 4.83%
- **Suspension/Probation**: 0.40%

**CLOSED COMPLAINTS BY SOURCE FY 2019**

- **Self Report/Renewal**: 50.1%
- **Other State Board or Reg**: 22.8%
- **Hospital**: 11.9%
- **Corrections**: 0.2%
- **Employer**: 1.5%
- **Department of Revenue**: 0.5%
- **MO State Agency or Police**: 3.4%
- **Nursing Agency**: 5.4%
- **Public/PT or Pt Family**: 2.9%
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>$8,007,559.01</td>
</tr>
<tr>
<td>Total Revenue Received</td>
<td>$5,997,332.16</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$14,004,891.17</strong></td>
</tr>
</tbody>
</table>

### Actual Operating Expenses—FY 2019

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>$577,508.00</td>
</tr>
<tr>
<td>Personal Services/Per Diem</td>
<td>$1,216,548.86</td>
</tr>
<tr>
<td>Transfers (see below)</td>
<td>$1,718,155.51</td>
</tr>
<tr>
<td>Nurse Education Incentive Grant</td>
<td>$827,461.74</td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$4,339,674.11</strong></td>
</tr>
<tr>
<td>Ending Fund Balance FY2019</td>
<td><strong>$9,665,217.06</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 2019 were as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent</td>
<td>$47,472.47</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>$684,848.28</td>
</tr>
<tr>
<td>DIFP</td>
<td>$51,096.25</td>
</tr>
<tr>
<td>Refunds</td>
<td>$400.03</td>
</tr>
<tr>
<td>Professional Registration</td>
<td>$798,110.93</td>
</tr>
<tr>
<td>OA Cost Allocation</td>
<td>$49,074.00</td>
</tr>
<tr>
<td>AG &amp; AHC Transfers</td>
<td>$16,930.29</td>
</tr>
<tr>
<td>Carryover Transfers</td>
<td>$70,223.26</td>
</tr>
<tr>
<td><strong>Total Transfers</strong></td>
<td><strong>$1,718,155.51</strong></td>
</tr>
</tbody>
</table>
ACTUAL REVENUE FY 2019

- Renewal RN: 86.98%
- Other: 4.66%

License Fee RN: 2.39%
License Fee APN: 3.28%
Exam Fee RN: 2.69%

Delinquent Fee RN: 0.69%
Exam Fee PN: 0.89%
Re-Examination Fee RN: 0.51%
Retired/Renewal: 0.41%
Re-Examination Fee PN: 0.11%
Reinstatement PN: 0.34%
Misc. Renewal: 0.04%
License Fee PN: 0.25%