



Executive Officer's Report

1. Board Member Update

- Vacant Positions – There are currently four vacant board member positions. By June 1, 2013, there will be six vacant board member positions resulting in the lack of a quorum unless new appointments are made. The vacant positions will be: two licensed vocational nurse members, one licensed psychiatric technician member, and three public members. The Department of Consumer Affairs (DCA) and the Governor's Appointment Secretary are aware of the Board's need for additional members. Anyone interested in serving on the Board should contact the Governor's Appointment Secretary or go to the Governor's website.

2. Administration Division Update

- Annual Staff Meeting – On March 20, 2013, the Board's annual Staff Meeting was held in the DCA Hearing Room (Headquarters 2). The agenda included the Board's 2012 Annual Report; 2013 Goals; 2013 Strategic Plan; Emergency Action Plans; Review and Discussion of Policies; and Division updates.

3. Education Division Update

- Vocational Nursing and Psychiatric Technician Programs

	VN Program	PT Program	Totals
# Approved Programs	185	15	200
# Pre-Approved Programs	2	1	3
Sub Total Programs:	187	16	203
# Proposed Programs	134	10	144
Total Approved, Pre-Approved, and Proposed Programs	321	26	347

- Meetings with Program Representatives

Since February 23, 2013, Nursing Education Consultants (NECs) have conducted meetings and teleconferences as follows with representatives of existing programs to facilitate resolution of program issues and to advise programs of the strategies to improve student achievement:

1. March 1, 2013: Solano College VN Program.
2. March 15, 2013: Anderson Medical Career College VN Program.
3. April 9, 2013: Anderson Medical Career College VN Program.

➤ **Review of New Program Proposals**

Since March 1, 2013, the NECs began reviewing five new program proposals. The reviews are still pending and documentation advising each program of deficiencies will be forwarded to each program director.

The Board asks for cooperation when submitting new proposals and other material to Board NECs. Due to the high vacancy rate of consultant staff, the Board cannot project the length of time necessary to review new proposals.

➤ **New Electronic Process Implemented for Faculty and Facility Applications**

On April 17, 2013, the Board began a pilot test to implement a new electronic process for faculty and facility applications. The new process allows the NECs to receive, review and approve or deny applications electronically and return the forms directly back to the program director. The Board anticipates that the new method will decrease the processing time for these applications from several weeks to days. Additionally, this new method helps the Board achieve its goal to “go green” by eliminating volumes of paper used while the old process was in place.

As of April 24, 2013, the Board used the new process with 30 applications. Program directors were notified of this new process and encouraged to provide feedback regarding its effectiveness. All directors who responded provided only positive comments.

➤ **Psychiatric Technician Examination Update**

The Office of Professional Examination Services (OPES) convened the third of four item writing conferences on March 4-7, 2013, in preparation of the *2014 Psychiatric Technician Examination*. The conferences were attended by Subject Matter Experts including psychiatric technicians and registered nurses employed in the education and practice arenas.

OPES was represented by Sanja Durman-Perez, Personnel Selection Consultant. Pam Hinckley, NEC, represented the Board.

➤ **Psychiatric Technician Occupational Analysis**

The Board continues to work closely with OPES to complete the Psychiatric Technician Occupational Analysis. OPES completed interviews and identified candidates for participation in the analysis. The candidates will participate in a focus group that is tasked with reviewing and confirming identified entry level practice for psychiatric technicians. Workshops were conducted on March 20-22, 2013 and April 11-12, 2013 at OPES with participation from the candidates. Three additional workshops are planned.

➤ **New Master Contract for Computer-Based Testing**

As reported at the February 2013 Board Meeting, a new master contract for computer-based testing was approved and fully executed by the Department of General Services (DGS) effective January 1, 2013 through December 31, 2015. The master contract is valid

for three years with the State's right to extend the contract for two additional two year terms.

On April 17, 2013, OPES held an All Client Meeting with PSI to discuss the new contract. The DCA's current master contract, effective through May 31, 2013, and DGS solicitation timeframes allow the vendor, PSI Services, LLC, time to transition to the new services. OPES will work with PSI to ensure a successful transition. New fees and services will become effective on June 1, 2013.

4. Examination Update

➤ Examination Statistics – 2013 Calendar Year (1/1/13 to 4/30/12)

The table below shows a total of 6,004 candidates sat for the VN Licensure Examination. The pass percentage rate for **first-time candidates was 72%**. The NCLEX-PN® examination statistics are as follows:

VN Applicants	VN Candidates Tested	# Pass	% Pass	# Fail	% Fail
First-time Candidates	2,367	1,698	72%	669	28%
Repeat Applicants	3,637	2,000	24%	1,637	76%
Overall Totals	6,004	3,698	55%	2,306	45%

The table below shows a total of 216 candidates sat for the PT Licensure Examination. The pass percentage rate for **first-time candidates was 86%**. PT examination statistics are as follows:

PT Applicants	PT Candidates Tested	# Pass	% Pass	# Fail	% Fail
First-time Candidates	161	138	86%	23	14%
Repeat Applicants	55	23	42%	32	58%
Overall Totals	216	161	75%	55	25%

5. Liaison Activity Update

- March 4, 2013: The Executive Officer (EO) attended the Executive Officer and Bureau Chief Quarterly Meeting with the DCA Administrative Staff.
- March 16, 2013: The EO, Assistant Executive Officer (AEO), Shawn Nibbelink, Associate Information Systems Analyst, and Amy Wyckoff, Enforcement Program Analyst, attended a DCA Distributed Cost Methodology Meeting for BreEZe.
- April 12, 2013: The EO met with Ann Lyles, Brady Oppenheim, and Brad Whitehead, representatives from the California Association of Psychiatric Technicians. Marilyn Kimble, Enforcement Program Manager, provided a tour of the Board offices.
- April 17, 2013: The Board President, EO, and AEO met with Denise Brown, DCA Director, Sandra Mayorga, DCA Deputy Director of Administrative Services, and Jeff Sears, DCA Personnel Officer to discuss recruitment of NECs.

8. BreEZe Update

- As reported in previous meetings, the Board is included in Release 2 of the DCA's conversion to BreEZe. Release 1 conversion is delayed to the summer of 2013. Therefore, the current estimated rollout date for the Board (Release 2) is also delayed to December 2013.

Many staff members have received basic training on the system and additional training will be made available to all staff once a firm conversion date is established. Staff has been meeting with the vendors to communicate our business requirements and processes.

The Board is preparing to enter another phase of the system development requiring 2-3 additional Subject Matter Experts (SMEs) to assist with data conversion. These SMEs cannot be the same SMEs who are helping with business requirements and processes. This new phase is comprised of three parts: data mapping; data conversion; and data verification. Data mapping will require approximately 45-60% SME involvement spanning 1-2 months. Data conversion will require approximately 5-10% SME involvement spanning 4 or more months and data verification will require approximately 60-75% SME involvement spanning 4 or more months. Meetings to begin this new phase have not been scheduled.

The final stage of the system development will be the User Acceptance Testing (UAT). This phase will begin after the data conversion is complete.

The DCA is assisting the Board to identify and obtain additional temporary assistance to provide backup to employees designated to participate in the BreEZe development.

9. Call Center Update

- As reported at the February 2013 Board Meeting, the Board's call center application, WebCenter, could no longer be supported by the vendor after March 2013. The Board worked with Verizon on a new application that has been added to the Calnet2 contract. The new application is called Virtual Contact Center (VCC). VCC provides all of the features of the current system plus some new features and increased reporting tools.

On April 10, 2013, the new application was launched. The Board is the first State agency to use this new application and will continue to work with Verizon to optimize the application capabilities. On May 2, 2013, Shawn Nibbelink, Associate Information Systems Analyst, met with representatives from the Commission on Teacher Credentialing to demonstrate the VCC and answer questions regarding its capabilities.

10. Other Important Issues

- **Customer Service Surveys** – The Board distributes a "Customer Service Survey" to solicit feedback regarding how the Board is accomplishing its mission and goals. The information is used to develop the Board's Strategic Plan and is included in our Sunset Review Reports. Please complete the survey form and leave it on the table at the back of the room. We are very interested in obtaining any recommendations you make regarding improving effectiveness.

(5/1/13)