Agenda Item 8.5

Information Only: Licensing Update

BRN Board Meeting | February 28-29, 2024

AGENDA ITEM: 8.5
DATE: February 28-29, 2024

ACTION REQUESTED: Licensing Program Update, Information only.

REQUESTED BY: Jovita Dominguez, BSN, RN, Chair, Education/Licensing Committee

LICENSING UPDATE:
Application Processing
As of February 15, 2024, the licensing evaluators are currently processing the initial review of:
- US exam and endorsement applications received in January,
- International exam and endorsement applications received in January, and
- APRN applications received in February.

To streamline our efforts, licensing continues working to cross-train staff, and reduce the processing time for all applications. The BRN continues to identify and make process improvements to ensure that efficiencies are identified and implemented. We will continue working with the BreEZe team to send automatic reminders to applicants whose applications remain deficient. Additionally, efforts to address the backlog of endorsement applications continue by reaching out directly to applicants to inform them of the documents that are required for licensure and to provide assistance. This is part of a larger effort that is supported by BRN, DCA, and HCAI.

APRN Application Improvements
The BRN has received additional inquiries since updating and streamlining the APRN application processes. BRN staff updated the website information on the Advanced Practice and Public Health Nurse Certifications page for the Nurse Practitioner, Nurse Midwife, Furnishing and Schedule II information to help provide clear guidance and alleviate some of the confusion.

Retired License:
In January 2024, the BRN implemented AB 633 (Business and Professions code section 2811.1) which establishes a retired license for Registered Nurses. New online applications have been created and are available to allow RNs the opportunity to request the Retired status. For further information refer to Agenda item 6.1

Initial Application Submission Email Notification
In October 2023 and February 2024, the BRN implemented an automatic email that is released via BreEZe which informs Registered Nurse, Nurse Practitioner/Furnishing, and Nurse Midwife/Furnishing applicants that their application has been received and reminds them of the specific requirements that need to be completed and submitted for approval. Each email is specific to the method of licensure the applicant has applied for and directs the applicant to a custom webpage that identifies all documents and requirements needed to obtain licensure. With the implementation of this automatic email, the licensing team has updated its review process for applications and the initial review now begins upon receipt of new application document(s). When staff conduct this initial review, any outstanding deficiencies are identified, and the applicant is notified by email that additional documents are required for completion of their application. In The next step is to update the processing times on the website to reflect this change.

Statistics
The BRN utilizes custom reports, via QBIRT, to identify areas of improvement in processes, predict workflow fluctuations, and to assign application workload to staff. The following information is

gathered from the DCA Annual Report and a custom BRN Licensing Performance Measures Report.

The custom BRN Licensing Performance Measures Report utilizes initial review and deficiency dates, entered by staff on each application, to determine the processing time for an application from the received postmark date of the application.

In reviewing this data a few factors should be considered:
1. Data entry errors
   - BRN licensing management runs quarterly performance measures reports and makes every effort to validate data entered by staff to identify and fix any date entry errors.
2. Applications made deficient for three (3) years/Applications expired in error.
   - At times applicants' education may be deficient in required nursing courses. In these circumstances, Licensing Program staff will make the applicant deficient in the required nursing coursework and allow three years for the coursework to be completed without requiring an additional fee or submission of previously submitted documents. In these instances, application expiration dates must be extended to allow for completion of the deficiency. Instances occur where the application expires in error and must be reopened for processing. When this occurs the application postmark date, deficiency and initial review dates may not match original application dates and will cause discrepancies in data.
3. Dishonored check process
   - If BRN receives a dishonored check from an applicant, application processing ceases. Once fees are received to cover the dishonored check, a new postmark date is added to the application record. This creates an issue with the calculation of processing time as the postmark date will be after the initial review and deficiency dates which causes a negative number to appear on the reports. Licensing Program staff do not adjust dates related to a dishonored check clearance.

The Average Processing Time for Approved Applications table was created to provide more information on the processing time in days for each application type. This table captures the processing time in days for Exam, Endorsement and Advanced Practice applications and breaks out the application type California, US or International:

- Exam applications: Receipt of an application to approval for exam <u>minus the deficiency period</u>.
- Endorsement and Advanced Practice applications: Receipt of an application to licensure <u>minus the deficiency period</u>.

Average Processing Time for Approved Applications				
Application Type	Fiscal Year 2020-2021	Fiscal Year 2021-2022	Fiscal Year 2022-2023	Fiscal Year 2023-2024 (Quarter 1 & 2)
RN Exam				
California	51	37	29	26
US	51	31	14	12
International	60	66	69	34
RN Endorsement				
US	64	69	44	24

International	48	64	58	34
Certifications				
Clinical Nurse Specialists	54	5	3	4
Nurse Practitioner	45	12	4	4
Nurse Practitioner Furnishing	51	13	6	13
Nurse Anesthetist	34	8	3	6
Nurse Midwife	36	10	10	3
Nurse Midwife Furnishing	37	15	7	6
Public Health Nurse	61	41	9	13
Psychiatric Mental Health Nurse	59	17	9	--

The Licensing Applications Received table provides the total number of applications the BRN received by fiscal year:

Licensing Applications Received				
Application Type	Fiscal Year 2020-2021	Fiscal Year 2021-2022	Fiscal Year 2022-2023	Fiscal Year 2023-2024 (Quarter 1 & 2)
Exams	17,923	19,679	20,628	9,522
Endorsement	23,602	38,490	37,629	15,502
Repeat/Reapply	6,096	7,978	11,144	1,919
Advanced Practice	10,204	11,527	14,564	6,889
Total	57,825	77,674	83,965	33,832

The Additional Request Received table provides the total number of out-going verifications, aka out of state verification, and Inactive to Active requests the BRN received by fiscal year:

Additional Requests Received				
Request Type	Fiscal Year 2020-2021	Fiscal Year 2021-2022	Fiscal Year 2022-2023	Fiscal Year 2023-2024 (1st Quarter)
Out of State Verification	17,245	14,409	3,690	1,168
Inactive to Active	926	941	961	443
Total	18,171	15,350	4,651	1,611

The BRN will also be updating this process to no longer publish initial review timelines and rather publish licensing issuance timelines on our website as this timeframe is much more informative to applicants who are planning to relocate to and/or accept job offers in California.

NEXT STEP: Continue to monitor business processes, timeframe improvement and staff hiring.

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