Growing and Connecting Tomorrow’s Leaders

NCSBN Prepares to Launch International Center for Regulatory Scholarship (ICRS)

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Founded March 15, 1978, as an independent not-for-profit organization, NCSBN was initially created to lessen the burdens of state governments and bring together nursing regulatory bodies (NRBs), to act and counsel together on matters of common interest. It has evolved into one of the leading voices of regulation across the world.

NCSBN’s membership is comprised of the NRBs in the 50 states, the District of Columbia, and four U.S. territories — American Samoa, Guam, Northern Mariana Islands and the Virgin Islands. There are three exam user members. There are also 26 associate members that are either NRBs or empowered regulatory authorities from other countries or territories.

Mission: NCSBN provides education, service and research through collaborative leadership to promote evidence-based regulatory excellence for patient safety and public protection. The statements and opinions expressed are those of NCSBN and not the individual member state or territorial boards of nursing.

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The Republic of Kazakhstan is a country in the center of Eurasia, most of which belongs to Asia, the smaller part to Europe. The land area of Kazakhstan is 2,724,900 km², which makes it the ninth largest country in the world. The administrative-territorial structure of the country includes 14 regions and three cities of a state significance. With a population of 18,376,178 people, more than 175,000 middle-level medical staff work in the health care system of the Republic of Kazakhstan, among which more than 132,000 are nurses.

Nurses are trained in 25 state medical colleges, 55 private medical colleges and seven medical schools, and range from the level of junior nurse to a manager with a higher nursing education in accordance with European directives. The availability of nursing specialists is 96.5 per 100 thousand population. However, across the regions, there is an uneven distribution of human resources and a disparity between urban and rural health care.

Medical regulation of health care workers in Kazakhstan is carried out by the Committee for Public Health Protection of the Ministry of Healthcare by issuing a specialist certificate (admission to clinical practice) and awarding a certificate of qualification category, which are valid for five years throughout Kazakhstan. One of the requirements for obtaining a specialist certificate and/or a certificate of qualification category is the successful completion of an independent assessment of competencies.

In 2008, within the framework of the International Bank for Reconstruction and Development in Kazakhstan, a reform began, which has affected all sectors of the health care system. Together with the Federation of Universities for Applied Sciences of Finland, educational programs for applied and academic bachelor’s, master’s and doctoral studies in nursing have been developed and implemented. The first graduation of 308 applied nursing bachelors took place in February 2017. New mechanisms for the functioning of medical organizations with equal medical and nursing organizational structures have been developed. They include redistribution and a clear delineation of functional responsibilities between doctors and nurses of different levels. An institute for independent assessment of the key competencies of health care professionals, faculty members and graduates of medical educational and scientific organizations has been established.
In 2015, a new format for assessing the knowledge and clinical skills of health care professionals was introduced by the passing of a computerized and objective-structured clinical exam, which uses simulation technologies for assessment of medical care provision in critical conditions.

In 2017, with the support of the State Center for Healthcare Development of the Republic of Kazakhstan, we turned a new page in our history, cooperation with NCSBN. Ten specialists in 2017 and five more specialists in 2019 were trained on licensing and certification of nurses at NCSBN headquarters in Chicago. NCSBN staff shared their successes and challenges regarding the education and regulation of the professional activities of nurses in the U.S., described in detail the stages of developing the NCLEX-RN® and NCLEX-PN® licensing examinations, and conducted training on psychometric and information security. In June 2018, the 1st International Conference on Nursing was held in Kazakhstan’s capital city Astana with the participation of NCSBN Chief Operations Officer Phillip Dickson, PhD, RN.

Inspired by this sharing of information and ideas, NCIE’s structure was reviewed and a department for testing and psychometric analysis was opened. In addition, we began work on creating our own information system and adhered to international standards. However, recognizing the problems and current trends in nursing development, when a nurse is an equal partner of a doctor, working as part of a multiprofessional team, we plan to revise the competencies of middle-level workers. Accordingly, changes will be made to the test specifications and skills that will be reflected in the change of exam content. We are planning to introduce new assessment formats using virtual reality, and we may switch to computerized adaptive testing (CAT). This year, three specialized councils will be created based on NCIE — Council of Continuing Medical Education, Council of Professional Medical Associations, and Council of Independent Experts and Mediators — which will strengthen the institutional development of medical colleges and universities in accordance with the needs of reform in nursing.

We sincerely hope that our cooperation and common efforts will stimulate a growing sense of solidarity and shared responsibility for the health of people around the world.

Gulmira Zhangereyeva, MBA, PhD, has been the Chairman of the Board of NCIE since 2012. Gulmira graduated with a diploma in general medicine and received a professional qualification of Msc-Pro in Management in the specialty Corporate Governance in public health. Gulmira also received an MBA degree in Strategic Planning and Management at the International Institute of Economics. In 2018, she received a PhD at the University of Vysoká Škola Danubius.
Leaders Engage in Facilitated Dialogue at Commissioner Summit

“The best evidence of effective leadership is unified action among all stakeholders towards a common goal—which we call ‘connectivity’”

– Leonard Marcus, PhD

The Nurse Licensure Compact (NLC) is a consumer protection model of licensure. Through its many successes, the NLC’s licensure model of mutual recognition has paved the way for other health care professions that are developing interstate licensure compacts. With nursing being the first licensed health care profession to develop such a model, it is no surprise that, as more states join and the landscape of occupational licensure evolves, new issues regarding model uniformity, stakeholder expectations, philosophy and implementation come to the forefront.

Due to a need for clarification on NLC implementation standards, NLC Commissioners engaged in a two-day summit Feb. 22-23, 2019, to come to agreement regarding implementation standards, licensure requirements and agreements on key principles related to multistate licensure and the NLC.

To achieve these goals, Leonard Marcus, PhD, director of the Program on Health Care Negotiation and Conflict Resolution at the Harvard School of Public Health, and co-director of the National Preparedness Leadership Initiative, was selected to facilitate the discussion.

He began the summit with encouraging and congratulatory words, highlighting the many achievements of the NLC. He continued the discussion with a brief overview of meta leadership as a model and framework and by helping to identify the issues of concern, setting expectations and discussing meeting goals.

Throughout the summit, Marcus observed that, “there was a lot of intense thinking and emotion.” Marcus’s expertise and guidance throughout the process helped commissioners challenge the nuances and complexities associated with growth and change of the compact. As a result, commissioners came to the realization that there was far more agreement than disagreement among the group, especially since the overarching goal of all is protection of the public. Thus, in consultation with legal counsel — Rick Masters, special counsel, Interstate Commission of Nurse Licensure Compact Administrators (ICNLCA), and Fred Knight, chair, NLC Compliance Committee — commissioners agreed on drafted advisory opinion language consisting of the following four elements:

1. A home state may issue a single-state license to an applicant who applies for a single-state license.
2. The party state may issue a single-state license to an applicant who does not qualify for a multistate license in the primary state of residence.
3. A licensee may elect not to apply for a multistate license in the primary state of residence.
4. A single-state licensee who declares primary state of residence in a compact state and wishes to practice in a party state should obtain a multistate license in the home state.

These statements will serve as guidelines for commissioners as well as states considering joining the NLC going forward.

For more information, contact Jim Puente, director, NLC, at nursecompact@ncsbn.org.
The primary function of nursing regulation is protection of the public, accomplished through outlining nursing practice, approving nursing education, and ensuring nurse competence via licensing and discipline. Many issues and challenges affect the nursing regulatory environment and nursing practice, such as a changing workforce, new methodologies and trends in education, new health care access and delivery, and emerging societal issues impacting nurses and the health of the general public.

NCSBN’s mission — to provide education, service and research through collaborative leadership to promote evidence-based regulatory excellence for patient safety and public protection — centers on providing the organization’s members and the public with the information and support they need to advance regulatory excellence and ensure the safety of patients.

Nowhere is the spirit of NCSBN’s mission more evident than its Nursing Regulation division. Much of the division’s work takes place behind the scenes, but the results generate evidence that can be turned into resources, legislation, guidelines and policies that nursing regulatory bodies (NRBs) need.

The Nursing Regulation division is made up of several areas that work collectively to ensure that safe and competent nursing care is provided by licensed nurses. Regulatory Innovations develops resources, initiatives and programs for NRBs in their roles of regulating nursing education programs, and collaborates with nursing education organizations, nurse educators and other stakeholders. The Research department conducts cutting-edge, award-winning research that supports evidence-based regulatory decisions for patient safety and public protection. State Advocacy and Legislative Affairs educates stakeholders about the work of NRBs and the importance of state-based licensure. The division also produces the Journal of Nursing Regulation, the quarterly peer-reviewed, academic/professional journal that provides a worldwide forum for sharing research, evidence-based practice, and innovative strategies and solutions related to nursing regulation and practice.

“The Nursing Regulation division is all about evidence-based regulation — generating evidence that can be turned into resources, legislation, guidelines and policies that the NRBs need.”

— Maryann Alexander, PhD, RN, FAAN

With a long list of ongoing accomplishments, and other projects in the works, all of the Nursing Regulation division’s hands are on deck for an exciting new initiative set to launch in the fall of 2019.

“The Nursing Regulation division is all about evidence-based regulation — generating evidence that can be turned into resources, legislation, guidelines and policies that the NRBs need,” says Maryann Alexander, PhD, RN, FAAN, chief officer, Nursing Regulation. “That’s why we’re building our research department and we have a wide variety of projects that are going on there. We have a focus on the Nurse Licensure Compact and the APRN Consensus Model legislation. We also provide education for the members to help them grow in their knowledge. And an important new development that’s coming for our members is the International Center for Regulatory Scholarship (ICRS) program, which is designed to help them augment their knowledge, and increase their interactions with one another.”

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NCSBN Members have demanding schedules. Challenges of the future must be accessible, affordable and tailored to meet individual needs and roles. Experiences must be broad, use an array of platforms and methods, and challenge the participants with diverse opinions and global views. A well-rounded education program targeted for regulators will develop leaders who collaborate to confront challenges with new and innovative ideas. It will cultivate leaders who understand the importance of relationships and strategic alliances that can open new avenues for regulatory reform and increased public protection. ICRS will meet these high demands by providing:

- An exchange of knowledge and innovation among regulators across disciplines and from diverse jurisdictions;
- Access to a continuum of education throughout the career span of the regulator; and
- Access to regulatory resources, knowledge and expertise for regulators, students and health professionals worldwide.

"ICRS is going to be a game-changer ... It’s an unprecedented opportunity for regulators and it will bring people together from all different areas of nursing regulation.”

— Nancy Spector, PhD, RN, FAAN

Phase 1: Fall 2019 Implementation

The first phase of the ICRS program will offer NCSBN members, exam user members and associate members a credit-based certificate program. After the first year, the program will be open to all regulators interested in furthering their knowledge, advancing their skills and extending their professional networks. Students are not eligible for the certificate program, but courses will be available to them at a reduced cost. It will be free of charge to NCSBN members.

"One of the primary goals of this program is to not only build participants’ knowledge but also their leadership skills,” comments Alexander. “Someone may begin the program when they first enter as a board member or staff. Some courses are basic and will help acquire the fundamentals of regulation. The courses will become more and more advanced. The idea is that we are developing future leaders to enable succession planning at all levels — for NCSBN or for nursing regulatory bodies. So that’s the idea, not only the promotion of knowledge and skills, but also the development of tomorrow’s leaders. We want to see those who receive the certificate go on to become the future leaders of state, national and international regulatory bodies.”

The program will have three distinct pathways:

1. Regulation and Governance;
2. Public Policy and Legislation; and

Participants can follow one pathway or take courses across the pathways. This will allow a participant to map out an individualized program that meets their goals.

Courses

Courses along each pathway will consist of mixed modalities, such as e-learning, onsite workshops and conferences, journal club, action learning, and mentoring. Most courses will have an interactive component or follow-up activity, like discussion groups, manuscripts or projects.

Currently, a number of courses are in development for the initial launch. NCSBN staff, who will draw on their individual expertise in the subject matter, will lead these courses.

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A Bright Future

At NCSBN’s 2019 Midyear Meeting in March, members saw two presentations on the ICRS (at the time named GLARE) project. Alexander’s presentation provided an overview and update. The second presentation by consultant Stephanie L. Ferguson, PhD, who NCSBN hired to develop and implement the leadership assessment plan, was an in-depth report that pulled together various findings of the assessment and outlined a coherent set of recommendations.

Asked about how ICRS was received, Alexander says, “The members have been extremely enthusiastic about this. We surveyed the attendees and asked them if they and their staff would take the courses, and the feedback was very positive. Nearly every survey we received indicates this is something they are very interested in.”

After the launch this fall, the first year of the program will be a time for evaluation. The online functionality will be assessed. Course attendance and participant performance will be examined. In the second year, Alexander hopes to add additional courses and open the program up to regulators globally.

In the second phase of the ICRS program, Alexander hopes to establish partnerships with universities to provide academic credit for specific courses, offer courses for the ICRS program, and/or offer an advanced degree in regulation. This phase of the program will begin in 2020.

“We hope to meet the learning needs of our members in a way that is enjoyable and interactive for them, where they really feel like they’ve gained something by putting in the time,” says Alexander. “By allowing people from around the world to participate, my hope is that regulators from the U.S. will form a global network of colleagues. We must grow knowledgeable and skilled leaders for the future, and connect people to one another.”

Exciting Opportunities for Graduate Nursing Students and Nursing Faculty

Now Accepting Applications

The NCSBN Regulatory Scholars Program develops the field of nursing regulation by building regulatory experts and researchers, providing high-level evidence for nursing regulatory and policy decision making, and encouraging scholarly dialogue and publications. It is a great opportunity for graduate nursing students and faculty to gain cutting edge experiences in nursing regulation and policymaking.

It consists of three positions: a grant program for doctoral students, a paid scholar in residence position, and an unpaid graduate internship in nursing regulation or policy.

For applications and more information, visit our webpage or contact us at regulatoryscholars@ncsbn.org.

“The experiential learning that just happens with the day-to-day activities of an organization, for me, was profoundly valuable.”

– Eileen Fry-Bowers, PhD, JD, RN, CPNP-PC
(NCSBN’s Scholar in Residence, 2018)
A DAY IN THE LIFE: An Attitude of Gratitude Makes Kathy Thomas a Mentor to Many

During the November 2018 Leadership Succession Call, LSC Chair Kaci Bohn, PhD, spoke with Kathy Thomas, MN, RN, FAAN, executive director of the Texas Board of Nursing, about her approach to leadership. Thomas’s previous roles on the NCSBN Board of Directors include director-at-large, Area III director, president-elect and president. She also served on many NCSBN committees, including chair of the APRN Advisory Committee from 1995–2007. As a member of the Joint Bylaws Group, Thomas contributed to the development of the APRN Consensus Model Licensure Accreditation Certification and Education. Her notable accomplishments and contributions earned her NCSBN’s top awards: the R. Louise McManus Award in 2002 and the Mentorious Service Award in 1999. The following is a summary of her road to governance.

Kaci Bohn: Tell everyone a little bit about your background and how you became involved with NCSBN.
Kathy Thomas: Before I became a regulator, I was a U.S. Army nurse, a pediatric nurse practitioner and a nurse educator. In 1989, I took a job at the Texas Board of Nursing as an education consultant. Later, I served as the board’s APRN consultant and a department director of practice and enforcement. When my predecessor, Louise Wardell, retired in 1995, I applied to be the new executive director.

In the early 90s, when I was working as the advanced practice registered nurse (APRN) consultant of the Texas Board of Nursing, the NCSBN Board of Directors was looking for someone to serve on an APRN taskforce called, Studying the Feasibility of Developing a Core Competency Exam for Nurse Practitioners. The group thoroughly explored that issue and I enjoyed serving on that committee.

Kaci Bohn: What made you want to get involved with the NCSBN Board of Directors?
Kathy Thomas: NCSBN is an incredible organization. It has a reputation for bringing together strong members, organized around the common principal of public protection. It’s committed to serving its members and lessening their burdens of government. NCSBN has collaborative relationships with many other organizations, not only nursing associations but also other disciplines and government agencies. It’s built a body of knowledge in nursing regulation. It’s easy to want to be involved.

Kaci Bohn: What is your philosophy on leadership?
Kathy Thomas: Leadership is not so much about having people follow you. It’s more about growing other people and bringing the best out of them so that they can feel empowered and, in turn, accomplish more.

Kaci Bohn: What would you say to someone who is hesitant to pursue a leadership opportunity because they feel unqualified?
Kathy Thomas: Most of us feel unqualified, so you’re not alone. The trick is finding a place for yourself in the organization. First, get to know the organization and its members. Then, move to a deeper involvement in NCSBN such as applying for a committee, task force or work group. Select a group that is going to match your experience and expertise.

If you get selected, do your homework. Come prepared, listen to your colleagues and be open to learning from other people. Remember that the purpose of being on an NCSBN committee is not to address the needs of your own board, or to suggest that what your board does should be adopted by the group. The focus is on what is best for the needs of the nursing regulatory community, because this is a nationwide effort.

Kaci Bohn: Can you give us some insight into what it was like to run for office at NCSBN?
Kathy Thomas: It doesn’t matter how much public speaking you’ve done or how much you’ve been involved in various organizations. Everyone feels that little anxiety about running for office. You’re really putting yourself out there and it’s a leap of faith. You can lose, but that’s not the end of the world. I hope you would not give up after that. You have a wonderful Leadership Succession Committee who will guide you through the process and they are incredibly supportive. If you do happen to lose, ask your close colleagues to give you feedback. It may make you feel vulnerable to ask that, but it will help you grow, do a better job the next time and hopefully get elected.

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The NCSBN Leadership Succession Committee (LSC) hosts Leadership Succession interviews to learn from influential NCSBN Leaders. The interviews provide future, emerging and current leaders with an insider’s look into the value of running for office and serving in a NCSBN leadership role.

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— Kathy Thomas, MN, RN, FAAN

Being a board member allowed me to be a part of the policymaking of NCSBN. I have learned so much from the other members of this organization. I’ve gained additional experience in areas such as public speaking, networking and leadership. You get exposure to experiences you may not have in your day job such as budgeting, financial reporting, strategic planning and program evaluation. As I continued my involvement in the organization, I used leadership as a way to give back to the organization that has given so much to me.
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KB: What advice would you have for someone who is interested in running for the NCSBN Board of Directors or for LSC?

KT: When running for a board position, start by building relationships with other members. Then, think about what skills you would bring. You have to understand what your worth is to the organization and be able to express that. Also exercise humility because we all have so much to learn. LSC leadership is a role that needs people who understand the organization and its potential leaders. An LSC leader must easily identify potential leaders and encourage them to run for office.

KB: Tell us what your days were like as a member of the NCSBN Board of Directors and how that changed when you served as president?

KT: The preparation is the same for everyone on the Board of Directors. You read a lot of material before each meeting. It’s important to be prepared so you can ask questions and share your own views.

As a board member, you are learning leadership skills such as accepting the will or decision of the group as final. Back home, I like to tell my own board that we speak with one voice regardless of the individual opinions of the members. That applies at NCSBN as well. Despite all of our discussion, agreements or disagreements, in the end the majority rules on a particular decision and the board owns it.

As the president, your commitment of time and energy will be even greater. There’s really no way to prepare for that or explain what it will be like, but you do have to travel a lot and publicly represent the organization. The president is involved in additional face-to-face meetings. In these meetings, folks may think differently than how we think, but you learn from them and learn how to value other perspectives. The president has to connect with all the members of the organization and outside groups so, as you can imagine, it takes more time. In the end, whether you’re a board member or president, it’s a very rewarding experience and I would encourage anyone who has the aspiration to explore that role.

KB: Talk to us about your most rewarding experience as a member of the NCSBN Board of Directors.

KT: I served on the Search Committee that hired NCSBN’s new CEO, Dr. Benton. It’s an important decision that will affect the organization for years to come. We were so fortunate to select a really strong leader who brought so many new perspectives and skills to the organization. I think this decision will make a mark on the organization that will become a part of its legacy. I’m very proud of that.

KB: Besides your family, what makes you excited about getting up each morning?

KT: To be fair, it is family right now. I finished my role as president just before my daughter had our first grandchild. I’m so excited to be a grandparent for the first time.

I really, truly believe in the work that we do every day. Protecting the public is a high bar for all of us and it isn’t easy to do, but it’s worthy of doing and something we’re all proud of. We’re in a constant tension of protecting the public and being fair to the profession. The tug and pull that we experience, along with the ultimate goal that we have to protect the public, makes every bit of the experience worth it.

You can listen to this webinar in its entirety in the Resources area of the NCSBN website. Visit the Leadership Succession page for further details about the LSC and its members.

KB: What does it feel like to be the NCSBN’s new CEO, Dr. Benton?

KT: We were so fortunate to select a really strong leader who brought so many new perspectives and skills to the organization. I think this decision will make a mark on the organization that will become a part of its legacy. I’m very proud of that.

KB: How does it feel to have a new perspective on the NCSBN Board of Directors?

KT: As the new CEO, there are definitely new perspectives on the board. The board is made up of members who bring different experiences and ideas to the table. I think this is great because it allows for a diverse set of opinions and can lead to better decision-making. However, it also means that the CEO must be able to balance these new perspectives with the established goals and values of the organization.

KB: What is your advice for incoming NCSBN CEO?

KT: My advice for incoming NCSBN CEO is to be open-minded and willing to listen. The role of CEO is not just about making decisions, but also about understanding the perspectives of others and working together to achieve the organization’s goals. It’s important to remember that everyone on the board has a voice, and it’s important to listen to those voices and incorporate their ideas into decision-making.

KB: What is your proudest accomplishment as the NCSBN’s new CEO?

KT: I am proud of many accomplishments during my tenure as the NCSBN’s CEO. One of the most significant was our ability to navigate the pandemic and continue our work in protecting the public. We have also been able to make significant progress on our strategic initiatives and continue to strengthen our relationships with our stakeholders.

KB: What are your goals for the future?

KT: My goal for the future is to continue to build on the strong foundation that has been laid during my tenure as CEO. I want to see the organization grow and thrive, and continue to be a leader in protecting the public. I am excited about the opportunities ahead and look forward to working with the board, staff, and stakeholders to achieve these goals.
Video is the lens through which most people view the world and its influence will only continue to increase.

research project and how it impacted practice or education years later, or as a news story about how a research study was replicated or project implemented. Also in consideration are Emerging Issues segments that would highlight upcoming topics in nursing regulation and health care, such as marijuana guidelines for nurses, advanced practice registered nursing scope of practice issues or challenges surrounding occupational licensure.

“The marketing & communications department is especially pleased to be able to use FPS to promote the stellar regulatory work being done at NCSBN. It also affords us the opportunity to respond immediately to breaking news and provide NCSBN’s unique viewpoint on regulatory issues,” comments Dawn M. Kapell, MA, director, Marketing & Communications.

Accompanying and complimenting the work of FPS is NCSBN’s new Year in Review microsite. It is designed to provide the viewer with an interactive and video overview of the events, activities, accomplishments and initiatives in the past year as well as NCLEX Examination statistics for the entire calendar year 2018. It features videos about NCSBN’s 40th anniversary year celebration and comments from NCSBN awardees that you can watch directly from the microsite. The yearbook also features easily accessible links to other videos, slideshows and online resource materials as well as additional information about the subjects covered in the publication.

Other ideas for programming are still being explored and we hope to creatively incorporate video in all aspects of NCSBN projects and initiatives in 2019 and beyond.

Video is the lens through which most people view the world and its influence will only continue to increase. FPS allows NCSBN to help shape the conversation around nursing regulation and encourage dialogue on national and internationally about patient safety and public welfare by opening the window on its work.
Johnson Named 2019 Business Woman of the Year

Congratulations to Phyllis Polk Johnson, MSN, RN, FNP-BC, executive director, Mississippi Board of Nursing, who was named 2019 Business Woman of the Year by Mississippi Business Journal. Last year, the Journal named Johnson one of Mississippi’s Fifty Leading Business Women.

“As a nursing practitioner and administrator for more than 30 years, I was tremendously humbled and honored to be selected as the 2019 Business Woman of the Year,” said Johnson. “In my role as the executive director of the Mississippi Board of Nursing, I take great pride in leading an organization that effectively and professionally guides the important practice of nursing in our state. It is my goal to continue to be a voice for this sector of medical professionals who touch the lives of thousands of Mississippians each day.”

Sharpnack Selected to Present at 30th International Nursing Research Congress

Ohio Board of Nursing President Patricia Sharpnack, DNP, RN, CNE, NEA-BC, ANEF, was selected to present at Sigma’s 30th International Nursing Research Congress in July 2019. This global event provides an opportunity to collaborate with nursing scholars from around the world involved in the advancement of nursing science. Sharpnack’s presentation, “Catalyzed Through Collaboration: Breaking Down Barriers for Diverse Students,” will reflect her work to increase the number of students from metropolitan schools and inner ring suburbs in nursing education. The Ohio Board of Nursing congratulates Sharpnack on being recognized for her outstanding leadership in nursing education.

Florida Board of Nursing

Florida Board of Nursing managers recently participated in a demonstration of a new virtual assistant, or chatbot, feature that uses IBM Watson Assistant to have conversations with customers, answering questions based on what it is trained to do. This demo virtual assistant, nicknamed ELI (enforcement, licensure, information), was trained to answer specific questions about continuing education requirements, name and address changes, the Nurse Licensure Compact, and other trending topics. ELI has the ability to replace FAQs and reduce the number of calls and emails coming into the board office by answering the most commonly asked questions.

Moreland and Byrd Earn CPM

Carol Moreland, MSN, RN, CPM, executive administrator, and RaeAnn Byrd, CPM, licensing supervisor, Kansas State Board of Nursing, completed the Certified Public Manager Program through the University of Kansas, School of Public Affairs and Administration, Public Management Center. The Kansas Certified Public Manager (CPM) program is a professional education opportunity for managers working in government agencies, nonprofits, and organizations that contract to provide public services and meet community needs.

Quinn Awarded Entrepreneur of the Year

Randy Quinn, president, Arizona State Board of Nursing, recently received the 2018 Nurse Entrepreneur of the Year award by the Arizona Organization of Nurse Executives. Quinn received this award for his work in creating Arizona Anesthesia Solutions, a successful anesthesia group that utilizes certified registered nurse anesthetists to provide high-quality anesthesia services across the state of Arizona. The group currently provides anesthesia services to more than 60 facilities in the state.
Every Board Has a Story.
NCSBN Wants to Tell Yours.

Is your Board proud of a recent accomplishment?

We are always seeking information and story ideas for In Focus, NCSBN’s quarterly publication. This is your chance to tell your story, highlight a nursing regulatory body’s achievement or recognize a colleague.

For more information contact Mike Grossenbacher at mgrossenbacher@ncsbn.org.