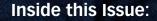
Forging a Different Path

2023, Vol. 3

CUS

David Benton Guided NCSBN Through Growth, Challenges and Change



NCSBN Study Projects Significant Workforce Shortages and Potential Crisis

Finding Leadership Inspiration in the Wisdom of Fred Rogers

#### Managing Editor and Writer

Michael Grossenbacher | mgrossenbacher@ncsbn.org

#### **Contributing Editor and Writer**

Designer Kalona Owens | kowens@ncsbn.org

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.

states, the District of Columbia, and four U.S. territories — American Samoa, Guam, Northern Mariana Islands and the Virgin Islands. There are five exam user members and 25 associate members that are either NRBs or empowered regulatory authorities from other countries or territories.

Mission: NCSBN empowers and supports nursing regulators in their mandate to protect the public.

The statements and opinions expressed are those of NCSBN and not the individual member state or territorial boards of

Copyright ©2023 National Council of State Boards of Nursing, Inc. (NCSBN) All rights reserved. This document may not be used, reproduced or disseminated to any third party without written permission from NCSBN.

Address inquiries in writing to NCSBN Permissions, 111 E. Wacker Drive, Suite 2900, Chicago, IL 60601-4277. 312.525.3600 | www.ncsbn.org | infocus@ncsbn.org



16







## IN FOCUS A PUBLICATION OF I NCSBN

Nevada Celebrat

By: Cathy D

Nursing Significa Potentia

#### Pathwa The Wise

By: Linda K Nursing

#### Forging David Ben Growth, C

Speed R News &

2023, Vol. 3

## In This Issue

State Board of Nursing Ites 100 Years	4
Dinauer, MSN, RN, Nevada State Board of Nursing Execut	ive Director
g at the Crossroads: NCSBN Study Project ant Workforce Shortages and al Crisis	
ays to Leadership: sdom of Fred Rogers	14
Kmetz, PhD, RN, Executive Director, UPMC Schools of g; Chair, Pennsylvania State Board of Nursing	
<b>a Different Path</b> nton Guided NCSBN Through Challenges and Change.	16

Round	 
k Notes	 

## **NCSBN AWARDS**

WELCOME TO vada State Board of Nursing 100th Anniversary

Celebration



## Nevada State **Board of Nursing Celebrates 100 Years**

By: Cathy Dinauer, MSN, RN, Nevada State Board of Nursing Executive Director



During this time, Gosse learned that Nevada The Nevada State Board was the only state in the Union without nurses of Nursing (NSBN) in the Red Cross due to a lack of training and celebrated its 100th testing in the state. Without this formalized anniversary on April 13, training and registration, nurses lacked the 2023, in Carson City, recognition to be certified as registered Nev. I was grateful to nurses, making Nevada nurses unable to host an evening filled serve in the Red Cross service. Gosse was with more than 100 the right person at the right time to make a attendees, including change in Nevada history. In November 1922, she was elected to the Nevada Assembly to serve her one and only term in the legislature. She introduced the Nurse Practice Act in 1923 and fought a hard battle through the assembly and senate. The bill provided funding for the creation of a state commission to plan curriculum and a standardized competency exam enabling applicants to be certified as registered nurses. It was signed by Gov. Emmet Boyle in March 1923. In 2023, we celebrate the accomplishments and drive of Marguerite Gosse, as well as the

nursing history.

honored nurses, local dignitaries and national leaders. Of note, two NCSBN CEOs were in attendance. Current CEO David Benton, RGN, PhD, FRCN, FAAN, delivered a speech and presented the NSBN with a plaque commemorating the event. Former CEO Kathy Apple, MS, RN, FAAN, (2001-2015), and NSBN Executive Director (1996-2002), recounted pertinent events of the board's history in her speech. Former NSBN Executive Director Debra Scott, MSN, RN, FRE (2002-2016), also spoke to mark the occasion. Nevada nursing has come a long way since

1923 but would not be in existence today if not for the work of Marguerite Gosse. Gosse worked with the Red Cross in Reno during World War I and the Spanish Flu Pandemic and helped those suffering from injuries in the war as troop trains passed through Reno.

continued on page 6

many nurses who have been part of Nevada

Other important dates in Nevada nursing history include:

- **1949** The first licensed practical nurse was licensed in Nevada.
- **1957** The first Bachelor of Science in Nursing program in Nevada was established.
- 1979 Nurse practitioners became regulated.
- 1986 The first certified nurse anesthetist was certified in the state and the first certified registered nurse anesthetist was licensed.

- 1987 The first APRN was licensed in the state.
- 1994 The NSBN Alternative to Discipline Program was initiated.
- 2013 APRNs were granted full practice authority.
- 2018 - The NSBN became fully automated using the ORBS.







Clockwise from the top: NSBN staff at the centennial celebration; NCSBN CEO David Benton, RGN, PhD, FRCN, FAAN; Nevada State Board of Nursing Members, clockwise from top left: Ovidia McGuinness, LPN; Branden Murphy, MSNed, CPN, CCRN; Jacob Watts, CNA; Elizabeth Trilops, MSNed, CPN, CCRN; Richelle O'Driscoll, Consumer member, Vice-President; Susan VanBeuge, DNP, APRN, FNP-BC, FAANP, Board President; and Cheryl Maes, PhD, APRN, FNP-BC, **Board Secretary** 



## **Nursing at the Crossroads:** NCSBN Study Projects Significant Workforce Shortages and Potential Crisis

In April NCSBN released startling research findings that reveal how the nursing workforce was impacted by the COVID-19 pandemic, how many U.S. nurses left the workforce in this period and forecast how many intend to leave the workforce.

The research, <u>"Examining the Impact of the COVID-19</u> Pandemic on Burnout and Stress Among U.S. Nurses," was published in the Journal of Nursing Regulation (JNR) and is considered to be the most comprehensive and only research in existence, uncovering alarming data points with far-reaching implications for the health care system and patient populations. It examines a subset of NCSBN's broader 2022 National Nursing Workforce Study, conducted biennially by NCSBN and the National Forum of State Nursing Workforce Centers.



This presentation details how the pandemic impacted nurses, how many left the workforce in this period and forecasts how many more plan to leave nursing. The presentation also includes a panel discussion with nursing leaders on possible solutions



#### Key findings:

- Approximately 100,000 registered nurses (RNs) left the workforce during the COVID-19 pandemic in the past two years due to stress, burnout and retirements.
- Another 610,388 RNs reported an "intent to leave" the workforce by 2027 due to stress, burnout and retirement.
- 188,962 additional RNs younger than 40 years old reported similar intentions.
- Altogether, about one-fifth of RNs nationally are projected to leave the health care workforce.
- 62% of the sample reported an increase in their workload during the pandemic.
- A quarter to half of nurses reported feeling emotionally drained (50.8%), used up (56.4%), fatigued (49.7%), burned out (45.1%), or at the end of the rope (29.4%) "a few times a week" or "every day."
- These issues were most pronounced with nurses with 10 or fewer years of experience, driving an overall 3.3% decline in the U.S. nursing workforce in the past two years.
- Licensed practical/vocational nurses, who generally work in long-term care settings caring for the most vulnerable populations, have seen their ranks decline by 33,811 since the beginning of the pandemic. This trend continues.





NCSBN Director of Research Brendan Martin, PhD, said, "Although many of the difficulties facing nurses that were identified in the study did not come as a surprise to researchers, we were astonished by the extent

that an already volatile environment was made exponentially worse by the pandemic."

"Given what has already happened and has the potential to become increasingly more dire with even more nurses saying they want to leave



the profession, action needs to be taken immediately," said NCSBN Chief Officer of Nursing Regulation Maryann Alexander, PhD, RN, FAAN. "However, the positive note is that there is a unique opportunity for health care

systems, policymakers, regulators and academic leaders to collaborate and enact solutions that will spur positive systemic evolution to address these challenges and maximize patient protection in care into the future."

Martin adds, "One thing that is important to realize is that our survey uncovered an intention by nurses to leave, they haven't left yet. Most nurses enter the profession out of desire to help people and make a difference. We must work to reverse their decision and make the improvements necessary to keep them engaged and supported."

Recognizing that the data indicate that the future of nursing and the health of the nation is at risk, NCSBN convened an esteemed panel of experts on April 14, 2023, in Washinton, D.C., to review the findings and explore solutions.



**Pictured from left to right:** Antonia Villaruel, Gay Landstrom, Congresswoman Lisa Blunt Rochester, Robyn Begley, Rayna Letourneau

#### **Panelists included:**

- Antonia Villarruel, PhD, RN, FAAN, Dean of Nursing at University of Pennsylvania
- Gay Landstrom, PhD, RN, NEA-BC, FACHE, Senior Vice President and Chief Nursing Officer at Trinity Health System
- Congresswoman Lisa Blunt Rochester, MA, U.S. Representative of Delaware

#### Ideas the panel discussed included:

- Academic practice partnerships being increased to provide clinical affiliations for nursing schools allowing for enriched realworld experiences for students.
- Nurse residency programs supported and funded across the nation to ease the transition from student to working professional.
- Attracting a more diverse workforce by encouraging non-traditional and minority students to pursue nursing. Providing financial funding for their education.
- Bringing nurses back into the workforce in a virtual capacity to serve as mentors and preceptors.
- Address the safety environment for nurses.
- Develop and study new care delivery models.

Because this research is so consequential and of such vital importance, it was covered by national media. CNN, Good Morning America, The Associated Press, *U.S. News & World Report,* Yahoo! News, *Becker's Hospital Review* and

- Robyn Begley, DNP, RN, NEA-BC, FAAN, CEO of the American Organization for Nursing Leadership and CNO/Sr. VP for the American Hospital Association
- Rayna M. Letourneau, PhD, RN, Board of Directors, National Forum for State Workforce Centers

*MedPage Today* reported on the study's findings and the panel discussion.

"This is an alarm, but it also is a fabulous opportunity," said Villareal. "There is work that all of us need to do at every single level, from the health care system to the educational level, to state boards of nursing, to federal and state policy. We need to use this time to develop innovative models and approaches, to get rid of regulations that prohibit us from practicing to the top of a license. Addressing this as a system -- not just as an educational issue, not just a nursing issue, but a health care system issue -- is critically important."

"Fundamentally, the health care system must undergo a paradigm shift into an environment that is more supportive, more flexible and safer for nurses and other health care professionals," said Alexander. "These changes will not occur overnight, and it will take the collaboration of health systems, policymakers, educators and regulators to make it happen. NCSBN has provided the evidence, the first steps need to begin now." (•)

## It's time to invest in yourself

International Center for Regulatory Scholarship



#### **Foundations of Regulation**

Dive into the world of regulation with courses designed for professionals looking to enhance their regulatory skills and knowledge. Perfect for new staff members or those interested in serving on boards and committees. Each self-paced course can be completed in one day and all offer continuing education (CE) credits.



#### **Certificate Program**

Take the next step in regulation with this competency-based program, offering courses to enhance leadership and governance skills. This online and blended curriculum is designed to cultivate and elevate leaders of state, national and international regulatory bodies. This two-year program provides specialized education on topics unique to health care regulation along three pathways: Governance & Leadership, Public Policy & Legislation, **Research & Measurement.** 

#### **Advanced Leadership Institute**

At the culmination of the ICRS certificate program, participants graduate at the Advanced Leadership Institute, an exclusive, invitation-only event that will take them to the next level in their journey as a leader in regulation. They will learn from prominent leaders and network with other regulatory professionals from around the world.

#### Explore the courses at icrsncsbn.org



## **Center for Regulatory Excellence (CRE)**

The CRE provides financial support for scholarly research projects and offers programs that cultivate regulatory professionals.

The **CRE Grant Program** awards up to \$300,000 for nursing regulation and policy research projects.

#### **Regulatory Scholars Program:**

- CRE Grant Program for Doctoral Students (awards up to \$30,000)
- Scholar in Residence
- Unpaid Graduate Internship

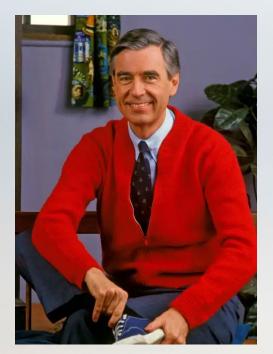




### **Submission Due Dates:** Oct. 6, 2023 and April 5, 2024

## The Wisdom of **Fred Rogers**





Fred Rogers on the set of Mister Rogers' Neighborhood Image: WALT SENG/FAMILY COMMUNICATIONS INC.

By Linda Kmetz, PhD, RN, Executive Director, UPMC Schools of Nursing; Chair, Pennsylvania State Board of Nursing

Because I grew up in Pittsburgh and still live there, I feel in tune with the wisdom of Fred Rogers. "Mr. Rogers," as he is known to the world, was a Pittsburgh native and star of the long-running PBS show Mr. Rogers' Neighborhood. Mr. Rogers' lessons were aimed at helping children negotiate the challenges of growing up. But I believe they also resonate with adults in general, and leaders in particular.

Think for a moment about Mr. Rogers - what comes to mind (other than his signature red cardigan sweater)? For me it was his voice - so soothing and reassuring. As leaders, how do we use our voices to influence the behavior of others? Do we project a compassionate and caring voice when we give feedback? What words do we use? Are we clear and specific yet kind and respectful? Imagine if Mr. Rogers conducted your performance appraisal. I might emerge feeling that, no matter what my challenges or mistakes are, I am valued as a person and inspired to move forward and grow more fully as a person and as a leader.

Mr. Rogers was gifted in his ability to listen and treat you as though you were "the most important person in the world." In our day-to-day world, we are faced with the reality of meeting deadlines and rushing off to meetings. When our workflow is interrupted by someone asking to speak with us, how do we react? Personally, at times I have been guilty of responding

by saying things like, "can we walk and talk?" or, "can it wait?" What I am really saying is, "I really don't have time for you, but I will pretend to listen and I likely won't remember half of what we talked about." This is not very empathetic. Empathetic listening takes practice and patience. We expect our nurses to be "in the moment" with patients. Are we modeling these behaviors? Give the gift of empathy: listen more than you speak.

The diverse and inclusive culture of his "Neighborhood" is probably the most powerful contribution Mr. Rogers made to our world. The "Neighbors," both real people and puppets, were diverse and treated each other with kindness and respect. By having the courage to directly address issues related to race, gender, sexual orientation and disability, Mr. Rogers was ahead of his time in showcasing how our differences made us better people.

In 1969, amidst civil unrest related to racial segregation in swimming pools, Mr. Rogers invited "Officer Clemmons," a recurring Black character on the show, to join him soaking his feet in a wading pool. The intent of this action was to illustrate how two people of different races could peacefully share the water (afterwards, they also shared a towel to dry off their feet).

What can we as leaders learn about diversity, equity and inclusion from Mr. Rogers? It takes courage and commitment to tackle difficult issues. We can accomplish this by speaking openly and honestly about our differences. We can also accomplish this by genuine gestures of kindness and acceptance that make those we lead feel valued. We may not be able to share a wading pool, but we can share a kind word and a listening ear.

Mr. Rogers left us with some poignant words to live by to celebrate our differences: "You are a very special person. There is only one like you in the whole world. There's never been anyone exactly like you before, and there will never be again. Only you. And people can like you exactly as you are." 🌐

#### Take the Lead and Participate in NCSBN

The members of NCSBN's Leadership Succession Committee endeavor to provide future, emerging and current leaders with an insider's look into the value of serving in a NCSBN leadership role. NCSBN members can pursue a variety of leadership paths to



- support their professional development. Getting involved with NCSBN benefits you both personally and professionally. Find out how to apply for a leadership position (member login required).

# Forging a Different Path

David Benton Guided NCSBN Through Growth, Challenges and Change

Perusing his accomplishments, accolades and awards, and reviewing his resume chronicling ascending responsibilities, it might be difficult to believe that more than 30 years ago, David Benton, RGN, PhD, FRCN, FAAN, was known as a rule-breaker and was once called "responsibly subversive" by a supervisor.

That long-ago supervisor may have meant that Benton has the innate ability to find solutions to complex and complicated problems, not by pursuing what appears to be the most obvious answers, but rather by forging a different road, finding "out the box" remedies that solve the issue at hand and provide a better pathway for the future. Having the unique capacity to find innovative resolutions to issues, Benton's career has been marked by his ability to meet challenges head on with ingenuity, intelligence and steadfastness coupled with the willingness to take calculated risks.

These exceptional qualities are what Benton brought to NCSBN eight years ago when he was hired as CEO. As a visionary leader he built on the organization's rich history, taking it to a new level of engagement, testing, research and innovation on both the international and national health profession and regulatory stages. Now as the organization prepares to say goodbye and wish him a happy and healthy retirement, *In Focus* met with Benton to pause and reflect on his tenure at the organization and to discuss the future of NCSBN and nursing regulation worldwide.





#### **Reflecting on the Past Eight Years**

When asked what was NCSBN's greatest accomplishment during his tenure, Benton admits he finds answering difficult because of how successful NCSBN has been the last eight years, saying, "There have been so many great achievements, some have been internally focused, others have been member focused, and others have affected a much wider stakeholder group. To really get to the heart of the question, I need speak to each separately.

"On a staff level I am really proud that we moved from an organization of experts working in functional siloes to one where these experts have a much better understanding of where their contributions contribute to the bigger picture of acting in the public interest," Benton continues. "I think this has enriched the job experiences of many people."

Benton strategically advanced NCSBN as one of the leading voices for regulation in the world. Under his leadership the Next Generation NCLEX® (NGN) Project began, which successfully launched on April 1, 2023. An enhancement of the previous exam, NGN focuses on the <u>measurement of clinical</u> judgment to ensure that those entering the nursing profession now and in the future are prepared for practice on day one.

"It's so easy when you're doing something really well to say, 'We've got the best in the market," Benton explains. "But you always remain the best in the market if you continue to challenge yourself. So, that's what NGN has done. It's reset what the leading edge now looks like."

He also oversaw the initiation of several other major projects and initiatives. Over the span of Benton's tenure, NCSBN developed the groundbreaking <u>Global Regulatory Atlas</u>, which charts the nursing regulatory landscape and provides a comprehensive online compendium of nursing regulation worldwide.

Benton comments on the work done to revise leadership offerings to NCSBN's membership, "Through the establishment of the <u>International</u> <u>Center for Regulatory Scholarship</u>, we created an educational initiative that offers instruction

designed to cultivate and elevate nursing leaders and regulation," he explains. "And that triumvirate and policymakers around the world," says Benton. means that we can shape health care delivery "Oriented toward the future, we don't just restrict in a way that we couldn't in isolation and neither that opportunity to the highest levels of the education nor practice could do on their own. The membership organization but offer it to everyone." sum of our parts is far more powerful than us as individual organizations. And that's one example He continues, "We have a mechanism to support of that kind of external focus, in terms of having career advancement within the regulatory space. a voice, that is synergistic with other parts of the So, whether you're working in IT, discipline or nursing leadership within the U.S. The work we're licensing, or if you are already a president or an doing with the health care professional regulators executive officer, there's something there for

is something which was very much needed." everyone. It's creating a rich learning environment. We're delighted to be overwhelmed by the number Benton shepherded the implementation of the of people who want to participate in this. It's enhanced Nurse Licensure Compact, which has another example of that kind of internal work since grown to 41 jurisdictions, allowing nurses that has been so successful because it has added greater mobility and increased access to care for capability, capacity and clarity for our membership patients. Additionally, he championed the APRN in terms of, well, what does a regulator do and how Compact, which when implemented will allow do I improve my skill set in relation to that?" advanced practice registered nurses to care for patients across state lines-both in person and Benton is also proud of the relationships NCSBN electronically.

Benton is also proud of the relationships NCSBN has strengthened, initiated and built during his tenure. For example, NCSBN is now a core part of the <u>Tri-Council for Nursing</u>. "Although the Tri-Council has five members, the 'tri' part of the name refers to the focus on practice, education

Benton credits the relationships NCSBN developed in the last eight years for much of this success, commenting, "We could not have hit



#### continued from page 19

these milestones without the support of external stakeholders who were carrying the messages and making the points for us. That has made a dramatic difference."

NCSBN's presence on the international stage has fundamentally changed since Benton became CEO. NCSBN has been a central player in the development of three major World Health Organization (WHO) pieces of work. Benton was a significant contributor to the <u>State of the</u> <u>World's Nursing 2020: Investing in Education,</u> <u>Jobs and Leadership</u> report, offering a regulatory perspective and providing accurate data, evidence and suggestions for legislative change.

"The work that is ongoing at the moment on the reform of health care regulatory systems that will be launched later this year will be shared at the Delegate Assembly by Jim Campbell, the director of the Health Workforce department at the WHO," Benton notes. "We are now at that very highest level of participation. We've been invited by other parts of government to get involved in things like the Asian Pacific Economic Collaboration (APEC), where our experience in working with a compact is informing deliberations in other parts of the world within the context of the joint agreement with trades and services."

Harkening back to the accomplishments that Benton takes the most pride in, he cites the seminal decision to gather nurse leaders and regulators from around the world for the landmark Regulation 2030 Conference in Chicago in 2016. "I would say, of all of the points I just made in relation to things I'm proudest of, they really strike to the heart of the lessons we learned from the publication of <u>Regulation 2030: First Steps of a</u> <u>Journey</u>. Analyzing that external environment, we realized that to be successful, to move the agenda forward, collaboration was one of the key concepts that needed to be really pushed forward at a phenomenal rate."

With Benton's skilled guidance at the onset and throughout the pandemic, NCSBN both led and was an active participant in a number of initiatives designed to increase access to NCLEX examination administration, reduce regulatory barriers for providers, open clinical experiences for nursing students and offer direction on the administration of COVID-19 vaccines.

While the COVID-19 pandemic was a global crisis, Benton muses that all regulators across the world were ultimately dealing with similar issues, "Whether you were a regulator on a Pacific island with a small population or a regulator in a country with hundreds of thousands of registrants, at the end of the day, we were all the same. We were all facing problems that were unique and unprecedented. By sharing our experiences, we lessened the burden for everyone, and we made it possible to keep the public safe."

NCSBN, recognizing this unparalleled moment in time, set out to document the struggles and issues that regulators across the globe faced in a <u>special edition</u> of the *Journal of Nursing Regulation* published this April. "We've distilled the experiences of regulators around the world during the pandemic," says Benton. "The articles captured the familiar challenges that regulators were facing. It explores: What were the solution sets that we used? How might these solutions be carried forward into the future? What did we learn that we should never do again?"

On a more personal note, Benton reflects on the impact the pandemic had on all facets of NCSBN's organizational life, "We were faced with a lot of challenges. And we rose to those challenges. We transitioned to remote working extremely well, but we lost the sense of family and community. Our humanity was adversely affected by COVID-19 because we weren't actually interacting on that social level. We were very functionally business oriented."

Benton also mentions NCSBN's "<u>Rising to</u> <u>the Challenge</u>" video that detailed how the organization worked to resume NCLEX testing with a modified exam just eight days after Pearson VUE Testing Centers were shuttered because of the COVID-19 crisis. The modified NCLEX maintained the integrity of the exam delivered in a testing environment that adhered to CDC guidelines for social distancing and disinfection.



continued from page 21

"I actually get very emotional when I watch it," Benton comments. "I find it an incredibly powerful piece of work that really encapsulates our global intelligence, looking to see what was going on globally and basically getting our head down and fixing the problems and doing a fabulous job."

#### Looking to the Future

When asked whether he has any words of wisdom for the incoming CEO, Philip Dickison, PhD, RN, NCSBN's current chief operating officer. Benton offers, "This is an absolutely fabulous organization to work with. I have been exceptionally blessed to work with boards of directors who have been enormously committed to the mandate of the organization. They understood their role in relation to oversight and the staff's role in terms of delivery. I would tell Phil to invest in his relationship with the president and the board to ensure that we are delivering for the membership, that we are continuing to push the boundaries, and accept that being the best is what we need to be if we are going to ensure safe practice into the future."

Thinking back on his career, Benton remembers what he terms one of the best pieces of advice he was ever given, "Ken Jarrold who was the director of human resources for the National Health Service, told me the job of the CEO is to get the very best people that you can and create the space for them to do the things that they really are passionate and joyous about. It is not to micromanage people. It's actually about getting the best out of people. And to do that, you create the space that enables them to grow and develop."

Benton feels like NCSBN is on the right trajectory and he is leaving the organization poised for the future, "I think we have the appropriate strategic framework, which enables us to really move forward," he says. "We have the right people at the helm."

When asked what he will miss, Benton replies, "It's the challenge that I get in discussing issues with staff and members because the level of expertise we've got in the organization is enormous. When someone starts talking about something that they feel really passionate about, I make connections in my mind with other things that are going on either externally or internally. And I just find that so stimulating."

Anyone familiar with Benton's work ethic and keen and inquisitive mind knows that while he might be retiring from the day-to-day responsibilities of heading a dynamic organization, he will not be guietly sailing into the sunset. He does, however, have some downtime planned. "One of the challenges of being the CEO is that you're actually governed by your board meetings. Not being tied to various meetings is going to be very liberating. My wife and I have decided that we're both going to brush up on our Spanish. We have a house in Spain and have fabulous next-door neighbors. So, the two of us have agreed that we will do an immersion course and then we'll go and stay in our property in

Spain so that we will get the chance to actually use the language. We will also have the opportunity to visit our son in Australia."

Lest anyone think Benton will be spending all of his time relaxing, he admits he is already signed up to do a master's degree in law. Unsurprisingly, he is also in demand to give lectures, serve on a faculty, do research and write. "It seems to be that everyone knows globally that I'm retiring. So, I keep getting all of these calls from people asking me to do various things," he notes.

As he prepares to end his time at NCSBN and say goodbye, Benton shares, "I think one of the things that has been incredibly satisfying to me is seeing the growth and achievement of both our members and our staff. Observing people who had never published anything before, seeing the happiness and excitement that they have in experiencing their first published piece of work. The development and growth that I've seen in so many of the staff is exhilarating. It's been an honor and a privilege to serve as NCSBN's CEO." 🔅

#### **Speed Round** Get to know NCSBN staff:

#### **Tim Connolly**

**Customer Experience** Specialist II, Customer Experience



#### What do you do at NCSBN?

I am a Customer Experience Specialist II who provides escalated customer service to NCSBN exam candidates, nursing regulatory body (NRB) personnel, nurses, employers and educators. I use my experience to improve processes and enhance the overall customer experience alongside a great team.

#### What are the best and most challenging aspects of your job?

I have always had an interest in helping people. The best part of my job is hearing from the customer that I had an impact on resolving their concern. I work to reduce customer effort while aiming to solve the problem. The most challenging part of my job is that our customers often need to reach out to someone else to solve their concerns. The solution in many customer service environments is giving customers what they want. My role involves factoring in policy along with fairness to resolve a customer's concern, which is not always the desired outcome from the customer's perspective.

#### If you weren't working at NCSBN, what would your dream job be?

I love music, journalism and the broadcast medium. I've always wanted to have my own business. I would love to create an on-demand content stream with video and audio that focuses on music, news, events and artist performances while doing its part to connect with the community. 🔅

## **News & Notes**



#### Castillo Receives Tenure and Promotion

Florida Board of Nursing Chair Jose D. Castillo III, PhD, MSNA, APRN, CRNA, has been approved by the Board of Trustees of Texas Wesleyan University for

tenure appointment and promotion to the rank of associate professor, effective with the start of the 2023-2024 academic year. Castillo is full-time CRNA remote faculty. The provost indicated that "tenure and promotion in rank are honors that come only after careful review and recommendation by one's peers, dean, and the University's provost and president." The Florida Board of Nursing congratulates Castillo.



#### Guerrero Appointed to Kansas IT Executive Council

Kansas Gov. Laura Kelly announced the appointment of Kansas State Board of Nursing Director of Operations Adrian Guerrero, CPM, to the Kansas

Information Technology Executive Council (ITEC) as the non-cabinet agency representative. ITEC is responsible for approval and maintenance of all information technology policies, IT project management procedures, the statewide technical architecture and the state's strategic information management plan. The Kansas State Board of Nursing congratulates Guerrero.



#### Moreland Receives Distinguished Alumni Award

Kansas State Board of Nursing Executive Administrator, Carol Moreland, MSN, RN, was recognized with the 2023

Distinguished Alumni Award by Cloud County

Community College at the school's May 19 commencement ceremony. This award honors Cloud alumni who have gone above and beyond in their careers and left a legacy during their time at the college. Moreland also gave the 2023 commencement address for the entire school. The Kansas State Board of Nursing congratulates Moreland on this recognition.



#### Oropeza Elected to Kansas House of Representatives

Kansas State Board of Nursing board member Melissa Oropeza, DNP, APRN-BC, CGRN, was recently elected to the Kansas House of Representatives. As

the first nurse practitioner elected to the legislature, she will take the experience as a 23-year health care professional to work at the State Capitol. Rep. Oropeza graduated with an associate degree from Kansas City Kansas Community College and attended the University of Kansas School of Nursing where she graduated with a bachelor's degree and earned a master's degree in nursing. In 2020, Rep. Oropeza graduated from the University of Missouri-Kansas City with her Doctor of Nursing Practice degree. Rep. Oropeza was nationally recognized by the American Association of Nurse Practitioners as the Nursing Advocate for Kansas in 2017.

"Throughout my professional career, I have had the ability to engage leadership and apply innovative ideas which were critical in establishing recognition for women and furthering advanced practice providers," says Oropeza. "As a health care provider, I consistently go above and beyond to help the patients within my practice. I have very high standards for myself, so I want to make sure I'm informed and do the best I can do for citizens of the State of Kansas."



Birchwood Solutions CEO Elizabeth Temple and WV RN Executive Director Sue Painter

#### West Virginia Board of Registered Nurses Launches Care for Nurses

The West Virginia Board of Registered Nurses (WV RN) has partnered with Birchwood Solutions to launch <u>Care for Nurses</u>, a virtual initiative that provides confidential peer support groups for nurses in West Virginia, giving them the opportunity to discuss the challenges of nursing in a post-pandemic world, including burnout, work-life balance and career obstacles. The program is divided into two networks to support nurses in the early years of their career and those who are more established. Nearly 100 nurses have enrolled since the program's implementation in late 2022.

West Virginia Gov. Jim Justice committed \$48 million to aggressively address West Virginia's nursing workforce shortage through a multipronged plan to attract, train and retain nurses. "In partnership with Gov. Justice, Care for Nurses was established to support individual nurses and the profession as a whole," says WV RN Executive Director Sue Painter, DNP, RN. "We are grateful to the governor for recognizing the need and supporting the wellbeing of nurses."

#### Colorado Policy Maximizes LPN Scope of Practice

The <u>Colorado Board of Nursing</u> (CBN) has worked collaboratively with the clinical and educational communities to create and shape Policy 30-12. Expected to take effect in July 2023, the policy is designed to maximize the licensed professional



News & Notes highlights NCSBN member achievements and updates as well as individual leadership and staff accomplishments.

Have news to share? Send your News & Notes submissions via email.



nurse (LPN) scope of practice and facilitate the expansion of the health care workforce in Colorado. Representatives from major Colorado hospitals and schools of nursing provided direct input to ensure that safe clinical practice processes are embraced and reflect current educational and clinical practice standards.

Having LPNs in hospitals will increase the number of health care professionals available to provide patient care and improve patient outcomes through timely and efficient care. It can also reduce the workload for registered nurses by freeing them from nursing tasks for stable patients with chronic conditions and allowing them time to handle more critical and complex patient care tasks.



#### COLLEGE OF LICENSED PRACTICAL NURSES OF ALBERTA

## College of Licensed Practical Nurses of Alberta (CLPNA) Update

<u>CLPNA</u> recently launched the following initiatives:

- Launched a series of <u>eight videos</u> exploring the process by which a complaint against an LPN is received, investigated and resolved under Alberta's Health Professions Act.
- Began implementing a performance measurement framework to identify improvements and ways to increase efficiencies as a regulator. Following a successful pilot, performance measures are being identified and used at the organizational and departmental level.
- To ensure that research activity is within CLPNA's regulatory mandate and compliant with legislation in Alberta, CLPNA developed a framework to evaluate research requests and activities.



In 2023 NCSBN celebrated its 45th Anniversary. At this year's Annual Meeting, we honored our founders and the significant accomplishments of the last five years and also had an opportunity to recognize nurse regulatory boards and individuals, including our departing CEO David Benton. As it has been since the inception of our organization, the determination, grit, collective wisdom, innovation and sound decision making of our members lights the way forward.

 NCSBN Board of Directors President Jay Douglas, MSM, RN, CSAC, FRE, executive director, Virginia Board of Nursing



# NCSBN 45 SHINE THROUGH SHAPING A BRILLIANT FUTURE 2023 ANNUAL MEETING AUG. 16–18, 2023 | CHICAGO

READ MORE