

**Minnesota Board of Nursing
Discipline Resources
Task Force Minutes**

August 23, 2013
1:00 p.m. – 3:00 p.m.
Board of Nursing Conference Room
2829 University Ave SE
Minneapolis, MN

Members present: Deb Haagenson (by phone), Deb Meyer (by phone), Chris Norton (by phone), Stuart Williams

Members absent: Steve Strand

Staff present: Rene Cronquist, Barbara Damchik-Dykes, Megan Gallagher

Call to Order

S. Williams called the meeting to order at 1:00 p.m.

Review of May 31, 2013, meeting minutes

The May 31, 2013, minutes were approved as drafted.

Complaint Metrics

Kaizen Process Improvements

R. Cronquist provided a summary of the report created by Board staff during the Kaizen event in July 2013. She noted the Kaizen participants identified several “quick wins” to improve efficiency that could be implemented right away. Some of the quick wins have already been implemented and others are in progress. For example, the file set-up process has been simplified. B. Damchik-Dykes explained that the Kaizen participants developed formal recommendations in addition to the quick wins and those formal recommendations require some additional step prior to implementation. In some cases Board approval may be required; in others, it may require legislative change. R. Cronquist summarized the formal recommendations for the group and noted that as staff begins to develop a plan for implementation of the Kaizen recommendations, items will be brought to the Board for approval as needed.

CORE Report

B. Damchik-Dykes summarized the CORE Report in greater detail and provided the task force members with a comparison of the data from the 2007, 2009, and 2012 CORE Reports as requested at the May 31, 2013, meeting. She noted one of the challenges of comparing the data across years is that the questions CORE asks change from year to year. The members discussed the various aspects of the CORE Report and comparisons of Minnesota to other state nursing boards. All members agreed it would be useful to continue to watch these numbers over time to determine if Minnesota is an outlier in any area.

Noncompliance Data

B. Damchik-Dykes provided a summary of the number of complaints related to noncompliance with Board orders for the prior three fiscal years. It was noted the number of complaints related

to noncompliance in one year as compared to the number of disciplinary actions from that same year is unhelpful because the noncompliance may be related to an action from a prior year. R. Cronquist noted the majority of noncompliance complaints relate to violations of stays of suspension and suggested noncompliance data could be tracked based on the primary grounds alleged as a percent of total complaints.

Finalize Metrics

R. Cronquist provided the members with handout listing the complaint related metrics that had been identified in prior meetings for discussion. She noted staff plans to collect and measure these items going forward. S. Williams noted the metric related to case resolution time by staff assigned may be useful internally but did not need to be reported to the full Board. All agreed it would be a good management tool but unnecessary from a Board member perspective.

R. Cronquist noted as the data is collected, it can be used for comparison from one year to the next and the Board may determine that some of the metrics are unhelpful. D. Haagenson stated tracking the data and comparing it year to year may assist with future staffing decisions. S. Williams requested that the number and percentage of complaints for each type of nurse be included as well.

Next Steps

S. Williams asked if members agreed the charges to the task force are complete and all agreed. D. Haagenson expressed a desire to ensure the formal recommendations created by the Kaizen participants continue moving toward implementation and suggested this task be assigned to a Board committee. R. Cronquist suggested that staff prioritize the formal recommendations and review them with the Executive Committee who could then determine which recommendations to bring to the full Board and when. The task force agreed to sunset unless additional charges are assigned by the full Board.

Adjourn

S. Williams adjourned the meeting at 3:00 p.m.

Recorded by: Megan Gallagher