

Analysis
Item 18: Board of Nursing
Positions

Analyst: Matt Stayner

Request: Increase the Other Funds expenditure limitation by \$244,452 for the reclassification of six positions and the establishment of two limited-duration positions.

Recommendation: Increase the Other Funds expenditure limitation by \$244,452 for the reclassification of six positions and the establishment of two permanent positions (1.58 FTE).

Analysis: During the previous biennium, the Board of Nursing (OSBN) made significant changes to the operational structure of the agency following the hiring of a new executive director in February of 2014. These changes included a comprehensive review of positions in conjunction with the Department of Administrative Services, Human Resources Services Division. That review resulted in the reclassification of 16 positions and the elimination of two managerial positions.

OSBN has now had about 19 months of operational experience since the prior reclassifications and has further refined the workload and responsibilities of three of the previously reclassified positions and three additional positions resulting in the need to reclassify all six of these positions to reflect actual work performed. The net cost of the reclassification is \$85,314 for which OSBN does not have sufficient expenditure limitation.

In addition, an increase in workload in both licensing and investigations have reached a point where the agency is experiencing deficiencies in achieving performance standards in both of these functions. The OSBN request includes the establishment of a limited-duration public service representative and a limited-duration investigator. The workload increase that has initiated this request does not appear to be a temporary build-up, but rather an expression of ongoing growth. Thus, it would be more appropriate to establish the positions as permanent. The cost of these two positions through the end of the current biennium is \$159,138.

The Legislative Fiscal Office recommends increasing the Other Funds expenditure limitation by \$244,452 for the Board of Nursing for the reclassification of six existing positions and the establishment of two permanent positions (1.58 FTE).

18
Oregon Board of Nursing
Medina

Request:

Increase existing Other Funds expenditure limitation by \$244,452 for the following purpose:

- Reclassify six existing positions
- Establish two limited duration, full-time positions
 1. Public Service Representative for the Licensing Department
 2. Investigator 3 for the Investigations Department

Recommendation:

Approve the request with the following modifications:

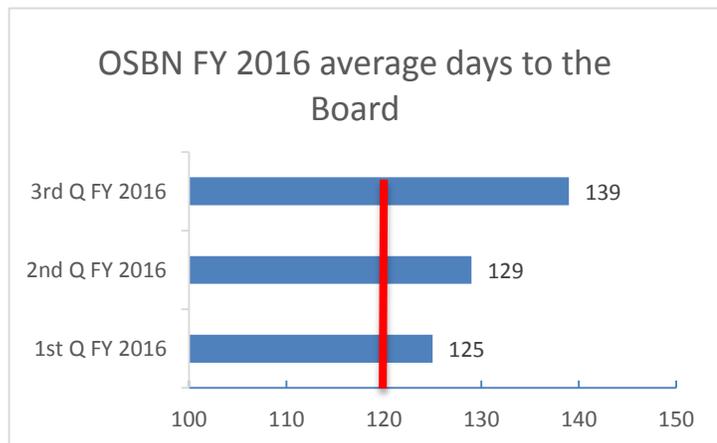
Increase existing Other Funds expenditure limitation by \$244,452 for the following purpose:

- Reclassify six existing positions
- Establish two permanent, full-time positions
 1. Public Service Representative for the Licensing Department
 2. Investigator 3 for the Investigations Department

Discussion:

The Oregon State Board of Nursing (OSBN) began a reclassification process during the 2015-17 budget build. Subsequent of the 2015-17 Legislatively Approved Budget, the OSBN continued working with the DAS, Human Resource Services Division to properly reclassify the remainder of the OSBN staff.

In addition to the reclassification, the OSBN is seeking two positions that will help address their licensing and investigations departments. The first position addresses license processing due to an increase in the volume of licensees. The second position is a request made in an effort to curb the average number of days it takes from the time the board receives a complaint to when the board takes action. At the end of the 3rd Quarter of the 2016 fiscal year, it took an average of 139 days. Based on the figures provided, and in an effort to maintain the “days to the Board” requirement of ORS 676.165 (4) set at 120 days, the Board is requesting to establish a limited duration Investigator 3 position. After further analysis, it is recommended that the positions be permanent, full-time rather than limited duration.



Furthermore, the Board has voted to add an additional meeting each year (for a total of 12 meetings per year) in order to assure cases are being addressed timely.

Legal Reference:

Increase Other Funds expenditure limitation established by chapter 439, section 1, Oregon Laws 2015, for the Oregon State Board of Nursing by \$244,452 for the 2015-17 biennium.



Oregon

Kate Brown, Governor

Board of Nursing

17938 SW Upper Boones Ferry Rd

Portland, OR 97224-7012

(971) 673-0685

Fax: (971) 673-0684

Oregon.BN.INFO@state.or.us

www.oregon.gov/OSBN

April 25, 2016

The Honorable Senator Peter Courtney, Co-Chair
The Honorable Representative Tina Kotek, Co-Chair
State Emergency Board
900 Court Street NE
H-178 State Capitol
Salem, OR 97301-4048

Dear Co-Chairpersons:

Nature of the Request:

The Oregon State Board of Nursing (OSBN) requests an increase in Other Funds expenditure limitation of \$244,452 for the following items:

- Reclassify six existing positions
- Establish two Limited Duration positions
 1. Public Service Representative for the Licensing Department
 2. Investigator 3 for the Investigations Department

No fee increase to our licensees is requested.

Agency Action:

Reclassification:

The OSBN executive director, Ruby Jason, assumed the role in February of 2014 and began the process of comparing position descriptions, actual work performed (desk audits), and workflow review. The reclassification was interjected by the 2015-17 budget process. This letter serves to conclude the reclassification.

Multiple reclassifications (approved by DAS) were requested in the 2015-17 budget process and were approved. The OSBN eliminated two management positions in order to fund the reclassifications. The work continued after the 2015-17 budget process to assure that all OSBN staff had the benefit of this review. The continued review resulted in the reclassification of six other positions after the 2015-17 budget build. All position reclassifications were presented to and approved by DAS. The staff involved in these reclassifications were undoubtedly working above their current level due a gradual migration of responsibilities over the years; until then, no assessment had been done to assure that compensation was appropriate for the work performed. The OSBN is seeking Other Funds expenditure limitation increase and reclassification for six existing positions.

Limited Duration Positions:

Licensing: During February of 2015 there were 76,610 licensees regulated by the OSBN. As of April 1, 2016, there are 84,533 licensees— an increase of slightly more than 9% in one year. The OSBN licensing department also serves as the agency call center, reception area, and mail center as well as assuring all

April 25, 2016

Page 2

licenses are approved, issued, and renewed; the OSBN needed to add another Public Service Representative in the licensing department to handle the increase in licensees. This was done by reassignment of work which had the effect of significantly increasing the “dropped call” rate into our call center by 19 percent (from 20% to 39%). Adding an additional Public Service Representative allows the OSBN to get call service levels back to approved baseline and also boost additional support to assure timely data entry into the licensing database. The OSBN is seeking Other Funds expenditure limitation increase and establish a Public Service Representative LD position.

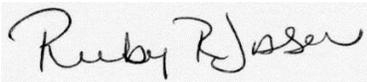
Investigations: Over the past 2 years, the OSBN has experienced a significant increase in the complexity of the types of cases reported to the Board. These cases increasingly involve prescription drug use, impaired licensees, and/or writing of prescriptions by licensees with prescriptive authority. Cases dealing with prescribing issues involve the review of many medical records and coordination with other agencies—both on the state and federal level— such as the Board of Pharmacy and the Drug Enforcement Agency. In the 1st Q FY 2016 the average days to the Board were 125, in 2nd Q FY 2016 they were 129, and by the 3rd Q FY 2016 the average days to the Board were up to 139. Fortunately, case volume has not changed for the fiscal year. Based on these numbers, and in order to maintain the “days to the Board” requirement of SB 235 (120 days), the Board is requesting to establish a limited duration Investigator 3 position. Furthermore, the Board has voted to add an additional meeting in each year (for a total of 12 meetings per year) in order to assure that we are addressing cases timely. The OSBN is seeking Other Funds expenditure limitation increase for the Investigator 3 LD position.

Action Requested:

Increase existing Other Funds expenditure limitation by \$244,452 for reclassifying six existing positions and establishing two Limited Duration positions.

Current operating reserve: 6.5 months

Respectfully Submitted,

A handwritten signature in cursive script that reads "Ruby J. Jansen". The signature is written in black ink on a light-colored background.

Executive Director, Oregon Board of Nursing