



Mission

Protect the public safety through effective regulation of nursing care and services

Vision

Excellence in regulatory practice

2016-2019 Strategic Plan

Organizational Excellence

Empower employees to maintain and continuously improve our processes and exceed customer expectations

- Develop a plan for communicating & operationalizing the strategic plan
- Develop and implement customer satisfaction surveys
- Develop and implement internal process evaluations and timelines
- Develop and implement internal policy evaluations
- Develop and implement a continuous quality improvement model for the organization
- Develop & implement a communications & marketing plan
- Develop and implement a board and committee engagement plan

Information Technology

Provide innovative information technology that enhances functionality and value

- Implement ORBS software system
- Create priority levels in service request system
- Provide opportunities for staff to trouble-shoot technical issues for customers
- Continuously look for ways to incorporate IT in streamlining processes
- Increase opportunities for IT to learn about new technologies
- Continue to invest in and improve IT infrastructure

Partnerships & Collaborations

Transparently collaborate with community and government partners to achieve shared goals and strengthen the BON mission

- Review processes for nurse excellence
- Identify and develop partnerships with entities that employ nurses to inform them about the diversion program
- Identify and work with community entities to further the BON policy agenda and mission
- Engage in and operationalize best practices learned from professional organizations

Financial Stewardship

Exercise sound financial management and diversify our revenue streams while maximizing cost/benefit ratio

- Develop CE courses
- Partner with other state and community entities to enhance programming
- Evaluate existing fee structure and potential new fees
- Publicly publish audits
- Ensure audit issues are addressed on a timely basis
- Engage staff in budget process

Public Safety

Protect and enhance public safety through effective regulation of nursing care and services

- Ensure accurate and timely review of nursing applications
- Adhere to rules and regulations and ensure they are up-to-date
- Provide timely and thorough investigation and prosecution
- Provide timely intervention of non-compliance with probation conditions or DP contract
- Ensure compliance and integrity of nursing and UAP education programs with nursing rules and regulations
- Ensure timely and accurate reporting and notification of board action
- Implement electronic upload of CE's to ensure compliance
- Develop and implement an Emergency Response Plan

Workforce Development

Provide, support and encourage opportunities for employees to develop and implement skills for professional and organizational growth while recognizing employee achievements

- Develop and implement a staff recognition plan
- Continue to support ongoing professional and developmental education for employees and empower them to share their knowledge
- Continue to promote an open door policy between staff and leadership
- Develop and implement training and transition plans that include mentorship
- Develop and implement an evaluation schedule
- Evaluate space needs and seek resolutions
- Ensure employees have the tools they need to perform their jobs and optimize efficiency
- Continue engaging employees in policy and board development