

HRCC Vide

consequences, State Licensure provides the assurances of competence and provides patients with a safety net.

- It's important for state boards to have measurable performance goals that they can then see if they're keeping up with what needs to be done.

- I think it's incumbent on boards to help the public understand the rigor of the credentialing process of the education process. Utilize public members to tell the story of the board. Number two is for the board to make public their disciplinary action cases so a consumer can determine if they want to use this or not use this individual.

- We need to continue to build accountability into the regulation process throughout the whole system. But in order to do that, regulatory boards need to have adequate funding. They need to have adequate personnel and they need to have personnel who are trained to do the job of regulation.

- Without agreement by the public, the legislatures of what are the goals of licensing boards and what are the resources that they have available to them, it's very difficult, but maybe it's very easy to criticize.

- NCSBN has recently produced a comprehensive document that actually one by one examines these issues and actually puts out in a very factual way what it is that nursing does in relation to these elements .

- We have to listen to what the consumer is saying about practice and care and delivery of that. We do all that, we can show the distinction between a credentialed profession and one that's not credentialed.

- Licensing boards really try to take information from what they've experienced with their licensees, with complaints from the community that they think forward and they put into place activities that also help the public, such as identifying areas for potential continuing education that brings resources back to the profession as a result of what's impacted the public.

So, I think those are also opportunities for the board to bring good resources to the public.

- We need to have information available that both the profession and the public and the legislators can actually look at and compare and contrast the performance of one board against another. We also need to obviously deal with when there are complaints and problems, we need to address that in a timely way and in a proportionate way. Having a range of solutions in terms of the severity of the issues that are being addressed by modernizing regulation that will be fit for today's world, not yesterday's, that's the work of the regulator as we move forward to protect the public.