



Denver
 2009 Annual Conference
 September 10 - 12

**Efficacy of Remediation
 in Reducing
 Documentation Errors**

Presenters: Elizabeth H. Zhong, PhD
 Kevin Kenward, PhD
 Research Department, NCSBN

Promoting Regulatory Excellence

CLEAR 2009
 Annual Conference




September 10-12
 Denver, Colorado

Outline

- 1. Introduction**
 Background
 Research questions
- 2. Methodology**
 Research design
 Data collection criteria
- 3. Preliminary Findings**
- 4. Summary**

CLEAR 2009
 Annual Conference




September 10-12
 Denver, Colorado

Introduction: Background of the Study


Findings of Phase I Study:

**39% of the disciplined nurses who were
 put on 2001 probation for practice related
 violations recidivated during the 2001-2005
 post probationary period of time.**

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado


Documentation Error

- Documentation error can lead to potential risk for unsafe patient care and other violations.
- The proportion of nurses disciplined for documentation errors increased 43% during 1996-2005.

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado


Research Questions

1. How efficient are the current remediation actions in reducing documentation errors?

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado


Probationary Category Examples

- Education
- Consultation
- MH evaluation
- CD evaluation
- Medical evaluation
- Treatment
- AA support
- Counseling
- Drug testing
- Restitution
- Supervision

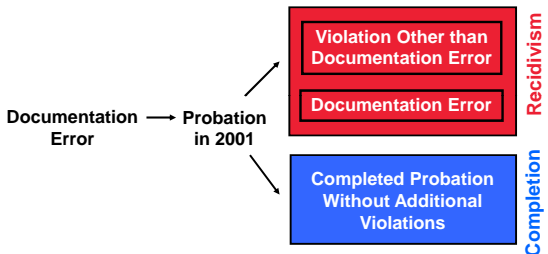
CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

Research Questions


2. Are there any differences in remediation outcomes between different remediation actions?

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

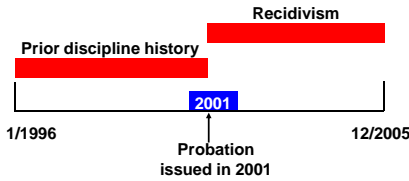
Remediation Outcomes




```
graph LR; A[Documentation Error] --> B[Probation in 2001]; B --> C[Violation Other than Documentation Error]; B --> D[Documentation Error]; C --- E[Recidivism]; D --- E; B --> F[Completed Probation Without Additional Violations]; F --- G[Completion];
```

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

Methodology: Research Design





Timeline: 1/1996 to 12/2005. Prior discipline history (red bar) from 1/1996 to ~10/2000. Probation issued in 2001 (blue box). Recidivism (red bar) from ~10/2000 to 12/2005.

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

Case Selection Criteria


- Disciplinary actions were taken in 2001 and resulted in probation
- Cases involving documentation errors



CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado


Findings: Characteristics of Disciplined Nurses

- The 169 disciplined nurses were licensed in 26 states with an average age of 43
- 84% were female and 16% were male
- 70% of them held RN licenses, 26% held LPN/VN licenses, 1% held both RN and LPN/VN licenses, and the remaining 2% were advanced practice nurses

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado


Other Violations

- 72% (n=121) of the disciplined nurses committed different types of violations for their 2001 probation
- 7% (n=11) of the disciplined nurses received prior probationary actions between 1996 to 2001

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado


Additional Violations for 2001 Probation

Type of Violation	N	Percent
Medication error	47	28%
Failure to maintain minimal standards	25	15%
Failure to assess	21	12%
Other unprofessional practice	16	10%

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

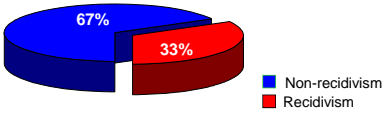
Remediation Actions

Probation Requirements	N	Percent
Education	66	39%
Supervision	31	18%
Drug testing	11	7%
Consultation	8	5%
Treatment	4	2%
Other (Unspecified)	51	30%

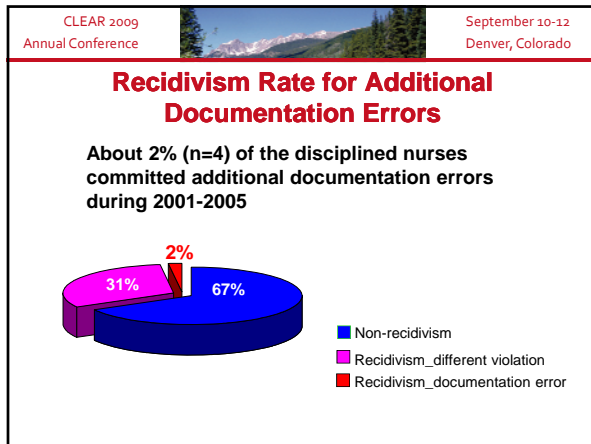
CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

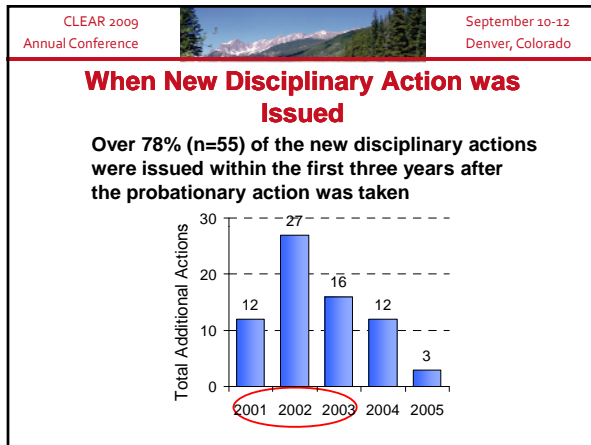
Recidivism Rate for the 2001 Probation


Almost 67% (n=113) of the disciplined nurses successfully completed their 2001 probation without having additional violations during 2001-2005



Category	Percentage
Non-recidivism	67%
Recidivism	33%

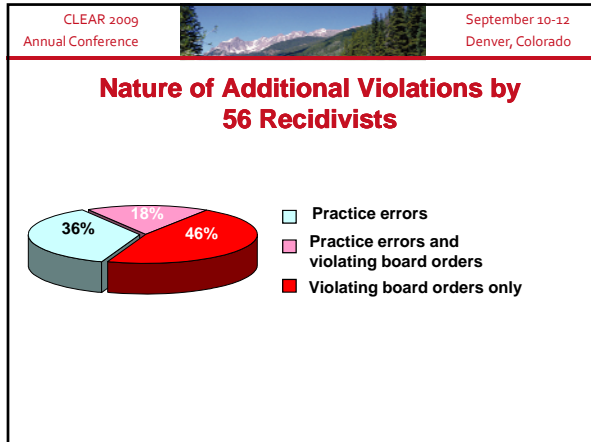





CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

Types of Additional Violations


Type of Additional Violation	N	Percent
Violating board order	36	21%
Documentation error	4	2%
Drug abuse	4	2%
Drug diversion-self	4	2%
Failure to assess	3	2%
Medication error	3	2%
Other (Unspecified)	18	11%



CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado


Common Violations Committed by Disciplined Nurses during 1996-2005

Type of Violations	N	Percent
Drug abuse	7,584	8%
Drug diversion-self	6,472	7%
Failure to maintain minimal Standards	5,742	6%
Violating board order	5,401	6%

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado


Nurses Who Violated Board Orders

- 36 disciplined nurses violated board orders during 2001-2005: 79% (n=27) of them were female and 21% (n=7) were male
- The average age of these disciplined nurses was almost 41 years old

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado


Nurses Who Violated Board Orders (Con't)


- 81% (n=29) of the disciplined nurses who violated board orders committed multiple violations before their 2001 probation
- 14% (n=5) of them violated board orders more than once during 2001-2005

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

Additional Disciplinary Actions for Violating Board Orders

86% (n=31) of the disciplined nurses who violated board orders were prohibited from practice through revocation or suspension of their licenses




CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

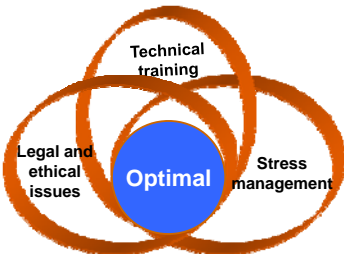
Recidivism by Education Requirements

Chi-square analysis shows that there is a statistically significant association between education requirements and the recidivism rate ($\chi^2=6.95$, $df=1$, $p<.05$).


21%	41%
Recidivism rate with Education	Recidivism rate without Education

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

Optimal Educational Components




Lewallen LP, McMullan KG (2001) JONA's Healthcare Law, Ethics, and Regulation, 3: 88-91

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado


Summary

1. After remediation, almost 67% of the nurses disciplined for documentation errors successfully returned to safe practice.
2. Most importantly, almost 98% of them were not reported for committing additional documentation errors for up to five years post remediation.

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado


Summary (con't)

3. Education makes a difference. There was a statistically significant association between taking education requirements and having positive remediation outcomes.

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado


Summary (con't)

4. 41% of the disciplined nurses without additional education requirements versus 21% of those with such requirements recidivated.

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

Discussion

- How to improve remediation through broader educational approaches to enhance professional ethics and responsibility?
- What else can a licensing board do to reduce the risk of recidivism?



CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

Acknowledgements

NCSBN
 Lindsey Gross, BA
 Mary E. Doherty, RN, BSN, JD

Minnesota Board of Nursing
 Rene Cronquist, RN, JD

North Carolina Board of Nursing
 Donna H. Mooney, RN, MBA
 Kay McMullan, RN, MSN

CLEAR 2009 Annual Conference		September 10-12 Denver, Colorado
Contact		
Elizabeth H. Zhong E-mail: ezhong@ncsbn.org		
Kevin Kenward E-mail: kkenward@ncsbn.org		
		
