



**Washington State Board of Nursing (WABON)
Research Subcommittee Meeting Agenda
October 21, 2024 5:00 p.m. to 6:00 p.m.**

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United States: +253 215 8782

Meeting ID: 839 9489 5828

Passcode: 696287

Committee Members:	MaiKia Moua, RN, BSN, MPH, Chair Mary Baroni, PhD, RN Heleena Hufnagel, BS, MBA-HCA Sharon Ness, RN
Staff:	Mary Sue Gorski, PhD, RN, Director of Advanced Practice and Research Shad Bell, Assistant Director of Operations Lohitvenkatesh Oswal, Research Assistant Emma Cozart, Data Consultant Heather Hamilton, Research Assistant

Questions

Please contact us at (564) 233-1340 or Heather.Hamilton@doh.wa.gov if you:

- have questions about the agenda.
- want to attend for only a specific agenda item.
- need to make language or accessibility accommodations.

Language and Accessibility

If you plan to attend and need language or accessibility services, WABON can arrange help. Please contact us at least one week before the meeting, but no later than **October 14, 2024**.

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Meeting Minutes

WABON records meetings to help write accurate minutes. Minutes are then approved at the WABON business meeting. WABON posts minutes on our website nursing.wa.gov.

All minutes and recordings are public record. They are available on request from DOH at doh.wa.gov/about-us/public-records. The minutes of this meeting will be posted on our website after they have been approved at the **November 8, 2024** WABON meeting.

If attending remotely, please mute your connection in order to minimize background noise during the meeting. Comments from the public will be taken at the end of the meeting. Use the question box on the meeting control panel to submit questions.

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- I. 5:00 PM Opening – MaiKia Moua, Chair**
 - Call to Order, Introduction, Public Disclosure Statement, Roll Call

- II. Standing Agenda Items**
 - Announcements/Hot Topic/WABON Business Meeting Updates
 - Review of Draft Minutes: July 15, 2024

- III. Old Business**
 - HELMS Update – MarySue Gorski
- IV. New Business**
 - Introduction to Research Report – Lohitvenkatesh Oswal
 - Performance Measures Update – Emma Cozart
 - Updates Workforce Dashboard – Emma Cozart
 - Student Engagement – Heather Hamilton
- V. Public Comment**
 - This time allows for members of the public to present comments to the subcommittee. If the public has issues regarding disciplinary cases, please call 360-236-4713.

- VI. Ending Items**
 - Review of Actions
 - Meeting Evaluation
 - Date of Next Meetings:
 - Monday April 21, 2025
 - Monday October 19, 2025
 - Adjournment – 6:00 PM or Earlier if Business is Finished



**Washington State Board of Nursing (WABON)
Research Subcommittee Meeting Minutes
July 15, 2024 5:00 p.m. to 6:00 p.m.**

Subcommittee Members: MaiKia Moua, RN, BSN, MPH, Chair
Heleena Hufnagel, BS, MBA-HCA
Sharon Ness, RN

Absent: Mary Baroni, PhD, RN

Staff Present: Mary Sue Gorski, PhD, RN, Director of Advanced Practice and Research
Emma Cozart, Data Consultant
Lohitvenkatesh Oswal, Research Assistant
Heather Hamilton, Research Assistant

I. 5:00 PM Opening

- Call to Order, Introduction, Public Disclosure Statement, Roll Call
 - Maikia Moua called the meeting to order at 5:03pm and introduced the Research subcommittee and staff members. The Public Disclosure statement was read aloud for the meeting attendees.

II. Standing Agenda Items

- Announcements/Hot Topic/NCQAC Business Meeting Updates
- Review of Draft Minutes: April 15, 2024
 - The April 15, 2024 minutes were reviewed with consensus to bring to the WABON business meeting approval on September 13, 2024.

III. Old Business

- HELMS Update
 - MarySue Gorski gave an update on current progress on HELMS
- Update on Discrimination in Discipline Cases presentation (Lohitvenkatesh Oswal)
 - Lohitvenkatesh Oswal gave a debrief about presentation at the *National Forum of State Nursing Workforce Centers Conference*.

IV. New Business

- Performance Measures
 - Emma Cozart shared a summary of work progress in WABON on performance measures and model of standardized performance measures using volume, turnaround time, and customer satisfaction.
- Future Directions for the subcommittee

- The subcommittee looked at the work plan, discussed revised priorities, and updated research questions for the next year.
- The subcommittee discussed meeting bi-annually for a 2-hour period.

IV. Ending Items

- Public Comment
 - The public was given the opportunity to comment on the agenda items.
- Summary of Meeting
 - Maikia Moua gave a summary of the meeting.
- Date of Next Meeting – October 14, 2024
- Adjournment – Meeting adjourned at 5:45pm

DRAFT



Research Unit Report

September 2024

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I. Introduction

The Research Unit works to improve access and utilization of available data to inform policy decisions, evidence-based regulatory practice, and research. Every year the unit takes on several different projects along with standing annual items including external data requests, the Student Engagement Program, and assisting with the preparation and analysis of data-driven reports. This report summarizes the work of the Research unit and key performance measures from September 2023 to September 2024.

Dashboards

Surveys

Summary of Data Management using sharepoint.

Improving the interactive access to survey data through dashboards across units. Survey data collection, analysis and reporting.

II. Research Subcommittee

The purpose of the Research Subcommittee is to improve access and utilization of available data to inform policy decisions, evidence-based regulatory practice, and foster research.

Responsibilities of the Subcommittee

1. Invite people from the community to provide expertise on specialty areas.
2. Prepare and present reports to the WABON at business meetings with possible action items.
3. Advise the WABON on the processes to identify and prioritize research activities and act on results of the research if appropriate.
4. Review and revise the Strategic Action Plan as needed.
5. Advise the WABON on how to continue to improve access and utilization of available data to inform policy decisions, evidence based regulatory practice and research.

Duties and Responsibilities of the Staff

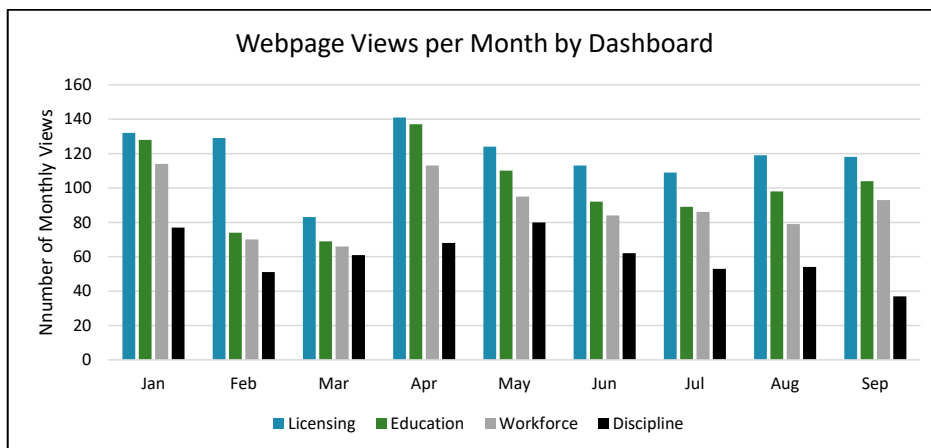
1. Providing administrative support for the subcommittee meetings by preparing the meeting materials, digitally record meetings and produce meeting minutes.

2. Assist subcommittee in preparing approved documents, recommendations or motions for the WABON business meetings.
3. Assist subcommittee with special projects by providing administrative support.
4. Assist subcommittee with reviewing and revising Research Procedures as needed.
5. Maintaining and archiving subcommittee minutes.
6. In consultation with subcommittee members, establishes the dates and times for the sub- committee meetings, at least two weeks prior to the WABON business meetings.

III. Data Collection/ Analysis/Reporting

Dashboards

The Research Unit has developed several data dashboards available on our website under the Research and Data section. Our dashboards provide the information that the board and workforce researchers need to make well-informed decisions with up-to-date information on WABON regulated practices and the Washington nursing workforce. At this time, we have four data dashboards available on the website for public use: Licensing, Workforce, Education, and Discipline. All website analytics were sourced from Google Analytics, with a timeline of January 1st, 2024 through September 25th, 2024. The visual below depicts webpage views for the dashboards January 1st, 2024 through September 30th, 2024.



Licensing Data Dashboard

- Total Visits YTD: 907
- Total Data Refreshes: 9
- 1 major revisions or change this year.

The licensing data dashboard was first launched in January 2023 and contains information on nurse licensing within Washington state. This data primarily comes from our licensing system ILRS and is updated on the first Wednesday of every. The main revision to this dashboard was made in June 2024 of this year, and it added filters to the License Detail Data page that allows users to view Single State Washington issued licenses and multistate Washington issued licenses.

Workforce Data Dashboard

- Total Visits YTD: 865
- Total Data Refreshes: 9
- 3 major revisions or changes this year.

The workforce data dashboard was first launched in January 2023 and contains information on the nursing workforce within Washington state. The data primarily comes from our demographic data surveys, and is updated on the first Wednesday of every month. This dashboard received major changes on September 30th of this year, and included the addition of out of state multistate demographic data to the dashboard, a new information page, and historical data for 2021, 2022, 2023, and August 2024.

Education Data Dashboard

- Total Visits YTD: 951
- Total Data Refreshes: 1
- 5 major revisions or changes this year, 1 change pending.

The education data dashboard was first launched in May 2023. This dashboard primarily contains data from our education programs collected via survey, and is updated with the latest data annually. Major updates to the existing dashboard were made in May of this year, and included changes to demographic data groups, the number of students enrolled in and graduating from specialties, updated clinical hour visualizations and metrics, top states of out of state school students in Washington clinical, and filters for program and school level data on all Washington school dashboard pages.

Nursing Assistant program data is currently being compiled and will be added to a new page in the Education Data Dashboard by the end of this year, and will feature program enrollment and completion data, student and faculty demographics, and more.

Discipline Data Dashboard

- Total Visits: 534
- Total Data Refreshes: 9
- No major revisions or changes this year.

The discipline data dashboard was first launched in November of 2023. This dashboard contains information primarily from ILRS and the demographic data survey, and depicts the number of disciplinary actions taken annually and the number of complaints received. This dashboard is updated on the first Wednesday of every month, and it received no major revisions or changes this year.

Surveys

The Research Unit develops, maintains, and analyzes results of several recurring surveys, as well as some unique surveys.

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HELMS Demographic Data Survey

The HELMS demographic data survey went live on April 24th, 2024 for new applicants and Washington nurses submitting applications for MSL conversions. This survey has new and more detailed questions than the NURSYS e-Notify survey, such as additional questions on salary, responsibilities in their primary and secondary nursing positions, ARNP responsibilities, and in-depth questions on employment settings. The link to the survey is embedded in the licensing application process and required for nurses to submit an application. So far this year, the survey has received 7,102 responses, with a response rate of 80.3%.

Annual Board Survey

Since 2023, the Research Unit has distributed the Annual Board Survey to board members and pro-tem members and analyzed results. In 2023, the Research Unit formed a workgroup of board members and pro-tems to improve the Annual Board Survey to obtain more meaningful results. The updated Annual Board Survey was implemented in 2024. In February 2024, the 2023 Annual Board Survey was conducted, and preliminary results were reported to the board at the May business meeting.

Education Surveys and Annual Report

Four education surveys were sent out in August this year:

- NCSBN Prelicensure In-State Annual Education Survey for 2023-2024
- Postlicensure In-State Annual Education Survey for 2023-2024
- Out of State Programs Approved for Washington Clinical Placements Annual Education Survey for 2023-2024
- Refresher Program Survey for 2023-2024

This year, we worked diligently alongside the Education Unit to improve the survey questions and process. A total of 37 questions were removed from the pre- and postlicensure surveys, and 24 were added or rewritten, and the prelicensure survey was restructured to flow better for users. Prior to the distribution of these surveys, an In-Service was held with for all Washington nursing education programs to review the survey questions and provide feedback on the surveys. For the first time this year, we also provided a document with Terms, Definitions, and Calculation examples to the programs to help them complete the surveys when they were distributed.

The deadline to complete the Annual Education surveys is set for October 1st, 2024, with results expected in the next several months.

The Nursing Education Programs 2022-2023 Annual School Report was posted to the website on June 3rd, 2024 of this year, and can be found at this [link](#). The annual report this year saw several new sections and analysis, including:

- In-state LPN to BSN programs
- Refresher programs
- Faculty education

- Faculty salary, including visualization comparing University and Community/Technical college salary trends over the last six years

So far this year, the Education Reports page on the WABON website has had 550 total views.

[Out of State Multistate Demographic Data Survey and Employer Compliance Form](#)

We have two SurveyMonkey surveys to capture data on Out of State Multistate Nurses practicing in Washington: the Out of State Multistate Demographic Data Survey, and the Employer Compliance Form. The demographic data survey is completed by out of state multistate licensed nurses practicing in Washington on their MSL, while the employer compliance form is completed by employers within 30 days of hiring new multistate nurses to practice in Washington.

So far this year, the demographic data survey has received 5,567 responses, and the Employer Compliance form has received 1,949 responses. In addition to the SurveyMonkey survey, employers who are reporting over 20 nurses have the option to submit a Bulk Compliance form, an Excel document where they report nurse data in bulk. This year to date, we have received 16 completed Bulk Compliance Forms from employers.

[Nursing Assistant Survey and Nursing Assistant Annual Report](#)

This year also saw a new survey developed, the Washington State Nursing Assistant Program Survey for the 2022-2024 renewal period. This survey came from the collaboration of the Nursing Assistant Education Unit and the Research Team and is planned to be a biennial survey. This survey received 103 complete responses, with a total response rate of 84%.

A new Nursing Assistant Report is being written that will contain summaries and statistical analyses of the data and is expected to be completed by the end of this year.

[One Time Survey: WABON Staff Mobile Work Preferences](#)

This year, the Research Team also aided the Operations Unit in conducting a survey of the Mobile Work Preferences of all WABON staff. This survey received a total of 94 responses, and was used to evaluate needs for in-office resources and individual work location preferences.

[External Data Requests](#)

The Research Unit has received three external data requests this year to date, from the Washington Medical Commission, ARNP's United of WA State, and from the Washington Center for Nursing. Datasets requested included Data Dashboard files, ARNP licensing statistics, and Education Survey responses. The average turnaround time for these requests was within 1 business day. (see Appendix 1: R03.02 Facilitation of Data Access for External Research)

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IV. Data Management/SharePoint

The Research Unit develops and manages SharePoint content for the Research and Advanced Practice pages. These pages have also been developed as model sites for document storage and sharing.

Sharepoint Modernization

In 2024, the Research Unit has been involved in and assisted with the planning and implementation of a modernized SharePoint site for WABON. While customizing each page to the specific needs of the unit that it serves, the SharePoint modernization project has standardized several key aspects across our WABON SharePoint site. These include basic page layout, appearance, site navigation, and file storage/organization. There is an ongoing effort to encourage the use of tags and decrease use of folders in SharePoint libraries to increase searchability. Sharing documents and simultaneously working on live documents are also major functionalities of Sharepoint.

The Research unit, in collaboration with the Operations unit, has assisted and continues to assist other units with the building and implementation of new Sharepoint pages, lists, calendars, and other SharePoint functionalities, with the goal of transitioning file storage from the S: drive to SharePoint by the end of 2024. Sharepoint permissions have been modernized as well, with the implementation of several new SharePoint lists and libraries that can be accessed outside of WABON.

Automation

The Research Unit has also initiated implementation of new Power Automate processes to improve the efficiency of our work at WABON. Our first automated process, developed in collaboration with the Regulatory Affairs team, is now operational and automatically reminds relevant staff of upcoming due dates for annual tasks required by WABON procedures. We continue to work with other units to further implement Power Automate through SharePoint.

V. Student Engagement

The **Student Engagement Program**, run by the Director of Research and supporting staff, is a formal student internship program with the board of nursing (formerly the Nursing Care Quality Assurance Commission, NCQAC). The program runs from Fall to Spring of the academic year with a break for summer. Students can participate in the program for any length of time within the program's start and end dates (September to July) including quarterly, by semester, or for the entire academic year, often aligned with their class schedule.

Onboarding is done through the Department of Health and facilitated by the Director of Research and supporting staff. Students are then introduced to what the board of nursing is,

what we do, and why it matters. Typically, students bring projects they have in mind to be conducted, or they will assist with current or ongoing projects within the board of nursing. Students are then paired with a mentor and conduct their project(s) over the course of time they are in the program. Once completed, the students can present their work to the board of nursing's staff, subcommittees, panels, or the full board at a scheduled business meeting.

During their time in the program, students' hours, projects, and experiences are cataloged by the board of nursing and included in this annual report.

Student Engagement Procedure

The Director of Research and supporting staff work with school program coordinators who recommend students for practicum work with the Washington State Board of Nursing (WABON). An initial interview and introductory meetings are set up between the interested student and the Director of Research and supporting staff. Students selected submit a current resume to supporting staff. Staff then input a request to HR to begin the onboarding process. Students submit required paperwork two weeks prior to their official start date. Students and their expertise are shared with WABON and Board members. Students meet again with the Director of Research and supporting staff to discuss practicum project work and schedule. Students report their monthly internship hours with WABON at the end of each month. If applicable, students are requested to share their research/reports/project findings with the Board at the end of their tenure. (see Appendix I: R02.04 Student Engagement with Board of Nursing)

VI. Special Projects

Web and GovDelivery Analytics

The Research Team supports the Communications unit by creating quarterly reports of Website Performance and GovDelivery performance that can be used for decision making and performance monitoring. So far this year, six total reports have been developed: three reports of website analytics using Google Analytics, and three reports of GovDelivery using the GovDelivery bulletin reports tool. Data from these reports has been presented at two board meetings and one All Staff meeting this year. (see Appendix IV: Web and GovDelivery Analytics)

[LPN data/LPN-to-BSN progression](#)

[Start writing here](#)

Performance Measures

2024 has seen the development and implementation of performance measures for most units within WABON. These measures have been developed to capture three main data points: volume, turnaround time, and customer satisfaction. So far, the research team has assisted the Legal, Investigations, WHPS/SUDRP, Education, and Practice teams develop their performance measures and get them added to the Board Meeting packets, while the Licensing, Nursing Assistant, Research, and Advanced Practice unit performance measures are currently in progress and expected to be completed by the November board meeting. So far, the chosen performance measures have been the following by unit:

Investigations	Cases Reviewed and Opened at CMT Total Cases in Queue Percentage of Cases Completed within Timelines
Legal	Completed Investigations Assigned to Legal and Average Caseload Percent of Legal Reviews Sent to RBM in 30 Days or Less Total Legal Cases Finalized per Month
WHPS/SUDRP	Enrollment in WHPS by Monitoring Type Number of Discharges from WHPS by Type SUDRP Cases Reviewed per Month
Education	Total Requests Received by Type in the Last 12 Months Average Time Spent in Each Phase by Month Average Total Process Time in Last 12 Months by Type
Practice	Total Queries Received by Month Presentations Given per Month by Presentation Type Early Remediation Cases Processed per Month by Outcome
Research	Projects Completed by Collaborating Unit Average Turnaround Time for External Data Requests Student Hours Completed Monthly by Program Type
Nursing Assistant (DRAFT)	Number of Applications Processed by Program Type 12-Month Average Application Turnaround by Setting NAC Skills Tests Administered and Average Pass Rate
Licensing (DRAFT)	Number of Multistate Licenses Issued per Month Turnaround Time TBD Average Queue Time for Phone Calls
Advanced Practice (DRAFT)	Total Advanced Practice Queries Received by Month Total Advanced Practice Bulletin Recipients & Unique Open Rate Subcommittee, Panel, and Workgroup Meeting Attendance

After performance measures are finalized for every WABON unit, the next step will be creating an internal data dashboard of all the performance measures, and then revisiting and fine-tuning measures next year after the implementation of SharePoint and HELMS.

Discrimination Research

In 2023, the Research Unit conducted six months of data collection from March 1, 2023 to September 1, 2023 on closed nurse disciplinary cases from Case Management Team (CMT) meetings.

The results showed that discrimination was present in closed complaint cases and we were likely missing cases of discrimination that should be opened.

In collaboration with the Discipline Unit, we developed three new questions on discrimination that were added to the Discipline Unit's complaint intake form. These questions will help provide more specific information on the discrimination that occurred in complaints, as well as allow us to collect better data on this topic in the future. We also added discrimination as a criteria for opening cases or for early remediation in the procedure A06.10 *Review of Commission Reports*. A policy statement on discrimination is forthcoming. The Research Unit also plans to publish the results of this research in late 2024 or early 2025 and is currently in the drafting phase.

VII. Appendices

Appendix I: Procedures

R03.02 Facilitation of Data Access for External Research

R02.04 Student Engagement with Board of Nursing

Attach both here and remove placeholders

Also attach data request form

Appendix II: Student Engagement Program

Historical Data

Students were interning with the board of nursing as early as 2016. By 2022, the internship experience had been developed as the Student Engagement Program. Below is a synopsis of the information gathered since 2016.

Over the Years

Since 2016, the board of nursing has had several students participate in the program. The chart below describes student participation by academic year. The highest number so far being 2018-19.

Year	2016-17	2017-18	2018-19	2019-20*	2020-21	2021-22	2022-23	2023-24	Total
# Students	2	2	10	7	6	6	6	4	43

**In response to the coronavirus disease 2019 (COVID-19) public health emergency, the board of nursing paused participation in the program to reallocate staff resources to the emergency at hand. The program resumed in January 2020.*

Academic Institutions

Of the many colleges and universities in Washington State, below are the academic institutions that the board of nursing has received students from to date. The majority come from Gonzaga and the University of Washington, Tacoma. As availability allows, the board of nursing looks forward to welcoming more institutions to participate in the program. **Since 2016, the board of nursing has had 43 students participate in the program.**

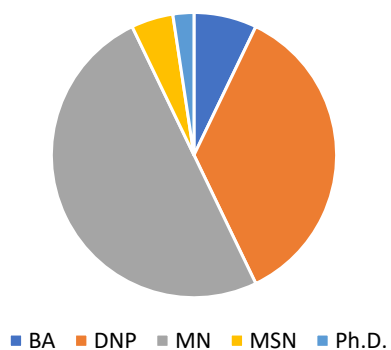
School	Capella	Gonzaga	PLU	Seattle U	SPU	UW - B	UW - S	UW-T	WSU	Liberty U	Boise State U	Total
# Students	2	7	1	3	3	1	4	19	1	1	1	43

Degree Types

Of the 43 students, 3 were pursuing Bachelor of Arts (BA), 15 were Doctorates of Nursing Practice (DNP), 21 were Masters of Nursing (MN), 2 were Masters of Science in Nursing (MSN), and 1 was Ph.D. in Nursing Education. One is unknown.

Degree Type	BA	DNP	MN	MSN	Ph.D.	Total
# Students	3	15	21	2	1	42

Degree Type



2023-2024 Academic Year

In past years, the Research Subcommittee has worked to improve the Student Engagement Program by developing a onboarding and offboarding process, providing more opportunities for students to present their projects within the board of nursing, highlighting and creating a space for student's completed projects on the board of nursing website, including students' projects and experiences in the Research Subcommittee's annual report, and collecting feedback from students through an exit survey in order to continue to improve the program. This information is included with the running total data below.

Academic Institutions

Since January of 2024, the board of nursing has 4 students currently participating in the program. As availability allows, the board of nursing looks forward to welcoming more institutions and their students to participate in the program.

School	Boise State U	UW-T	Total
# Students	1	3	4

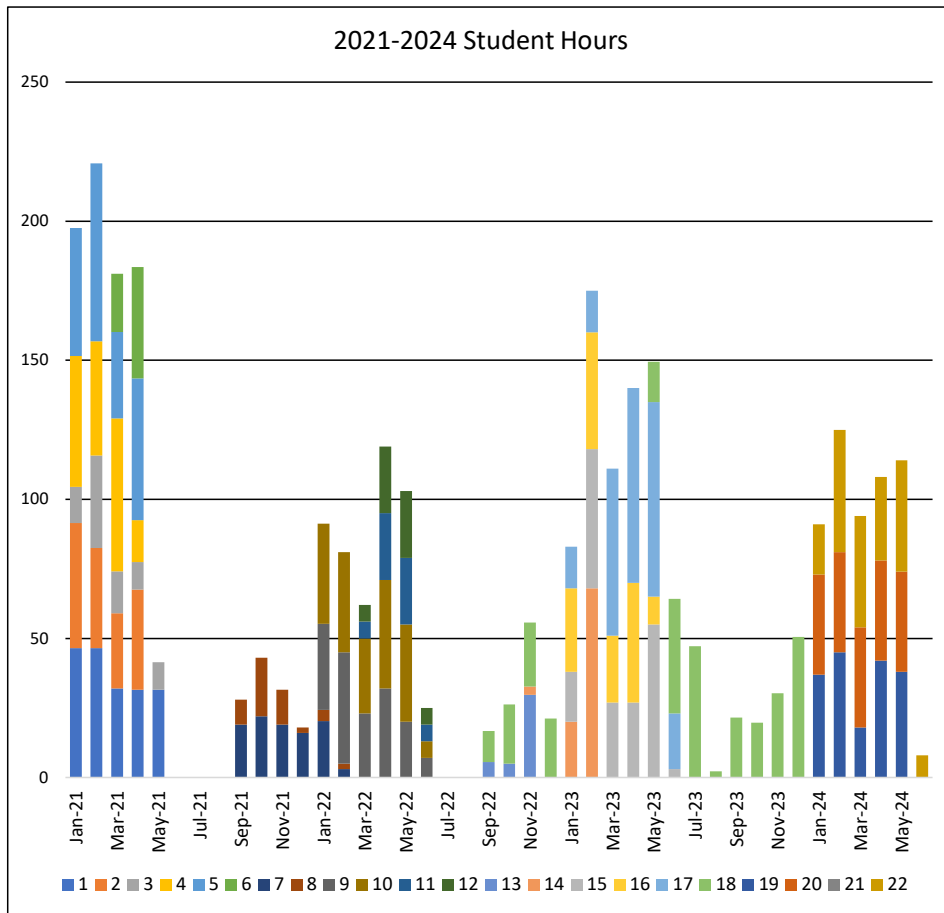
Degree Types

Of the 4 students, 1 is pursuing a Doctorate of Nursing Practice (DNP), and 3 are pursuing a Masters of Nursing (MN).

Degree Type	BA	DNP	MN	MSN	Total
# Students	0	1	3	0	4

Student Hours

As part of DOH's internship requirements, the board of nursing tracks how many hours each student dedicates to their projects during their time in the program. Hours are self-reported by students. Below is a graph of how many hours each student spent working on their projects each month from the 2020-2021, 2021-2022, 2022-2023, and 2023-2024 academic years. Please note that there were no hours reported for July or August 2022 because there were no students participating in the Student Engagement Program during Summer 2022. There were also no students participating in the program in Summer 2021 for the months of June, July and August 2021.



Student Projects

As a part of student program requirements, students complete practicum hours in conjunction with a project. Projects throughout the years are based on Board requests and areas of interest within the board of nursing. Students are asked to share presentations, research, and other findings with the board of nursing.

Students' projects were primarily in:

- Policy development
- Education reform
- Assistance with ongoing special projects

Students specifically worked on:

- Washington ARNP Scope of Practice
- LPN Program Standardized Competencies
- Investigation of Florida School Graduates
- ARNP National Certification Investigation
- LPN Program Standardized Competencies
- Diversity Teaching in Nursing
- Diversity in the RN Workforce
- LPN Practice Inquiry Data
- Recommendations for Increasing Minorities in Nursing
- Analysis of Incident Reports
- Development of Nurse Program satisfaction measurement tool for WHPS
- Continuing Competency Survey

Examples of the students' work are provided in Appendix III.

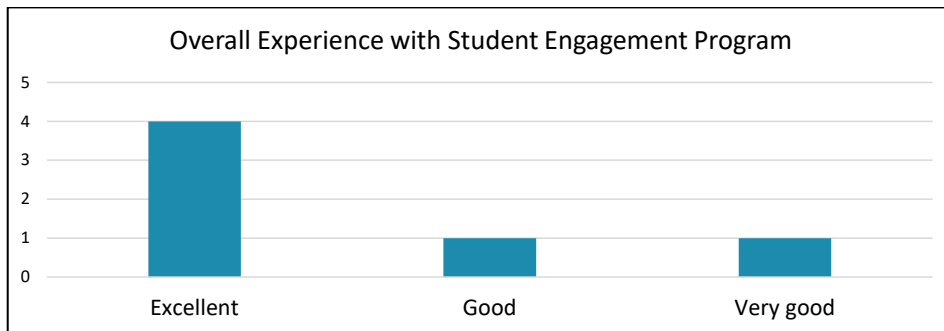
Exit Survey

The Research Subcommittee developed an exit survey as part of the program's offboarding process. Thus far, students from the 2021-2022 and 2022-2023 academic years have been surveyed. The purpose of the exit survey is to:

- Capture students' work, projects, and accomplishments in their own words
- Determine student satisfaction with the experience
- Enable data-driven improvement strategies
- Identify process strengths and opportunities to improve student experience

Of the 12 students from 2021-2023, 6 completed the exit survey. Results of the exit survey are listed below. Please note that questions 1-13 include personal information and are not included in the results.

- All students reported developing a better understanding of the regulatory structure of nursing through this experience.
- All students reported that they received orientation, their mentor continually connected their work with the work of the Board of Nursing, and that the experience met their expectations.
- All students said they would recommend the program to other nursing students.
- Of 6 students, 5 agreed that the experience was flexible and attentive to their objectives. One student had trouble completing the required hours per week.
- "Likes" included mentorship, flexible times, learning about the structure and function of WABON (formerly NCQAC), and understanding the mechanics of policy modification.
- "Dislikes" included scheduling conflicts, wanting to do more than one project, not relevant to degree, and unknown final results.
- Of 6 students, 5 were interested in employment opportunities at the Board of Nursing.



What did you gain (learn) during this experience?

- Knowledge of the rules process, the legislative process, and how the commission partners with other organizations, and how the process is started for DEI work is at high levels. I was able to connect my coursework with my practicum and gained confidence in talking about overall nursing legislation impacts, and gained experience learning from nurses who are on governing boards.
- Change takes time!
- Learn how NCQAC works for nursing and healthcare.
- Project Management, Data Analysis, Information Management, Teamwork, Communication.
- Gained knowledge about the NCQAC and how it contributes to public safety.
- Better understanding of the commission's function.

What did you find most valuable about the experience?

- My preceptor, Mary Sue Gorski, was excellent, she was available and able to discuss my learnings for the week in an open and knowledgeable way. I would ask a novice question and her answer prepared me to be an expert.
- The wealth of knowledge my mentor had about the commission and changes that have taken place over the years.
- Most valuable was the experience with working with other team members outside of a school setting, along with collaborating with other members of a board provided me with knowing 'real world' experience.
- Meeting different personnel and making connections.

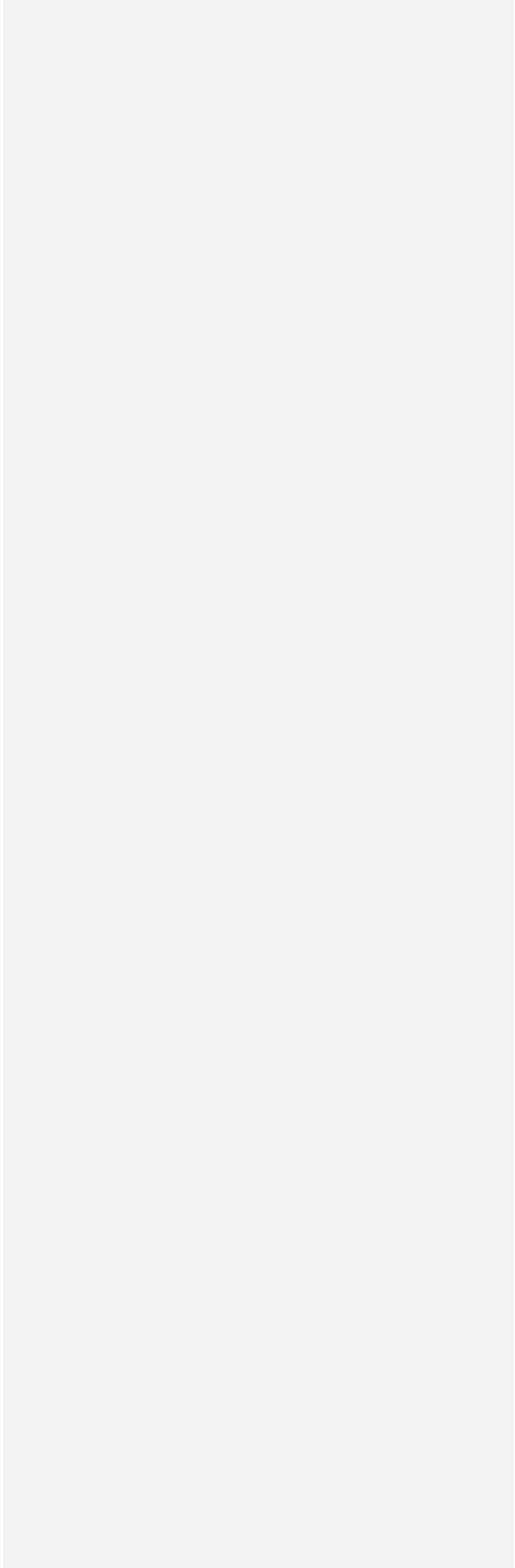
Summary Next Steps

The student engagement program has increased access to student experiences with the board of nursing. Students engage in service learning, working on projects that connect with the work of the board. Student involvement in ongoing projects brings new perspectives to the work of the board and helps health care professionals learn more about nursing regulation.

There are opportunities for improvement of the student experience, informed by feedback through the exit survey. The program and exit survey continue to be revised to address feedback and improve the process.

The Research unit will continue to gather the information in this report for annual review to assure the processes remain relevant and maximize the support of student experiences and board members and staff.

Appendix III: Examples of Student Work



Appendix IV: Excerpts from Web and GovDelivery Analytic Reports

Website Analytics Report – WABON

Quarter 3 of 2024

Executive Summary

In the third quarter of 2024, the Washington State Board of Nursing (WABON) website received a total of 274,599 active users with an average engagement time of 1 minute and 24 seconds. The majority of users arrived at the website through direct traffic (44.2%), followed by organic search (39.6%), and then referral (19.3%). The most visited pages were the Verify a License page, the Home page, and the Renew or Reactivate a License page.

Introduction

This report includes an overview of the WABON website performance during Q3 2024, including sources of traffic, top-performing pages, session details, and more.

Methodology

Data in this report was collected through Google Analytics, and includes all website traffic during the third quarter of 2024, from July 1st, 2024 through September 30th, 2024. Comparisons were made using data from Q2 of 2024, from the time period April 1st, 2024 through June 30th, 2024.

Results

Key Findings

1. **Total Visits:** The WABON website had 406,574 total sessions during Q3 of 2024, which is an increase of 4.4% from the previous period, Q2 of 2024.
2. **Engagement Rate:** Of these 406,574 sessions in Q3 of 2024, 239,630 were considered “engaged sessions”, meaning that the sessions lasted longer than 10 seconds, or the user visited 2 or more pages during their session. The website therefore had an engagement rate of 58.9%, an increase of 0.7% from the previous period.
3. **Active Visitors:** The WABON website had 274,599 active users during Q3 of 2024. This is an increase of 7.7% from the previous period, Q2 of 2024.
4. **New Visitors:** The WABON website had 256,331 new visitors during Q3 of 2024. This is an increase of 8.7% from the previous period, Q2 of 2024.
5. **Page views:** The website recorded 994,035 total page views during the Q3 of 2024, representing an increase of 2.5% from the previous period.
6. **Bounce Rate:** The website had a bounce rate of 41.1% during Q3 of 2024, a decrease of 1.0% from the previous period. Bounce rate indicates the number of sessions that were not engaged sessions.

1. New Users by Traffic Source by Week in Q3 of 2024

Pages

The most popular pages on the website during the period were:

1. **Verify a License:** 125,781 page views, an increase of 18.1% from the period before.

2. **Home:** 75,512 page views, an increase of 6.8% from the previous quarter.
3. **Renew or Reactivate License:** 69,841 page views, an increase of 25.1% from the period before.
4. **Upgrade to an MSL:** 45,404 page views, a decrease of 4.7% from the period before.
5. **Online Application Instructions:** 44,835 page views, a decrease of 29.7% from the period before.

User behavior on the website during Q3 of 2024 was as follows:

1. **Average Engagement Time:** The average engagement time was 1 minute and 24 seconds, a decrease of 12.4% from Q2 of 2024.
2. **Views per Active User:** The average number of pages viewed by each user was 3.44 pages, a decrease of 3.4% from Q2 of 2024.

Users visited the website by using the following devices in the previous quarter of 2024:

1. **Desktop:** 195,777 users used a desktop to access the website, an increase of 12.1% since the previous quarter. This accounted for 71.0% of all users.
2. **Mobile:** 78,130 users used a mobile device to access the website, a decrease of 1.5% since the previous quarter. This accounted for 28.3% of all users.
3. **Tablet:** 1,707 users used a tablet to access the website, a decrease of 7.7% since the previous quarter. This accounted for 0.6% of all users.

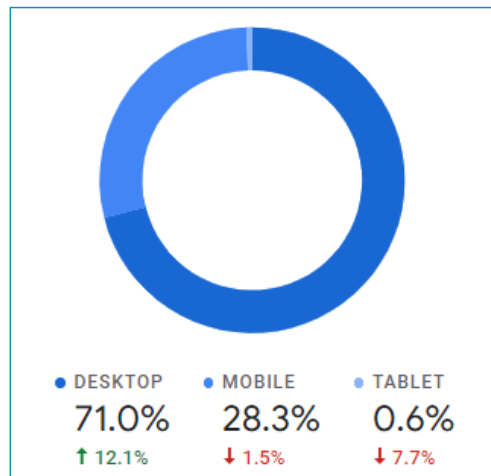


Figure 7. Breakdown of Total Users by Device Type During Q3 of 2024

Conclusions

The third quarter of 2024 showed slight increases in most measures when compared to last quarter. We saw slight increases in page views, sessions started, the number of visitors, and engagement rate.

However, average engagement time and pages viewed per user also slightly decreased. This means that even though more users are visiting and engaging with the website, those that do engage are spending more less time on the website and viewing less pages than they had been previously on average.

GovDelivery Performance: Bulletin Report Analytics

Compiled October 4th, 2024

Data Range: July 1st, 2024 through September 30th, 2024

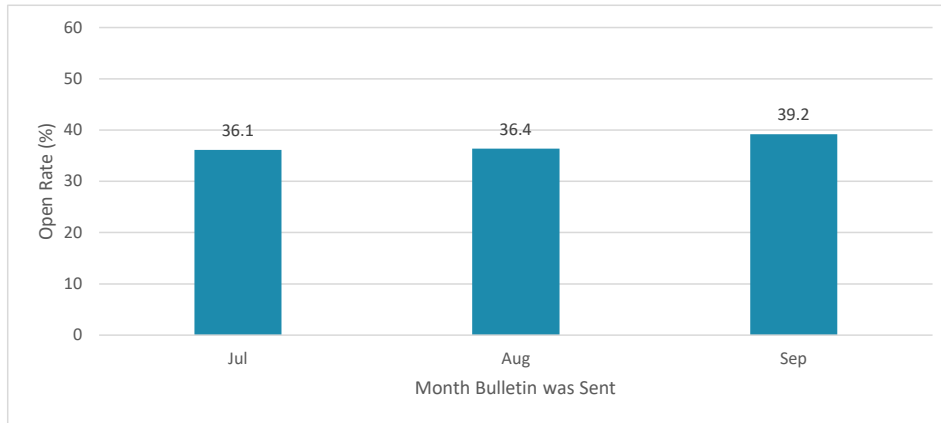
Summary

Data is collected by GovDelivery on all bulletins sent out. This report compiles some of that data from the date range: July 1st, 2024 through September 30th, 2024. The data shows that email open rate was the highest in September, and the highest for the Legislation and Rules category. News and Alerts had the highest number of total opens, and the bulletin “CR103 FILED - Military Spouse Temporary Practice Permit, WAC 246-12-051” had the most total opens.

Highest Viewed Bulletins

Bulletin Subject	Total Opens
CR103 FILED - Military Spouse Temporary Practice Permit, WAC 246-12-051	226,794
Telehealth New Laws	195,609
Naturopathic scope of practice sunrise - sharing draft report for public comments - due August 31	183,317
Collecting Health Care Professionals' Demographic Information	132,385
988 Lifeline and the Veterans Crisis Line	118,973

Average Unique Email Open Rate

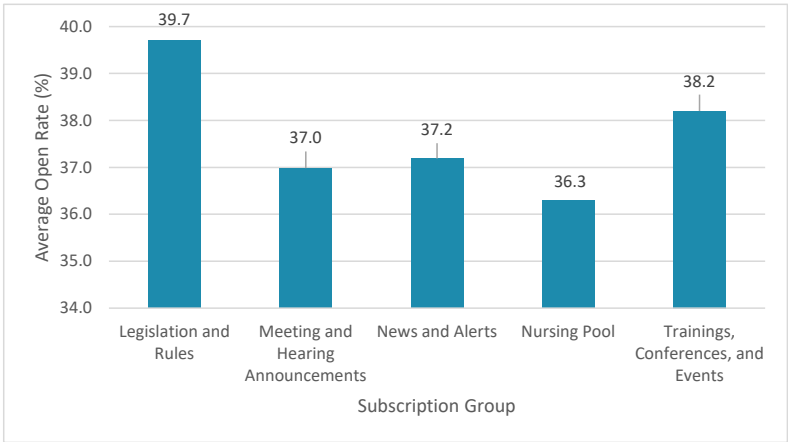


Total Opens by Month and Subscription Group

Subscription Group	July	August	September	All Quarter
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Legislation and Rules	60,610		62,148	122,758
Meeting and Hearing Announcements	254,162	644,827	345,779	1,244,768
News and Alerts	271,180	673,447	312,103	1,256,730
Nursing Pool	132,385	1,541	118,973	252,899
Trainings, Conferences, and Events		56,972	65,352	122,324
Grand Total	718,337	1,376,787	904,355	2,999,479

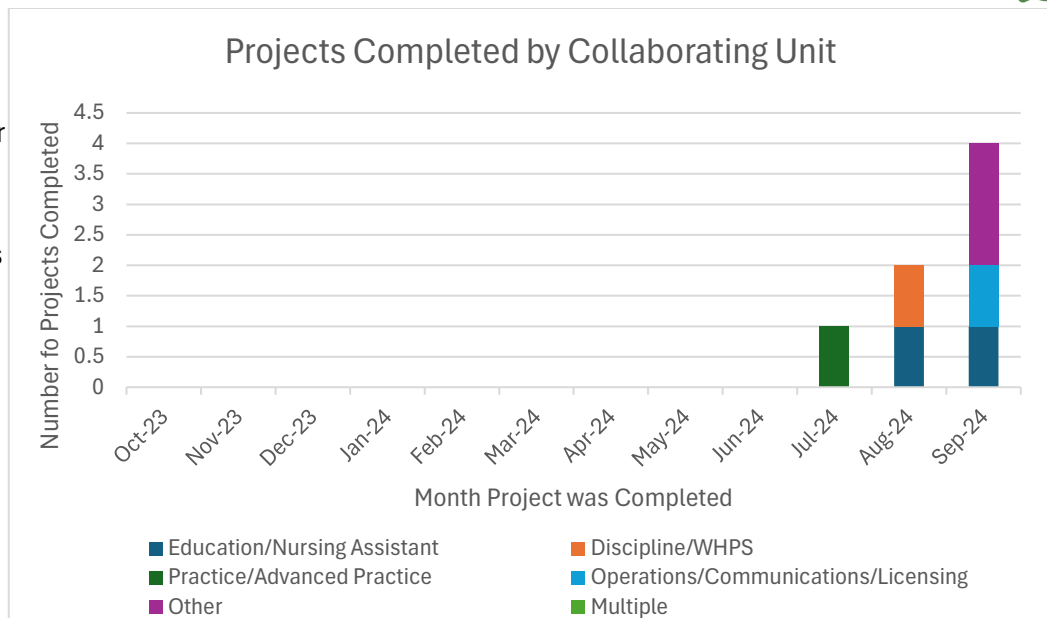
Average Unique Email Open Rate by Subscription Group in the Last 12 Months



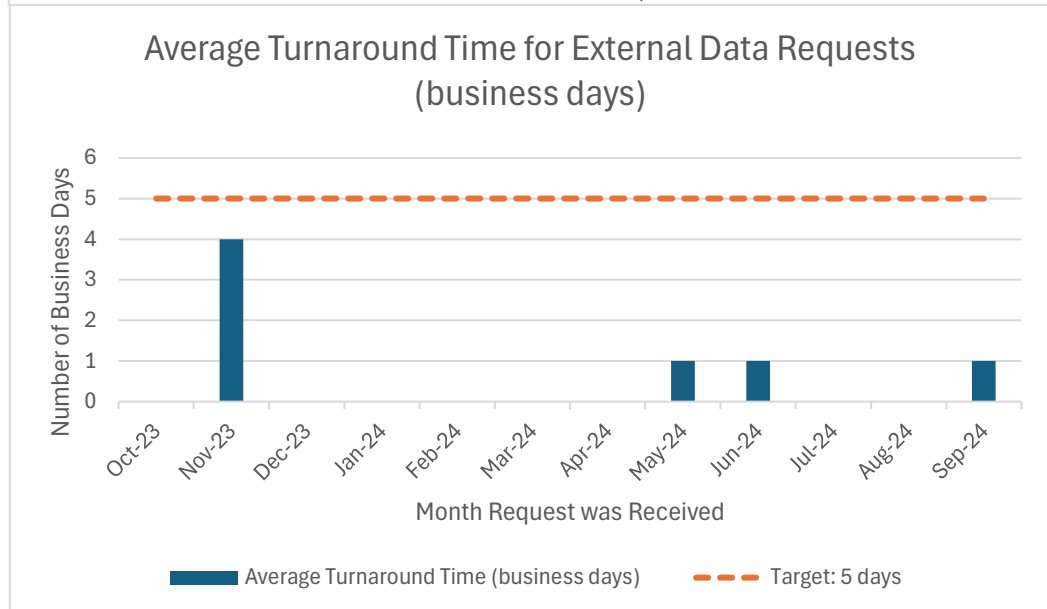
Research Performance Measures



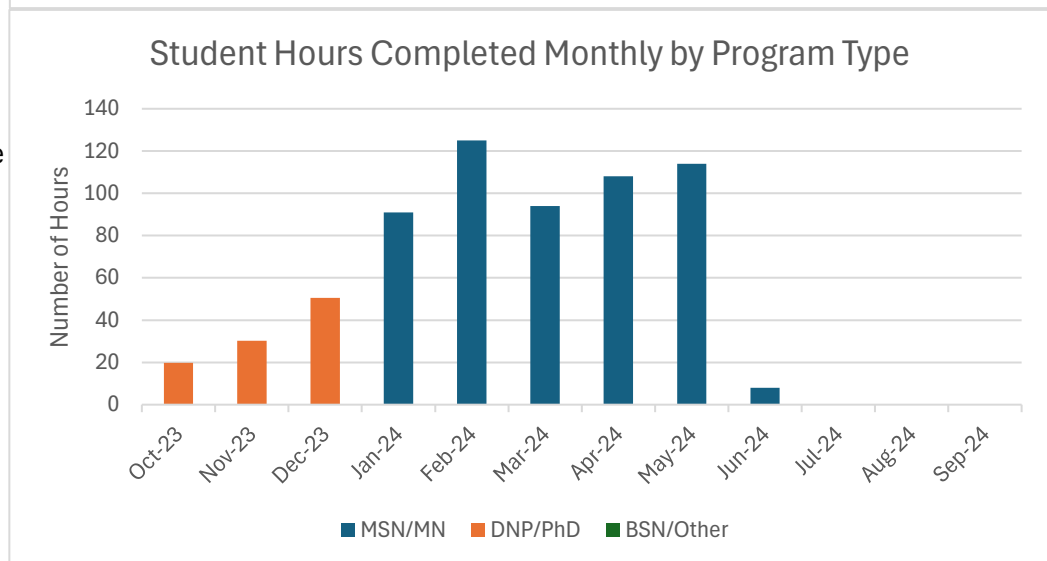
Volume. The number of project completed by the research unit in the last 12 months by the unit they were supporting or collaborating with. The goal is for every WABON unit to be represented here.



Turnaround. The average turnaround time for external data requests received in the last 12 months. The target is to fulfill requests within 5 business days.



Volume/ Satisfaction. The total amount of hours students in the student engagement program completed each month in the last 12 months for WABON by their program type. The goal is for continuous student engagement during the academic year.



Research Subcommittee Work Plan 2023-2025	Details
Research Questions	
1. How effective are LPN to BSN programs?	
2. What are the effects of Nurse Licensure Compact (NLC) implementation on Disciplinary Actions in Washington state?	
3. What are the effects of telehealth in Washington State?	
4. What kinds of equity tools would we apply to data? How can we be intentional about approaching our work through an equity lens?	
5. What is the state of academic progression at all levels in Washington state?	
6. English Proficiency Exam(s) Evaluation	Evaluation of OET, TOEFL & IELETS testing of English Proficiency within 12-18 months of implementation of OET as an option in January 2023 (2026)
7. Continuing Competency Rules Evaluation	Evaluation of new continuing competency rules within 5 years of implementation (still pending implementation). (2027)
8. Preceptor Grant Program Evaluation	Program needing evaluation from Research Subcommittee (2023 first data collection, analysis pending)