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COMPLIANCE REVIEW

THE WEST VIRGINIA CENTER FOR NURSING

AUDIT OVERVIEW

The West Virginia Center for Nursing Is Still Not Taking a Targeted Approach to the Distribution of Nursing Scholarships



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EXECUTIVE SUMMARY

Pursuant to Chapter 4, Article 10, Section 11 of the Performance Review Act of the *West Virginia Code*, the Chairs of the Joint Committee on Government Organization requested the Legislative Auditor to conduct a Compliance Review of the 2009 performance review of the West Virginia Center for Nursing. In order to conduct the Compliance Review, the Center was asked how it had responded to the six recommendations from the 2009 report. The Legislative Auditor then determined the level of compliance. The levels of compliance are: *In Compliance, Partial Compliance, Planned Compliance, In Dispute, Non-Compliance, and Requires Legislative Action* (see Appendix B for a description of the levels of compliance). The six recommendations are listed as follows:

1. The West Virginia Center for Nursing's annual strategic plan should document and address the nursing shortage by indentifying the specialty in most need, the geographic areas of critical need and the progress of the Center in the recruitment and retention efforts in those areas.
2. The West Virginia Center for Nursing should consider requesting from the Legislature legislation that requires agencies, institutions or nurses respond to the Center's surveys.
3. The West Virginia Center for Nursing should consider using the Florida Center for Nursing's strategic plan and annual status reports as examples when compiling information for future reports to the Joint Committee on Government and Finance.
4. The West Virginia Center for Nursing should take a targeted approach in the awarding of scholarships and other activities to address underserved areas of the state.
5. The West Virginia Center for Nursing needs to either establish a loan repayment program, or request an amendment to state Code.
6. The West Virginia Center for Nursing should collaborate with other state agencies when necessary to obtain statistical and employment information regarding nursing program graduates.

Report Highlights:

Finding: The West Virginia Center for Nursing Is Still Not Taking a Targeted Approach to the Distribution of Nursing Scholarships.

- The Center is in full compliance with three of the six 2009 recommendations, partial compliance with two, and non-compliance with one.

- The Center has corrected three problems identified in the previous audit by obtaining legislation which requires institutions to respond to its surveys, obtaining an amendment to state Code to abolish its loan repayment program, and by collaborating with state agencies to obtain statistical and employment information regarding nursing program graduates.
- Since 2009, the Center received amended language for *West Virginia Code §30-7B-4*, which requires the Center to collect data from employers on at least an annual basis. The Center has decided to survey the appropriate personnel every other year. The Center should follow state code and obtain this information annually.
- The Center has not submitted an annual report to the Joint Committee on Government and Finance since 2007. The Center should follow state code and report annually.
- The Center still does not take a targeted approach in the awarding of scholarships to address the underserved areas of the state.
- The Center does not know where recent scholarship recipients are working. In order to document the Center's effectiveness it should consider stipulating a requirement that the awardees report periodically to the Center their place of employment and their field of specialty.

Recommendations:

1. *The West Virginia Center for Nursing should adhere to West Virginia State Code §30-7B-4(2) (A) and collect data from employers and nurses (LPN, RN, APN) on at least an annual basis.*
2. *The West Virginia Center for Nursing should adhere to West Virginia State Code §30-7B-9 and report annually to the joint committee on government and finance on its progress in developing a statewide strategic plan to address the nursing shortage in West Virginia, along with drafts of proposed legislation needed to implement the Center's plan.*
3. *The West Virginia Center for Nursing should consider stipulating in its scholarship application and requirements that awardees are required to periodically report to the Center upon graduation their place and length of employment, and their field of specialty. The Center should also confirm this information with the employer.*

FINDING 1

The West Virginia Center for Nursing Is Still Not Taking a Targeted Approach to the Distribution of Nursing Scholarships

Recommendation 1

The West Virginia Center for Nursing’s annual strategic plan should document and address the nursing shortage by identifying the specialty in most need, the geographic areas of critical need and the progress of the Center in the recruitment and retention efforts in those areas.

According to West Virginia Code §30-7B-4, the Center is required to address the nursing shortage within the state and is required to actively pursue the completion of its mandated duties.

Level of Compliance: Partial Compliance

The Performance Evaluation and Research Division (PERD) completed a Performance Review of the West Virginia Center for Nursing (Center) in December 2009. According to *West Virginia Code §30-7B-4*, the Center is required to address the nursing shortage within the state and is required to actively pursue the completion of its mandated duties. The Center’s first duty, according to *West Virginia Code §30-7B-4 (1)*, is to “*Establish a statewide strategic plan to address the nursing shortage in West Virginia.*” After review in 2009, the Legislative Auditor reported as follows:

“To date the Center has established two strategic plans, for the years 2006 through 2008 and 2009 through 2011. While the plans adhere to state Code in principle, it is the Legislative Auditor’s opinion that the strategic plans are not effectively addressing the nursing shortage because they lack a targeted approach to the nursing shortage within the state and there is no methodology in the plan on how the Center will allocate its resources to those targeted areas with the greatest needs.”

The Center reported that it employed a facilitator to develop comprehensive strategic plans for the year 2012 as well as the 2011-2013 period ... This plan is an improvement over the 2009-11 plan in that it has a focus on identifying the nursing specialties in most need, and the geographical areas (regions) in greatest need.

In order to update the status of compliance, the Legislative Auditor requested the Center’s most recent strategic plan. The Center forwarded the strategic plan for the years 2011 through 2013. The Center reported that it employed a facilitator to develop comprehensive strategic plans for the year 2012 as well as the 2011-2013 period. The updated strategic plans were to focus on the recruitment and retention of nurses in West Virginia. **After review of the strategic plan for 2011-2013, it is the**

Legislative Auditor’s opinion that the Center has partially complied with recommendation 1. The Center’s 2011-13 strategic plan lists three goals as follows:

1. collect and disseminate regional supply and demand data for strategic planning, policy, and decision making;
2. strengthen nursing recruitment efforts in areas of critical need; and
3. promote and retain a healthy nursing workforce in West Virginia.

This plan is an improvement over the 2009-11 plan in that it has a focus on identifying the nursing specialties in most need, and the geographical areas (regions) in greatest need. This is more consistent with recommendation 1. The Center has a better understanding of the nursing specialties and the regions of the state that have the greatest shortages through the compilation of survey data. The strategic plan provides action steps that the Center will take to achieve the three goals, along with projected impacts, achievement date, resources used and the status of the actions. However, the one element of recommendation 1 that has not been met by the Center is documenting its progress in the recruitment and retention efforts in those areas (specialties and regions). While the Center is reporting its progress in the actions it is taking to impact the areas of concern, it is not reporting the outcomes of these actions. The Legislative Auditor recommended that the outcomes of the Center’s actions be included in the strategic plan, which presently it does not. The Center does not know to what extent its efforts are accomplishing the intended goals. If the Center has decided not to have its strategic plans document the outcomes of its efforts in addressing the specialty and geographical shortages, then it should document this progress in another report such as an annual report. Documenting the progress of the actions taken by the Center is one thing, but documenting the results (outcomes) of those actions is another.

The Legislative Auditor reported in the 2009 report that the strategic plan should be the centerpiece for the public policy on the recruitment and retention of nurses and it

“...should identify locations within the state where shortages exist, and the specialty shortages within the broader occupation of nursing, in addition to tracking the outcomes of nursing schools and locations of employment for their graduates.”

However, the one element of recommendation 1 that has not been met by the Center is documenting its progress in the recruitment and retention efforts in those areas (specialties and regions).

If the Center has decided not to have its strategic plans document the outcomes of its efforts in addressing the specialty and geographical shortages, then it should document this progress in another report such as an annual report.

Tracking the outcomes has not been accomplished by the Center. Therefore, recommendation 1 has been partially complied with.

Recommendation 2

The West Virginia Center for Nursing should consider requesting from the Legislature legislation that requires agencies, institutions or nurses to respond to the Center's surveys.

Level of Compliance: In Compliance

According to *West Virginia Code §30-7B-4(2)*, the Center shall “Establish and maintain a database of statistical information regarding nursing supply, demand and turnover rates in West Virginia and future projections.” The Legislative Auditor reported in the previous report that in order to accomplish this duty, the Center had attempted to create a database from information obtained from surveys of employers, nurse training programs and the RN and LPN nursing boards. The Center had experienced inconsistent results. Therefore, the Legislative Auditor recommended the Center consider requesting from the Legislature legislation that requires institutions to respond to the Center's surveys. During the 2010 legislative session, the Legislature passed Senate Bill 584 which stated, “Employers of nurses who are surveyed shall be required to provide data annually by the deadline established by the Center.” This recommendation was made to alleviate the Center's difficulty in obtaining survey results which would assist it in its data collection. **Due to the Center adhering to the recommendation, it is the Legislative Auditor's opinion that it is in compliance with the recommendation 2 from the 2009 report.**

During the 2010 legislative session, the Legislature passed Senate Bill 584 which stated, “Employers of nurses who are surveyed shall be required to provide data annually by the deadline established by the Center.”

Recommendation 3

The West Virginia Center for Nursing should consider using the Florida Center for Nursing's strategic plan and annual status reports as examples when compiling information for future reports to the Joint Committee on Government and Finance.

Level of Compliance: Partial Compliance

The Legislative Auditor reported within the 2009 report that “*Florida is an example of a state in which the statewide strategic plan has been used to select priorities that need to be addressed.*” The Florida Center was also utilized as an example for providing status reports for the six regions of the state. As documented within the report, “*The status reports provide information from each region concerning the average age of the workforce, full-time vacancy rates, median turnover rates, number of nursing graduates and full-time nursing faculty demands.*” **Since the previous report, the West Virginia Center for Nursing has utilized the Florida Center as an example for providing status reports on one occasion. Therefore, it is the Legislative Auditor’s opinion that the Center is in partial compliance with recommendation 3.** The Center used seven workforce regions and collaborated with the West Virginia Hospital Association to collect data on 2010 Registered Nurse (RN) and Licensed Practical Nurse (LPN) turnover rates, and RN and LPN vacancy rates. The Center also collaborated with the West Virginia Health Care Association and used the seven workforce regions to report on the turnover rates and vacancy rates in Long Term Care Facilities of Advanced Practical Nurses (APNs), RNs and LPNs.

While the Center for Nursing should be commended for collecting data and placing this information on its website, there has not been another report published since. Senate Bill 584 introduced new language into *West Virginia Code §30-7B-4(2)(A)* requiring the Center to, “... collect data from employers and nurses (LPN, RN, and APN) on at least an annual basis....” These data according to *West Virginia Code §30-7B-4(2) (B)* “...shall include vacancy rates, annual turnover rate and information about hard to fill vacancies for all levels of nurses.” Also, new language added to *West Virginia Code §30-7B-4(2) (D)* states that employers of nurses who are surveyed, “...shall be required to provide data annually by the deadline established by the Center.” When asked to provide an explanation as to why the Center has not published any new information since 2010 regarding the vacancy rates, annual turnover rates and information about hard-to-fill vacancies for LPNs, RNs, and APNs, the Executive Director reported as follows:

“The report I sent from hospitals and long term care facilities was from the survey in 2010 but it took until 2011 to get the results published. The Center’s Board of Directors has deemed it appropriate to survey long term

Since the previous report, the West Virginia Center for Nursing has utilized the Florida Center as an example for providing status reports on one occasion.

While the Center for Nursing should be commended for collecting data and placing this information on its website, there has not been another report published since [2010].

care and hospitals every other year on the even years as that will show more of a trend. The hospitals and long term care facilities survey was sent to the Hospital Association and the Health Care Association for distribution to its members in late November 2012 so no report is available at this time and we do not expect the results to be returned to us until at least March 2013.”

It is the Legislative Auditor’s opinion that while the Center has utilized the Florida Center for Nursing as an example in obtaining information to publish a report by workforce region, it has decided to survey the appropriate personnel every other year when state code directs the Center to collect the data on at least an annual basis. **While this decision was directed from the Center’s Board of Directors, the Center should follow state code and obtain this information annually.**

The annual accumulation of data according to *West Virginia Code §30-7B-4(2) (F)* is to be used by the Center to, “...strategically plan for recruitment and retention initiatives by region.” According to *West Virginia Code §30-7B-9*, the Center is then to “...report annually to the joint committee on government and finance on its progress in developing a statewide strategic plan to address the nursing shortage in West Virginia, along with drafts of proposed legislation needed to implement the center’s plan.” The last annual report submitted by the Center to the Joint Committee was in 2007. According to the Executive Director, “...unfortunately we have not written a report since 2007. I can tell you I have gathered the data to write one for 2011-2012 but it will not be available until probably May 2013.” It is the Legislative Auditor’s opinion that without providing annual reports, the Center is not in complete compliance with recommendation 3, and it also does not adhere to state code. **Therefore, the Center should begin to follow state code and report at least annually to the Joint Committee on Government and Finance on its progress in addressing the nursing shortage in West Virginia.**

It is the Legislative Auditor’s opinion that while the Center has utilized the Florida Center for Nursing as an example in obtaining information to publish a report by workforce region, it has decided to survey the appropriate personnel every other year when state code directs the Center to collect the data on at least an annual basis.

Recommendation 4

The West Virginia Center for Nursing should take a targeted approach in the awarding of scholarships and other activities to address the underserved areas of the state.

Level of Compliance: Non-Compliance

The Center for Nursing provides a scholarship program to students in West Virginia who have been accepted into RN, LPN, APN, Bachelors of Science in Nursing (BSN), Masters of Science in Nursing (MSN) or doctorate degree programs in nursing. The student must be a resident of West Virginia, must be in good academic standing and have completed 50 percent of the nursing curriculum. Each student must also agree to work in West Virginia for a minimum of one year after graduation. RN programs may apply up to \$2,400 per state fiscal year, with the maximum award of \$1,000 to be provided per student, per academic year. LPN programs may apply for up to \$500 per state fiscal year, with a maximum award of \$500 to be provided per student, per academic year. Therefore, the scholarship funding is available to all nurse training programs that apply.

The 2009 report stated that the Center's attempt to assist as many nursing students throughout the state was "...unfocused and does not address the RN shortage in identified underserved localities." In order to make a greater impact to the nursing shortage within the state, a recommendation was made for the Center to review the underserved areas of the state and "...direct substantial scholarships to new students from counties where a severe RN shortage exists with the goal of having them complete training and work in their home counties." When asked what the Center was doing in regards to the 2009 recommendation, the Executive Director reported, "The Center for Nursing Recruitment and Retention Committee proposed to the Board of Directors to use the turnover and vacancy reports to develop criteria for scholarship programs."

The Center has stated that since the 2009 report the scholarship program now has a set of criteria that utilizes the Center's statistical database to target specific workers. According to the scholarship program application, the Center is targeting nurses that are at certain stages of their nursing career or that may be considering a career in a nursing specialty that surveyed hospitals have reported difficulty in recruiting such as obstetrics, psychiatric nursing, emergency room, and long term care. Although the application asks applicants to indicate if they are considering going into a certain nursing specialty, and requires applicants to work in West Virginia for at least one year for each \$1,000 received, the Center does not know if the person entered the specialty that was indicated, or if the person worked in West Virginia. **Therefore, the Center is not in compliance with recommendation 4.**

The Center for Nursing provides a scholarship program to students in West Virginia who have been accepted into RN, LPN, APN, Bachelors of Science in Nursing (BSN), Masters of Science in Nursing (MSN) or doctorate degree programs in nursing.

Although the application asks applicants to indicate if they are considering going into a certain nursing specialty, and requires applicants to work in West Virginia for at least one year for each \$1,000 received, the Center does not know if the person entered the specialty that was indicated, or if the person worked in West Virginia.

In regard to after the scholarships are awarded, it is the Legislative Auditor's opinion that the Center should document its effectiveness by identifying where its scholarship recipients are working. Previously, in the 2009 report when asked if the Center tracked the graduated scholarship recipients, the Executive Director responded by stating the Center:

"...may only assume that we are retaining 100% of the nurses based on them agreeing to sign the scholarship agreement. However, we have not confirmed that with each recipient."

PERD again requested from the Center if it is tracking where recent graduates were working. According to the Executive Director:

"I only have the documents that were filed to show the scholarship awarded. They are multiple pages and number into the hundreds. Those are maintained in our office. And, no I did not note where they were working only that they met their commitment of the 1 year."

To effectively document the Center's progress in retaining nurses to work in West Virginia, the Center should follow up with the recipient and the employer to document where they are working and for how long.

By not following up on where the scholarship recipient is working, the Center is taking the word of the recipient that he or she has met the commitment to work in West Virginia for a year. To effectively document the Center's progress in retaining nurses to work in West Virginia, the Center should follow up with the recipient and the employer to document where they are working and for how long. **Therefore, the Legislative Auditor recommends that the Center consider stipulating in its scholarship application and requirements that awardees are required to periodically report to the Center upon graduation their place of employment and their field of specialty.** The Center should also confirm this with their employer and obtain information on how long the recipient has worked there.

Recommendation 5

The West Virginia Center for Nursing needs to either establish a loan repayment program, or request an amendment to the state Code.

Level of Compliance: In Compliance

At the time of the 2009 evaluation, the Center for Nursing had a legislative mandate to establish a loan repayment program to assist in the retention of nurses within the state. According to the Executive Director, the Center was not conducting this program because “*a loan repayment program was not feasible at this time.*” It was reported that the program was not feasible because they had a lack of staff with collection experience, the Center only has a small amount of money available and the cost of running such a program was prohibitive. The Legislative Auditor reported that this may be valid but since it was mandated in legislation either the Center adhere to state code or request the section be removed. The passage of Senate Bill 584 removed the request. **Therefore, the Center of Nursing is in compliance with the recommendation 5 of the 2009 report.**

During the 2009 report, PERD reported that in many instances the Center for Nursing had difficulty in obtaining information from employers of nursing.

Recommendation 6

The West Virginia Center for Nursing should collaborate with other state agencies when necessary to obtain statistical and employment information regarding nursing program graduates.

Level of Compliance: In Compliance

During the 2009 report, PERD reported that in many instances the Center for Nursing had difficulty in obtaining information from employers of nursing. Therefore, a recommendation was made for the Center to collaborate with other state agencies when necessary to obtain statistical information that in the past was difficult to obtain by simple surveys. Since that time, the Center for Nursing has made a point to utilize the Registered Nursing Board, Licensed Practical Nursing Board, and the Office of Public Health for statistics on the supply of nurses within the state.

Since that time, the Center for Nursing has made a point to utilize the Registered Nursing Board, Licensed Practical Nursing Board, and the Office of Public Health for statistics on the supply of nurses within the state.

According to the Executive Director, the LPN Board has been able to provide the Center’s requested information but the RN Board has not. The RN Board utilizes the assistance of the Office of Technology to run a nursing supply report which the Center plan “*...for future programs and model development to recruit and retain West Virginia nurses.*” Unfortunately, the Center indicates that “*Reports from 2010 and 2011*

are delayed until 2012 as the state Office of Technology has been difficult to work with the Center for Nursing to provide us data from the WV RN Board.” Also, the Executive Director has attempted to utilize the Office of Public Health regarding public health nurses but “...after many phone calls and emails in which conformation was given by them the Center received no responses from surveys sent to them to distribute.” It is the Legislative Auditor’s opinion that the Center has complied with recommendation 6, but it indicates that it has encountered difficulties obtaining information from some state agencies.

Conclusion

PERD was requested by the West Virginia Joint Committee on Government Organization to conduct a compliance report of the 2009 report on the West Virginia Center for Nursing for the 2012-2013 interim meeting cycle. PERD completed a Performance Review of the West Virginia Center for Nursing in December 2009. There were six recommendations at the conclusion of the report. The overall theme was that the Center did not take a targeted approach to the distribution of nursing scholarships, nor did it report on where the scholarship recipients were working after graduation. The Legislative Auditor reported that until the Center could report on where individual scholarship recipients were working after graduation, it could not know if it was successfully addressing the nursing shortage within the state.

This compliance review indicates that the Center has made some progress in a few areas, particularly in compiling data that indicate regions in the state and specialties that have nursing shortages for 2010. However, despite the data obtained, the Center is still not targeting underserved areas of the state, and it is not obtaining nurse shortage data on an annual basis as required by law. Also, the Center still does not track recent scholarship recipients after graduation to document their place of work. **Therefore, it is the Legislative Auditor’s opinion that the Center continues to be unable to document whether or not it has been effective in recruiting and retaining nurses in the state.**

This compliance review indicates that the Center has made some progress in a few areas, particularly in compiling data that indicate regions in the state and specialties that have nursing shortages for 2010. However, despite the data obtained, the Center is still not targeting underserved areas of the state, and it is not obtaining nurse shortage data on an annual basis as required by law.

Recommendations:

1. *The West Virginia Center for Nursing should adhere to West Virginia State Code §30-7B-4(2) (A) and collect data from employers and nurses (LPN, RN, APN) on at least an annual basis.*
2. *The West Virginia Center for Nursing should adhere to West Virginia State Code §30-7B-9 and report annually to the joint committee on government and finance on its progress in developing a statewide strategic plan to address the nursing shortage in West Virginia, along with drafts of proposed legislation needed to implement the Center's plan.*
3. *The West Virginia Center for Nursing should consider stipulating in its scholarship application and requirements that awardees are required to periodically report to the Center upon graduation their place and length of employment, and their field of specialty. The Center should also confirm this information with the employer.*

Appendix A: Transmittal Letter

WEST VIRGINIA LEGISLATURE *Performance Evaluation and Research Division*

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John Sylvia
Director

January 23, 2013

Mr. Duane Napier, Executive Director
West Virginia Center for Nursing
1018 Kanawha Blvd. E Ste 700
Charleston, WV 25301-2800

Dear Mr. Napier:

This is to transmit a draft copy of the Update of the West Virginia Center for Nursing. This report is scheduled to be presented during the February 10-12, 2013 interim meeting of the Joint Committee on Government Operations, and the Joint Committee on Government Organization. We will inform you of the exact time and location once the information becomes available. It is expected that a representative from your agency be present at the meeting to orally respond to the report and answer any questions the committees may have.

We need to schedule an exit conference to discuss any concerns you may have with the report. We would like to have the meeting on any of the dates from January 28-30, 2013. Please notify us to schedule an exact time. In addition, we need your written response by noon on January 31, 2013 in order for it to be included in the final report. If your agency intends to distribute additional material to committee members at the meeting, please contact the House Government Organization staff at 340-3192 by Thursday, February 7, 2013 to make arrangements.

We request that your personnel not disclose the report to anyone not affiliated with your agency. Thank you for your cooperation.

Sincerely,


John Sylvia

Enclosure

_____ *Joint Committee on Government and Finance* _____

Appendix B: Levels of Compliance

Levels of Compliance	
In Compliance	The agency has corrected the problems identified in the previous audit report.
Partial Compliance	The agency has partially corrected the problems identified in the previous audit report.
Planned Compliance	The agency has not corrected the problem but has provided sufficient documentary evidence to find that the agency will do so in the future.
In Dispute	The agency does not agree does not agree with either the problem identified or the proposed solution.
Non-Compliance	The agency has not corrected the problem identified in the previous audit report.
Requires Legislative Action	The recommendation was intended to call to the attention of the Legislature to one or more statutory issues.

Appendix C: Agency Response



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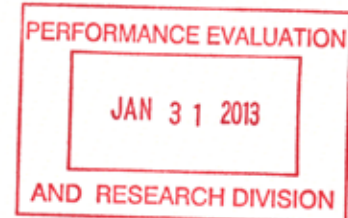
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Dear Mr. Sylvia:

This is the Center for Nursing's response to the recent audit conducted during January 2013. Should you have questions or need additional information we look forward to hearing from you.

Recommendation 1

The West Virginia Center for Nursing's annual strategic plan should document and address the nursing shortage by identifying the specialty in most need, the geographic areas of critical need and the progress of the Center in the recruitment and retention efforts in those areas.

The Center for Nursing will revise the Strategic Plan to address the "Outcomes" as suggested by the auditors. However, the Center began in 2012 to request students identify the specialty they were interested in working after graduation. The specialties of Psychiatry, Emergency Department, Critical Care, OB/GYN were included on the 2012- 2013 scholarship application. The Center will not have that information until June of 2013 after the schools of nursing have submitted the applications and other required paperwork for each student receiving a scholarship are submitted to the Center. So we do not have that information yet to report. As for areas of need, geographically, our annual survey of nurse employers provides that information. It is reported as Work Force Investment Areas and is evident in the 2010 report submitted to the auditor's for review.

Friday, February 01, 2013

Recommendation 2

The West Virginia Center for Nursing should consider requesting from the Legislature legislation that requires agencies, institutions or nurses to respond to the Center's surveys.

The Center is in compliance with this recommendation. However, it is important to note the West Virginia Hospital Association and the West Virginia Health Care Association are working with the Center to gather data. We survey these entities every other year on the even years. The data is made available to the Center within the first six months of the next year. The RN Board of Examiners and the LPN Board of Examiners provide data every year. The Center has attempted to survey Advanced Practice Nurses, Prisons and Jails, Hospice, local Health Departments, and Home Health Agencies on the odd years. However, to date even after frequent reminders to complete the survey and reminders of the requirements under the law, we have had poor response. We are looking for inroads into these organizations within their associations or with a leader within each group. As of late 2011 a resource has been identified for prisons and jails. In January 2013 a resource has been identified for the local health departments. The Center will entertain any suggestions to improve the return rates.

Recommendation 3

The West Virginia Center for Nursing should consider using the Florida Center for Nursing's strategic plan and annual status reports as examples when compiling information for future reports to the Joint Committee on Government and Finance.

The Center for Nursing will consider elements of the Florida Center for Nursing's strategic plan and annual reports as an example of how we might better compile and communicate in our future reports. The West Virginia Center for Nursing currently publishes information (like Florida) on its website for registered nurses, licensed practical nurses and advanced practice nurses called "Data Snapshots" these are published as the data is available.

Recommendation 4

The West Virginia Center for Nursing should take a targeted approach in the awarding of scholarships and other activities to address the underserved areas of the state.

The Center for Nursing targets LPN through doctoral level nursing students to address the need. As noted in the 2009 response from the Center most of the underserved areas in the state do not have nurse employers. The students from these underserved areas travel to larger communities for their education and often stay in the areas of the state where there are employers and jobs. It is often not feasible to return to their communities as there are no employers of nurses located in those regions identified as underserved by the auditor's.

Friday, February 01, 2013

Recommendation 5

The West Virginia Center for Nursing needs to either establish a loan repayment program, or request an amendment to the state Code.

As noted the Center is in compliance with this recommendation.

Recommendation 6

The West Virginia Center for Nursing should collaborate with other state agencies when necessary to obtain statistical and employment information regarding nursing program graduates.

As noted the Center is in compliance with this recommendation.

Recommendations:

1. *The West Virginia Center for Nursing should adhere to West Virginia State Code §30-7B-4(2) (A) and collect data from employers and nurses (LPN, RN, APN) on at least an annual basis.*

The Center for Nursing currently collects/attempts to collect data on an annual basis. The West Virginia Hospital Association and the West Virginia Health Care Association are key in the data collection for hospitals and long term care associations for the even years. However, for the odd year's local health departments, hospice organizations, home health organizations, prisons and jails, primary care, and others it has proven more difficult as we have been unable to identify a resource person in which to work with to gather this data. However, we just met with DHHR and Public Health and they are willing to work with us for local health departments which we will begin gathering this year

2. *The West Virginia Center for Nursing should adhere to West Virginia State Code §30-7B-9 and report annually to the joint committee on government and finance on its progress in developing a statewide strategic plan to address the nursing shortage in West Virginia, along with drafts of proposed legislation needed to implement the Center's plan.*

The Center agrees with this recommendation. We have not met this requirement and will do so from now on beginning with a report for 2011 - 2012 which will be available in early 2013.

Friday, February 01, 2013

3. *The West Virginia Center for Nursing should consider stipulating in its scholarship application and requirements that awardees are required to periodically report to the Center upon graduation their place and length of employment, and their field of specialty. The Center should also confirm this information with the employer.*

The Center for Nursing will make the recommended changes to the applications and require those students that accept a scholarship to remain in contact with the Center. In addition, there is an opportunity to work with the state Tax Department, Higher Education Policy Commission, Work Force West Virginia, nurse employers, and the schools of nursing to additionally track these recipients. In addition, we will report the outcome of this tracking on an annual basis.

On behalf of the West Virginia Center for Nursing Board of Directors I wish to thank the staff of the Performance Evaluation and Research Division for their assistance and recommendations on how the Center can improve its compliance to address the continuing nursing needs in West Virginia.

Sincerely,

Duane F. Napier

Duane F. Napier, MSN, RN
Executive Director



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