

OSBN Mission

The Oregon State Board of Nursing strives to protect the public's health, safety and well-being by regulating nursing practice and education.

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OSBN Increases E-Government Offerings

Most people are familiar with e-mail, e-commerce, and even e-conferencing. But, *e-government*?

E-government refers to a government agency's presence on the Internet, and the extent to which its audience is serviced online. Oregon State Board of Nursing licensees and certificate-holders will see a marked increase in services available through the OSBN website during the coming year, including a move to online license renewal.

New OSBN website design

The online changes start with a new, more easily navigable, website, which launched in January 2002. "Visitors to the website are finding what they need more easily, since subjects are grouped more logically," says Barbara Holtry, OSBN Public Information Officer. The site also sports a more professional, up-to-date design.

Moving from paper to plastic

Many CNAs and CMAs have already noticed the move to plastic certificate cards, instead of the old paper cards. The main benefits include:

- more durable than paper;
- allows more than one certificate number, so certificate-holders don't have to keep track of multiple cards; and
- features an electronic signature (taken from applications) that is more difficult to tamper with. To

facilitate this, all renewal forms have been redesigned to include a signature block.

The cards are used for all new and renewing licensees and certificate-holders. In the future (two–three years), the cards will feature licensee photos, to make them even more tamper-proof.

Online certificate renewals

"One of the most exciting changes coming up is online renewals," says Jerry Hollis, OSBN Project Manager. "Once we get the secure interfaces worked out between our website and our database, we'll be ready to roll." Online renewals are scheduled to debut tentatively in fall 2002.

New state website

The State of Oregon also launched a new web design with a new address in January 2002. The internet address for the new site is www.oregon.gov.

"The old state site was very insider-oriented," explains Hollis. "Unless you were familiar with 'state-speak,' it was very difficult to navigate. The new site is much more consumer-friendly, with more logical subject groupings." The state also is working on an online payment solution, to allow consumers to purchase items (such as license registrations) online with a credit card.

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Renewal Requirements

According to Oregon Administrative Rule, a CNA needs 400 hours of paid employment as a CNA working under the supervision of a licensed nurse to renew her/his certificate.

When completing the OSBN CNA Renewal Application, consider these questions when reviewing your hours of paid employment:

1. When you are on duty or providing care, is there an RN to whom you report?
2. Do you have a nurse supervisor that oversees the care you deliver?
3. Do you work where a nurse is on duty and on-site?
4. Do you work where a RN supervises or delegates to you?

If you can answer "yes" to any of these questions for a total of 400 hours of paid employment, it's likely you will be eligible for renewal. Please remember: being an independent "private duty" caregiver, does not count for renewal of your CNA certificate.

For more information, or clarification of what constitutes supervision and delegation, please call the OSBN office at 503-731-4745. Or visit the Board of Nursing website at www.osbn.state.or.us.

E-Government

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"They are scheduled to finish that later this year," says Hollis. "We are hoping to be one of the first agencies to use it for our online renewals."

For more information on the OSBN's e-government efforts, contact Hollis at 503-731-4745.

Who Are Oregon's CNAs?

Brief CNA Statistics for the Year 2001

Certified Nursing Assistants play a vital role in today's health care arena. CNAs help their clients with everyday activities, such as bathing, dressing and feeding, that are essential to maintaining a person's dignity and health.

CNAs work in many venues, from long-term care and assisted-living facilities, to hospitals and clinics. According to statistics from the Oregon Health Care Association (OHCA),

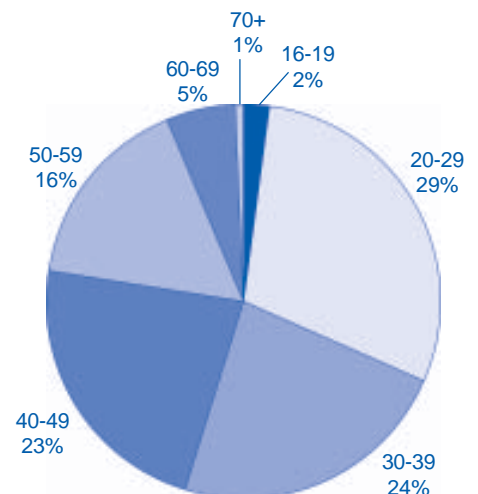
CNAs comprise approximately 41 percent of the jobs in long-term care facilities. The Oregon State Board of Nursing's statistics for 2001 reflect a mainly female, Caucasian workforce, between the ages of 20 and 49.

More information will be available in the upcoming *2001 OSBN Statistical Report* (to be published in April 2002). Contact the OSBN office at 503-731-4745 for a copy, or visit our website and click on "Publications."

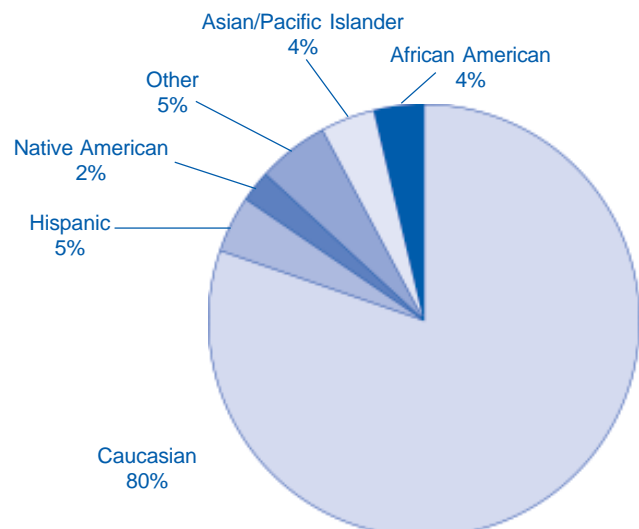
Quick CNA Facts

- Approximately 15,700 CNAs are currently certified in Oregon.
- Gender breakdown—
Female: 88%
Male: 12%
- Five most populated counties:
Multnomah: 2,807
Lane: 1,806
Marion: 1,541
Washington: 1,193
Clackamas: 1,004

CNAs by Age Group



CNAs by Ethnic Mix



OSBN Office Renovated for Better Customer Service

Visitors to the Oregon State Board of Nursing office this month will notice a larger reception area, better conference facilities and a change in how we handle your inquiries.

“Our volume of applications and phone calls reached the point where we needed to streamline and separate the processes of handling the applications and renewals from answering phone inquiries,” explains Joan Bouchard, RN, OSBN Executive Director. “Our new arrangement will enhance the contacts licensees have with the Board office.”

Instead of reaching a lengthy automated menu of options, callers will receive a brief greeting and be connected with one of the OSBN phone representatives, located in our new customer service center. These representatives will be able to handle almost any inquiry, regardless of whether it refers to a RN/LPN or CNA/CMA process.

“Previously, the technicians who handled these calls were fairly compartmentalized,” explains Rita Bau-

man, RN, Licensing and Certification Program Executive. “Some handled RN/LPN questions, others handled CNA/CMA issues, and calls were sometimes transferred between the two areas. It could be cumbersome.”

“Incoming callers will be able to dial a specific extension to reach someone they work with frequently, but most calls will be handled by our customer service center,” explains Jerry Hollis, OSBN Project Manager.

To make room for the new customer service center and production area, the current conference room was relocated within the office and will be updated later this bienium with built-in audio and video hook-ups. Task forces and other workgroups meeting at the Board office now have more convenient and flexible facilities.

“We thank everyone who experienced our construction phase for their patience,” adds Bouchard. “We believe these changes will provide all of our licensees and the public with a higher level of customer service.”

Frequently Asked Question

Q: I’m working on my renewal application. I received a DUII last year, but completed an approved diversion program. Do I have to check “yes” on the convictions/arrests application question?

A: Yes! Completion of a diversion program does not negate the fact of your DUII. The OSBN runs a Law Enforcement Data System (LEDS) check on every application. Although you may not have been arrested or

booked, there will be a record of your DUII on your driving record or on a LEDS check.

However, having a DUII on your record does not automatically prevent renewal. OSBN investigators routinely interview applicants who answer “yes” on the application for details of the situation. Depending on circumstances, certificates can still be renewed.

Please contact the OSBN at 503-731-4745 for additional information.

Changing Your Name?

If you’ve changed your name since you last renewed your certificate, please notify the OSBN. We need written notice stating your previous name, new name, and certificate or social security number. We also need a copy of your marriage license or the appropriate page of your divorce decree or court order. (You don’t have to send the entire document—just the page that specifies your new name.)

Please send your written notice and supporting documentation to the OSBN office at:
800 NE Oregon St., Suite 465,
Portland, OR 97232.

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CNA News

is published once a year by the OSBN to inform CNAs of current laws relating to nursing, OSBN policies and activities, and issues pertaining to the regulation of CNAs and education. Please call Editor **Barbara Holtry**, Public Information Officer, at 503-731-4745, ext. 265 with suggestions or comments.

Are You Due to Renew?

When was the last time you renewed your certificate? If you've moved during the last two years, you may want to double-check your expiration date. CNA certificates are good for two years. The Oregon State Board of Nursing will send a courtesy renewal notice to your last



address of record, but renewing on time is up to you.

Remember: You cannot practice with an expired certificate, *even if you have an application pending*. The renewal process usually takes seven to 10 days for complete applications, so it helps to plan ahead. If your application is incomplete, or missing any needed documentation, the renewal process can take longer.

For more information on certificate renewals, call the OSBN at 503-731-4745.

Board Meetings: You're Invited!

All OSBN board meetings are open to certificate-holders, licensees and the public, with the exception of disciplinary deliberations held during Executive Session. Meeting times are generally 9 a.m.–5 p.m. Upcoming meeting dates in 2002 are:

- June 19 & 20;
- Sept. 11 & 12; and,
- Nov. 20 & 21.

You may call the OSBN at 503-731-4745, ext. 229, for a copy of the agenda, or visit our website at www.osbn.state.or.us (click on "Board Activities").

An open forum is routinely held on the second day of each meeting. During that time, you may address nursing assistant issues that are within the Board's purview but not on the current agenda. If you wish to speak during this time, please call the Board office at least two weeks prior to each meeting.

Have You Moved?

If you have changed your address since you last renewed your certificate, please fill out this form and mail to: Oregon State Board of Nursing, 800 NE Oregon Street, Suite 465, Portland, Oregon 97232-2162.

Name: _____

Certificate or Social Security #: _____

New Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

