

# **California Board of Vocational Nursing and Psychiatric Technicians Strategic Plan**

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**2017-2019**

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# Board of Vocational Nursing and Psychiatric Technicians Board Members

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**Samantha James-Perez** Board President

**Andrew Moreno**, Board Vice President

**Vivien Avella**

**Bernice Bass de Martinez**

**Todd D’Braunstein**

**John Dierking**

**Tammy Endozo**

**Eric Mah**

**Donna Norton**

**John Vertido**

Edmund G. Brown, Jr., Governor

Alexis Podesta, Acting Secretary, Business Consumer Services and Housing Agency

Awet Kidane, Director, Department of Consumer Affairs

Cheryl Anderson, Acting Executive Officer, Board of Vocational Nursing and Psychiatric Technicians

# About the California Board of Vocational Nursing and Psychiatric Technicians

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The California Board of Vocational Nursing and Psychiatric Technicians (Board) protects the consumer from unprofessional and unsafe licensed Vocational Nurses (LVNs) and Psychiatric Technicians (PTs). Public protection is the highest priority of the Board in exercising its licensing, regulatory and disciplinary functions.

To protect the public, the Board:

- Establishes the minimum requirements for examination and licensure.
- Establishes educational standards for the accreditation of Vocational Nursing (VN) and Psychiatric Technicians (PT) schools in California.
- Adopts regulations to clarify the performance, practice and disciplinary standards for its licensees.
- Enforces the regulations governing the continued accreditation of VN & PT schools in California.
- Enforces the regulations governing LVNs and PTs by taking appropriate disciplinary action against incompetent or unsafe licensees efficiently and effectively.

The Board is composed of eleven members with a public member majority (i.e., 6 public members and 5 professional members). Nine members are appointed by the Governor, one by the Speaker of the Assembly and one by the Senate Pro Tempore.

## **Mission**

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We protect the public by promoting safe and competent care for all Californians by Vocational Nurses and Psychiatric Technicians through regulation, education, licensure, and enforcement.

## **Vision**

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All people in California receive quality healthcare delivered by the finest licensed Vocational Nurses and Psychiatric Technicians.

## **Values**

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Competence

Professionalism

Accountability

Consumer protection

Integrity

Respect

Communication

# Strategic Goal Areas

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## **1 LICENSING AND ADMINISTRATION**

*BVNPT ensures that all Vocational Nursing and/or Psychiatric Technician applicants and licensees are qualified to provide professional services and are able to expeditiously enter California's workforce.*

## **2 ENFORCEMENT**

*BVNPT prevents, reduces, or eliminates unlawful activity by licensed Vocational Nurses and/or Psychiatric Technicians that would pose a threat to the health, safety and welfare of Californians.*

## **3 LEGISLATION AND REGULATIONS**

*BVNPT ensures that statutes, regulations, policies and procedures underscore the Vocational Nursing Practice Act and Psychiatric Technician law and support BVNPT mission.*

## **4 EDUCATION**

*BVNPT upholds public protection through the review and auditing of academic programs in accordance with the Vocational Nursing Practice Act and the Psychiatric Technician Law.*

## **5 ONLINE SERVICES**

*BVNPT leverages and integrates technologies to better serve clients and stakeholders.*

## **6 PROGRAM ADMINISTRATION**

*BVNPT provides relevant, timely and accurate information leading toward high quality customer service for internal and external stakeholders.*

# Goal 1: Licensing and Administration

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*BVNPT ensures that all Vocational Nursing and/or Psychiatric Technician applicants and licensees are qualified to provide professional services and are able to expeditiously enter California's workforce.*

- 1.1 Eliminate the existing licensing backlog queue to better serve the Board's licensee partners.
- 1.2 Process all licensing applications, renewals, and other matters in accordance with performance standards to better serve the Board's licensee partners and to protect the public.
- 1.3 Increase staff's communication of application status to improve applicants' satisfaction with the licensing process and transparency.
- 1.4 Train and develop staff to the appropriate level of competency to cultivate leadership skills, improve morale, and respect the needs of stakeholders and employees.

## Goal 2: Enforcement

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*BVNPT prevents, reduces, or eliminates unlawful activity by licensed Vocational Nurses and/or Psychiatric Technicians that would pose a threat to the health, safety and welfare of Californians.*

- 2.1 Decrease enforcement delays to protect the public against unsafe licensees.
- 2.2 Monitor the Board's adherence to the Department of Consumer Affairs' Consumer Protection Enforcement Initiative (CPEI) to gauge enforcement timelines and to identify areas to streamline enforcement processes.
- 2.3 Educate and train enforcement staff on analytical and investigative standards to increase efficiency.
- 2.4 Review and update the disciplinary guidelines to maintain currency with the Board's disciplinary practice.
- 2.5 Leverage Board technology to ensure that all enforcement information is available for public reporting and to create more transparency to licensees.
- 2.6 Work towards eliminating the legacy backlog to better protect the public.



## Goal 3: Legislation and Regulation

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*BVNPT ensures that statutes, regulations, policies and procedures underscore the Vocational Nursing Practice Act and Psychiatric Technician law and support BVNPT mission.*

- 3.1 Engage in an active, bi-directional relationship with the legislature and stakeholders to proactively participate in legislation and regulations affecting the practice of licensed vocational nursing and psychiatric technicians.

## Goal 4: Education

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*BVNPT ensures that all Vocational Nursing and/or Psychiatric Technician applicants and licensees are qualified to provide professional services and are able to expeditiously enter California's workforce.*

- 4.1 Develop and implement a plan to increase unannounced site visits to schools by 20% over a 12 month period to better monitor the caliber of education being provided to students.
- 4.2 Develop, implement, and promote a revised Nurse Education Consultant recruitment and retention package to attract, retain, and promote longevity of Nurse Education Consultants.
- 4.3 Research strategies for outreach to regional occupational programs (ROPs), colleges, and stakeholders that are aimed to encourage establishment of apprenticeship programs, per Governor Brown's request, to provide increased access to nursing education and effectively utilize and take advantage of federal dollars that are available.
- 4.4 Create guidelines that implement a standard for processing new school applications by all education staff to prevent backlogs and better allocate resources toward application review.
- 4.5 Revise outreach materials to promote public understanding of the scope of practice for psychiatric technicians and vocational nurses to create greater understanding and awareness about the professions and the right to quality care.

## Goal 5: Online Services

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*BVNPT leverages and integrates technologies to better serve clients and stakeholders.*

- 5.1 Reduce wait times for email correspondence and telephone calls to improve stakeholder satisfaction with the Board's customer service.
- 5.2 Leverage the Board's online platform to better address stakeholder inquiries and provide more efficient access to information.
- 5.3 Increase the Board's social media and public relations presence to better interface with stakeholders.

## Goal 6: Program Administration

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*BVNPT provides relevant, timely and accurate information leading toward high quality customer service for internal and external stakeholders.*

- 6.1 Improve communication with stakeholders to improve transparency and stakeholder satisfaction with the Board.
- 6.2 Complete current Board restructuring and duty reallocations to better distribute resources and increase the Board's accountability and productivity.
- 6.3 Implement initiatives that promote staff retention and reduce existing vacancy rate to improve employee morale and the service provided by the Board.
- 6.4 Update and implement a new, robust, and ongoing internal Board Member training to ensure equitable knowledge of the Board as well as their role in public protection.
- 6.5 Maintain appropriate financial stewardship to ensure fiscal solvency of the Board.

# Strategic Planning Process

To understand the environment in which the Board operates and identify the internal and external issues that could impact the Board, the California Department of Consumer Affairs' SOLID Unit conducted a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis by collecting information through the following methods:

- An online survey sent to Board stakeholders in April and May 2016. The online survey received 355 responses.
- An online survey sent to all Board employees in June 2016. This survey received responses from 50 employees.
- Focus groups conducted with 12 Board staff and managers in May and June 2016.
- Interviews with seven Board Members and the Executive Officer in April and May 2016.

Feedback from the SWOT analysis was presented to the Board via an environmental scan which highlighted significant themes and trends which may be influential to the Board.

A full-day public strategic planning session facilitated by SOLID was held on August 24, 2016. The environmental scan was provided to the Board Members and the Executive Officer as a resource for the development of strategic objectives outlined in this 2017 – 2019 strategic plan.

## **California Board of Vocational Nursing and Psychiatric Technicians**

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*This strategic plan is based on stakeholder information and discussions facilitated by SOLID for the California Board of Vocational Nursing and Psychiatric Technicians in late 2016. Subsequent amendments may have been made after board adoption of this plan.*

