

**DEPARTMENT OF HEALTH
NURSING CARE QUALITY ASSURANCE COMMISSION**

WHPS Procedure Summary 22.01: Reporting

Washington Health Professional Services (WHPS) ensures data integrity and statistical accuracy in order to accurately review past performance, to assist in identifying business needs, support data-driven decisions, and improve business operations.

SUMMARY

1. Reporting:

- A. The WHPS Director compares electronic reports for accuracy and consistency of data.
- B. WHPS generates monthly and annual reports and tracks nurse status by:
 - Profession (LPN, RN, ARNP and CRNA)
 - Stage of participation (case-in-development, monitoring, closure)
 - Type of admission (in lieu of discipline, discipline and voluntary)
- C. The WHPS Director tracks all performance measures and reports results to the Nursing Care Quality Assurance Commission (NCQAC).
- D. WHPS Case Managers complete and file monthly reports of all outreach and educational efforts.
- E. WHPS performs a monthly performance audit to include summary and non-compliance information.
- F. The monthly statistics and audit reports will be reviewed and discussed monthly with the Associate Director, Operations/Licensing.
- G. The annual evaluation of the program should include:
 - Length of time to determine eligibility for participation.
 - Length of time between when the program receives the referral to the execution of the agreement.
 - Number and types of referrals.
 - Number of nurses participating (new and existing nurses).
 - Return to work rates and time lines for new and existing nurses.

- Success rates (number of nurses who successfully completed program and number of nurses removed from practice in timely fashion) and reasons for removal.
- Relapse rates and number of relapses.
- Recidivism rates for completers.
- Caseloads of case managers.
- Internal quality assurance frequency and findings.
- Responses of case managers to non-compliance & relapse issues.
- Confirmation that required documents can be tracked and verified.
- External audit findings of performance.
- Legal or financial components as directed by NCQAC.
- Results of annual Policy and Procedure review with NCQAC.
- Policy recommendations to the NCQAC.
- Educational outreach plans and reports.
- Program direction to assure that decisions are congruent with current research, knowledge, best practices and compliance with legislative and NCQAC directives.
- Annual summary of performance measures

H. The NCQAC receives an annual report at every January business meeting.