This presentation is based on an actual case study about the ramifications of a State Board of Nursing complaint filed against the license of a practicing nurse educator in the Southwestern United States. This real-life story, will help the audience gain an understanding of the lengthy overall board of nursing complaint process from the perspective of the nurse under board investigation. The audience will be led on the journey of this case that lasted several years prior to final resolution. Included in the discussion is who can file a State Board of Nursing complaint against a nurse. The entire complaint process is reviewed, from the initial receipt of the complaint, through the investigative process, up to the Board appearance and the aftermath. This process is not well known by nurses but vital information to have. The primary propose of the State Board of Nursing is public protection and not nurse protection, this is why attorney representation is a necessary consideration. Attorney representation is expensive but offers many benefits to the nurse whose license is being investigation. A complaint against a nursing license is a nurses worse nightmare and horror and shock are common. Many cases can be lengthy, therefore necessary steps to maintain physical and emotional health during this arduous time are needed. A complaint against one's nursing license has the potential to destroy ones personal and professional life; therefore care of self is paramount. Examples of self care will be explored and well as how to develop resiliency to wait out the storm and maintain professionalism as a practicing nurse with an open board of nursing complaint. Professional liability or malpractice insurance will be highlighted as well as a discussion on the different types of coverage available to nurses. This presentation promised to inspire hope and strength for any nurse facing a board of nursing complaint and investigation. Follow along on this journey, it promises to not disappoint!

Title:
Board of Nursing Complaint: One Nurse's Journey

Keywords:
Board of Nursing complaint, Defending your nursing license and Liability insurance

References:
Abstract Summary:
This is an actual case of a board complaint filed against a practicing nurse educator. From this presentation, the audience will gain an understanding of the overall complaint process, the decision regarding representation or not, self care during the arduous process, and the importance of professional liability insurance.

Content Outline:

Introduction

A. In the beginning, the backdrop of the complaint....having moral courage in a difficult situation.
B. The complaint, a nurse’s worse nightmare.

Main point #1: The Complaint Process
  Supporting point a. The investigative process
  b. Practicing nursing while under investigation

Main point #2: Representation or Not
  Supporting point a. Protect your license and your career
  b. It is more likely to be successfully in case defense with an attorney

Main point #3: Self Care during the investigative process
  Supporting point a. Surround yourself with strong nursing leaders
  b. Yearly nurses retreat, including medication, relaxation, essential oils and more

Main Point #4: Liability insurance
  a. Worth the small cost for the large coverage, especially piece of mine
  b. Not all policies are alike, know the difference

Main point #5: The board appearance and the aftermath
  Supporting point a. Prepare with attorney
  b. Maintain professionalism

Conclusion
Know and operative within your state nurse practice act and scope of practice.
Maintain professional liability insurance
Know that you can survive and even thrive though something as horrible as a nursing license complaint.

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