



**Janet Napolitano**  
Governor

**Joey Ridenour**  
Executive Director

## Arizona State Board of Nursing

### ANNUAL REFRESHER COURSE PROVIDER MEETING MINUTES October 26, 2006

#### ATTENDEES:

Ilene Borze, GateWay Community College (telephonic)  
Karen Brown, Pima Community College  
Regina Cottrell, SEVEN Healthcare Academy  
Terry Duffy, John C. Lincoln  
Myrna Eshelman, Mesa Community College  
Diane Hultquist, Pima Community College  
Debra McGinty, Northland Pioneer College (telephonic)  
Kelly Miller-Martin, Consolidated Learning (telephonic)  
Linda Riesdorff, Mohave Community College (telephonic)

#### BOARD STAFF PRESENT:

Judy Bontrager, RN, MSN, Associate Director  
Debra Kunkle, Licensing Technician  
Pamela K. Randolph, RN, MSN, PNP, Nurse Education Consultant

#### I. Call to Order – Introductions

Randolph called the meeting to order at 8:10 a.m. Program representatives present introduced themselves.

Attendees reviewed and accepted the 2005 Annual Refresher Course Provider Meeting Minutes without correction.

#### II. Reports/Discussion Refresher Program Issues

Representatives provided an overview and status reports on their respective programs.

Mohave Community College Representative Ms. Linda Riesdorff reported that last year Mohave had approximately 20 RN and 5 LPN complete the refresher

course program; Mohave allows 6 months to finish program; they are having few problems and will be having meeting with faculty regarding internal procedures.

Gateway Community College Representative Ilene Borze stated that last year approximately 49 RNs and 10 LPNs completed the refresher course program. There are currently 34 RNs and 7 LPNs enrolled. There have been no issues reported to program administrators. Overall the program has received positive feedback; however, some students express resentment at having to complete a refresher course in order to renew their license. GateWay is developing a survey to track student feedback and will share results at next year's meeting.

Consolidated Learning Services Representative Kelly Miller-Martin shared that the Consolidated Learning course was designed specifically for those people who cannot get to a classroom for a traditional program. The program has been approved since March 2006. There are currently 23 Arizona students enrolled. So far, the program has received positive feedback from students who have completed the course. Miller-Martin made note that there has been no trouble finding clinical placements with the exception of one student.

Mesa Community College representative Myrna Eshelman stated that MCC has an online program designed to meet needs of students in rural areas. There are currently 15 students finishing the didactic portion of the course. The number of online credits has been increased from 4 to 5 for didactic.

John C. Lincoln representative Terry Duffy provided that the JCL refresher course was designed to acquire staff for the facility. JCL holds refresher courses for RNs twice a year. A one year commitment is required from refresher course students. There have been 3 students since last October. There are currently 5 students enrolled. Applicants for the refresher course requesting specialty areas not in acute care are usually referred to other agencies. JCL will accept people looking for clinical rotations, but they must be employed by JCL at the time the clinical rotation begins. Salaries are offered specifically for RN refreshers.

SEVEN Healthcare Academy representative Regina Cottrell offered that the Academy was approved in August 2005. There was 1 student between August and December 2005. There have been 18 students enrolled in 2006. The Academy also offers their refresher course to student preparing for NCLEX. There have been no issues since the program began. Cottrell shared that there was no difficulty in obtaining affiliation agreements for clinical rotations with the following agencies: Banner Health, Sierra Winds, Maricopa County, Chandler Regional, Casa Grande, and Value Options.

Pima Community College representative Karen Brown stated that Pima is finishing its first full year of using the self-study module. Pima is the only refresher course program in Tucson. There were 30 students enrolled last year, one third of which had active licenses and dropped the course once they obtained

employment. Pima does not offer the refresher course for people preparing for NCLEX. The program has a 6 month time limit. Approximately 25% requested extensions. Currently there is a waiting list of 25 people. Pima will be moving to an online version of this program which is slated to begin in January 2007. There have been issues with clinical placements. University Medical Center requires a one year commitment.

Northland Pioneer College representative Debra McGinty stated that NPC has 3 students enrolled. Most of the refresher course students at NPC appear to be coming out of retirement. While the course was originally designed for students preparing for NCLEX, there are no enrollees from that demographic at this time.

### III. Clinical Placements and Preceptorships for Refresher Course Students

Randolph asked attendees to share their experiences with clinical placements and preceptorships. The following was reported:

- Problem with clinical placement in Tucson region.
- There is a clinical coordinator working with institutions and agencies.
- A concern for the southern region is that UMC has been sending nurses for a refresher course if they haven't worked in 2 years. UMC has been informed that they need extended orientation.
- Agencies are recruiting foreign educated nurses at a high rate, which diminishes the possibility of having students enrolled in refresher courses get placed for clinical rotations

Randolph asked Duffy to share some reasons why an agency might not accept an applicant. Duffy listed the following: applicants not practicing for more than 10 years; great financial commitment for agencies; concerns that some applicants may have competency issues; hours nurses want to work versus the shift schedules already in place on units; socialization; and the need for mentors. Duffy did add that the majority of RN refreshers that come to John C. Lincoln are very good nurses and present no concerns.

Attendees also discussed the benefits of adopting virtual experiences for refresher course nurses for basic remediation and instruction prior to the clinical experience.

### IV. Licensure Issues/Notification of Course Completion

Judy Bontrager, AZBN Associate Director of Operations, discussed licensure issues and notification of course completion. Bontrager expressed her appreciation for the list of students completing courses provided by the program. Bontrager requested that the programs continue to send the lists via email to Debra Kunkle or Bontrager. Applicants should be informed that in order to obtain a temporary license a copy of the invoice from the program to show proof that

payment has been made and a completed renewal application must be sent in. Renewal applicants do not need fingerprint clearance. If an applicant has an open investigation the applicant must be held back from participating in clinicals until the matter is resolved and they are issued a temporary license.

There is a duty to report a person if they pose a threat to patient safety. If program administrators have questions regarding whether they should report someone they should telephone Pamela Randolph or Judy Bontrager.

V. Other Concerns

Schedule meeting for 10:00 a.m. next year. Attendees requested access to minutes as soon as they become available.

There being further business the meeting was adjourned at 9:42 a.m.

**MINUTES SUBMITTED/APPROVED BY:**



\_\_\_\_\_  
Signature