

Analytics & Survey Solution

State of Arizona – Arizona State Board of Nursing

Project Investment Justification (PIJ)

September 20, 2023



Agency Mission

The mission of the Arizona State Board of Nursing is to protect and promote the welfare of the public by ensuring that each person holding a nursing license or certificate is competent to practice safely.



Team Introduction

Roles Present at ITAC

- Kelly Smith- Grant Manager
- Susan Zimmerman- Chief Information Officer
- Mike Dodd- Chief Financial Officer
- Kathy Scott- Grant Consultant - Nursing Data SME
- Susan Levine- Forward Health Group Project Lead
- Kerra Guffey- Forward Health Group Chief Administrative Officer

Project Introduction

Stated Operational/Business Issue

The Arizona State Board of Nursing (AZBN) has a business need to develop surveys and collect, manage, analyze, and visualize data that will be generated during the Student Nurse Clinical Rotation and Licensed or Certified Nurse Training Pilot Program (1803 Grant) to expand the capacity of preceptor training programs at health care institutions for nursing students and newly licensed or certified nurses.

Benefit to the State Agency and Constituents

Addressing this need will allow tracking of progress, documentation of outcomes, and evaluation of the success of each project funded under the 1803 Grant. Pilot projects that prove effective in expanding clinical skills training opportunities for nursing students and new nurses and upskilling opportunities for established nurses can then be implemented throughout the State. This will improve practice readiness, help nurses develop specialty skills, improve job satisfaction, and bolster nurse retention, with the overall effect of strengthening the nurse workforce in Arizona. An additional benefit will be to expand the knowledge base about clinical skills training strategies, which can be shared broadly and will position the State as a leader in nurse education, training, and retention.

Proposed Solution

Overview of Proposed Solution

The proposed solution will have 3 components:

- 1) Survey software - highly customizable format with multiple question types, user-friendly interface, survey capture modes that include web form, mobile app, email, and interview.
- 2) Survey analytics and visualization platform - capacity to ingest both structured and unstructured data from multiple sources including survey data, calculate and display custom measures/metrics and trends over time, filter and compare by a range of organizational and demographic variables, display summary and individual level data in a compelling visual display and create progress reports that can be shared among project stakeholders. Additionally, key information can be assembled in user defined “action lists”, which can then be shared, exported, or saved as working guides for tracking, follow-up, or other actions.
- 3) Data warehouse - cloud-based resource in which all data collected for this project, structured and unstructured, will be securely stored and organized. This data repository is guided by user centered design principles, with navigation tools, table structures, comprehensive documentation related to data formats, metadata, and data dictionaries, and clear organization to support information searches and reporting. This will be an invaluable resource for researchers and will allow seamless downloading via the AWS VPN client application for additional analysis. It will also provide enduring materials at the completion of the 1803 Grant program. All data collected during this project will be the property of the 1803 Grant project and will not be retained by the vendor (Forward Health Group).

Project Responsibilities

Identify Proposed Solutions Responsibilities

Agency

1. Identification of Data to be collected
2. Provide Survey and data tools content and questions
3. Collect baseline and monthly data from subrecipients
4. Work with grant partners to identify statewide data needs

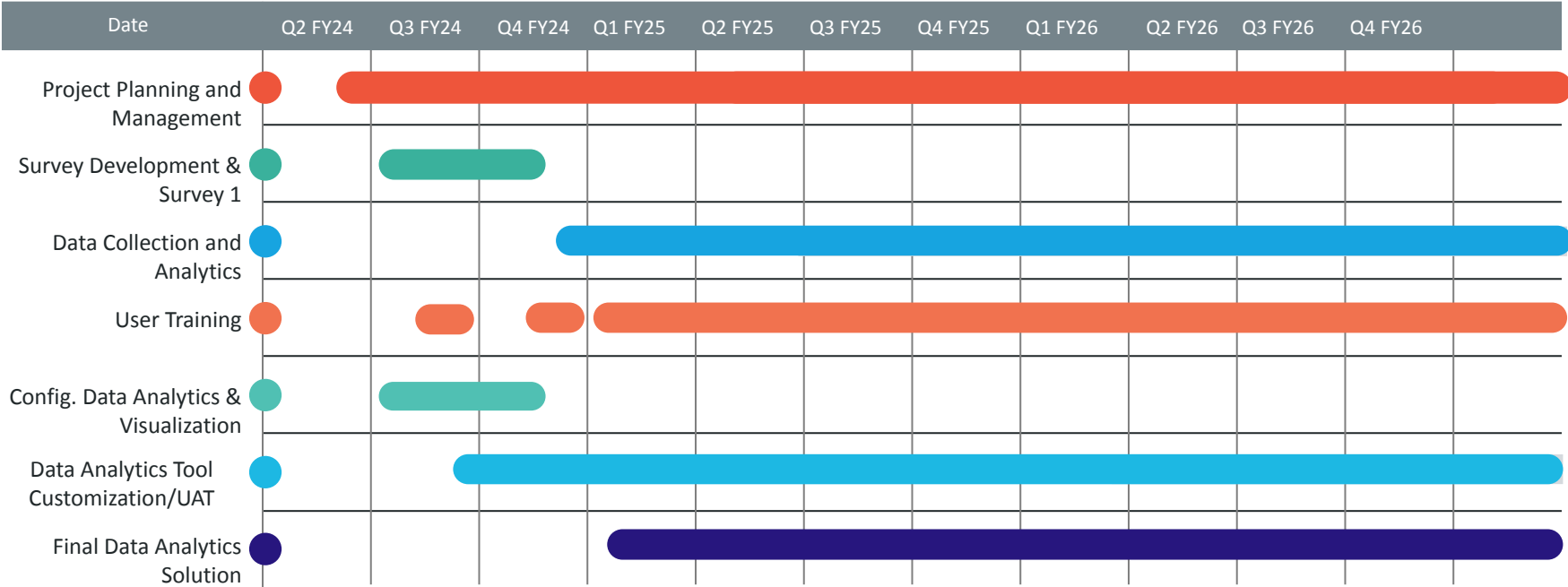
Shared

1. Project Onboarding
2. Decide on customizations through Discovery process
3. Solution testing
4. Ongoing adaptation of data collection and analytics based on findings

Vendor/Contractor

1. Project Planning and management
2. Survey Development
3. Data Collection and Analysis
4. User Training
5. Configure Platform

Project Timeline



Project Costs

Project Costs by Category	FY24	FY25	FY26	FY27	FY28	Total
Professional & Outside Services (Contractors)	\$331,830	\$239,880	\$256,047	**	**	\$827,757
License & Maintenance Fees	\$299,020	\$299,020	\$299,020	**	**	\$897,060
Other Operational Expenditures						
Total Development	\$630,850	\$538,900	\$555,067			\$1,724,817
Total Cost						\$1,724,817

****Project funding is available through 6/30/26. The grant team will seek additional funding to continue the program beyond this date, but it is uncertain if that will be achieved.**

What Success Looks Like

Project Milestones

- a. **Project Planning:** Project Charter/Implementation Brief, Schedule, Kick Off, Timeline
- b. **Survey Development:** Design/Configure Initial Surveys
- c. **Survey Deployment:** Deploy test surveys to pilot group, Validate Surveys, Deploy surveys to target populations and monitor responses
- d. **Data Collection and Analysis:** Collect survey data, validate completeness, Enter survey data into database, Capture/enter additional data sources, populate data visualizations and configure reports, conduct post live survey operation audits, Conduct training
- e. **Configure Data Analytics and Visualization Tool:** Conduct requirements discussion
- f. **Analytics & Survey Customization Review:** Provide and modify customizations, Test/Validate in QA environment
- g. **User Acceptance Testing:** Test/validate in UAT and Prod environments
- h. **Ongoing adaptation of data collection and analytics in response to findings**

Measures of Success

Project success is determined by ARS 36-1803:

- (1) To increase the placements of student nurses/new grad nurses and nursing assistants in clinical rotations (Year One projection- 460 Students, 1111 New Grad RNs, 64 Specialty trained RNs, and 40 additional CNAs/LPNs)
- (2) To increase and enhance preceptor training (Year One projection- 1145 additional preceptors plus 5 adjunct faculty)
- (3) Long term goal - Measurable increase the number and retention of nurses and nursing assistants in the state of Arizona

Q & A Session

Recommended Conditions

ADOA-ASET Conditions

1. Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.
2. Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on November 15, 2023.
3. Prior to system production environment launch or go live, the Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the System Security Plan document is completed and approved by Cyber Command in order to ensure that the selected solution will provide an appropriate level of protection for State data.