



On June 15, 2020, the Nova Scotia College of Nursing (NSCN) issued an [apology](#) to all licensed practical nurse (LPN) registrants regarding two errors related to the communication and collection of LPN renewal fees.

Honouring our Commitments

In addition to resolving the errors immediately, we also made a commitment to:

- Share more information through a Q&A. We met this commitment on June 15, 2020 and the Q&A is available on our website [here](#).
- Assemble an internal Licensure Fee Task Force to identify lessons learned and recommendations to ensure these errors do not happen again. We met this commitment on June 17, 2020 when the Task Force held their first meeting.
- Publish the Task Force report on our website and share with registrants. This report serves to meet this commitment and is available to the public [here](#).

Licensure Fee Task Force

The Licensure Fee Task Force is a cross-functional team with representation from the senior leadership team, registration, finance, IT and communications. Members include:

- Finance Officer
- Registration Consultant
- Communications Consultant
- Information Technology Lead
- Director of Finance and Administration
- Director of Registration and Program Approval
- Senior Director of Strategy & Operations
- Senior Director of Legislative Services & Deputy Registrar

Together, the team has identified lessons learned as well as new practices for NSCN to adopt in order to strengthen the renewal experience for all registrants.

Lessons Learned & New NSCN Practices

1. **Thorough Testing:** In preparation for the 2020 licensure year, our team did not thoroughly test the transaction system, which led to an error on the LPN licence renewal receipt.

NSCN is embracing: a two-step verification process. This process will require two levels of review to test and approve all elements related to the fees prior to implementation, including the transaction systems, receipts and portals. This two-step verification process will enhance our testing capabilities, minimize human error and ensure all elements are accurate.



- 2. Enhanced Coordination:** As a new team working together for the first time in 2019, there were opportunities to augment coordination between service areas. The fee process requires the coordination of our governance, registration, finance, IT and communication teams to deliver a seamless experience.

NSCN is embracing: the Licensure Fee Task Force. Initially, we created the Task Force as a time-limited committee to develop this report. However, we have discovered that there is immense value in the Task Force and its ability to coordinate the fee process. As a result, we have formally adopted the Task Force as an internal NSCN committee with a mandate to coordinate the fees each year.

- 3. Timely Communications:** Over the last year, we did not communicate fee information to LPN registrants in a timely manner. Timely communication related to fees is critically important to ensure registrants have the appropriate information to make informed plans related to their personal finances.

NSCN is embracing: an enhanced internal communications schedule for NSCN fees. The schedule identifies the key communications touchpoints to registrants and other stakeholders related to fees. The schedule is a transparent, reliable means for registrants to know in advance when to expect fee information from NSCN. Please see bottom of page 2 for more details.

- 4. Continuous Quality Improvement (CQI):** This experience has demonstrated the continued importance we place on quality improvement. NSCN has remained committed to a CQI approach to regulation since proclamation by identifying opportunities to deliver programs and services on behalf of the public.

NSCN is embracing: new ways to deliver on our mandate and in continuing to be an effective, accountable and transparent regulator in the public's interest. This includes embracing new ideas from inside and outside the organization in order to implement enhanced processes to add value that strengthen the experience overall for the public, registrants and others.

Communications Fee Schedule

Beginning in 2021, registrants can expect notifications related to fees based on the following schedule:

- **March:** Initial e-notice about fees and a PDF version of the upcoming licensure fee schedule on the [Fees, Payments & Receipts](#) webpage.
- **May:** Reminder notice in the May newsletter issue.
- **July:** Reminder notice in the *Licence Renewal Special Edition* newsletter issue.

Note: The licensure fee includes professional liability insurance provided by a third-party insurer (LPN: Lloyd Sadd Insurance; RN/NP: Canadian Nurses Protective Society). The insurer determines the insurance fee and the communications related to this fee. As a result, insurance fee information may follow a separate schedule.

Thank You from NSCN

On behalf of NSCN, thank you for your understanding and patience throughout our quality improvement journey. We look forward to continuing to meet our commitment to the public and registrants by providing effective regulatory programs and services.

If you have any questions about this report, please contact Caroline Wolfe Stewart, Senior Director of Strategy & Operations, at caroline.wolfestewart@nscn.ca.