

Past Event: 2023 NCSBN Annual Meeting - Panel Discussion: Detecting Fraud **Video Transcript**

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Event

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More info: <https://www.ncsbn.org/past-event/2023-ncsbn-annual-meeting>

Presenters

Moderator: Nancy Spector, PhD, RN, FAAN, Director of Nursing Education, NCSBN;

Robin Begley, DNP, RN, NEA-BC, FAAN, CEO, American Organization for Nursing Leadership;

Beverly Malone, PhD, RN, FAAN, President and CEO, National League of Nursing;

Gerianne Babbo, EdD, MN, RN, Director of Nursing Education, Nursing Quality Care Commission;

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- Yes, I might not have. I think it was because it was still fresh in my mind, I saw it.

- Right. We need, like Bev says, systems to help us out with, you know, things like that.

- Absolutely.

- Yeah. Anything from you?

- So I have, like Robin, an older issue that happened several years ago. An anesthesia provider practiced in the hospital for 10 years and did well, wasn't any issue, until there was a bad outcome with one of his patients.

When the root cause analysis was done, it was investigated. His transcripts were incomplete. And his certificate, his graduation certificate was fraud. And we found out he went through most of the way through anesthesia school, but was dismissed from school for, you know, various reasons.

So the lesson there is now with AI, we can detect a lot of this. We can find this, you know, ahead of time and look at systems and collaborate with our other organizations. One other thing I'd like to mention is preceptors. You know, a lot of education is moving to an online environment or has moved to an online environment. And when you vet a preceptor, when an advanced practice nurse comes and says, "I have a preceptor.

Here's their email address, their phone number, their name," look at the email address. If it's not an address that is connected with the institution where they're employed at, if it's a Yahoo address, a Gmail account, AOL, I would question that. They, students, from my experience, have made up preceptors.

- Yeah. At all levels.
- Yeah. Any ideas from you, George?
- Yeah. I agree with what's been said here in collaboration is important. We can't work in silos. We have

it goes on and on and on. And I think if we use all of our organizational sides of ourselves, that that's another way to get the word out.

- Great idea.

- Anything, Robin, or?

- You know, I agree with her...

- For practice?

- Yeah. I agree with what's been said and I really do think that, you know, all the organizations of the tri-council, the five organizations, have their members and really formal ways of communicating, whether it's the journals, whether it's the biweekly emails that we send to our members. So we could link reports and information to that, and that is, you know, I know some of my members say, "I just get inundated. But your top three line items in the newsletter, I do always click on and read."

So we have to prioritize and that's not at the bottom of the list. You know, put that up to the top and make sure that we send it out and maybe more than once, depending on the importance of the message.

- And those relationships, those partnerships that we can develop, definitely.

- Of course.

- So in your institutions, do you have any fraud detection training of people or do you know of any in some of your members who will be, you know, maybe they'll be reviewing transcripts or applications. And do you think that would be an important step to have that? But do any of you know of any that are in your institutions?

- Yeah. We actually have several different mechanisms. We have what we call a licensing suspected fraudulent document review worksheet that actually is a checklist of different areas to look at, things like what does the seal look like on the transcript?

What are the signatures? Do the dates match? Looking at misspellings, discolorations, just some of those, you know, obvious kinds of things that sometimes cannot be that obvious. And then, we also have education verification forms that, if, you know, we have any questions or it's not clear from a transcript, that can further validate information.

And a third document that we developed with our licensing team are supplemental education questions that specifically ask questions about where were your clinicals? What was the modality of your clinical. What was the modality of your skills labs?

And that has been very interesting information too that we have received back.

- Yeah. I'm going to be talking about now, a minute, a fraud toolkit that we're going to be, fraud detection toolkit that we're going to be developing and definitely will have some of that in there, because I think that can be very helpful. But what about education in practice?

You know, regulation, we've been working at this for a while. But do you have any fraud training that you know of going on in education or practice?

- Yeah. I know that in several hospitals that I'm familiar with, there's a course that actually was developed by the risk managers who, in many cases, are also nurses. And that is one of the things that

- I think I would say to do due diligence. I think when we get a nurse who goes into industry or wants to continue their education, we're thrilled. But to take the time to look at the educational background of your new hire and your applicants, to make sure that it has been a solid educational background.

- Mine would be simply while you're pointing your finger at someone else, make sure that you also check out yourself or your organization so that the finger can go both ways. It's usually very helpful.

- Well, in addition to what's been mentioned, I think evaluate your processes in your system.

- Right. Good. Well, thank you to our panelists for a great conversation today. And as I said, I was going to tell you a little bit later. We are developing a toolkit and this will be our task force that will have a lot of say in it. And I can see we're going to use a lot of your resources.

The guidance paper on detecting fraud will be in the toolkit. and that just has some major areas of really guidelines that you can use for detecting fraud, such as, you know, having fraud training in your organization. And there will be information in there as well about eNotify, which you remember is a licensure notification system that institutions that use it, and remember it's free, so anybody can use it, can receive real-time licensure and discipline data on their nurses.

So eNotify could really help to prevent fraud from preventing maybe employers from hiring individuals with fraudulent credentials or faculty from admitting them to a nursing program. And, you know, there will be other materials in the toolkit as well.