

HOUSE BILL 863

J2

4lr1626

By: **Delegate Alston**

Introduced and read first time: February 2, 2024

Assigned to: Health and Government Operations

A BILL ENTITLED

1 AN ACT concerning

2 **State Board of Nursing – Technology Upgrade Study**

3 FOR the purpose of requiring the Maryland Department of Health to study options for
4 upgrading the licensing and telephone systems used by the State Board of Nursing;
5 and generally relating to a technology upgrade study for the State Board of Nursing.

6 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,
7 That the Maryland Department of Health shall:

8 (1) study options for upgrading the licensing system used by the State
9 Board of Nursing to allow:

10 (i) all initial applications and renewal applications for licenses and
11 certifications issued by the Board to be processed online; and

12 (ii) the status of an application to be tracked by the applicant using
13 the Internet;

14 (2) study options for upgrading the telephone system used by the State
15 Board of Nursing to allow:

16 (i) all calls to be routed to the appropriate Board unit;

17 (ii) voice messages to be left outside of office hours; and

18 (iii) Board staff to track call wait times;

19 (3) on or before October 1, 2024, submit a report to the Senate Finance
20 Committee and the House Health and Government Operations Committee, in accordance
21 with § 2–1257 of the State Government Article, that includes an action plan for:

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



1 (i) the acquisition of a new electronic licensing system and a new
2 telephone system for the State Board of Nursing; and

3 (ii) the Board to appropriately staff the telephone system; and

4 (4) on or before March 1, 2025, submit a report to the Senate Finance
5 Committee and the House Health and Government Operations Committee, in accordance
6 with § 2-1257 of the State Government Article, on the status of the acquisition of a new
7 electronic licensing system and new telephone system for the State Board of Nursing.

8 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect June
9 1, 2024.