

SENATE No. 890

The Commonwealth of Massachusetts

In the Year Two Thousand Nine

An Act relative to patient safety..

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

1 SECTION 1. Chapter 6A of the General Laws is hereby amended by inserting after
2 section 16G the following section:—

3 Section 16H. A nursing advisory board is hereby established within, but not subject to,
4 the control of the executive office of health and human services. The advisory board shall consist
5 of 8 members who shall have a demonstrated background in nursing or health services research
6 and who shall represent the continuum of health care settings and services, including, but not
7 limited to, long-term institutional care, acute care, community-based care, public health, school
8 care, and higher education in nursing. The members shall be appointed by the governor from a
9 list of 10 individuals recommended by the board of registration in nursing and a list of 10
10 persons recommended by the Massachusetts Center for Nursing, Inc. The advisory board shall
11 elect a chair from among its members and adopt bylaws for its proceedings. Each of the 8
12 members appointed by the governor, shall serve for a term of 3 years, except that in making his
13 initial appointments, the governor shall appoint 2 members to serve for a term of 1 year, 2
14 members to serve for a term of 2 years, 4 members to serve for a term of 3 years. Persons may be

15 appointed to fill vacancies who shall serve for the unexpired term. No member shall serve more
16 than 2 consecutive full terms. The advisory board shall:— (a) advise the governor and the
17 general court on matters related to the practice of nursing, including the shortage of nurses across
18 the commonwealth in all settings and services, including long-term institutional care, acute care,
19 community-based care, public health, school care, and higher education in nursing; (b) develop a
20 research agenda, apply for federal and private research grants, and commission and fund research
21 projects to fulfill the agenda; (c) recommend policy initiatives to the governor and the general
22 court; (d) prepare an annual report and disseminate the report to the governor, the general court,
23 the secretary of health and human services, the director of labor and workforce development and
24 the commissioner of public health; and (e) consider the use of current government resources,
25 including, but not limited to, the Workforce Training Fund as provided for time to time in the
26 General Appropriations Act.

27 Any funds granted to the advisory board shall be deposited with the state treasurer and
28 may be expended by the advisory board in accordance with the conditions of the grants, without
29 specific appropriation. The advisory board may expend for services and other expenses any
30 amounts that the general court may appropriate. The advisory board shall conduct at least 1
31 public hearing during each year.

32 SECTION 2. Section 14 of chapter 13 of the General Laws, as appearing in the 2006
33 Official Edition, is hereby amended by striking out, in line 35, the word “and”, -- and by
34 inserting after the word “nursing”, in line 37, the following:- ; and (l) establish an expert nursing
35 corps, to be known as the Clara Barton Expert Nursing Corps, which shall consist of recognized
36 nurses of high achievement in the profession who shall mentor incoming or novice nurses and
37 further the goals of the nursing profession; provided however, that the board shall adopt

38 guidelines governing the implementation of the program; provided further, that such guidelines
39 shall include, but not be limited to, the following provisions: specialty, standing, experience, and
40 successful efforts to enable the nursing profession.

41 SECTION 3. Chapter 15A of the General Laws is hereby amended by inserting after
42 section 15F the following section:---

43 Section 15G. Notwithstanding any general or special law to the contrary, any state or
44 community college, or the university of Massachusetts may enter into employment contracts for
45 a minimum period of 5 years with faculty members who teach nursing at such institutions, unless
46 both parties agree to a shorter term of employment. For the purpose of this section in order to
47 preserve the public's health and safety, any nursing faculty positions made vacant by the
48 retirement of any employee receiving benefits in accordance with this section, shall be deemed a
49 position of critical and essential nature and shall be included on the schedule provided by the
50 board of higher education to the house and senate committee on ways and means as set forth in
51 this section.

52 SECTION 4. Said chapter 15A is hereby further amended by inserting after section 19E
53 the following 6 sections:—

54 Section 19F. The board shall establish a student loan repayment program and a faculty
55 position payment program, for the purpose of encouraging outstanding students to work in the
56 profession of nursing or for existing nurses or nurse student graduates to teach nursing within the
57 commonwealth by providing financial assistance for the repayment of qualified education loans
58 or by providing compensation to health care facilities to cover nurse scheduled work time spent
59 teaching. The board of higher education shall adopt guidelines governing the implementation of

60 the program, which shall include, but not be limited to, eligibility, repayment schedules and fair
61 practice measures.

62 Section 19G. The board shall provide grants to institutions of higher education and health
63 care institutions in the commonwealth for the purpose of fostering partnerships between higher
64 education institutions and clinical agencies that promote the recruitment and retention of nurses.
65 Such grants may also be made available to such institutions for the purpose of establishing and
66 maintaining nurse mentoring or nursing internship programs. The board shall adopt guidelines
67 governing the awarding of these grants.

68 Section 19H. The board shall establish the Clara Barton Scholarship Program to provide
69 students in approved Massachusetts colleges, universities and schools of nursing with
70 scholarships for tuition and fees for the purpose of encouraging outstanding Massachusetts
71 students to work as nurses in, but not limited to, acute care hospitals, psychiatric and mental
72 health clinics or hospitals, community or neighborhood health centers, rehabilitation centers,
73 nursing homes, or as a home health, school or public health nurses in the commonwealth, or to
74 teach nursing in colleges, universities, or schools of nursing in the commonwealth. The board of
75 higher education shall adopt guidelines governing the implementation of the Clara Barton
76 Scholarship Program. Colleges, universities, and schools of nursing in the commonwealth may
77 administer the Clara Barton Scholarship Program and select recipients in accordance with
78 guidelines adopted by the board. Scholarships may be made available to full or part time
79 matriculating students in courses of study leading to a degree in nursing or the teaching of
80 nursing. The criteria of the recipients and the amount of the scholarships shall be determined by
81 the board of higher education.

82 Section 19I. The board shall develop a program to provide matching grants to any
83 hospital that commits resources or personnel to nurse education programs. Such program shall
84 provide a dollar-for-dollar match for any funds committed by a hospital to pay for nurse faculty
85 positions in publicly funded schools of nursing, including the costs of providing hospital
86 personnel loaned to said schools of nursing.

87 Section 19J. The board shall appropriate a portion of the Clara Barton Nursing
88 Excellence Trust Fund, established in section 2YYY of chapter 29, to be used for refresher
89 courses and retraining at accredited schools of nursing for licensed registered nurses returning to
90 bedside care.

91 Section 19K. The board shall develop a program to increase the racial and ethnic
92 diversity of the nursing workforce. The program shall focus on the identification, recruitment
93 and retention of nursing students from populations underrepresented in the health care
94 professions and shall pay special attention to economic, social, and educational barriers for the
95 diversification of the nursing workforce.

96 SECTION 5. Chapter 29 of the General Laws is hereby amended by inserting after
97 section 2XXX, the following section:-

98 Section 2YYY. There is hereby established and set up on the books of the commonwealth
99 a separate fund, to be known as the Clara Barton Nursing Excellence Trust Fund, hereinafter
100 referred to as the fund. There shall be credited to the fund all revenues from public, subject to
101 appropriation, and private sources as appropriations, gifts, grants, donations, and from the federal
102 government as reimbursements, grants-in-aid or other receipts to further the purposes of the fund
103 in accordance with sections 19F to 19K, inclusive, of chapter 15A, and any interest or investment

104 earnings on such revenues. All revenues credited to the fund shall remain in the fund and shall be
105 expended, without further appropriation, for the purposes of said sections 19F to 19K, inclusive
106 of said chapter 15A. The state treasurer shall deposit and invest monies in said fund in
107 accordance with sections 34, and 38 in such a manner as to secure the highest rate of return
108 consistent with the safety of the fund. The fund shall be expended only for the purposes stated in
109 said sections 19F to 19K, inclusive, at the direction of the commissioner of higher education,
110 established in section 6 of said chapter 15A.

111 On February 1 of each year, the state treasurer shall notify the advisory board established
112 pursuant to section 16H of chapter 6A of any projected interest and investment earnings
113 available for expenditure from said fund for each fiscal year.

114 SECTION 6. Chapter 111 of the General Laws is hereby amended by adding the
115 following 9 sections:—

116 Section 221. As used in sections 221 to 229, inclusive, the following words shall, unless
117 the context clearly requires otherwise, have the following meanings:—

118 “Adjustment of standards”, the adjustment of nurse’s patient assignment standards in
119 accordance with patient acuity according to, or in addition to, direct-care registered nurse
120 staffing levels determined by the nurse manager, or his designee, using the patient acuity system
121 developed by the department and any alternative patient acuity system utilized by hospitals, if
122 said system is certified by the department.

123 “Acuity”, the intensity of nursing care required to meet the needs of a patient; higher
124 acuity usually requires longer and more frequent nurse visits and more supplies and equipment.

125 “Assignment”, the provision of care to a particular patient for which a direct-care
126 registered nurse has responsibility within the scope of the nurse’s practice, notwithstanding any
127 general or special law to the contrary.

128 “Assist”, patient care that a direct-care registered nurse may provide beyond his patient
129 assignments if the tasks performed are specific and time-limited.

130 “Board”, the board of registration in nursing.

131 “Circulator”, a direct-care registered nurse devoted to tracking key activities in the
132 operating room.

133 “Department”, the department of public health.

134 “Direct-care registered nurse”, a registered nurse who has accepted direct responsibility
135 and accountability to carry out medical regimens, nursing or other bedside care for patients.

136 “Facility”, a hospital licensed under section 51, the teaching hospital of the University of
137 Massachusetts medical school, any licensed private or state-owned and state-operated general
138 acute care hospital, an acute psychiatric hospital, an acute care specialty hospital, or any acute
139 care unit within a state-operated facility. As used in sections 221 to 229, inclusive, this definition
140 shall not include rehabilitation facilities or long-term acute care facilities.

141 “Float nurse”, a direct-care registered nurse that has demonstrated competence in any
142 clinical area that he may be requested to work and is not assigned to a particular unit in a facility.

143 “Health Care Workforce”, personnel that have an effect upon the delivery of quality care
144 to patients, including but not limited to, licensed practical nurses, unlicensed assistive personnel

145 and/or other service, maintenance, clerical, professional and/or technical workers and other
146 health care workers.

147 “Nurse’s patient limit”, the maximum number of patients assigned to each direct-care
148 registered nurse at one time on a particular unit.

149 “Mandatory overtime”, any employer request with respect to overtime, which, if refused
150 or declined by the employee, may result in an adverse employment consequence to the
151 employee. The term overtime with respect to an employee, means any hours that exceed the
152 predetermined number of hours that the employer and employee have agreed that the employee
153 shall work during the shift or week involved.

154 “Monitor in moderate sedation cases”, a direct-care registered nurse devoted to
155 continuously monitoring his patient’s vital statistics and other critical symptoms.

156 “Nurse manager”, the registered nurse, or his designee, whose tasks include, but are not
157 limited to, assigning registered nurses to specific patients by evaluating the level of experience,
158 training, and education of the direct-care nurse and the specific acuity levels of the patient.

159 “Nurse’s patient assignment standard”, the optimal number of patients to be assigned to
160 each direct-care registered nurse at one time on a particular unit.

161 “Nursing care”, care which falls within the scope of practice as defined in section 80B of
162 chapter 112 or is otherwise encompassed within recognized professional standards of nursing
163 practice, including assessment, nursing diagnosis, planning, intervention, evaluation and patient
164 advocacy.

165 “Overwhelming patient influx”, an unpredictable or unavoidable occurrence at
166 unscheduled or unpredictable intervals that causes a substantial increase in the number of
167 patients requiring emergent and immediate medical interventions and care, a declared national or
168 state emergency, or the activation of the health care facility disaster diversion plan to protect the
169 public health or safety.

170 “Patient acuity system”, a measurement system that is based on scientific data and
171 compares the registered nurse staffing level in each nursing department or unit against actual
172 patient nursing care requirements of each patient, taking into consideration the health care
173 workforce on duty and available for work appropriate to their level of training or education, in
174 order to predict registered nursing direct-care requirements for individual patients based on the
175 severity of patient illness. Said system shall be both practical and effective in terms of hospital
176 implementation.

177 “Teaching hospital”, a facility as defined in section 51 that meets the teaching facility
178 definition of the American Association of Medical Colleges.

179 “Temporary nursing service agencies”, also known as the nursing pool as defined in
180 section 72Y, and as regulated by the department.

181 “Unassigned registered nurse”, includes, but not limited to, any nurse administrator,
182 nurse supervisor, nurse manager, or charge nurse that maintains his registered nurse licensing
183 certification but is not assigned to a patient for direct care duties.

184 Section 222. The department shall reevaluate the numbers that comprise the nurse’s
185 patient assignment standards and nurse’s patient limits and the patient acuity system in the

186 evaluation period and then every 3 years thereafter, taking into consideration evolving
187 technology or changing treatment protocols and care practices and other relevant clinical factors.

188 Section 223. (a) The department shall develop nurse’s patient assignment standards
189 which shall be an ideal number of patients assigned to a direct-care registered nurse that will
190 promote equal, high-quality, and safe patient care at all facilities. The standards shall form the
191 basis of nurse staffing plans set forth in section 225. The department shall use, at a minimum, the
192 following information to develop nurse’s patient assignment standards for all facilities: (1)
193 Massachusetts specific data, including, but not limited to, the role of registered nurses in the
194 commonwealth by type of unit, the current staffing plans of facilities, the relative experience and
195 education of registered nurses, the variability of facilities, and the needs of the patient
196 population; (2) fluctuating patient acuity levels; (3) variations among facilities and patient care
197 units; (4) scientific data related to patient outcomes, a rigorous analysis of clinical data related to
198 patient outcomes and valid nationally recognized scientific evidence on patient care, facility
199 medical error rates, and health care quality measures; (5) availability of technology; (6) treatment
200 modalities within behavioral health facilities; and (7) public testimony from both the public and
201 experts within the field.

202 (b) The nurse’s patient assignment standards may be adjustable and flexible, as
203 determined by the department, to consider factors, including but not limited to; varying patient
204 acuity, time of day, and registered nurse experience. The number of patients assigned to each
205 direct-care registered nurse may not be averaged. The nurse’s patient assignment standards may
206 not refer to a total number of patients and a total number of direct-care registered nurses on a unit
207 and shall not be factored over a period of time.

208 (c) The department shall develop nurse's patient limits which represent the maximum
209 number of patients to be safely assigned to each direct-care registered nurse at one time on a
210 particular unit. The number of patients assigned to each direct-care registered nurse shall not be
211 averaged and each limit shall pertain to only one direct-care registered nurse. Nurse's patient
212 limits shall not refer to a total number of patients and a total number of direct-care registered
213 nurses on a unit and shall not be factored over a period of time. A facility's failure to adhere to
214 these nurse's patient limits shall result in non-compliance with this section and the facility shall
215 be subject to the enforcement procedures herein and section 228.

216 (d) If the commissioner finds that, for any unit, the department cannot arrive at a
217 rationally based limit using available scientific data, the commissioner shall report to: (1) the
218 clerks of the house of representatives and the senate who shall forward the same to the speaker of
219 the house of representatives, the president of the senate , the chairs of the joint committee on
220 public health, and the joint committee on state administration and regulatory oversight; (2) the
221 commissioner of the division of health care financing and policy; and (3) the nursing advisory
222 board as defined in section 16H of chapter 6A, the reasons for the department's failure to arrive
223 at a rationally based limit and the data necessary for the department to determine a limit by the
224 next review period.

225 (e) The setting of nurse's patient assignment standards and nurse's patient limits for
226 registered nurses shall not result in the understaffing or reductions in staffing levels of the health
227 care workforce. The availability of the health care workforce enables registered nurses to focus
228 on the nursing care functions that only registered nurses, by law, are permitted to perform and
229 thereby helps to ensure adequate staffing levels.

230 (f) Nurse's patient assignment standards and nurse's patient limits shall be determined for
231 the following departments, units or types of nursing care:— intensive care units, (a) critical
232 patient(s) (b) critical unstable patient(s); critical care units, (a) critical patient(s) (b) critical
233 unstable patient(s); neo-natal intensive care (a) critical patient(s) (b) critical unstable patient(s);
234 burn units (a) critical patient(s) (b) critical unstable patient(s); step-down/intermediate care;
235 operating rooms, (a) not to include a registered nurse working as a circulator (b) to be
236 determined for registered nurse working as a monitor in moderate sedation cases; post anesthesia
237 care with the patient remaining under anesthesia; post-anesthesia care with the patient in a post-
238 anesthesia state; emergency department overall; emergency critical care, provided that the triage,
239 radio or other specialty registered nurse is not included; emergency trauma; labor and delivery
240 with separate standards for (i) a patient in active labor, (ii) patients, or couplets, in immediate
241 postpartum, and (iii) patients, or couplets, in postpartum; intermediate care nurseries; well-baby
242 nurseries; pediatric units; psychiatric units; medical and surgical; telemetry; observational/out-
243 patient treatment; transitional care; acute inpatient rehabilitation; specialty care unit; and any
244 other units or types of care determined necessary by the department.

245 (g) The department shall jointly, with the department of mental health, develop nurse's
246 patient assignment standards and nurse's patient limits in acute psychiatric care units. These
247 standards and limits shall not interfere with the licensing standards of the department of mental
248 health.

249 (h) Nothing in this section shall exempt a facility that identifies a unit by a name or term
250 other than those used in this section, from complying with the nurse's patient assignment
251 standards and nurse's patient limits and other provisions established in this section for care
252 specific to the types of units listed.

253 Section 224. (a) The department shall develop a patient acuity system, as defined in
254 section 221. The department may also certify patient acuity systems developed or utilized by
255 facilities. Patient acuity systems shall include standardized criteria determined by the
256 department. The patient acuity system shall be used by facilities to: (1) assess the acuity of
257 individual patients and assign a value, within a numerical scale, to each individual patient; (2)
258 establish a methodology for aggregating patient acuity; (3) monitor and address the fluctuating
259 level of acuity of each patient; (4) supplement the nurse's patient assignments and indicate the
260 need for adjustment of direct-care registered nurse staffing as patient acuity changes; and (5)
261 assess the need for health care workforce staff to ensure nurses' focus on the delivery of patient
262 care.

263 (b) The patient acuity system designed by the department or other patient acuity system
264 used by a facility and certified by the department shall be used in determining adjustments in the
265 number of direct-care registered nurses due to the following factors: (1) the need for specialized
266 equipment and technology; (2) the intensity of nursing interventions required and the complexity
267 of clinical nursing judgment needed to design, implement and evaluate the patient's nursing care
268 plan consistent with professional standards of care; (3) the amount of nursing care needed, both
269 in number of direct-care registered nurses and skill mix of members of the health care workforce
270 necessary to the delivery of quality patient care required on a daily basis for each patient in a
271 nursing department or unit, the proximity of patients, the proximity and availability of other
272 resources, and facility design; (4) appropriate terms and language that are readily used and
273 understood by direct-care registered nurses; and (5) patient care services provided by registered
274 nurses and the health care workforce.

275 (c) The patient acuity system shall include a method by which facilities may adjust a
276 nurse's patient assignments within the limits determined by the department as follows: (1) a
277 nurse manager or designee shall adjust the patient assignments according to the patient acuity
278 system whenever practicable as determined by need; (2) a nurse manager or designee shall adjust
279 the patient assignments when the department-developed or certified patient acuity system
280 indicates a change in acuity of any particular patient to the extent that it triggers an alert
281 mechanism tied to the aggregate patient acuity; (3) a nurse manager or designee shall be
282 responsible for reassigning patients to comply with the patient acuity system, provided that the
283 nurse manager may rearrange patient assignments within the direct-care registered nurses already
284 under management and may also utilize an available float nurse; (4) at any time, any registered
285 nurse may assess the accuracy of the patient acuity system as applied to a patient in the
286 registered nurse's care. Nothing in this section shall supersede or replace any requirements
287 otherwise mandated by law, regulation or collective bargaining contract so long as the facility
288 meets the requirements determined by the department.

289 Section 225. As a condition of licensing by the department, each facility shall submit
290 annually to the department a prospective staffing plan with a written certification that the staffing
291 plan is sufficient to provide adequate and appropriate delivery of health care services to patients
292 for the ensuing year. A staffing plan shall: (1) incorporate information regarding the number of
293 licensed beds and amount of critical technical equipment associated with each bed in the entire
294 facility; (2) adhere to the nurse's patient assignment standards; (3) employ the department -
295 developed or facility-developed or any alternative patient acuity system developed or utilized by
296 a facility and certified by the department when addressing fluctuations in patient acuity levels
297 that may require adjustments in registered nurse staffing levels as determined by the department;

298 (4) provide for orientation of registered nursing staff to assigned clinical practice areas, including
299 temporary assignments; (5) include other unit or department activity such as discharges, transfers
300 and admissions, and administrative and support tasks that are expected to be done by direct-care
301 registered nurses in addition to direct nursing care; (6) include written reports of the facility's
302 patient aggregate outcome data; (7) incorporate the assessment criteria used to validate the acuity
303 system relied upon in the plan; and (8) include services provided by the health care workforce
304 necessary to the delivery of quality patient care. As a condition of licensing, each facility shall
305 submit annually to the department an audit of the preceding year's staffing plan. The audit shall
306 compare the staffing plan with measurements of actual staffing, as well as measurements of
307 actual acuity for all units within the facility assessed through the patient acuity system.

308 Section 226. (a) A direct-care registered nurse at the beginning of the nurse's shift will be
309 assigned to a certain patient or patients by the nurse manager, who shall use professional
310 judgment in so assigning, provided that the number of patients so assigned shall not exceed the
311 nurse's patient limit associated with the unit.

312 (b) An unassigned registered nurse may be included in the counting of the nurse to
313 patient assignment standards only when that unassigned registered nurse is providing direct care.
314 When an unassigned registered nurse is engaged in activities other than direct patient care, that
315 nurse shall not be included in the counting of the nurse to patient assignments. Only an
316 unassigned registered nurse, who has demonstrated current competence to the facility to provide
317 the level of care specific to the unit to which the patient is admitted, may relieve a direct-care
318 registered nurse from said unit during breaks, meals, and other routine and expected absences.

319 (c) Nothing in this section shall prohibit a direct-care registered nurse from assisting with
320 specific tasks within the scope of the nurse's practice for a patient assigned to another nurse.

321 (d) Each facility shall plan for routine fluctuations in patient census. In the event of an
322 overwhelming patient influx, said facility shall demonstrate that prompt efforts were made to
323 maintain required staffing levels during the influx and that mandated limits were reestablished as
324 soon as possible, and no longer than a total of 48 hours after termination of the event, unless
325 approved by the department.

326 (e) For the purposes of complying with the requirements set forth in this section, except
327 in cases of federal or state government declared public emergencies, or a facility-wide
328 emergency, no facility may employ mandatory overtime.

329 Section 227. (a) No facility shall directly assign any unlicensed personnel to perform
330 non-delegable licensed nurse functions to replace care delivered by a licensed registered nurse.
331 Unlicensed personnel are prohibited from performing functions which require the clinical
332 assessment, judgment and skill of a licensed registered nurse. Such functions shall include, but
333 not be limited to: (1) nursing activities which require nursing assessment and judgment during
334 implementation; (2) physical, psychological, and social assessment which requires nursing
335 judgment, intervention, referral or follow-up; (3) formulation of the plan of nursing care and
336 evaluation of the patient's response to the care provided; (4) administration of medications; and
337 (5) health teaching and health counseling.

338 (b) For purposes of compliance with this section, no registered nurse shall be assigned to
339 a unit or a clinical area within a facility unless the registered nurse has an appropriate orientation

340 in the clinical area sufficient to provide competent nursing care and has demonstrated current
341 competency levels through accredited institutions and other continuing education providers.

342 Section 228. (A) If a facility can reasonably demonstrate to the department, with
343 sufficient documentation as determined by the appropriate entity, the attorney general or the
344 division of health care finance and policy, extreme financial hardship as a consequence of
345 meeting the requirements set forth in sections 221 to 229, inclusive, then the facility may apply
346 to the department for a waiver of up to 9 months.

347 (B) As a condition of licensing, a facility required to have a staffing plan under this
348 section shall make available daily on each unit the written nurse staffing plan to reflect the
349 nurse's patient assignment standard and the nurse's patient limit as a means of consumer
350 information and protection.

351 (C) The department shall enforce paragraphs (1) to (6), inclusive, as follows: (1) If the
352 department determines that there is an apparent pattern of failure by a facility to maintain or
353 adhere to nurse's patient limits in accordance with sections 221 to 228, inclusive, the facility
354 may be subject to an inquiry by the department to determine the causes of the apparent pattern.
355 If, after such inquiry, the department determines that an official investigation is appropriate and
356 after issuance of written notification to the facility, the department may conduct an investigation.
357 Upon completion of the investigation and a finding of noncompliance, the department shall give
358 written notification to the facility as to the manner in which the facility failed to comply with
359 sections 221 to 228, inclusive. Facilities shall be granted due process during the investigation,
360 which shall include the following: (a) notice shall be granted to facilities that are noncompliant
361 with sections 221 to 228, inclusive; (b) facilities shall be afforded the opportunity to submit to

362 the department, through written clarification, justifications for failure to comply with sections
363 221 to 228, inclusive, if so determined by said department, including, but not limited to, patient
364 outcome data and other resources and personnel available to support the registered nurse and
365 patients in the unit, provided however, that facilities shall bear the burden of proof for any and
366 all justifications submitted to the department; (c) based upon such justifications, the department
367 may determine any corrective measures to be taken, if any. Such measures may include: (i) an
368 official notice of failure to comply; (ii) the imposition of additional reporting and monitoring
369 requirements; (iii) revocation of said facility's license or registration; and (iv) the closing of the
370 particular unit that is noncompliant. (2) Failure to comply with limited nurse staffing
371 requirements shall be evidence of noncompliance with this section. (3) Failure to comply with
372 the provisions of this section is actionable. (4) If the department issues an official notice of
373 failure to comply, as set forth in paragraph (1) of subsection (C) and subclause (i) of clause (c) of
374 said paragraph (1) following submission to and adjudication by the department of justifications
375 for failure to comply submitted by a facility pursuant to clause (b) of paragraph (1) of said
376 subsection (C) to a facility found in noncompliance with limits, the facility shall prominently
377 post its notice within each noncompliant unit. Copies of the notice shall be posted by the facility
378 immediately upon receipt and maintained for 14 consecutive days in conspicuous places
379 including all places where notices to employees are customarily posted. The department shall
380 post the notices on its website immediately after a finding of noncompliance. The notice shall
381 remain on the department's website for 14 consecutive days or until such noncompliance is
382 rectified, whichever is longer. (5) If a facility is repeatedly found in noncompliance based on a
383 pattern of failure to comply as determined by the department, the commissioner may fine the
384 facility not more than \$3,000 for each finding of noncompliance. (6) Any facility may appeal any

385 measure or fine sought to be enforced by the department hereunder to the division of
386 administrative law appeals and any such measure or fine shall not be enforced by the department
387 until final adjudication by the division. (7) The department may promulgate rules and regulations
388 necessary to enforce this section.

389 Section 229. The department of public health shall provide for (1) an accessible and
390 confidential system to report any failure to comply with requirements of sections 221 to 228,
391 inclusive, and (2) public access to information regarding reports of inspections, results,
392 deficiencies and corrections under said sections 221 to 228, inclusive, unless such information is
393 restricted by law or regulation. Any person who makes such a report shall identify themselves
394 and substantiate the basis for the report; provided, however, that the identity of said person shall
395 be kept confidential by the department.

396 SECTION 7. The department of public health shall include in its regulations pertaining to
397 temporary nursing service agencies, or nursing pools, as defined in section 72Y of chapter 111 of
398 the General Laws, and as regulated by the department, parameters in which the department shall
399 deny registration and operation of said agencies only if the agency attempts to increase costs to
400 facilities by at least 10 per cent.

401 SECTION 8. Section 7 is hereby repealed.

402 SECTION 9. The department of public health shall submit 2 written reports on its
403 progress in carrying out this act. Said department shall report to the general court the results of
404 its 2 written reports to the clerks of the house of representatives and the senate who shall forward
405 the same to the president of the senate, the speaker of the house of representatives, the chairs of

406 the joint committee on public health. The first report shall be filed on or before March 1, 2010
407 and the second report shall be filed on or before December 1, 2011.

408 SECTION 10. The department of public health shall initially evaluate the numbers that
409 comprise the nurse's patient assignment standards and nurse's patient limits set forth in sections
410 221 to 228, inclusive of chapter 111 of the General Laws on or before January 1, 2013.

411 SECTION 11. The department of public health, shall develop a comprehensive statewide
412 plan to promote the nursing profession in collaboration with: the executive office of housing and
413 economic development, the board of education, the board of higher education, the board of
414 registration in nursing, the Massachusetts Nurses Association, 1199SEIU, the Massachusetts
415 Hospital Association, Inc., the Massachusetts Organization of Nurse Executives Inc., and any
416 other entity deemed relevant by the department. The plan shall include specific recommendations
417 to increase interest in the nursing profession and increase the supply of registered nurses in the
418 workforce, including recommendations that may be carried out by state agencies. The plan shall
419 be filed with the clerks of the house of representatives and the senate, who shall forward the
420 same to the president of the senate and the speaker of the house of representatives on or before
421 April 15, 2010.

422 SECTION 12. Teaching hospitals, as defined in section 221 of chapter 111 of the General
423 Laws, shall meet the applicable requirements of sections 221 to 229, inclusive of said chapter
424 111 of the General Laws on or before October 1, 2010. All other facilities, as defined in section
425 221 of chapter 111 of the General Laws, shall meet the applicable requirements. of sections 221
426 to 229, inclusive of said chapter 111 of the General Laws no later than October 1, 2012.

427 SECTION 13. Section 8 shall take effect on December 1, 2014.

428 SECTION 14. The department of public health shall, on or before January, 1, 2010,
429 promulgate regulations defining criteria and proscribing the process for establishing or certifying
430 by the department a standardized patient acuity system, as defined in section 221 of chapter 111
431 of the General Laws, developed or utilized by a facility as defined in said section 221 of said
432 chapter 111.

433 SECTION 15. The department of public health shall, on or before March 1, 2010,
434 develop a standardized patient acuity system or certify a facility developed or utilized patient
435 acuity systems, as defined in section 221 of chapter 111 of the General Laws, to be utilized by all
436 facilities to monitor the number of direct-care registered nurses needed to meet patient acuity
437 level.

438 SECTION 16. The department of public health shall, on or before June 1, 2010, establish,
439 but not before the development or certification of standardized patient acuity systems, nurse's
440 patient assignment standards and nurse's patient limits as defined in section 221 of chapter 111
441 of the General Laws.

442 SECTION 17. The department of public health shall, on or before June 1, 2010,
443 promulgate regulations to implement the requirements of section 229 of chapter 111 of the
444 General Laws.