# Nursing Support Tech Certification: A Positive Change for Healthcare

## Alabama Board of Nursing
## Nursing Support Technician – Ceritified (NST-C)

### NST-C Rollout and Communication Plan

*Promoting Consistency of Preparation and Regulation of Nursing Support Personnel*

## Purpose

In 2024, recognizing the need for a regulatory regime for more than 12,000 unlicensed assistive personnel working in acute care hospitals and other healthcare settings (excluding long term care) throughout the state of Alabama, the Board successfully sought legislative authorization to create the role of Nursing Support Technician – Certified.

The NST-C is an "umbrella" role, representing nearly 20 job titles [Patient Care Technician (PCT), Patient Care Assistant (PCA), etc.] used in these settings, largely depending on the specific employer. Certification is voluntary, as employers are free to train and employ these workers according to their own policies.

The purpose of this communication plan is to foster synergy in the healthcare system and help employers and assistive personnel alike to recognize the value of a uniformly trained and certified nursing support workforce. This will be accomplished through targeted communication to all stakeholders. This communication will underscore these benefits, as well as those represented by a structured regime for memorializing disciplinary history for the rare bad actors in the occupation.

## Objectives

1. Secure "buy-in" from employers, nurses, support staff, and the public to promote participation in certification.
2. Demonstrate to existing support staff the future benefits of formal recognition of their training and experience, as well as encourage educational progression, up to and including qualification for LPN or higher licensure.
3. Educate employers and licensed staff regarding the need for a formal record of errors and other violations by support staff that represent risk to quality of care and patient safety.
4. Normalize official recognition of support staff training and preparation and establish a formal scope of practice for support personnel to ensure consistency and quality of care delivered.

## Plan

1. Identify stakeholders (employers, nurses, support personnel, the public) for targeted communication that directly addresses the benefits of NST-C certification and licensure.
    a. Employers – Distribute by list serv the following documents (date of communication in paren):
        i. Finalize web content and layout (page to launch 12/9/24) (12/6/24)
        ii. Email CNO and employers HI and NST Information Sheet HI (12/9/24)
        iii. NST-C Introduction HI (12/11/24)
        iv. Edit Item ii documents for redistribution (12/26/24)

# Nursing Support Tech Certification: A Positive Change for Healthcare
## Alabama Board of Nursing
## Nursing Support Technician – Ceritified (NST-C)

### NST-C Rollout and Communication Plan
*Promoting Consistency of Preparation and Regulation of Nursing Support Personnel*

### Plan (continued)

  b. Public/Press/Support Personnel – Distribute by list serv the following documents (date of communication in paren):
  
   i. NST-C Press Release HI and NST-C Introduction HI (12/9/24)
   
   ii. Establish twice-weekly graphics for ABN social media accounts (use excerpts from list serv communication for copy) (12/6/24) (First post – 12/9/24)
   
   iii. Create electronic posters for distribution in healthcare facilities targeted to existing support staff (12/20/24)
   
2. Review response from stakeholders, including application by existing support personnel and revise plan accordingly (1/13/24)