

Abbreviated Instructions for NCBON Complaint Evaluation Tool (CET)

1. Rate the practice event in all 5 horizontal rows.

| Criteria | |
|----------|------------------------------------|
| G | General Nursing Practice |
| U | Understanding/ level of experience |
| I | Internal policies/standards/orders |
| D | Decision/choice |
| E | Ethics/credibility /accountability |

2. Determine the numerical value of the criteria in the vertical columns that best describe the event, and score in the far right column. Note the vertical columns indicate Human Error (Green), At Risk Behavior (Yellow), and Reckless Behavior (Red).

| Human Error | At Risk Behavior | | | Reckless Behavior | |
|-------------|------------------|---|---|-------------------|---|
| 0 | 1 | 2 | 3 | 4 | 5 |

Total the Criteria score at the bottom of the page and transfer to the back page.

3. Select and total number of applicable mitigating and aggravating factors. Mitigating and Aggravating Factors may influence the final decision regarding reportability.
4. Based on the total criteria score and number of color categories, follow the directives in the three boxes.

| No Board Contact Required | Board Consultation Required | Board Report Required |
|--|---|--|
| <p>Contact with NCBON is not required if:</p> <ul style="list-style-type: none"> • 3 or more criteria in green column <u>OR</u> • Criteria score of 6 or less | <p>Consult with NCBON if:</p> <ul style="list-style-type: none"> • 3 or more criteria in yellow columns <u>OR</u> • Criteria score 7 – 15 <p>Call- 919-782-3211 ext 256 or 226</p> | <p>Mandatory report to NCBON if:</p> <ul style="list-style-type: none"> • 2 or more criteria in red columns <u>OR</u> • Criteria score 16 or more <u>OR</u> • Incident involves fraud, theft, drug abuse, diversion, sexual misconduct, mental/physical impairment. <p>Go to website: (www.ncbon.com)</p> |

5. CET scores indicate:
 - Human Error** – Criteria score of 6 or less **OR** 3 or more criteria in Green column do **not** require Board contact.
 - At Risk Behavior** – Criteria score of 7 to 15 **OR** 3 or more criteria in Yellow columns **require** Board Consultation for further direction
 - Reckless Behavior** – Criteria score of 16 or more **OR** 2 or more criteria in Pink columns **require mandatory** submission of formal report or complaint to Board.
6. Print and retain a copy of CET for your file and also attach a copy to the report/complaint filed with the Board.

An NCBON Practice Consultant may be contacted to obtain support and guidance in the use of the CET.

[Complaint Evaluation Tool \(CET\) Instruction Booklet \(Full Version\)](#)

[Complaint Evaluation Tool \(CET\)](#)