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Katherine A. Thomas
Executive Director of the Board

BEFORE THE TEXAS BOARD OF NURSING

In the Matter of § AGREED ORDER
Vocational Nurse License Number 180191 §
issued to LAURA LYNN LOZANO §
§

On this day the Texas Board of Nursing, hereinafter referred to as the Board, considered the matter of LAURA LYNN LOZANO, Vocational Nurse License Number 180191, hereinafter referred to as Respondent.

Information received by the Board produced evidence that Respondent may be subject to discipline pursuant to Section 301.452(b)(10)&(13), Texas Occupations Code.

Respondent waived notice and hearing and agreed to the entry of this Agreed Order approved by Katherine A. Thomas, MN, RN, FAAN, Executive Director, on February 27, 2020.

FINDINGS OF FACT

1. Prior to the institution of Agency proceedings, notice of the matters specified below in these Findings of Fact was served on Respondent and Respondent was given an opportunity to show compliance with all requirements of the law for retention of the license(s).
2. Respondent waived notice and hearing, and agreed to the entry of this Agreed Order.
3. Respondent's license to practice as a vocational nurse in the State of Texas is in current status.
4. Respondent received a Certificate in Vocational Nursing from Brightwood College, San Antonio, Texas, on February 23, 2001. Respondent was licensed to practice vocational nursing in the State of Texas on May 10, 2001.
5. Respondent's nursing employment history includes:

5/2001 – 6/2008	Unknown	
6/2008 – 6/2010	Licensed Vocational Nurse	Sonterra Health Center San Antonio, Texas

Respondent's nursing employment history continued:

6/2010 – 5/2011	Licensed Vocational Nurse	Morningside Manor San Antonio, Texas
5/2011 – 4/2012	Licensed Vocational Nurse	Global Rehabilitation Hospital San Antonio, Texas
5/2012 – 10/2012	Wound Care Nurse	Kinetic Concepts, Inc. San Antonio, Texas
1/2013 – 1/2014	Wound Care Nurse	Salado Creek Living and Rehabilitation Center San Antonio, Texas
4/2013 – 1/2014	MDS Coordinator	Emeritus at Lincoln Heights San Antonio, Texas
1/2014 – 11/2015	Patient Care Coordinator	Coronado at Stone Oak San Antonio, Texas
4/2015 – 2/2017	Licensed Vocational Nurse	Regent Care Center San Antonio, Texas
2/2017 – 6/2019	Licensed Vocational Nurse	Warm Springs Rehabilitation Hospital of Thousand Oaks San Antonio, Texas
6/2019 – 8/2019	Licensed Vocational Nurse	The Enclave San Antonio, Texas
8/2019 – Present	Unknown	

6. At the time of the initial incident, Respondent was employed as a Licensed Vocational Nurse with Warm Springs Rehabilitation Hospital of Thousand Oaks, San Antonio, Texas, and had been in that position for two (2) years and three (3) months.
7. On or about May 25, 2019, while employed as a Licensed Vocational Nurse with Warm Springs Rehabilitation Hospital of Thousand Oaks, San Antonio, Texas, Respondent failed to accurately and completely document events during the shift related to ongoing hyperglycemia experienced by Patient A.M., including all glucometer testing results. Respondent also failed to notify the provider of elevated glucose readings of 436mg/dL at 1130 hours and 487mg/dL at 1650 hours. Additionally, Respondent administered five (5) units of insulin to the patient without a valid physician's order. Respondent's conduct

exposed the patient to a risk of harm from delayed medical treatment, and administration of medications without a physician's order could have resulted in non-efficacious treatment of the patient's condition.

8. On or about May 25, 2019, while employed as a Licensed Vocational Nurse with Warm Springs Rehabilitation Hospital of Thousand Oaks, San Antonio, Texas, Respondent failed to appropriately intervene, including timely notification to the physician and reassessment of blood glucose levels, when notified by the laboratory at 0929 hours that Patient R.M. had a critically low glucose testing result of 43mg/dL. Respondent again failed to timely notify the provider when the patient experienced ongoing hypoglycemia during the shift and experienced another critically low glucose result of 40mg/dL at 1630 hours. The patient required transfer to the hospital after shift change. Furthermore, Respondent failed to accurately document glucose testing results in the patient's medical record. Respondent's conduct created an inaccurate medical record and was likely to injure the patient from delayed medical treatment.
9. In response to the incident in Finding of Fact Number Seven (7), Respondent states the nurse practitioner was informed of the patient's elevated glucose. Respondent also states she forgot to document a verbal order to administer five (5) units of insulin. Furthermore, Respondent states she did notify the charge nurse of the patient's condition, and also states the charge nurse told Respondent the patient was fine and she could go home. In response to the incident in Finding of Fact Number Eight (8), Respondent states the lab notified her of the low glucose after the patient had already eaten breakfast and been seen by the nurse practitioner. Respondent also states the nursing assistant did not notify her of any critical glucose readings. Respondent further states she notified the nurse practitioner of the patient's low glucose level and did not receive any new orders. Respondent states she was denied the opportunity to enter a late chart note.

CONCLUSIONS OF LAW

1. Pursuant to Texas Occupations Code, Sections 301.451-301.555, the Board has jurisdiction over this matter.
2. Notice was served in accordance with law.
3. The evidence received is sufficient to prove violation(s) of 22 TEX. ADMIN. CODE §217.11(1)(A),(1)(B),(1)(C),(1)(D),(1)(M),(1)(P)&(2) and 22 TEX. ADMIN. CODE §217.12(1)(A),(1)(B),(1)(C)&(4).
4. The evidence received is sufficient cause pursuant to Section 301.452(b)(10)&(13), Texas Occupations Code, to take disciplinary action against Vocational Nurse License Number 180191, heretofore issued to LAURA LYNN LOZANO.

5. Pursuant to Section 301.463(d), Texas Occupations Code, this Agreed Order is a settlement agreement under Rule 408, Texas Rules of Evidence, in civil or criminal litigation.

TERMS OF ORDER

I. SANCTION AND APPLICABILITY

IT IS THEREFORE AGREED and ORDERED that RESPONDENT SHALL receive the sanction of **REPRIMAND WITH STIPULATIONS** in accordance with the terms of this Order.

- A. This Order SHALL apply to any and all future licenses issued to RESPONDENT to practice nursing in the State of Texas.
- B. This Order SHALL be applicable to RESPONDENT'S nurse licensure compact privileges, if any, to practice nursing in the State of Texas.
- C. As a result of this Order, RESPONDENT'S license(s) will be designated "single state" and RESPONDENT may not work outside the State of Texas in another nurse licensure compact party state.

II. COMPLIANCE WITH LAW

While under the terms of this Order, RESPONDENT agrees to comply in all respects with the Nursing Practice Act, Texas Occupations Code, §§301.001 *et seq.*, the Rules and Regulations Relating to Nursing Education, Licensure and Practice, 22 TEX. ADMIN. CODE §§211.1 *et seq.*, and this Agreed Order.

III. UNDERSTANDING BOARD ORDERS

Within thirty (30) days of entry of this Order, RESPONDENT must successfully complete the Board's online course, "Understanding Board Orders", which can be accessed on the Board's website from the "Discipline & Complaints" drop-down menu or directly at: <http://www.bon.texas.gov/UnderstandingBoardOrders/index.asp>. Upon successful

completion, RESPONDENT must submit the course verification at the conclusion of the course, which automatically transmits the verification to the Board.

IV. **REMEDIAL EDUCATION COURSE(S)**

In addition to any continuing education requirements the Board may require for licensure renewal, RESPONDENT SHALL successfully complete the following remedial education course(s) **within one (1) year of the effective date of this Order, unless otherwise specifically indicated:**

- A. **A Board-approved course in Texas nursing jurisprudence and ethics** that shall be a minimum of six (6) hours in length. The course's content shall include the Nursing Practice Act, standards of practice, documentation of care, principles of nursing ethics, confidentiality, professional boundaries, and the Board's Disciplinary Sanction Policies regarding: Sexual Misconduct; Fraud, Theft, and Deception; Nurses with Substance Abuse, Misuse, Substance Dependency, or other Substance Use Disorder; and Lying and Falsification. Courses focusing on malpractice issues will not be accepted. Home study and video programs will not be approved.
- B. **A Board-approved course in nursing documentation** that shall be a minimum of six (6) hours in length. The course's content shall include: nursing standards related to accurate and complete documentation; legal guidelines for recording; methods and processes of recording; methods of alternative record-keeping; and computerized documentation. Home study courses and video programs will not be approved.
- C. **The course "Sharpening Critical Thinking Skills,"** a 3.6 contact hour online program provided by the National Council of State Boards of Nursing (NCSBN) Learning Extension.
- D. **The course "Professional Accountability,"** a 4.6 contact hour online program provided by the National Council of State Boards of Nursing (NCSBN) Learning Extension.

In order to receive credit for completion of this/these course(s), RESPONDENT SHALL CAUSE the instructor to submit a Verification of Course Completion form or SHALL submit the continuing education certificate, as applicable, to the attention of Monitoring at the Board's office. RESPONDENT SHALL first obtain Board approval of any course prior to enrollment if the course is not being offered by a pre-approved provider.

Information about Board-approved courses and Verification of Course Completion forms are available from the Board at www.bon.texas.gov/compliance.

V. EMPLOYMENT REQUIREMENTS

In order to complete the terms of this Order, RESPONDENT must work as a nurse in the State of Texas, providing direct patient care in a clinical healthcare setting, for a minimum of sixty-four (64) hours per month for eight (8) quarterly periods [two (2) years] of employment. This requirement will not be satisfied until eight (8) quarterly periods of employment as a nurse have elapsed. Periods of unemployment or of employment that do not require the use of a registered nurse (RN) or a vocational nurse (LVN) license, as appropriate, will not apply to this period and will not count towards completion of this requirement.

- A. **Notifying Present and Future Employers:** RESPONDENT SHALL notify each present employer in nursing and present each with a complete copy of this Order, including all attachments, if any, within five (5) days of receipt of this Order. While under the terms of this Order, RESPONDENT SHALL notify all future employers in nursing and present each with a complete copy of this Order, including all attachments, if any, prior to accepting an offer of employment.
- B. **Notification of Employment Forms:** RESPONDENT SHALL CAUSE each present employer in nursing to submit the Board's "Notification of Employment" form to the Board's office within ten (10) days of receipt of this Order. RESPONDENT SHALL CAUSE each future employer to submit the Board's "Notification of Employment form" to the Board's office within five (5) days of employment as a nurse.
- C. **Indirect Supervision:** RESPONDENT SHALL be supervised by a Registered Nurse, if licensed as a Registered Nurse, or by a Licensed Vocational Nurse or a Registered Nurse, if licensed as a Licensed Vocational Nurse, **who is on the premises.** The supervising nurse is not required to be on the same unit or ward as RESPONDENT, but should be on the facility grounds and readily available to provide assistance and intervention if necessary. The supervising nurse shall have a minimum of two (2) years of experience in the same or similar practice setting to which the RESPONDENT is currently working. RESPONDENT SHALL work only regularly assigned, identified and predetermined unit(s). RESPONDENT SHALL NOT be employed by a nurse registry, temporary nurse employment

agency, hospice, or home health agency. RESPONDENT SHALL NOT be self-employed or contract for services. Multiple employers are prohibited.

D. **Nursing Performance Evaluations:** RESPONDENT SHALL CAUSE each employer to submit, on forms provided to the RESPONDENT by the Board, periodic reports as to RESPONDENT'S capability to practice nursing. These reports shall be completed by the individual who supervises the RESPONDENT and these reports shall be submitted by the supervising individual to the office of the Board at the end of each three (3) month quarterly period for eight (8) quarters [two (2) years] of employment as a nurse.

VI. RESTORATION OF UNENCUMBERED LICENSE(S)

Upon full compliance with the terms of this Agreed Order, all encumbrances will be removed from RESPONDENT'S license(s) and/or privilege(s) to practice nursing in the State of Texas and, subject to meeting all existing eligibility requirements in Texas Occupations Code Chapter 304, Article III, RESPONDENT may be eligible for nurse licensure compact privileges, if any.

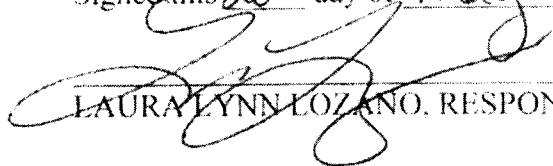
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RESPONDENT'S CERTIFICATION


I understand that I have the right to legal counsel prior to signing this Order. I waive representation by counsel. I have reviewed this Order. I neither admit nor deny the violation(s) alleged herein. By my signature on this Order, I agree to the entry of this Order, and any conditions of said Order, to avoid further disciplinary action in this matter. I waive judicial review of this Order. I understand that this Order is subject to ratification by the Texas Board of Nursing and a copy of this Order will be mailed to me once the Order becomes effective. I understand that if I fail to comply with all terms and conditions of this Order, I will be subject to investigation and disciplinary sanction, including possible revocation of my license(s) and/or privileges to practice nursing in the State of Texas, as a consequence of my noncompliance.

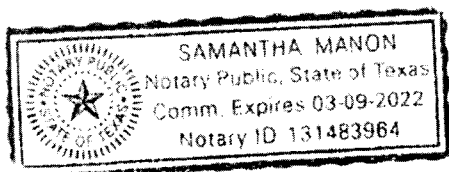
Signed this 20 day of May, 2020


LAURA LYNN LOZANO, RESPONDENT

Sworn to and subscribed before me this 20th day of May, 2020.

SEAL


Notary Public in and for the State of Texas



WHEREFORE, PREMISES CONSIDERED, the Texas Board of Nursing does hereby ratify and adopt the Agreed Order that was signed on the 20th day of May 2020, by LAURA LYNN LOZANO, Vocational Nurse License Number 180191, and said Agreed Order is final.

Effective this 23rd day of July 2020.



Katherine A. Thomas, MN, RN, FAAN
Executive Director on behalf
of said Board