





Your state board of nursing  
is responsible for enforcing  
the nurse practice act  
to promote safe  
and competent care.

N

re e u r e  
t u e e r e  
r u e  
t r e e e  
e e u e  
r e u t  
r e e e u e  
r e l r e e e  
r e r r e  
u l e e e r e e  
e t e  
r e e r e  
r e l e e  
e e r e  
t t e r e e e

The vast majority of nurses are competent and caring individuals who provide a high level of care. However, when a problem is experienced with a nurse and you believe that the nurse's performance is incompetent, negligent or unsafe, there is action that you should take to protect yourself or your family member, as well as other patients.

### **What action should I take when I note unsafe, negligent or incompetent behavior in a nurse?**

First and foremost, take steps to be sure that you or the patient involved are not in harm's way. Report the situation to a supervisor or the nurse's employer immediately. Then, contact your state BON (or state licensing authority) and file a complaint. If you are unsure whether a nurse has done something that should be reported, contact the state BON for assistance.

It is important to know who is providing care to you or your family member. See below for basic requirements of nursing roles and their respective responsibilities.



U.S. nurses are among  
the best in the world.  
With your help, your  
board of nursing can  
work to ensure that all  
patients receive safe and  
competent care.

111 E. Wacker Drive, Suite 2900  
Chicago, IL 60601-4277

312.525.3600

---