

GOVERNMENT / LICENSING BOARD

Kentucky Board of Nursing

From Shared Drives to Centralized Automation: A Regulatory Agency Transforms Document Management

How the Kentucky Board of Nursing is standardizing workflows, automating document approvals, and building a foundation for agency-wide records management with Laserfiche and JPI.

5 Years

Executive Director tenure driving the project

ORBS

Licensing system integrated with Laserfiche

2

Branches now live: Investigation and Legal Services

Peer

Referred by Louisiana State Board of Nursing

Organization	Kentucky Board of Nursing (KBN)
Sector	State Government, Professional Licensing and Regulatory Body
Mission	Public protection through licensure, education, and regulation of nursing practice in the Commonwealth of Kentucky
Platform	Laserfiche, integrated with ORBS licensing system
JPI Contact	Calvin, JPI Implementation Specialist
Status	Implementation in progress -- Investigation and Legal Services branches live; additional departments onboarding

The Challenge

The Kentucky Board of Nursing is the state regulatory agency responsible for protecting the public through the licensure, education, and regulation of nursing practice in the Commonwealth of Kentucky. Like most regulatory bodies, it operates in an environment where accuracy, auditability, and responsiveness to public records requests are not optional -- they are core to the agency's mandate.

Before Laserfiche, KBN's documents were stored on a shared network drive with no integrated records retention structure. Document templates were created in Word, converted to PDF, emailed to multiple departments for review, and manually tracked throughout the approval process. This created a predictable set of problems: version-control challenges, significant administrative burden, and a records environment that was difficult to audit and slow to respond to open records requests.

The manual review and approval process consumed meaningful staff time. As the agency continued to grow and adopt new technology, the need for a centralized document management system with automated workflows, standardized processes, and a formal records retention strategy became impossible to ignore.

JPI took the time to understand our business processes rather than simply implementing software. Their willingness to customize workflows to meet the unique needs of a regulatory agency has been one of the project's greatest strengths.

Executive Director, Kentucky Board of Nursing

Why JPI and Laserfiche

KBN learned about JPI through the Louisiana State Board of Nursing, which had successfully implemented Laserfiche for its own licensing operations. That peer referral carried weight. When one state nursing board recommends an implementation partner to another, it reflects confidence that goes beyond a vendor pitch.

Laserfiche's ability to integrate directly with KBN's ORBS licensing system was a significant technical advantage. But equally important was JPI's demonstrated understanding of how regulatory agencies actually operate. Government workflow complexity requires more than standard software configuration -- it requires an implementation partner who knows the operational context.

Working with an experienced Laserfiche partner mattered because of the complexity of the workflows involved. JPI remained engaged throughout the project and worked collaboratively with KBN's team to address needs as they arose.

The Implementation

JPI implemented document templates, automated drafting, review and approval workflows, electronic signatures, and centralized document management. Staff can now collaborate within a single system instead of creating PDFs and routing documents through email chains that were difficult to track and impossible to audit reliably.

The implementation has taken approximately two years, a reflection of the complexity involved in building customized workflows and converting established agency processes. Throughout the project, KBN has continued expanding functionality as additional departments come online. This phased approach, while requiring sustained commitment, has allowed the agency to refine workflows as staff adapt and new requirements surface.

The primary challenge throughout has been the time required to implement workflow changes in a highly customized project. JPI worked collaboratively with KBN's staff to address issues as they arose and continually refine the system. Staff have adapted well to the new environment, supported in part by recorded training videos that have served as valuable onboarding resources.

Calvin has been knowledgeable, responsive, and enjoyable to work with throughout the project. JPI remained engaged throughout and worked collaboratively with our team to address our needs.

Executive Director, Kentucky Board of Nursing

Early Results and What's Ahead

The greatest improvement to date has been the standardization and automation of KBN's document creation, review, approval, and signature processes. Workflows between the Investigation and Legal Services branches are now significantly more efficient and transparent -- a meaningful operational change for two departments that handle some of the agency's most sensitive work.

One unexpected benefit has been increased collaboration across departments through shared document processes and standardized workflows. Where documents once moved through email with no visibility into status or version, staff now work within a single environment that keeps everyone aligned.

Measurable time savings are still forthcoming -- Legal Services is currently completing its implementation, and full agency-wide deployment is ongoing. But the infrastructure is in place. Once legacy documents are fully migrated and all departments are live, Laserfiche will provide a centralized repository with standardized records management that improves compliance, audit readiness, and responsiveness to open records requests.

Laserfiche is transforming how the Kentucky Board of Nursing manages documents and workflows. Once fully implemented, it will provide a centralized, efficient, and sustainable solution that will benefit our staff and the citizens we serve for years to come.

Executive Director, Kentucky Board of Nursing

KBN anticipates a transformational improvement in document management, workflow efficiency, records retention, and agency-wide collaboration upon full implementation. The foundation is built. The work continues.

The Relationship with JPI

After two years of a complex, customized implementation, the Kentucky Board of Nursing's assessment of JPI is straightforward: an excellent partner. Calvin, the JPI implementation specialist on this engagement, is described as highly knowledgeable, responsive, and committed to helping the team succeed. He has built strong relationships with KBN staff and is viewed as a trusted resource rather than an outside vendor.

The recommendation is unequivocal. KBN would recommend JPI to other regulatory agencies or organizations looking to modernize document management and automate complex business processes, specifically citing JPI's experience with government workflows and Laserfiche implementation as extremely valuable.

That recommendation carries particular weight given that KBN itself arrived at JPI through a peer referral from another nursing board. The cycle continues.

About JPI Data Resource

JPI Data Resource is a Laserfiche Premier Partner based in Gonzales, Louisiana, founded in 2001. For 25 years JPI has implemented Laserfiche document management and workflow automation for organizations in regulated, compliance-driven industries. JPI was the first partner in the Laserfiche network to achieve Premier status.

[JPI Data Resource](#) | [jpidr.site.com](#) | [Laserfiche Premier Partner](#) | [Founded 2001](#)

© 2026 JPI Data Resource. All rights reserved.