

# BOARD OF EXAMINERS FOR NURSING HOME ADMINISTRATORS

## Mission

“The mission of the Board of Examiners for Nursing Home Administrators is to promote the public’s interest in quality care and effective services for residents of nursing facilities by ensuring that licensed administrators are qualified to perform their administrative duties.”

## Board Members

James Birchem, LNHA, Little Falls, MN, Professional Member

*(Term: 3/1/2004 ; Reappt: 6/30/2012) [3rd term]*

Thomas Pollock, LNHA Maple Grove, MN, Professional Member

*(Appt: 5/15/2007; Reappt 6/26/2011) [2nd term]*

Kyle Nordine, LNHA Northfield, MN, Professional Member

*(Appt: 4/19/2005 ; Reappt: 2/3/2009)*

Jennifer Pfeiffer, LNHA, Mankato, Professional Member

*(Appt: 6/30/2006; Reappt:1/28/2010)*

Dr. Jane Pederson, MD Woodbury, MN, Professional Member

*(Appt: 7/15/1996; Reappt:2/3/2009) [5<sup>th</sup> term]*

Nancy Tuders, RN Grand Rapids, MN, Professional Member

*(Appt: 5/15/2007; Reappt 6/26/2011) [2nd term]*

Christine Rice, Lake Elmo , MN, Public Member

*(Appt: 6/25/2004; Reappt: 4/18/2008 to 1/2/2012)*

Ann Tagtmeyer, Mendota Heights, Public Member

*(Appt: 12/30/1999 ; Reappt: 6/30/2012) [4th term]*

Chandra Mehrotra, Ph.D., Duluth, Public Member

*(Appt: 5/15/2003 ; Reappt: 6/26/2011) [3rd term]*

The following are appointed by the Commissioners of Health and of Human Services and serve as non-voting designees of those commissioners:

Darcy Miner, MN Department of Health

Robert Held, MN Department of Human Services

## Board Staff

Randy Snyder, Executive Director

Jan Strum, Office Manager

Minnesota Board of Examiners for Nursing Home Administrators

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Minneapolis, MN 55414

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## Letter from the Executive Director

Dear Citizens of the Great State of Minnesota:

The Board of Examiners for Nursing Home Administrators (BENHA) fulfilled its mission for this biennium by investing in its future through thoughtful planning. As the only federally required health occupation board in Minnesota, the legislative requirement mandates a majority of board members be comprised of non-licensees. The Board continues to influence better models of care in safe environments for tomorrow's elder care continuum.

Highlights for the past two years include the investment with the National Board of Long Term Care Administrators (NAB). This important relationship continued with the recent election of the Executive Director being elected as the Chair Elect of the National Association of Boards (NAB). Members of the BENHA also served on various national committees including the preparation of the national examination.

The Board continues to invest in the state approved Long Term Care Centers of Academic Excellence. Currently, six Minnesota colleges and UW-Eau Claire carry national recognition for their work in creating leaders for new models of elder care throughout the upper Midwest and nationally.

The Board takes seriously its role of assuring leaders at the helm of Minnesota long term care centers are ethical and resident centered in their decision making practices. Continued investment to cultivate new leaders for tomorrow's service delivery remains critical, even more so as challenging economic environments requires a continued strong investment and commitment. Quality leadership creates efficient and effective communities that care for our states aging population.

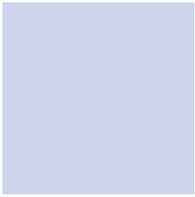
Randy Snyder, Executive Director  
Minnesota Board of Examiners for Nursing Home Administrators

# CREDENTIALS

Year ending  
June 30, 2012

Total licensed or registered	Credentials Renewed Online Number / Per Cent	New Licensed Granted
856	739 / 94.5%	45

Previous Years End- ing June 30	Total licensed or regis- tered	Credentials Renewed Online Number / Per Cent	New Licenses Granted
2011	853	742 / 92.9%	44
2010	851	716 / 90.5%	44
2009	846	711 / 89.3%	46
2008	831	698 / 89.3%	43
2007	821	677 / 87.5%	37
2006	840	622 / 81.5%	36



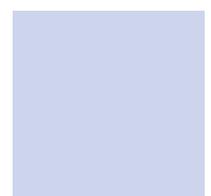
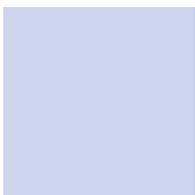
The board initiated online renewals on May 1, 2002. BENHA licensees were early adaptors to online services with nearly 50% of renewals completed online the first year to a consistent 88% to 92% in the past four years. Online Applications were initiated in 2011 with over 50% of all Applications for Licensure completed online in the first year.



The online Administrator of Record data enhancement automatically notifies the BENHA Board, the Minnesota Department of Health and Department of Human Services of changes when administrators begin or end their employment.



In 2011, the initial licensure process received a customer service rating of 9.28 out of 10 in measuring staff availability, knowledge, and response to information requests about licensure requirements and process. The office also had a rating of 9.6/10 to BENHA service and assistance during the application process



# COMPLAINTS

Complaints  
Opened Year  
ending  
June 30, 2012

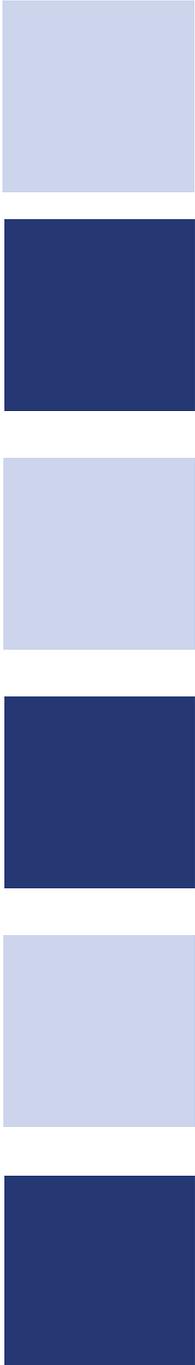
Number of Complaints Opened
67

Previous Years Ending June 30	Number of Complaints Opened
2011	70
2010	78
2009	69
2008	78
2007	106
2006	106

Complaints Closed By  
Year ending  
June 30, 2012

Number of Complaints Closed	Number of Complaints Open as of June 30, 2012
55	< one year = 11 > one year = 0

Previous Years Ending June 30	Number of Complaints Closed
2011	59
2010	78
2009	69
2008	78
2007	102
2006	108



The Standards of Practice Committee is comprised of two long term care administrators with one non-administrator serving on this committee. They work diligently to assure the blending of public safety and licensee accountability in a timely and direct manner for both complainants and the subject of the complaint; LNHA. In over 96% of the time, the complaint is resolved within two meetings or approximately six months. As only board members serving on the complaint panel make the processing decision, the first meeting typically reviews the preliminary information and in a great majority of those cases is either dismissed or additional information is sought before the committee feels comfortable in dismissing or closing the case at the second meeting. The Standards of Practice Committee now meets on the same day as the regular quarterly board meeting to reduce travel, lodging and per diem expense. This past year, two additional SOPC meetings were held to assure timely processing.

The Committee has incorporated ‘just culture’ principles whereas many of the complaints are resolved with professional quality improvement standards and educational re-direction, without escalating to a contested case. With many of the complaints, the corrective action is working towards better operational systems and therefore don’t warrant formal individual administrative action. The Committee holds the administrator accountable for willful disregard for resident safety. Administrative coaching and directed education is the approach used for a majority of cases involving unintentional, yet actual resident harm as a result of an employees’ action. The administrator is held accountable for continuous quality improvement and root cause analysis to minimize future sentinel events.

In conjuncture with the Minnesota Department of Health liaison’s role, the board studied two issues in this biennium: 1) the effect of the six month acting permit for a non-licensed administrator and 2) the initial review of the “Shared Administrator” for two or more facilities sharing the professional services of one administrator.

# RECEIPTS, DISBURSEMENTS AND MAJOR FEES

## RECEIPTS AND DISBURSEMENTS

Fiscal Year Ending June 30	Receipts	Disbursements
2012	\$206,409	\$139,359 [3 boards-salary savings]
2011	\$205,275	\$198,634
2010	\$196,995	\$182,876
2009	\$199,055	\$184,061
2008	\$196,030	\$173,404
2007	\$187,900	\$174,912
2006	\$189,917	\$159,313

## FEES

Item	Fee
Application	\$150
Original License	\$200
Annual Renewal	\$200
Acting Administrator Permit	\$250

The Minnesota Board of Examiners for Nursing Home Administrators fees were last increased in 1995. Board members were committed to operating efficiently. The board initiated a three board shared executive trial to reduce overall board expense for three boards. Although successful, it appears that any savings is swept to other agencies and the net result of attempting to create efficiency is negated. The Board continues to believe the transfer of funds to MNIT and the General Fund does not meet the prudent steward standard of non-profit board management.

The Board completed its four year Strategic Plan this year and initiated a new four year plan in 2012.

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## State of Health Occupation Regulation

The Board continues to be proud of creating a shared electronic licensing model with other small boards. The cost and function are unequal when completing a competitor's analysis. This year, 94.5% of renewing licensees renewed online. The Board has maintained its customer service standard of a phone, email or limited mailed response within 48 hours of any applicant/licensee request for information at above a 95% service level with its current staffing of 1.5 FTE.