

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 fro 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]

Jennifer Pfeffer, 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) [5th term]

Nancy Tuders, RN Grand Rapids, MN, Professional Member

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

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]

Marilyn Reiersen, Public Member, Savage, MN

(Term: 01/02/2017; Appointed 01/02/2013)

Nathan J. Johnson, LNHA, Forest Lake, MN, Professional Member

(Term: 01/02/2017; Appointed 01/02/2013)

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

Josh Berg, MN Department of Health

Robert Held, MN Department of Human Services

Board Staff

Randy Snyder, Executive Director

Jessica Schultz, Office Manager

Minnesota Board of Examiners for Nursing Home Administrators

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Letter from the Executive Director

The Board of Examiners for Nursing Home Administrators (BENHA) fulfilled its mission for this biennium by investing in its future through strategic planning. As the only federally required health occupation board in Minnesota, the legislative requirement also mandates a majority of board members be comprised of non-licensees. The Board continues to influence optimal residential models of care 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 Executive Director serving as the Chair of the National Association of Boards (NAB). Members of the BENHA also served on various national committees including the preparation of the national examination. On a national level, the licensure of Nursing Home Administration is being modified to reflect the growing continuum of care across the services and supports of the long term system. The Minnesota Board will serve as the agency for other long term care administrator credentials, if legislatively required.

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

The Board advocates in its role of assuring leaders responsible for 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 state's aging population.

Randy Snyder, Executive Director

Minnesota Board of Examiners for Nursing Home Administrators

CREDENTIALS

Year ending
June 30, 2014

Total licensed or registered	Credentials Renewed Online Number / Per Cent	New Licenses Granted
852	732 / 93.2	52

Previous Years Ending June 30	Total licensed or registered	Credentials Renewed Online Number / Per Cent	New Licenses Granted
2013	853	731/92.4%	58
2012	856	739/91.4%	45
2011	853	742 / 92.9%	44
2010	851	716 / 90.5%	44
2009	846	711 / 89.3%	46

BOARD ACTIVITIES

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 several years. Online Applications were initiated in 2011 with over 80% of all applications for licensure currently completed online. The board continues to advance technology in its strategic plan and to streamline processes when possible.

The online Administrator of Record data enhancement automatically notifies the BENHA, the Minnesota Department of Health and Department of Human Services of changes when administrators begin or end their employment. This is a valuable technology advancement for administrators and key stakeholders.

Through survey, 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 6/30/14

Number of Complaints Opened
66

Previous Years Ending June 30	Number of Complaints Opened	Actions
2013	61	22
2012	68	18
2011	70	
2010	78	
2009	69	

Complaints Closed By
Year ending June 30

Number of Complaints Closed	Number of Complaints Open as of June 30, 2014
51	
	< one year = 15 > one year = 1

Previous Years Ending June 30	Number of Complaints Closed
2013	51
2012	60
2011	59
2010	78
2009	69

STANDARDS OF PRACTICE COMMITTEE

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; the LNHA. As only board members serving on the complaint panel make the processing decisions, 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. In approximately one-fourth of all cases, the LNHA (administrator) is required to submit a response to an committee directed inquiry or appear before the committee. Typically, most complaints do not rise to a disciplinary level; rather, they require redirection or exposure to new education. In the past year, only three administrators repeated the process. The Committee feels this process promotes greater public safety for consumers of long term care supports and services.

The Committee has incorporated 'just culture' principles whereas many of the complaints are resolved with professional quality improvement standards and educational redirection, 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 employee's action. The administrator is held accountable for continuous quality improvement and root cause analysis to minimize future sentinel events.

RECEIPTS, DISBURSEMENTS AND MAJOR FEES

RECEIPTS AND DISBURSEMENTS

Fiscal Year Ending June 30	Receipts	Disbursements
2014	\$232,980	\$185,644
2013	\$217,073	\$118,761
2012	\$206,409	\$139,359 [3 boards-salary savings]
2011	\$205,275	\$198,634
2010	\$196,995	\$182,876
2009	\$199,055	\$184,061

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. In 2012, the board initiated a three board shared executive director trial to reduce overall board expense for three boards, however returned to one executive director for two boards. The board continues to advocate for responsible stewardship of all fees generated for board operations.

The Board completed its four year Strategic Plan this year and initiated a new four year plan in 2012. A significant focus is monitoring the work of the housing manager or assisted living administrator as found in many states. The board believes it would be the best equipped to serve as the credentialing agency if called upon and is ready to accept the increased responsibility, if legislatively directed.

The Board continues to be proud of creating a shared electronic licensing model with other small boards, and continued technology projects. 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 structure of 1.5 FTE.