

Oregon NHA

OREGON BOARD OF EXAMINERS OF NURSING HOME ADMINISTRATORS - AUG 2005

This newsletter has been created by the OREGON BOARD OF NURSING HOME EXAMINERS (BENHA) to provide an instrument of communication between the Board and the Oregon registered administrators.

The Board welcomes your comments and suggestions for information you would like to see published in future newsletters.

BOARD MEMBERS

- Rob Hays, NHA
Board Chair
- Anita Schacher, NHA
Vice Chair
- Larry Davy, NHA
- Kathleen Elias, RN, NHA
- Ronald Gilson, M.D.
- George Gerding, R.Ph.
- James Bagley, Public Member
- Margaret Clark, Public Member
- Dolores Hubert, Public Member

BOARD OFFICE

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Visit our new website at:
<http://egov.oregon.gov/NHABD/>

2005-06 MEETING DATES

- October 12, 2005
- January 11, 2006
- April 12, 2006
- July 12, 2006
- October 11, 2006

Meetings convene at 8:30 a.m. at the location listed above.

FROM THE EXECUTIVE OFFICER

--Janet Bartel

Summer Greetings,

Your newsletter is late and I apologize; biennial license renewals and the legislative session demanded a great deal of my time. Given that this was my first renewal with the Board, I truly did not know what to expect and perhaps you did not know what to expect from me. While going through renewal, I did make some notes that will hopefully improve future renewals. My foremost consideration was the renewal date: June 30 of odd-numbered years also falls at the end of the state's biennial budget period and during the legislative session. Given that, it is impossible for one person to give sufficient attention to all these deadlines. The legislative session and end of biennium tasks demand a great deal of time and attention, which is impossible when I am in the midst of renewals. Since I cannot change the State's biennial budget period or the date of the legislative session, changing the renewal date is the most logical course of action. Given that, I have made a recommendation to introduce legislation in the next session to change the Board's license renewal date from June 30 odd-numbered years to June 30 even-numbered years. This simple change will accomplish two objectives:

- 1 Allow the Board to receive the majority of its revenue midway into the biennium thereby providing a better sense of the Board's financial position and allowing for more accurate revenue projections.
- 2 Relieve the administrative burden on staff and allow for more efficiency with regard to license renewals and state reporting and legislative deadlines.

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BOARD MEMBER APPOINTMENTS

Jim Bagley Reappointed to Public Member Position

Governor Ted Kulongoski has reappointed Jim Bagley to a second term on the Board of Examiners of Nursing Home Administrators. Mr. Bagley brings 35 years of healthcare related experience specific to nursing home administration. Given that he has not held an active role in nursing home administration for ten years, he believes that his education and experience enable him to make a positive contribution as a true public member. He expresses a strong commitment to further the development of quality resident care and caring and competent administrators.

Mr. Bagley holds a bachelor's degree in Public Administration, a master's degree in Health Administration and Credentials of Advanced Study conferred by the University of Minnesota. He volunteered as an Oregon Certified Ombudsman from 2001 to 2005, representing the interests of residents and families served by the nursing home industry.

Margaret Clark Appointed to Public Member Position

Governor Ted Kulongoski has appointed Margaret Clark to the Board of Examiners of Nursing Home Administrators. Ms. Clark brings 45 years of nursing experience and held an Oregon Nursing license from December 2, 1959 through October 18, 2004. She is presently retired from the nursing profession.

Ms. Clark attended Guys Hospital in London, a division of the University of London, from 1951 to 1954, and she remained as an employee with Guys Hospital until her immigration to Oregon in 1959. Her nursing career in Oregon includes employment with Kaiser Permanente, Adams and Gray Homecare, Helping Hands Homecare and Adventist Homecare.

Ms. Clark is a volunteer for Oregon Health and Science University and for the Portland State University Music Department. She is also a member of the Adventist Community Foundation Board.

Ms. Clark replaces public member Raissa Moore, whose term expired on June 30, 2005.

Larry Davy, NHA, Appointed to Administrator Position

Governor Ted Kulongoski has appointed Larry Davy to the Board of Examiners of Nursing Home Administrators. Mr. Davy brings 22 years of experience in health care and has held an Oregon Nursing Home Administrator license since July 1, 2002. He believes that ethical and high standard of quality long-term care is extremely important to Oregon.

Mr. Davy— a Certified Healthcare Executive since 2004— holds degrees in Nursing, Religion, and Business Administration with an emphasis in health care. He has served the Wallowa County Health District since July 2001 in the role of CEO and Administrator for Wallowa Memorial Hospital and Wallowa Valley Care Center. He is past Vice President and current President for Wallowa County Chamber of Commerce and serves on the Wallowa County Mental Health Advisory Committee.

Mr. Davy replaces NHA board member Misti Wittenberg, whose term expired on June 30, 2005.

Kathleen Elias, RN, NHA, Appointed to Nurse Position

Governor Ted Kulongoski has appointed Kathleen Elias to the Board of Examiners of Nursing Home Administrators. Ms. Elias brings 29 years of nursing experience and has held an Oregon Nursing Home Administrator license since August 11, 1997. She believes that her knowledge and education will lend to further promote and improve long-term care for the elder and disabled community.

Board Member Appointments continued from page 2

Ms. Elias' nursing career began with a diploma in nursing from Cook County School of Nursing located in Chicago, Illinois (1975), and she proceeded to earn her bachelor's degree in nursing from Linfield College located in McMinnville, Oregon. The course of her nursing career has provided a diverse range of nursing experience including acute care and trauma, outpatient recovery, medical, surgical, correctional health and geriatric nursing. She is presently employed at Aidan Healthcare of Albany.

Ms. Elias is a member of the Soroptimist International of Albany and serves as a task force/committee member on the Department of Human Services' Survey/Provider Forum.

Ms. Elias replaces the Board's nurse member Margaret Clark, who resigned the position in May 2005 due to expiration of her Oregon nursing license.

IMPORTANT REMINDERS**NHA Licenses Expired June 30, 2005**

Just a reminder that all regular NHA licenses expired on June 30, 2005. The 2005-07 license period runs from July 1, 2005 through June 30, 2007. Please be sure to contact the Board office if you have submitted your renewal application and fee and have not received your renewed license within 30 days. As you know, the Board transitioned to a self-reporting method for continuing education (CE) beginning July 1, 2005. Many licensees avoid the last-minute scramble to satisfy CE requirements by participating in CE activities during the course of the two-year license period. Given that, I encourage you to visit the Board's website regularly to view newly approved CE activities as well as ongoing Internet, correspondence and ethics sources. You may view the Board's new website at <http://egov.oregon.gov/NHABD/>.

Transitioning From Inactive Status to Active Status

The Board's laws allow a licensee who is not employed as an Oregon Nursing Home Administrator to renew under Inactive status with payment of a lesser renewal fee. Additionally, the Board's laws require an Inactive licensee to revert to full Active status if they work as a Nursing Home Administrator in Oregon for six months or longer during the two-year license period. Given that, Inactive licensees may receive an NHA License Activation form if it appears that they have been employed as an nursing home administrator for six months or longer during the license period. While the Board office attempts to monitor employment changes, it is ultimately up to the Inactive licensee to notify the Board when they have surpassed the six-month allowance.

DEFICIENCY-FREE SURVEYS

The Board acknowledges the efforts of the administrator and staff of the following facility for achieving a deficiency-free survey. Congratulations on your success!

Pioneer Nursing Home

Gaynelle Edmondson, NHA
1060 D Street West
Vale, OR 97918
Ph: (541) 473-3131

➤ *Deficiency-free survey in March 2005.*

PRECEPTOR TRAINING WORKSHOP

A preceptor training workshop has been scheduled for September 16, 2005, from 1 p.m. to 4 p.m. at the OASHS office in Tigard. If you have been licensed for 3 years, you are eligible to become a preceptor. Enroll for the first time or re-enroll to brush up on your skills and knowledge. This is also an excellent opportunity to meet a member of the Board and its Executive Officer; we'll be there and we welcome the opportunity to meet you.

Preceptors can expect to receive personal satisfaction, peer respect, community gratitude and continuing education credits for their efforts. Don't miss this opportunity to receive your training in a workshop environment. Contact Margaret Cervenka at OASHS (503) 684-3788 and register today!

ID THEFT: WHAT YOU SHOULD KNOW

Identity theft is the fastest-growing form of white-collar crime in the United States. Many expect that incidents of identity theft will more than triple from .5 million in 2000 to 1.7 million in 2005. Identity theft can devastate victims' lives. Victims of ID theft spend an average of 600 hours clearing their records. Educate yourself, your employees and your residents on the following measures to protect their identity.

1. Report ID Theft to your local police and secure a copy of the police report. Forward the report to those organizations where fraudulent accounts were established.
2. Never carry your Social Security card in your purse or wallet. Never leave your purse, wallet or laptop computer in your vehicle. If you must travel with a laptop, establish a secure password and encrypt or remove personal information.
3. Never release your Social Security number unless absolutely necessary. Call the Social Security Fraud Hotline at (800) 269-0271 if you believe that someone is misusing your Social Security number. Among other services, Social Security can help you correct your earnings record, issue a replacement card or determine whether you need a new Social Security number. For more information, access the Social Security Administration online at <http://www.ssa.gov/>.
4. Report suspected identity theft to the Federal Trade Commission (FTC) Theft Hotline at (877) 438-4338. The FTC will refer your complaint to the appropriate law enforcement agency for investigation.
5. Request and review your credit report annually. **A new federal law requires credit-reporting agencies to provide consumers with a free credit report once a year.** You can request a credit report from each of the following three major credit bureaus:
 - a. Experian
 - b. Equifax
 - c. TransUnionGo to www.AnnualCreditReport.com or call (877) 322-8228 for an automated process.
6. Do not use your birth date or the last four digits of your Social Security number as a password for your ATM or any other purpose. I know it's easy to remember, but criminals rely on your using personal information for these purposes. Find another number that is familiar and not linked to personal information.
7. Finally, consider renting a post office box or locking mailbox to further protect your incoming and outgoing personal information.

FROM THE DESK OF HR ANSWERS

The Board extends its appreciation to HR Answers, Inc. for the following article taken from their newsletter Advantage. A special thank you is further extended to Advantage editor Deborah Jeffries, PHR, CPC. Advantage is published monthly and is designed to provide information on regulations, HR practices and management ideas and concerns. If you are ever in need of HR consulting services, you might want to consider contacting Deborah Jeffries at (503) 885-9815 or toll free (877) 287-4476. You can also view past newsletter publications on HR Answers' website at www.hranswers.com.

CONTROLLING TARDINESS

The employee who has a habit of coming to work late can be a real problem. What may seem like a minor infraction to the worker is actually disrupting your whole department and harming the morale of his or her co-workers. How can you best deal with this situation? Consider these suggestions:

1. Take care of a potential problem immediately. As soon as you see a pattern of lateness—even if it's just two days in a row—meet with the worker and ask what the problem is. This will alert the employee to the fact that, however casual he or she may feel about coming in 10 minutes late, you take it seriously. If you're lucky, the problem will not escalate.
2. Take a "no excuses" approach. There is absolutely no way you can tolerate repeat tardiness, even if the employee says it's the only way he or she can get the children off to school in the morning. You could say that if everyone in the department took that approach, it would cost the organization thousands of dollars in lost work time.
3. Help the worker with time management. Often the employee who is a few minutes late every morning is also late coming back from lunch. However, what frequently goes unnoticed is the fact that this same employee is often late leaving his or her workstation at the end of the day. The employee is not trying to get away with doing less work, he or she just doesn't know how to manage time. In the majority of cases, he or she is unaware of this habit.

BATTLE BURNOUT

Are your employees listless? Do they lack interest? Are your employees clock watchers? These are all symptoms of a disease that plagues employees across the country. It's known as "burnout." How can you heighten job interest and head off the griping and complaining? Here is what the experts are saying when it comes to maintaining a high level of productivity.

- Make employees feel included in key decisions. When they see you act upon their suggestions, it increases their esteem and self-confidence as well as encourages them to keep the ideas flowing. Then take the next step by encouraging your staff members to offer their own solutions with creative problem-solving.
- Training programs should encourage hands-on participation. Since your staff are the ones who face the challenges of the job every day, let them participate in the development of the training programs. Not only will they help you improve the effectiveness of your training efforts, they may help you cut costs in that area as well.
- Apply a little extra motivation to those workers behind the scenes. Some workers may feel they play lesser roles. Remind your people that an organization is only as good as the sum of its parts.

MYZIVIA.INFO
(<http://www.myziva.info/>)

The following articles were published by MYZIVIA.INFO and have been edited to prevent copyright infringement.

AHCA Advises of Looming Long-Term Care Staffing Crisis

Imagine this, by the year 2050, the long-term care industry will require three times as many workers as it has now. This according to a U.S. Department of Labor/HHS report. Well aware of the impending need, the National Commission on Nursing Workforce for Long Term Care recently issued a set of initiatives targeting improvements in two major areas: recruitment of additional staff and retention of skilled staff. The American Health Care Association (AHCA) and the National Center for Assisted Living (NCAL) have expressed their support of the recommendations, and urge implementation at federal, state and local levels of government. AHCA/NCAL President and CEO Hal Daub noted 2003 AHCA study findings that there are over 50,000 CNA vacancies in nursing facilities. He further cited the U.S. Dept. of Labor/HHS report findings and warned that the long-term care staffing crisis “could escalate to a catastrophe. Simple mathematics and demographic realities are working against us and every day we wait to address this growing gulf between supply and demand is a day wasted.” Go to <http://www.ahca.org/news/nr050519.htm> for more information and a link to the National Commission on Nursing Workforce for Long Term Care report.

2006 Medicare Handbook Scheduled For Release In The Fall

Heeding the advice of various health policy experts and members of Congress, the Bush administration is revising the preliminary draft of the 2006 Medicare handbook. Information in the handbook was found to be vague, misleading or inaccurate and downright confusing, even to those with decades of professional experience with Medicare. Among the concerns to be addressed is a need for clarification to the new drug benefit program and retooling the confusing language on the differences between Medicare and private coverage plans. Mark your calendars as the final version of the handbook is scheduled to be mailed to beneficiaries this coming fall.

Insomnia Increases Fall Risk Among Elderly

Using a database to compare rates of insomnia and use of sleeping pills, researchers at the University of Michigan have confirmed an increased incidence of falls and hip fractures among elderly residents with insomnia. The study—based on 34,163 residents from 437 Michigan nursing homes—found a 55 percent fall risk increase in those with untreated insomnia verses those without insomnia. Additionally, residents who treated their insomnia with sleeping pills experienced a 32 percent higher risk than those without insomnia. However, the study notes the use of sleeping pills did not itself increase fall risk.

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DOES YOUR FACILITY HAVE THE NEW USERRA POSTER?

Effective March 10, 2005, employers are required to post the new federal poster “Your Rights under USERRA.” USERRA protects the job rights of individuals who voluntarily leave employment positions to undertake military service. USERRA also prohibits employers from discriminating against past and present members of the uniformed services and applicants to the uniformed services. The poster advises of the revised provision increasing COBRA coverage to qualified persons from 18 months to 24 months. The poster is available for download at:

<http://www.dol.gov/vets/programs/userra/poster.pdf>.

FROM THE EXECUTIVE OFFICER Continued from page 1

I would like to hear from you if you have any concerns with the recommendation to change the Board's renewal date from June 30 odd-numbered years to June 30 even-numbered years.

Transition to Self-Reporting CE Method

The Board moved to a self-reporting method for continuing education (CE) effective July 1, 2005. As a reminder, licensees who utilized CE credits earned after June 30, 2005, for renewal of their current license may not use these credits again to renew in June 2007. May I suggest that you consider placing your CE verification documents in a separate folder or you may elect to discard them if your license has been renewed. Continuing education information and forms may be accessed on the Board's website at <http://egov.oregon.gov/NHABD/>.

Lapsed NHA Licenses

This is to advise those Inactive licensees who have not yet renewed that you have until June 30, 2006, to provide the requisite CE: 30 hours total (27 general hours + 3 ethics hours). Inactive licensees who satisfy their CE requirement by the aforementioned date will be granted an extension until June 30, 2007, to renew their NHA license. Please note that licenses renewed during the grace period will expire at the end of the existing two-year license period. You are encouraged to contact the Board office at (971) 673-0196 if you have questions regarding your license renewal.

AIT Program Review

I would like to take this opportunity to thank the AITs, preceptors and Oregon Health Care Association for their contributions in the Board's effort to review and improve the existing AIT program guidelines. I can't impress enough the importance of your participation and insight into the AIT program. The Board looks forward to future dialogue with stakeholders as it continues to review these guidelines in the coming days and months.

RETIRING ADMINISTRATORS

The Board acknowledges the following retiring administrators for their devoted service and contributions to the profession.

- Jessie L. **Curtis**, Oregon NHA 1984 - 2005
- William A. **Griffith**, Oregon NHA 1978 - 2005
- Leonard E. **Schroeter**, Oregon NHA 1991 - 2005

I am only one, but I am still one. I cannot do everything, but I can do something.

--Helen Keller

NCERS CORPORATE PROVIDER CATEGORY

NAB Continuing Education Committee approved a recommendation for "Corporate Providers" a new category of CE sponsor. The Corporate Provider category is designed for corporations that provide educational sessions for their own administrators. The sessions are for continuing education purposes and are not open to the public or to administrators not employed by the company. Corporate Providers pay a yearly fee based on the number of programs offered. All programs are reviewed and approved by NCERS. Subject matter dealing with internal affairs of an organization do not qualify for credit hours. Contact Nancy Williams at (202) 712-9040 or by email at NAB@bostrom.com for more information.

MYZIVIA.INFO continued from page 6

Applications Being Accepted For The National Provider Identifier Number

The Centers for Medicare and Medicaid Services (CMS) recently announced that effective May 23, 2005, facilities may apply for a National Provider Identifier number (NPI). CMS followed its announcement with a Dear Provider letter confirming the availability of the NPI and the purpose and benefits of the new identification system. The NPI will replace existing provider identifiers being used by most HIPAA covered entities. Use of the identifier is expected to facilitate electronic claims processing and transactions between providers and insurance companies. National standards for electronic health care transactions encourage electronic commerce in the health care industry and simplify the processes involved to reduce the administrative burdens on health care providers. To view the complete CMS Dear Provider letter go to <http://www.cms.hhs.gov/hipaa/hipaa2/npi-provider.pdf>. Facilities may apply for an NPI online at <https://nppes.cms.hhs.gov>.

FDA Launches Web-based Drug Safety Initiative

The Food and Drug Administration recently launched a Web-based Drug Safety Initiative site intended for use by patients, their healthcare professionals and others. The site provides drug information, consumer education articles and a page devoted to questions on the Drug Safety Initiative and related topics. To view FDA's Drug Safety Initiative page go to <http://www.fda.gov/cder/drugSafety.htm>.

Study Findings Indicate Medicaid is Underfunded by \$4.5 Billion Annually

Accounting firm BDO Seidman released the findings of an analysis of the nation's Medicaid program identifying the national average funding shortfall to be at \$12.58 per patient day, with the worst ten states averaging \$21.86 per patient day. Oregon comes in at \$14.94 per patient day. Interested persons may view the full report on the American Health Care Association's website at http://www.ahca.org/brief/bdo_seidman_study.pdf.

FDA Advisory Regarding Antipsychotic Medications

The Food and Drug Administration (FDA) issued a warning concerning the off-label use of antipsychotic medications to treat elderly patients with behavioral disorders. In 17 placebo-controlled trials involving 5,106 elderly demented patients exhibiting behavioral disorders, results demonstrated an approximately 1.6 to 1.7 fold increase in mortality compared to subjects taking the placebo. Given that antipsychotics are not approved for the treatment of behavioral disorders, the FDA will ask manufacturers to include a warning concerning this type of use on their labels. Go to <http://www.fda.gov/cder/drug/infopage/antipsychotics/default.htm> to view the Public Health Advisory and Patient Information and Healthcare Professional Sheets.

Nursing Home Residents Benefit From Children and Pets

Residents in a South Dakota nursing home welcome daily visits from children and pets that include two dogs, three cats and 30 birds. Further, residents with pets are allowed to bring them to URC on a trial basis. The nursing home, United Retirement Center in Brookings, is one of 300 nursing homes in the nation participating in Project ALIVE—Alleviating Loneliness in a Vibrant Environment—which is based on the concept that, “no matter how old you are, you will always have the need to care for another living thing and have another living thing care about you.” As a part of the project, URC is home to 79 senior residents and 47 day care children. In the six years since it agreed to participate in the project, URC has realized lower staff turnover—21 percent compared to a national average of 71 percent—and a reduction in the number of upper respiratory and gastrointestinal tract infections. As an added bonus, residents eat and drink more with children and pets around. “Everyone wins from this situation,” said Dawn Kane, director of the child development center at URC. “The residents have an extensive knowledge and life skills to share with the children, and the children remind residents that life is still here to live.”

AIT PROGRAMS COMPLETED

The Board congratulates the following individuals who have successfully completed their AIT program.

April 2005

<u>NAME</u>	<u>FACILITY</u>	<u>PRECEPTOR</u>
➤ Ronald Boyle	Fairlawn Good Samaritan Village & Health Center	Lorraine Fox
➤ Katie Garrison	Mary's Woods at Marylhurst	John Hogan
➤ Steven Herzog	Twin Oaks Care Center	Bryan Crews
➤ Dane Jensen	Friendship Health Center	September Young
➤ Otumdi Omekara	Fairlawn Good Samaritan Village & Health Center St. Jude Specialty Care	Lorraine Fox Josephine Lin

July 2005

➤ Christy Delany	Providence Benedictine Nursing Center	Emily Dazey
➤ Jessica Keersmaker	Clackamas Rehab & Specialty Care	
➤ Brian Teed	Beaverton Rehab & Specialty Care Marquis Care at Vermont Hills	Kevin Ricker Cheryl Lacombe-Anderson

Dream no small dreams for they have no power to move the hearts of men.

-- Johann Wolfgang von Goethe

FACILITY CHANGES

FACILITY NAME CHANGE

Previously: French Prairie Care Center
Presently: French Prairie Nursing & Rehab Center
Owner: 3C2MD, Inc
Effective: June 1, 2005

FACILITY CLOSURE

Facility: Baptist Manor
NHA: Amy Brown
Owner: Baptist Manor
Effective: August 4, 2005

WHERE ARE THEY NOW?

NAME

- Mary **Boles**, Interim
- Marnie **Davison**
- Rod **Howe**
- Martha **Jenness**, Interim
- Charles **McGee**
- Nilda **Miranda**
- Cheryl **Randolph**
- Derek **Salway**
- Anna **Schaefer**
- Charles **Sinclair**, Prov.

FACILITY

- Linda Vista Care, Ashland
- Glisan Care Center, Portland
- Hillsboro Rehab & Specialty Care, Hillsboro
- Cascade Terrace Nursing Center, Portland
- Life Care Center of McMinnville
- Sunnyside Care Center, Salem
- Evergreen Health & Rehab Center, La Grande
- Village Manor, Troutdale
- Nehalem Valley Care Center, Wheeler
- Evergreen Vista Health Center, La Grande

NHA LICENSES ISSUED

March 2005 to July 2005

NHA LICENSES

The Board extends congratulations to the following newly licensed administrators:

<u>NAME</u>	<u>FACILITY</u>	<u>LOCATION</u>	<u>LICENSED BY</u>
➤ Scott DeGrand	Beaverton Rehab & Spec Care	Beaverton	Examination
➤ Michael Fleming	Evergreen Healthcare The Dalles	The Dalles	Endorsement
➤ Denise Gould	McKillon Residence @ Marian Estates	Sublimity	Examination
➤ Anna Happel	Rogue Valley Manor	Medford	Examination
➤ Torsten Hirsche	Pacific Retirement Services	Medford	Examination
➤ Rickie Nader	Mountain View Living Center	Madras	Lic. Without Exam
➤ Larzurus Oden	Evergreen Milton-Freewater Health & Rehab Center	Milton-Freewater	Endorsement
➤ Otumdi Omekara	South Salem Rehab & Specialty Care	Salem	Examination
➤ William Scott	Evergreen Independence Health & Rehab	Independence	Examination
➤ Shannon Struthers Smith	Creswell Care Center	Creswell	Examination
➤ Cathy Tarzia	Riverpark Rehab	Eugene	Endorsement
➤ Deana Wentworth	Providence Benedictine Nursing Center	Mt. Angel	Examination

PROVISIONAL LICENSES

<u>NAME</u>	<u>FACILITY</u>	<u>LOCATION</u>
➤ Ronald Boyle	Hermiston Good Samaritan Center	Hermiston
➤ Chad DeBruin	Evergreen Portland Health & Rehab Center	Portland
➤ Catherine Elizondo	Glisan Care Center	Portland
➤ Kari Fortlage	Care Center East Health & Specialty Care Center	Portland
➤ Diane Gracey	Evergreen Health & Rehab Center	La Grande
➤ Steven Herzog	Twin Oaks Rehab & Specialty Care	Sweet Home
➤ Jessica Keerseemaker	Clackamas Rehab & Specialty Care	Clakamas
➤ Yovan Luyt	Mt. St. Joseph	Portland
➤ Christine Miller	Life Care Center of McMinnville	McMinnville
➤ Theresa Shipley-Klein	Umpqua Valley Nursing & Rehab.	Roseburg
➤ Brian Teed	Mt. View Rehab & Specialty Care	Oregon City
➤ Andrew Truitt	Green Valley Rehab Health Center	Eugene
➤ John Van Hook	Evergreen Health & Rehab Center	La Grande

Never tell people how to do things.
Tell them what to do and they will surprise you with their ingenuity.

-- George S. Patton

HR ANSWERS Continued from page 5

- Recognition goes a long way toward participation and retention. The recognition needs to be personal and specific. An employee with a strong reputation in customer service should not only be publicly recognized, but encouraged to share his or her secrets for success with co-workers.
- Increase your availability if necessary. This means offering staff one-on-one time to voice their concerns and observations. In most cases, finding the right way to motivate depends on understanding the challenge or concern.

LAWS OF WORK

Okay, time for a chuckle. Just so you know, I have added a few of my own thoughts in parentheses. J. B.

- If you can't get your work done in the first 24 hours, work nights.
- A pat on the back is only a few centimeters from a kick in the butt.
- Don't be irreplaceable; if you can't be replaced, you can't be promoted.
- It doesn't matter what you do, it only matters what you say you've done and what you're going to do.
- After any salary raise, you will have less money at the end of the month than you did before. *(Oh, so painfully true!)*
- You can go anywhere you want, if you look serious and carry a clipboard.
- Eat one live toad the first thing in the morning and nothing worse will happen to you the rest of the day. *(Interesting, but I truly doubt that.)*
- When the bosses talk about improving productivity, they are never talking about themselves.
- If at first you don't succeed, try again. Then quit. No use being a fool about it. *(Someone should tell my brother this.)*
- There will always be beer cans rolling on the floor of your car when the boss asks for a ride home from the office.
- Keep your boss's boss off your boss's back. *(Try saying that ten times fast!)*
- Everything can be filed under "Miscellaneous."
- Never delay the ending of a meeting or the beginning of a cocktail hour.
- To err is human; to forgive is not our policy.
- Anyone can do any amount of work, provided it isn't the work he/she is supposed to be doing.
- Important letters that contain no errors will develop errors in the mail.
- If you are good, you will be assigned all the work. If you are really good, you get out of it. *(Apparently, I am not "really good" yet.)*
- You are always doing something marginal when the boss drops by your desk.
- People who go to conferences are the ones who shouldn't.
- If it wasn't for the last minute, nothing would get done.
- At work, the authority of a person is inversely proportional to the number of pens that person is carrying.
- When you don't know what to do, walk fast and look worried.
- Following the rules will not get the job done. *(Maybe not, but at least you get to keep your job.)*

BOARD PHONE & FAX NUMBER CHANGES

OLD	NEW	OLD	NEW
PHONE: (503) 731-4046	(971) 673-0196	FAX: (503) 731-4207	(971) 673-0226

**OREGON BOARD OF EXAMINERS OF NURSING
HOME ADMINISTRATORS
800 NE OREGON STREET, SUITE 407
PORTLAND, OR 97232**

PH: (971) 673-0196

FAX: (971) 673-0226



ELECTRONIC ADDRESSES

WEB SITE ADDRESS:

<http://egov.oregon.gov/NHABD/>

E-MAIL ADDRESS:

Janet.Bartel@state.or.us

Moving?

Change In Employment Or Employment Status?

Please remember to notify the Board of any changes in address, employer and employment status.