

Annual Performance Report Introduction

Mission

The mission of the Board of Examiners of Nursing Home Administrators (BENHA) is to protect the public by developing, imposing and enforcing standards which shall be met by individuals in order to receive and retain a license as an Oregon nursing home administrator.

Goals

1. Provide excellent customer service.
2. Protect nursing home residents from unethical and/or incompetent nursing home practices.
3. Regulate in a manner that supports a positive industry change.

About BENHA

BENHA is comprised of nine board members and a full-time Executive Officer (EO), who provides administrative and clerical support to the Board. The Board has licensed Oregon Nursing Home Administrators since 1956, and operates under the authority of ORS 678.710 to 678.990 and OAR Chapter 853. Its operating funds are generated solely through application and licensure fees.

In November 2003, BENHA hired a new EO to replace the former EO, who retired after 19 years tenure with the Board. Since her arrival at the board, the new EO has actively participated in board meetings, complaint reviews and disciplinary action proceedings, rule revisions, updating publications and forms and processing new and renewing licensees, which has left little time to focus on performance measurement. While it is recognized that performance measures are an important part of an agency's measurement of its effectiveness and efficiency, this agency's charge to protect the public and day-to-day operations simply must take precedence. Given this, the new EO will be monitoring and evaluating the legislatively approved performance measures to determine their relevancy to BENHA's mission and goals and establishing processes to accurately track and report agency performance measures.

Anticipated Changes

- The Board's Website--www.nhabd.state.or.us--is in the process of being updated. In coming months, updated information and new forms will be added. Licensure candidates and interested individuals will be referred more often to the Board's Website for information; however, the EO will remain available to answer questions and clarify information.
- Agency applications and renewal forms will be streamlined to prevent redundancy and add efficiency to the licensing and renewal process. Further, the Board will move toward online licensing, renewals and dissemination of notices and publications.
- Processes will be developed to ensure prompt response to complaints, thorough investigations and appropriate action taken.
- Rules will be reviewed and updated with consideration given to the current practices of the Board and the profession.

Licensees, stakeholders and interested individuals can expect a number of positive changes this year: changes that will improve customer service, efficiency, responsiveness and accountability.

ANNUAL PERFORMANCE PROGRESS REPORT

PART I, MANAGING FOR RESULTS

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The following questions shed light on how well performance measures and performance data are leveraged within your agency for process improvement and results-based management.

1 How were staff and stakeholders involved in the development of the agency's performance measures?	The agency's former Executive Officer (EO) and the nine members comprising the board considered the agency's mission and goals during the development of its performance measures. Emphasis was placed on public protection, agency efficiency and customer satisfaction.
2 How are performance measures used for management of the agency?	Agency's performance measures are used to measure the following: <ul style="list-style-type: none"> • Customer satisfaction in the areas of knowledge, assistance, courtesy and response • The effectiveness of the Administrator-in-Training (AIT) program, which incorporates hands-on training and mentoring to effectively prepare individuals entering the profession • The number of stakeholders (licensees & associations) providing input and recommendations during the agency's rule revision process occurring every three years • The average amount of time taken to complete an investigation on a complaint
3 What training has staff had in the use performance measurement?	The agency hired a new EO in November 2003. The EO has some experience and knowledge in the use of performance measurement. She will participate in future performance measure training opportunities in order to increase her knowledge and understanding of performance measurement.

<p>4 How does the agency communicate performance results and for what purpose? (Please include your agency's URL for Performance Measures and this Annual Report)</p>	<p>At this point, the agency has not reported performance results publicly; however, performance results will be reported via the agency's newsletter and agency Website located at www.nhabd.state.or.us.</p>
<p>5 What important changes have occurred in the past year?</p>	<p>A) The agency implemented the following rule changes:</p> <ul style="list-style-type: none"> • REVISED OAR 853-010-0065 – Standards for Nursing Home Administrators – Establishes a statement of conditions and performances that are expected, rather than goals • ADOPTED OAR 853-010-0074 – Unprofessional Conduct – Clarifies what is considered “Unprofessional Conduct” and provides examples of such <p>B) The agency's EO of nearly 19 years retired.</p>