

Oregon NHA

OREGON BOARD OF EXAMINERS OF NURSING HOME ADMINISTRATORS - APR 2004

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.

FROM THE EXECUTIVE OFFICER

--Janet Bartel

Spring greetings!

Although I have only been on the job for six months, I already feel that I know many of the board's licensees. I am both encouraged and delighted by your calls, letters and emails extending congratulations and well wishes. Thank you for taking the time to offer your support.

While I have become familiar with many of the board's regulations, I am still struggling to fully comprehend the renewal and reinstatement processes as well as some of the exceptions provided within the laws. This learning process can prove frustrating at times; however, it has the benefit of allowing me to identify those areas within the laws that may need clarification, amendments or simple housekeeping changes. I have always believed that a professional licensing agency's laws should reflect the current practices of both the agency and profession.

I recently purchased a PDF program, and have assumed the responsibility of maintaining and updating the board's Website. In coming months, the entire state system will be moving toward developing a standardized Website that has a consistent look and feel, which will help individuals navigate the site and locate information.

I look forward to conversing with each of the board's licensees and invite you to call, email or write me if you have questions or if you just want to introduce yourself.

BOARD MEMBERS

- Rene' Dumas, NHA
Board Chair
- Rob Hays, NHA
- Misti Wittenberg, NHA
Vice Chair
- Margaret Clark, RN
- Stephen Brummer, M.D.
- George Gerding, R.Ph.
- Dolores Hubert, Public Member
- James Bagley, Public Member
- Raissa Moore, Public Member

BOARD OFFICE

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www.nhabd.state.or.us

2004 MEETING DATES

- January 14
- April 14
- July 14
- October 13

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

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RESIDENT ASSOCIATE PROGRAM (RAP)

Volunteer “Friendly Visitors” Enhance the Lives of Residents

--Kathleen Werres, Volunteer, Multnomah County Recruitment and Screening Committee of the Office of the Long-Term Care Ombudsman

Many long-term care residents do not receive regular visitors and have little contact with the world outside of their facility. Often times, this can lead residents to feelings of isolation and depression that may lower their level of functioning.

The Office of the Long-Term Care Ombudsman recognized the need and importance for residents to have regular visitors and in 1995, added a “friendly visitor” component to its volunteer programs. The **Resident Associate Program (RAP)** volunteer brings friendship and conversation into the lives of lonely and isolated residents, ultimately enhancing their quality of life.

“A person can feel a great loss when moving into a facility, whether it is a loss of independence, health, privacy, belongings or contacts with friends and family. This can lead to depression and isolation,” explains Kathy Walter, Program Administrator for the Office of the Long-Term Care Ombudsman. “The RAP visitor can help alleviate some of that depression by listening and by being a friend.”

Because it is part of the Office of the Long-Term Care Ombudsman, RAP applicants undergo the same screening process as Ombudsmen. An individual must fill out an application, provide three references and be interviewed by two members of the Recruitment and Screening Committee. The Committee evaluates the applicant based on his/her skills and qualifications, the information on the application and the comments provided from the references.

Once the volunteer has been approved, he/she is required to complete a 5-hour training taught by two members of the Recruitment and Screening Committee. The training covers subjects such as the expectations and responsibilities of the volunteer and how to communicate with selected groups of individuals, such as residents who have difficulty seeing or hearing or residents who suffer from aphasia, dementia or depression. The RAP volunteer does not receive training in problem identification or problem solving. That is the role of the Certified Ombudsman, and the programs are distinctly separate.

The final step of the process is to match a volunteer with a facility. Members of the Recruitment and Screening Committee contact the activity director or volunteer coordinator of local facilities to assess their interest in the program and the needs of their residents. It is important that the volunteer is visiting in a facility that has residents who are communicative and would like to have a visitor. Once a match is found, the volunteer meets with the activity director or volunteer coordinator, who then introduces the volunteer to lonely and isolated residents. Visiting schedules are usually set at this time as well.

Although it is relatively new, RAP has already gained great popularity. Participating facilities frequently express appreciation to these special volunteers, whose regular visits enhance the lives of many

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CURRENT BOARD MEMBER OPENINGS

MEMBER OPENINGS

- Nursing Home Administrator (NHA)
- Physician

VACANCY DATE

7/1/04
7/1/04

REQUIREMENTS

Oregon licensed NHA
Prefer MD in private practice familiar with long-term care

The Board of Examiners of Nursing Home Administrators (BENHA) has nine members

- 3 Nursing Home Administrators (NHA's)
- 1 Physician
- 1 Pharmacist
- 1 Registered Nurse
- 3 Public Members

Typically, BENHA Board Members serve a three-year initial term and are eligible for one three-year reappointment.

BENHA develops and enforces licensing standards for Nursing Home Administrators. Additionally, the board administers licensing examinations, issues, revokes or suspends licenses, investigates complaints regarding licensees and implements continuing education requirements for licensees.

The board meets quarterly in the months January, April, July and October; however, if necessary, they may convene special meetings (generally via teleconference) during the year.

Board Members are reimbursed for their travel, accommodation and meal expenses in accordance with state reimbursement schedules.

Members of Oregon state boards and commissions are vital participants in policy making, regulation, advisory and advocacy efforts affecting all Oregonians. Accordingly, Oregonians are encouraged to become actively involved in the administration of state government.

Application forms and additional information may be obtained by contacting BENHA at 503-731-4046 or from the Governor's office at: Executive Appointments, Office of the Governor, 900 Court Street NE, Salem, OR 97301, Ph: 503-378-3123, Fax: 503-378-6827, Website: www.governor.state.or.us.

WOU OFFERS CONTINUING EDUCATION COURSES

Western Oregon University is offering a series of five professional development courses on *Psychological Issues Related to Aging, Memory, and Well-Being*. All courses are offered on the Chemeketa Community College Campus in Salem and run from 9 a.m. - 3 p.m. Each course is \$99 (add \$10 for CEU certificate and validation service) and includes expert instruction, materials, lunch and refreshments, parking and certificate of completion. The remaining offerings are 1) April 16: Clinical Aspects of Memory, 2) April 17: Lifestyle and Memory: The Effects of Cognitive Stimulation, Nutrition and Exercise on Memory, 3) April 30: Bringing Psychology into Assisted Living and Retirement Communities, 4) May 1: Grief and Loss Across the Lifespan (ethics credit!). See enclosed CE listing for contact information.

NAB SCORE REPORTING CHANGES

At the November 7, 2003, Board of Governors Meeting, a motion passed to adopt preliminary score reporting for the NHA Examination. Professional Examination Service has been working with Prometric to enact these procedures, which were supposed to take place in February 2004; however, a technical issue delayed implementing the new reporting process. The issue has since been resolved and all candidates will be notified at the conclusion of their exam whether they passed or failed. Please note that candidates will only receive a pass or fail notification and not their actual score. State boards will continue to report to candidates the official results of their exam.

We do not see things as they are, we see things as we are.

-- *Talmudic Saying*

EDUCATIONAL OPPORTUNITIES

The 2005 Durante Nurse Scholarship Program

Financial assistance is available for select nursing students interested in careers in long-term care. The National Foundation for the Advancement of Elder and Disabled Care in America, an affiliate of the American Health Care Association and the National Center for Assisted Living, is seeking nursing students to apply for its Durante Scholarship program. To be eligible, applicants must work for long-term care facilities that belong to AHCA or NCAL. Since establishing the fund, the foundation has awarded \$175,000 in scholarships to more than 351 nursing students. This year, up to 20 scholarships of \$500 each will be awarded to undergraduate students enrolled in RN and LPN programs, as well as to graduate students.

Criteria

- Applicant must work for a long term care facility that is a member of the American Health Care Association (AHCA) or the National Center for Assisted Living (NCAL);
- Applicant must be enrolled in/accepted to an accredited LPN or RN school of nursing program;
- Applicant must submit three letters of recommendation;
- Applicant must submit written personal statements describing interest and experience in long term care; and
- Scholarship recipients/winners must submit a written essay that links what they have learned academically with their work experience in long term care.

Deadline & Contact Information

The deadline to submit completed applications for this year is Monday, June 14th, 2004. For more information, go to www.ahca.org/about/scholarship.htm or call the Durante Nurse Scholarship Hotline (202) 898-9352.

NHA EMPLOYMENT OPPORTUNITY

Long Term Care Administrator

Maryville Nursing Home
Beaverton, Oregon
155-bed, not-for-profit ministry of Sisters of St. Mary of Oregon

Maryville was established in 1963 and is located in the metropolitan Portland, Oregon area on a serene and wooded 43-acre campus, sharing the grounds with educational programs for preschool through high school students as well as with the SSMO motherhouse.

The Administrator will work with a board of directors and a staff of 180 employees and 20 volunteers and will also serve on the administrative council of the Sisters of St. Mary of Oregon, as well as supervise a preschool child development center for 147 children. Maryville offers an extensive physical therapy and activity program, pharmacy, dental and ophthalmological services. The individual selected will be responsible for ensuring that the mission and values of faith, hope and charity of the Sisters are integrated into all aspects of operations and care of residents and families. Candidates should be able to articulate a Catholic philosophy of health care and to successfully integrate the nursing home with other services and programs on the Sisters' campus

Salary/Benefits

Maryville offers a complete benefits package; compensation is competitive and will relate to experience.

Qualifications

Candidates must have an Oregon Nursing Home Administrator's license or the equivalent and should have five or more years in long-term health care administration and the minimum of a bachelor's degree. The search committee is looking for applicants with strong and positive interpersonal skills combined with equally strong organizational, communication, financial, technological and leadership skills. Experience with a board of directors is a plus.

How to Apply

Applications and resumes should be addressed to:
Sister Rita Watkins
SSMO, chairperson of the Maryville Search Committee
4440 SW 148th Avenue
Beaverton, OR 97007
FAX: 503-646-1102 EMAIL: srritaw@ssmo.org
Application available on Website: www.ssmo.org

Application Deadline (REVISED)

Open until filled.

AVAILABLE ADMINISTRATOR LIST

You may be surprised to learn that the board office maintains a list of NHA's available for hire. Recruiters occasionally contact the office to request a copy of the list, which we are happy to provide. The board hopes this small service will prove beneficial to both NHA's and employers. If you are seeking full- or part-time employment as an administrator, contact the board office at (503) 731-4046 to add your name to the list.

SNALFNEWS.COM (dailyemail@snalfnews.com)

Online Nursing Home Quality Measures

The Centers for Medicare & Medicaid Services has updated its Nursing Home Compare Web site and added new quality care measures. The enhanced chronic care measures examine the following: need for help with activities of daily living, pain, physical restraint use, confinement to bed or chair, mobility, urinary tract infections, depression and anxiety, high-risk residents with pressure sores, low-risk residents with pressure sores, bowel and bladder control, and bladder catheters. The enhanced post-acute measures consider pain, delirium and pressure sores. For more information on the changes, including a table that compares the initial quality measures and the enhanced set of quality measures go to <http://www.cms.hhs.gov/quality/nhqj/>.

Oregon Commission Focuses on Medical Errors

The Oregon legislature has created the Patient Safety Commission in an effort to reduce medical errors in nursing homes and related health care facilities. Participating health care facilities must report medical errors and notify affected patients in writing. Case reports will remain confidential; however, the commission will publish annual summaries of the reported data to identify trends, patterns and lessons learned. Participants who fail to report serious errors will be expelled from the program and listed on the Website as noncompliant.

Unique Health Identifier Rule

The Centers for Medicare & Medicaid Services announced the adoption of the National Provider Identifier (NPI) as the standard unique health identifier to be used when processing transactions. A final rule establishing the NPI as the standard unique health identifier under the Health Insurance Portability and Accountability Act was previously published and will become effective May 23, 2005. The NPI is a number that will be issued through the National Provider System currently under development by CMS. The NPI will replace all other identifiers that are presently used by nursing homes and other health care providers; however, the system that will handle the NPI assignment won't be ready to accept applications until after May 23, 2005. CMS will provide more information as the process moves closer to that date. For information, access the Federal Register online at www.gpoaccess.gov/fr/index.html.

NFID Reports Low Flu Vaccine Rates Among Health Workers

The National Foundation for Infectious Diseases recently released a report indicating that flu vaccination rates for long-term care and other health care workers are "dismally low." The report found that despite recommendations for annual vaccination, only 36 percent of all health care professionals are immunized against influenza each year, posing a serious health threat to the patients in their care. A free copy of the report may be obtained at www.nfid.org/.

Comment on CMS Regulations Via the Internet

The Centers for Medicare & Medicaid Services hopes to encourage greater participation by accepting comments on proposed Medicare and Medicaid regulations via the Internet. Further, CMS will accept comments on other documents including policy notices and on nominations for advisory committees. The agency hopes the move will increase public participation.

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Nursing Home Admission Deposits

Expect closer inspection of nursing home policies on deposit fees and promissory notes. The Centers for Medicare & Medicaid Services sent a letter to nursing home surveyors in January 2004 to remind them that federal law prohibits providers of inpatient services from requiring an individual entitled to Medicare to prepay the nursing home for Medicare-covered services as a condition of admission. The law also prohibits facilities from accepting money or other consideration as a condition of admission or continued stay. However, regulations do not prohibit facilities from charging a deposit fee or requiring promissory notes from individuals whose stays are not covered by Medicare or Medicaid. A copy of the January letter is available at www.cms.hhs.gov/medicaid/survey-cert/letters.asp.

Resident-on-Resident Assaults Linked to Dementia

A study published in the Journal of the American Medical Association found that long-term care facilities should focus on the behavior of the injured persons when trying to prevent future resident-on-resident assaults. Researchers assessing risk factors for violent injury among nursing home residents found that injured residents were more likely to put themselves at risk. The study further concluded that residents in Alzheimer disease units were nearly three times as likely to be injured than those living in other units. For more information go to www.jama.ama-assn.org/cgi/content/abstract/291/5/591.

IOM Report on Racial Diversity of Health Care Workforce

People of non-white racial and ethnic backgrounds are still underrepresented in the health care workforce although they will soon represent the demographic majority in the United States. A recent report from the National Institute of Medicine indicates that ethnic diversity is associated with improved access to care for non-whites, greater patient choice and satisfaction, and improved educational experiences for health professions' students. The report further suggests ways to increase diversity in health care. A copy of the report—"In the Nation's Compelling Interest: Ensuring Diversity in the Health Care Workforce"—may be obtained at www.iom.edu/report.asp?id=18287.

Bar Code Program Aims to Cut Medical Errors

The federal government is helping long-term care operators and other health care providers reduce medication errors. The Food & Drug Administration recently issued a final rule requiring bar codes on the labels of thousands of drugs and biological products intended for human consumption. The effort is aimed at protecting patients from preventable medical errors while reducing health care costs. The rule further requires machine-readable labels on blood and blood components intended for transfusions. For details on the initiative, go to www.fda.gov/oc/initiatives/barcode-sadr/.

Hearing Focuses on Violence Among People With Dementia

A hearing conducted in March by the Senate Special Committee on Aging focused on the growing problem of violence among seniors with dementia. Sen. John Breaux (LA) believes that many of the incidents can be prevented by training family members, health care providers, law enforcement officials and the court system to better understand and treat those with dementia. For more information on the hearing and to view transcripts of the testimony go to <http://aging.senate.gov/index.cfm?Fuseaction=Hearings.Detail&HearingID=42%20>.

"Be the change you want to see in the world."

—Ghandhi

MEETINGS & EVENTS

LOCAL**PRECEPTOR TRAINING FOR NURSING HOME ADMINISTRATORS**

As an Oregon Nursing Home Administrator, you must take this required training before you can mentor an Administrator-in-Training in your facility. You will hear rules governing AIT programs and walk through the forms required; participate in processes designed to help you select an AIT you can work well with; study different models for setting up a preceptor training program, and hear from recent AITs and preceptors about what works well and what doesn't. This training is offered just once a year, so be sure to take advantage of the opportunity!

- **WHEN:** April 6, 2004
- **HOURS:** 1:00-4:00 p.m.
- **LOCATION:** Alliance Conference Center, 7300 SW Hunziker, Tigard
- **FEE:** \$125 for Alliance Members & \$150 for Non-members
- **CEU's:** 3 hours of general category CE credits for NHA's

AGENDA

- I. **Overview of BENHA rules**
 - a. Board philosophy & interpretation
 - b. Forms required & different reporting styles
 - c. Preceptor/AIT packet
- II. **Learning Styles & Teaching Styles**
- III. **How to Develop a Program**
 - a. Resume/Interviewing Exercise
 - b. Curriculum
 - c. Compensation
 - d. Problem-solving
- IV. **Model AIT Programs**
- V. **Questions/Discussion/Evaluation**

FACULTY

- **John Hogan**, faculty, Health Care Administration, Oregon State University
- **Rene Dumas**, NHA, Chair of Oregon's Board of Examiners of Long-Term Care Administrators
- **Janet Bartel**, Executive Officer of BENHA; she is the person to whom preceptors and AITs must report.
- **Recent graduates** of administrator-in-training programs

REGISTRATION

Contact Oregon Alliance of Senior & Health Services at (503) 684-3788 FAX: (503) 624-0870 for a registration form. Cancellations must be received no later than five working days prior to the course to be refunded (less a \$25 service charge). No refunds are possible after that date, but you are welcome to send someone in your place. The Alliance reserves the right to cancel any class that does not meet minimum registration. Note: All registrations must be prepaid. Payment can be made by check (made out to OASHS) or credit card. Faxed registrations and telephone registrations will only be accepted with credit card information.

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AIT PROGRAMS COMPLETED

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

October 2003

<u>NAME</u>	<u>FACILITY</u>	<u>LOCATION</u>	<u>PRECEPTOR</u>
Don Bacon	Sherwood Park Nursing & Rehab.	Salem	Scott Fredrickson
Kylie Blacken	Corvallis Manor	Corvallis	Rene' Dumas

January 2004

<u>NAME</u>	<u>FACILITY</u>	<u>LOCATION</u>	<u>PRECEPTOR</u>
Wendy Shoufler	Friendship Health Center	Portland	September Harrison
Denise Roskos	Klamath Regional Rehab.	Klamath Falls	Ginny Schauls

NHA LICENSES ISSUED

December 2003 to March 2004

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>
➤ Darlene Eubadenuae	Mt. St. Joseph	Portland	Exam
➤ Jason Fiske	Highland House	Grants Pass	Endorsement
➤ Kathleen Hecht	Maryville Nursing Home	Beaverton	Exam
➤ Denise Roskos	Klamath Regional Rehab Center	Klamath Falls	Exam

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PROVISIONAL LICENSES

<u>NAME</u>	<u>FACILITY</u>	<u>LOCATION</u>
➤ Donie Bacon	Sherwood Park Nursing & Rehab	Keizer
➤ Troy Bell	Tigard Rehab & Extended Care Center	Tigard
➤ Robert Fraser	Timberview Care Center	Albany
➤ Melissa Ginsberg	Camelot Care Center	Forest Grove
➤ Kathleen McKinney	Laurel Hill Nursing Center	Grants Pass
➤ Kevin McNamara	Corvallis Manor Nursing & Rehab Center	Corvallis
➤ Wallace Miles	Evergreen Healthcare	Milton-Freewater

And in the end, it's not the years in your life that count.
It's the life in your years.

—Abraham Lincoln

ADMINISTRATIVE RULE CHANGES

Effective January 30, 2004, the Board revised OAR 853-010-0060 (Registration of Trainees and Supervising Administrators) to incorporate an 80-hour limited CNA training requirement. While the AIT program will remain at 960 hours, now it includes 40 hours participation in a CNA training course or a comparable review of the CNA training manual coupled with a minimum of 40 hours spent shadowing a CNA. The revised language is as follows:

853-010-0060(6)

The preceptor shall make a pre-training assessment of the Administrator-In-Training applicant's background, including both education and experience. Based on the assessment, the preceptor shall prepare a detailed curriculum of the training program to be completed. The outline of the curriculum shall be submitted to the board for approval at the time the trainee registration form is submitted. This outline shall include 40 hours participation in a CNA training course for the AIT or a comparable review of the CNA training manual coupled with a minimum of 40 hours spent shadowing a CNA. If the CNA training or manual review is not completed prior to the end of the training period, proof of such completion must be submitted prior to taking the national examination. Exceptions to this training requirement would be:

- (a) AIT is or has been an RN, LPN or CNA in a long-term care facility
- (b) AIT is training in a facility which does not have a CNA class or is not located within 60 miles of a facility with a CNA class.

A link to the Board's laws can be found at www.nhabd.state.or.us.

WHERE ARE THEY NOW?

January 2004 to March 2004

NAME

FACILITY

- | | |
|-----------------------------------|--|
| ➤ Shelly Barnes | Meadow Park Health & Specialty, St. Helens |
| ➤ Charles Bruce | Evergreen Independence Health & Rehab Center, Independence |
| ➤ Rene' Dumas | Hillside Retirement Community, McMinnville |
| ➤ Todd Engle | Friendsview Manor, Newberg |
| ➤ Rob Hays | Marquis Care at Plum Ridge, Klamath Falls |
| ➤ Rod Howe | Pacific Specialty, Vancouver WA |
| ➤ Cassie Kaiser | Marquis Care at Silver Gardens, Silverton |
| ➤ Kathy Elias | Evergreen Windsor House Health & Rehab, Salem |
| ➤ Martha Jenness | Camelot Care Center, Forest Grove |
| ➤ Kim Kern | Beaverton Rehab & Spec. Care, Beaverton |
| ➤ Kevin Ricker | Care Center East Health & Specialty Care Center, Portland |
| ➤ Thomas Rudolph-Stoelting | Marquis Care at Powellhurst, Portland |
| ➤ Rick Samuelson | Mountain View Rehab & Living Center, Oregon City |

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residents. "I was very impressed with how well trained the volunteers are," comments Lura Frazey Lakhal, Life Enrichment Coordinator for West Hills Village. "The volunteers have made a lot of positive changes (with the residents). I would highly recommend the program."

RAP volunteers are required to visit at least once every ten days for a minimum of four hours a month. As of December 2003, there were a total of 64 RAP volunteers throughout Oregon. From October 2002 to September 2003, RAP volunteers visited at Adult Foster Homes a total of 880 times, 304 times at Assisted Living Facilities, 320 times at Residential Care Facilities and 548 times at Nursing Facilities. "I felt a great need to fill the void that was left when the elders in my family were no longer around the corner," states volunteer Betsy Weinberg. "Making a difference in the life of an elderly person gives me what I miss most about living far from my family—a connection based on sharing and trust and a sense of community. I believe that I get as much, if not more, than those that I visit."

Please contact Kathy Walter at 800-522-2602 if you are interested in having a RAP volunteer visit at your facility or if you have questions about the program.

EVENTS continued from page 8**NATIONAL****Caregivers' Conference - September 18-20, 2004, Washington, DC**

The Direct Care Alliance will meet September 18 – 20 at the Holiday Inn on Capitol Hill in Washington. The conference theme is "Building Unity for a Valued Direct Care Workforce." It aims to draw workers, consumers, providers and advocates interested in finding solutions to long-term care challenges.

Founded in 1998, the DCA's mission is to improve the quality of long-term care through the creation of better jobs and working conditions for direct-care paraprofessionals. For more information on the event, go to www.directcarealliance.org/sections/2004natConf.htm.

IMPORTANT REMINDERS**Moving? Change In Employment Or Employment Status?**

Please remember that the law requires NHA's to apprise the board of changes in address, employer and employment status--when employed as an administrator. If you have changes to report, contact the board office to request an NHA Information Update form or download one from the board's Website at www.nhabd.state.or.us. **Note:** When reporting a name change, please provide evidence of such change.

Continuing Education Due June 30, 2004 For Lapsed Licenses

NHA's who did not renew their license on June 30, 2003 still have until June 30, 2004 to complete their 30-hour CE requirement (27 general + 3 ethics hrs.). Lapsed licensees who have not satisfied the CE requirement by June 30, 2004 will revert to Expired status on July 1, 2004 and cannot be renewed, but must be reinstated pursuant to the requirements of OAR 853-010-0055. You are encouraged to contact the board office at (503) 731-4046 if you have questions regarding your license or renewal status.

**OREGON BOARD OF EXAMINERS OF NURSING HOME
ADMINISTRATORS**

**800 NE OREGON STREET, SUITE 407
PORTLAND, OR 97232**

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