

**Agency Purpose**

The board is charged with the responsibility to act as the official licensure agency for nursing home administrators. It was originally created by federal mandate and currently exists to protect the public's interest through the regulation of nursing home administrators in the state of Minnesota. Regulation is accomplished through licensure examination and professional development as well as by the investigation of complaints.

The mission of the board 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.

The Board of Examiners for Nursing Home Administrators has an additional budgetary responsibility serving as the fiscal agent for the *Administrative Services Unit*. The mission of the Administrative Services Unit (ASU) is:

- To provide centralized administrative services to 15 health-related licensing boards, and three general funded boards; the Emergency Medical Services Regulatory Board (EMSRB), Board of Barber, and Board of Cosmetology. The areas of oversight includes budgeting, fiscal analysis, human resources, payment transaction processing, purchasing and printing services, operations analysis, contracts, information technology and research and policy analysis.
- To provide high quality services by having individually trained staff focused on global administrative tasks focusing on cooperative ventures.
- To assist in the establishment of a consortium of boards to cooperate on matters of common interest.
- To register individuals and organizations for the volunteer health care provider program.

**At a Glance**

**Credentialing**

Licensed Nursing Home Administrators (LNHA)	
Total Licensed	851
Average Age of New LNHA	39.96
Current Average Age of LNHA	49.76

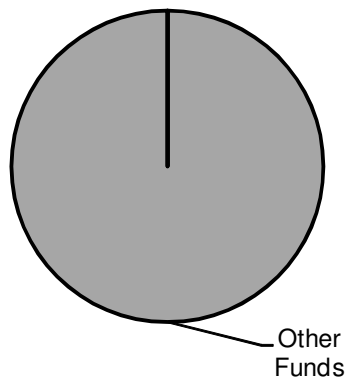
**Education**

New licensees	44
Acting Permits issued	10
Minnesota Accredited Centers of Long-Term-Care Programs	7
State Jurisprudence Exam	62
Continuing Education Review and Approval	242

**Investigations: Complaint Review**

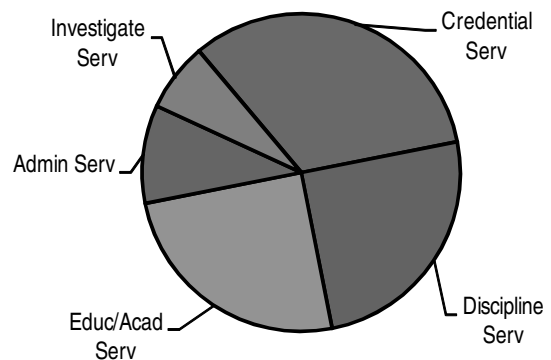
Total Complaints reviewed	78
Total Complaints resolved	64
Percentage of Complaints resolved in <3 months	92%

**Est. FY 2010-11 Expenditures by Fund**



Source: Consolidated Fund Statement.

**Est. FY 2010-11 Expenditures by Activity**



Source: Board expenses allocated to the services provided by the board.

## Strategies

The citizens comprising the Minnesota Board of Examiners for Nursing Home Administrators (BENHA) take serious the obligation of using fees to ensure that leaders of elder care campuses are sufficiently trained and held accountable for their actions without imposing unintended barriers or restrictions. The fees generated are used exclusively to carry out this mission of public protection by credentialing the licensed nursing home administrators. The licensure of Nursing Home Administrators is a federal requirement by the Centers of Medicare/Medicaid Services impacting Medicare and Medicaid funding for facilities. The board of directors review financial statements at each board meeting and determine strategic initiatives based on existing and future funding. Eight two percent (82%) of revenue is derived from licensee fees. The board takes serious cost to benefit analysis for virtually all existing standards and new initiatives. The board desires to be known for excellent customer service and remains sensitive to establishing fees while providing a quality service. *No general fund dollars are included in the Board of Examiners for Nursing Home Administrators budget or expenditures.*

## Operations

The Minnesota Board of Examiners for Nursing home Administrators was established in 1970 and operates through Minnesota Statutes 144A.19 – 144A.28 and Minnesota Rules 6400.

- The board is comprised of nine individuals appointed by the Governor, of which four are licensed administrators. The MDH and DHS have appointed representatives who serve ex-officio. The board provides information relating to the practice of administration in skilled long-term care facilities by informing the public of appropriate services and expected professional standards of nursing home administrators.
- The board's Education Committee reviews the domain of knowledge and skills required for contemporary administration and sets educational and examination standards reviewing 50 applicants and administering 60 state examinations per year.
- The Standards of Practice Committee annually reviews 100-125 public and agency complaints regarding administrators. Public education is provided to consumers of long term health care.
- There are seven Minnesota approved Long-Term Care Administration academic programs. Students seeking career information are provided assistance from the board.
- The board assists 385 licensed skilled nursing facilities in achieving federal compliance of employing a licensed nursing home administrator.

## Key Activity Goals & Measures

The board engaged in an excellent strategic planning process in 2008 and will conclude the four focused areas of identified goals in this biennium. The four over-arching global goals relate to:

1. Assisted Living Administrators credentialing
2. Initial academic training and practicum/field experience
3. Improving experienced administrators' continued competency
4. Board effectiveness of daily operations

### Measures:

- Currently the board renewed 92.3% of its licensees in 2010, 87.4% in FY 09, 83.7% in FY08, using online electronic service; the previous stretch goal was achieved and will remain at 90% given the impending surcharge and credit card charge placed on the licensee. The electronic online renewal system developed by the small boards was given a 'highly satisfied' ranking by the license holders in 2008 with board members reviewing the system each year since for continuous quality improvement.
- The processing of a license will occur within 2 working days of the receipt of all licensing requirements.
- New Licensees evaluation of the application process will remain in the 4.0 to 5.0 range (5.0 scale) during the biennium. Improvement will take place with an electronic version and a continued satisfaction ranking of 4.0-5.0 rating.
- New Online Services – the board desires to continue collaboration with other health-licensing boards for improved online services, with the additional online services of licensure applications, continuing education sponsors, and continuing education approval process added within this biennium. The goal is 33% of all applicants will apply online. This service is ready to roll out in 2010.

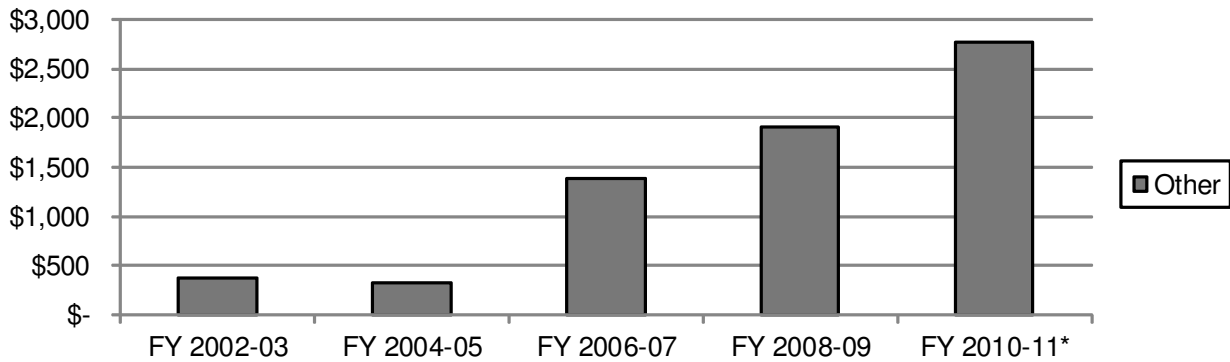
**Budget Trends**

The board is responsible for collecting sufficient revenue to cover both direct and indirect expenditures. The board is estimated to collect \$395,000 in FY 2010-11, which is deposited as non-dedicated revenue into the state government special revenue fund.

From this fund, the board receives a direct appropriation to pay for agency activities such as salaries, rent, costs for disciplinary/contested cases and operating expenditures. It also pays statewide indirect costs through an open appropriation. In FY 2010-11, total expenditures for these purposes are estimated at \$2.777 million. The chart below shows funding trends over the last five biennia for the direct and open appropriation.

The Administrative Services Unit generates no revenue. Funds are appropriated to BENHA from the state government special revenue fund. The 15 health-related licensing boards, EMSRB, and Barbers and Cosmetologists share the cost of this activity. ASU is funded by receipts from all boards through a formula designed to approximate the share of ASU services used by each board. The boards collect revenue through fees charged to licensees, applicants, and other users and deposit them into the state government special revenue fund to cover the expenses of ASU. EMSRB, Barber and Cosmetology boards pay for their services through an interagency agreement.

**Total Expenditures by Fund**  
\$ in Thousands



*\*FY 2010-11 is estimated, not actual*

*Source data for the previous chart is the Minnesota Accounting and Procurement System (MAPS) as of 07/31/10.*

*FY 2006-2007 ASU (Administrative Service Unit) funding moved to the Nursing Home Administrators Board*

*FY 2006-2011 ASU (Administrative Services Unit) budget includes Operations, Volunteer Health Care Provider Program, Legal Cost Account, and one time special appropriations.*

Board fees are also responsible for covering a prorated share of support functions provided outside of the Board itself. These include legal support (Attorney General), statewide e-licensing system development and operations (Office of Enterprise Technology), centralized administrative support (Health Boards Administrative Services Unit) and funding for services to health professionals (Health Professionals Services Program). In FY 2010-11, some of the health boards' reserves in the state government special revenue fund were also transferred to the general fund. The table below displays direct and open appropriation expenditures, external support costs (prorated share), and the general fund transfers (prorated share) estimated in FY 2010-11.

	FY 2010-11 (in thousands)
Board's Direct and Open Appropriations(does not include ASU)	\$ 421
Board's External Support Costs and Transfers (prorated Share)	
• Attorney General support	14
• E-licensing support	18
• Central administrative service unit	0
• Health professional service program	3
• General fund transfer	99
Total	555
Fees Collected by Board	\$395
Prorated Surplus/(Deficit)	(160)

In most years, Board fee revenues exceed direct expenditures and external support costs, and as directed by law, the surplus is used to maintain a reserve in the state government special revenue fund. It should be noted here that the FY 2010-11 transfers to the General Fund, along with unanticipated increases in the support costs discussed above, have resulted in the Board's fee revenue not covering its prorated costs and transfers.

The number of licensees regulated by the Board continues to rise, as do the number of complaints and the complexity of the cases.

**Contact**

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The web site at: <http://www.benha.state.mn.us/> gives visitors easy access to useful information about nursing home administrators. Types of information available through the web site include; regulatory news and updates, rules and Minnesota statues, public notices and forms.

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