

Unique Board Aspects:

- * Federal Requirement for BENHA
- Federal mandate for board membership
- * NAB (national board involvement)



- * Board meetings:
- * Strategic Planning: Leading the Way 2007; Taking Stock in 2000.
- * Annual review of operational effectiveness
 - * Staff evaluation
 - * New licensee survey
 - * Licensee survey
- * Academic relationship with seven colleges
- * Board Restructuring: Pending retirement in 2012



- * Additional Activities:
 - * Ex. Dir is a LNHA; electronic and in person academic
 - * QIO, MDH and DHS stakeholders
 - * National Association of Boards national office holder
- * Online Services
 - * 92% online renewal and 50% of initial applications
- * No other duplicate state agencies related to LTCA.
- Complaint processing; system versus personal willful disregard



- * Rulemaking in 2001
- * Perfect Audit and Compliance history:
 - * Employment Law
 - * Purchasing and Contracting
 - * Conflict of Interest
 - * Code of Ethics Training
 - * Record Retention
- Collaboration:
 - * ASU, small boards,



Summary Statement:

- Change agents: Continuous Quality Improvement, IT focus
- * Partner in alternative approaches:
 - DRLIMS; a dedicated health occupation regulation, data management, information and research management system. Fund survey and research position for data management
 - * Independent boards: solely driven by citizens rather than agency decision making.
 - * Charge boards with specific improvements with report to HHS Committees.