

Oregon Board of Examiners of Nursing Home Administrators

# Oregon NHA

*This newsletter has been created by the Oregon Board of Examiners of Nursing Home Administrators (BENHA) to provide an instrument of communication between the Board and Oregon administrators. The Board welcomes your comments and suggestions for information you would like to see published in future newsletters.*

*The "Oregon NHA" is a publication of the Oregon Board of Examiners of Nursing Home Administrators. Neither the Board nor the State of Oregon endorse or sponsor the information relating to products or services provided herein. Neither the Board nor its staff are*

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## FROM THE DIRECTOR OF OHLA

Welcome,

I'd like to welcome the licensees of the Board of Examiners of Nursing Home Administrators (BENHA) and provide further introduction to the Oregon Health Licensing Agency (OHLA).

First of all, I'd like to thank Janet Bartel and BENHA members for helping to make the initial stages of the board's transition to OHLA as smooth and seamless as possible.

Without their experience and expertise, the task of implementing the transition to OHLA would have been much more challenging.

While OHLA may provide the benefits of a full-service regulatory agency, we don't want to lose the personal touch that BENHA licensees have come to expect.

Perhaps some of you have already been in communication with members of the OHLA management team who are facilitating the transition, Acting Board Administrator Richard McNew and Senior Policy Analyst / Board Liaison Patricia Allbritton.

I'd also like to introduce BENHA's new Executive

*(Continued on page 8)*



Susan K. Wilson, Director Oregon Health Licensing Agency

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## 2009 RENEWAL REMINDER

### All Regular Licenses Expire June 30, 2009

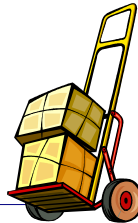
Wow, does time fly or what? It's hard to believe that we are already approaching another license renewal. OHLA/BENHA will email renewal information to licensees in March. Please plan to use this option to renew early and help to reduce costs for processing renewals. Hardcopy renewal notices will follow in April to those licensees who have not yet renewed their license. **Please be sure to maintain your updated email address with OHLA/BENHA, as this is the most efficient way to communicate with you and to keep you current on OHLA/BENHA issues and activities.**

### Continuing Education Self-Reporting Method

As you know, BENHA transitioned to a self-reporting continuing education (CE) method with the 2005 renewal. Licensees continue to be responsible for tracking and reporting CE activities at the end of the license period. As a reminder, you are not required to forward your CE attendance verification documents to BENHA, unless you are selected by random audit. Your renewal notice will provide specific instructions if you are selected for audit. **Please do not automatically send your CE attendance documents to BENHA as we do not have the storage to keep them and we cannot return them to you.** Do plan to retain your CE attendance documents until your license has been renewed.

The CE Report Form and instructions are posted on BENHA's section of the OHLA Web site at [www.oregon.gov/OHLA/NHABD](http://www.oregon.gov/OHLA/NHABD). Additionally, you may view approved CE activities posted in the *CE License Renewal Information* page of the Web site. Feel free to call or email OHLA/BENHA if you have questions regarding your license renewal

### Oregon Board of Examiners of Nursing Home Administrators



*Effective November 11, 2008, BENHA moved to the Oregon Health Licensing Agency in order to serve you better.*

*Please note our new address and contact information and update your records accordingly.*

#### New Address

Veterans' Affairs Building  
700 Summer St. NE, Suite 320  
Salem, OR 97301-1287

Phone: (503) 378-6538  
Fax: (503) 585-9114  
E-mail: [ohla.info@state.or.us](mailto:ohla.info@state.or.us)

**Thank you for your patience  
and cooperation.  
We hope to see you at  
our new location!**

### PUBLIC MEMBER VACANCY

If you know someone who is interested in public service, please advise them of the Board of Nursing Home Administrators' Public Member vacancy. BENHA is currently recruiting for two Public Member positions. A recruitment announcement with the position requirements is posted on [www.oregon.gov/OHLA/NHABD](http://www.oregon.gov/OHLA/NHABD). Once there, click on the *Public Member Vacancy* link under the **Current Topics** section. Interested persons may contact BENHA at (503) 378-6538 or may download an Executive Appointment Interest Form at <http://www.oregon.gov/Gov/boards.shtml>.

**We've Moved!**

## FYI ONLINE & INFORMED

### **OSHA ERGONOMIC GUIDELINES FOR NURSING HOMES**

Oh, my aching back, arms, feet... Did you know that OSHA issued ergonomic guidelines for the prevention of musculoskeletal disorders? The guidelines provide recommendations for nursing home employers to help reduce the number and severity of work-related musculoskeletal disorders (MSDs) in their facilities. MSDs include conditions such as low back pain, sciatica, rotator cuff injuries, epicondylitis, and carpal tunnel syndrome. Interested persons should visit OSHA's Web site at <http://www.osha.gov/ergonomics/guidelines/nursinghome/index.html>.

### **'FIVE-STAR' RATING SYSTEM FOR NURSING HOMES COMMENCES**

Federal regulators began to rate and rank nursing homes on the Nursing Home Compare Web site on December 18, 2008. Ratings are based on information from yearly surveys and certification results, staffing information, and other data. For more information, go to [www.medicare.gov/nhcompare](http://www.medicare.gov/nhcompare).

### **LONG-TERM CARE WORKFORCE SHORTAGE LEGISLATION**

A comprehensive bill aimed at the workforce crisis was introduced in December by Senator Herb Kohl (D-WI), chairman of the Senate Select Committee on Aging. The bill focuses on funding and expands geriatric and long-term care training for healthcare workers.


The act known as "Retooling the Health Care Workforce for an Aging America Act" provides for an increase in funds for grants in geriatrics at health professions schools, support for additional training in geriatrics for nurses, and requires government studies on workforce needs in long-term care. Further, it would provide tuition stipends to direct care workers in long-term care who seek to acquire nursing degrees, among other provisions. The legislation also amends several acts and calls for additional research.

### **HARVARD STUDY FINDS HAPPINESS IS CONTAGIOUS**

A study that looked at nearly 5,000 individuals over a 20-year period found that happiness spreads through social networks like an emotional contagion. One person's happiness triggers happiness in their friends and their friend's friends and so on. The effects can last up to a year. Fortunately, sadness does not spread as robustly as happiness. So if you're happy and you know it thank your friends. For more information go to [http://web.med.harvard.edu/sites/RELEASES/html/christakis\\_happiness.html](http://web.med.harvard.edu/sites/RELEASES/html/christakis_happiness.html).

### **FREE AHRQ NEWS AND INFORMATION VIA EMAIL**

The Agency for Healthcare Research and Quality (AHRQ) has a free user-friendly service on its Web site (<http://www.ahrq.gov>) that allows subscribers to receive automatic email notices when there is new information about the Agency, its publications, data, and research results. AHRQ's customizable service offers more than 40 items in 10 categories, so subscribers will receive notices only on topics in which they are interested.

To find a link to the new service, go to the red envelope icon  under the AHRQ banner and select "[E-mail Updates](#)."

### **AHRQ IT GRANTS TECHNICAL ASSISTANCE CONFERENCE CALL**

On Tuesday, January 13, 2009 from 1-3 pm Eastern Time, the Agency for Healthcare Research and Quality (AHRQ) will host a Technical Assistance (TA) conference call to provide an overview of AHRQ's new health information technology (IT) funding opportunity announcements (FOAs) and information relevant to the health IT Special Emphasis Notice (SEN). These announcements can be found at: Small Research Grant to Improve Health Care Quality through Health Information Technology located at <http://grants.nih.gov/grants/guide/notice-files/NOT-HS-09-002.html>.

## FROM THE DESK OF HR ANSWERS

OHLA/BENHA extends our appreciation to HR Answers, Inc. for the following articles 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, 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' Web site at [www.hranswers.com](http://www.hranswers.com).

### WHEN AN APPLICANT OR EMPLOYEE LIES

Whether the state of the economy is causing desperation in candidates or we are experiencing a surge of dishonest people, resume and application fraud is increasing. These lies can be as small as incorrect dates of employment to an entire resume filled with falsified work history, education (the number one area of falsification), and skills. Employers are seeing dishonest embellishments on resumes and finding outright lies on applications. Background checks are rarely done and, when they are, they produce very little information.

How can an employer protect itself from hiring dishonest people or from a negligent hiring claim? Negligent hiring occurs when an employer knew or should have known that an employee poses a threat, thus the organization is held responsible for the actions of the employee on the job. Organizations should be checking references to ensure that they are not hiring employees who are likely to harm clients, the public, or other employees. However, employers worry they will be sued for libel if they provide information during reference checks, so they provide no information at all. With the challenge of not getting information, avoiding negligent hiring becomes more difficult.

Furthermore, the Fair Credit Reporting Act requires the employer to have the applicant sign a release if a third party will be used in obtaining a background check. Further complications include current legislation dictating that the applicant must be told about the information obtained during reference checks. Though the task seems daunting, with sound recruiting and selection policies, protection against dishonest employees and libel suits is possible. Start by requiring all applicants interested in your organization to fill out an employment application.

This application should include all necessary federal, state, and local regulations, a disclaimer that the applicant must sign stating the information given is accurate and truthful, and a release from liability due to damaging information that may arise from reference checks. Having these in place helps to discourage those applicants who have something to hide. Reviewing the application for certain critical points can help identify a dishonest candidate. The following is a list of red flags to look for on applications and resumes:

- Applicant does not sign application.
- Applicant does not sign consent or background screening.
- Applicant leaves criminal record questions blank.
- Applicant self-reports a criminal violation.
- Applicant fails to explain why he or she left past jobs.
- Applicant fails to explain gaps in employment history.
- Applicant leaves out short-term jobs in work history.
- Applicant gives an explanation that doesn't make sense for an employment gap or reason for leaving a previous job.
- There are excessive cross-outs and changes on application.

(Continued on page 8)

## FREE ETHICS ACTIVITIES

The **Providence Center for Health Care Ethics** is pleased to be able to post videos on selected topics in health care ethics for your viewing using Windows Media Player. To view the free online videos go to [http://www.providence.org/oregon/programs\\_and\\_services/ethics/e20resources.htm](http://www.providence.org/oregon/programs_and_services/ethics/e20resources.htm).

To request a copy of the PowerPoint slides please contact [ethics@providence.org](mailto:ethics@providence.org).

### **Preventing Influenza, Anthrax Poisoning and Bird Flu: How We Ethically Allocate Resources**

*73-minute video:* This presentation discusses ethical questions related to the allocation of scarce resources.

### **Dignity, Vulnerability and Care of The Patient**

*62 minute video:* This presentation addresses the issue of maintaining dignity of patients in the vulnerable environment of health care.

### **Caring for People from Different Cultures: Communicating Across Cultural Boundaries**

*90-minute video:* This presentation discusses caring for patients from different cultures in the health care environment.

### **Islam and Health Care Ethics**

*35-minute video:* This presentation provides an overview of Muslim beliefs on health care and health care ethics.

### **Nutrition/Hydration for Terminally And Non-Terminally Ill, Conscious and Unconscious Patients**

*55-minute video:* Using Oregon Law and Directive 58 of the Ethical and Religious Directives, this presentation examines what it means to have "a presumption in favor" of maintaining nutrition and hydration.

### **Providence Center for Health Care Ethics**

*10-minute video:* This video produced by CMD Productions of Portland, Oregon, provides an overview of the work of the Providence Center for Health Care Ethics and goals of health care ethics. It also portrays three challenging case studies.

The aforementioned activities fall under the self-directed activities category. Interested licensees may claim credit for viewing the videos via the Self-Directed Activities form. Active licensees may claim up to 12 hours and Inactive licensees may claim up to six hours of self-directed activities. The Self-Directed Activities form is located at [http://www.oregon.gov/OHLA/NHABD/docs/Continuing\\_Ed/CE\\_Self-Directed\\_Form.pdf](http://www.oregon.gov/OHLA/NHABD/docs/Continuing_Ed/CE_Self-Directed_Form.pdf).

### **IS YOUR EMAIL UP TO DATE?**

To help OHLA/BENHA reduce operating costs, we ask licensees to maintain a current email address with OHLA/BENHA. Email communication is the most efficient way to stay in touch with you and to keep you current on OHLA/BENHA issues and activities.

*Please remember to call, fax, or email us when you need to update your mail and/or email address.*

### **SUBSTANTIAL COMPLIANCE SURVEY**

OHLA/BENHA acknowledges the administrator and staff of the following facility for achieving a substantial compliance survey.

*Congratulations on your success!*

#### **Robison Jewish Health Center**

**at Cedar Sinai Park**  
Kimberly Fuson, NHA  
Portland, OR

☎ (503) 535-4300

⇒ October 2008



## FDA RECALLS & ALERTS

The following is a partial listing of **Safety Notices** that may be viewed on the U.S. Food and Drug Administration Web site. To view the full text of a notice and related links go to <http://www.fda.gov/medwatch/safety.htm>. Once there, click on the current year link. To register for email notices and updates concerning **Safety Information** go to <http://www.fda.gov/medwatch/elist.htm>.

### **Oral Sodium Phosphate (OSP) Products for Bowel Cleansing (marketed as Visicol and OsmoPrep, and oral sodium phosphate products available without a prescription)**

**Audience:** *All healthcare professionals, consumers*

[Posted 12/11/2008] FDA has become aware of reports of acute phosphate nephropathy, a type of acute kidney injury, associated with the use of oral sodium phosphate products (OSP) for bowel cleansing prior to colonoscopy or other procedures. These products include the prescription products, Visicol and OsmoPrep, and OSPs available over-the-counter without a prescription as laxatives (e.g., Fleet Phospho-soda). In some cases when used for bowel cleansing, these serious adverse events have occurred in patients without identifiable factors that would put them at risk for developing acute kidney injury...

### **20 mEq Potassium Chloride in 5% Dextrose and 0.45% Sodium Chloride Injection, USP**

**Audience:** *Hospital pharmacists, hospital risk managers, other healthcare professionals*

[Posted 12/09/2008] Hospira, Inc. notified healthcare professionals of a recall of one lot (lot number 65-620-FW, expiration date May 1, 2010, NDC 0409-7902-09) of 20 mEq Potassium Chloride in 5% Dextrose and 0.45% Sodium Chloride Injection, USP in 1000 mL flexible plastic containers. A small number of the containers may be incorrectly labeled with a bar code for 5% Dextrose Injection, USP (NDC 0409-7922-09)...

### **Innohep (tinzaparin sodium injection)**

**Audience:** *Hematological and Nephrological healthcare professionals, hospital risk managers*

[Posted 12/02/2008] FDA has received information about the clinical study: Innohep in Renal Insufficiency Study (IRIS) that was stopped in February, 2008 by the study's Data Safety Monitoring Committee because of an interim finding of an increase in all-cause mortality in patients who received Innohep. Information on the patients enrolled in the study, on the heparin used to manufacture Innohep, and on the heparin used in the study is still being collected and analyzed...

**Propafenone HCl Tablets 150 mg, 225 mg, and 300 mg**  
**Isosorbide Mononitrate Extended Release Tablets 30 mg and 60 mg**  
**Morphine Sulfate Extended Release Tablets 15 mg**  
**Morphine Sulfate Immediate Release Tablets 15 mg and 30 mg**  
**Dextroamphetamine Sulfate Tablets 10 mg**

**Audience:** *Pharmacists, other healthcare professionals, patients*

[Posted 11/10/2008] Ethex Corp and FDA notified healthcare professionals of a voluntary recall of five generic products (Propafenone HCl Tablets, Isosorbide Mononitrate Extended Release Tablets, Morphine Sulfate Extended Release Tablets, Morphine Sulfate Immediate Release Tablets, and Dextroamphetamine Sulfate Tablets). The products were recalled because they may contain oversized tablets. Oversized tablets may contain more than the intended levels of the active drug ingredient that could result in patients receiving as much as twice the expected dosage of these drugs, which could cause serious or life-threatening consequences...

*Dreams come a size too big so that we can grow into them.*

*~Richard L. Evans*



## JUST FOR FUN....

### SEVENTEENTH CHAPTER

A Sunday school teacher was giving her class the assignment for the next week.

"Next Sunday," she said, "we are going to talk about liars, and in preparation for our lesson I want you all to read the Seventeenth Chapter of Mark."

The following week, at the beginning of the class meeting, the teacher said, "Now then, all of you who have prepared for the lesson by reading the Seventeenth Chapter of Mark, please step to the front of the room."

About half the class rose and came forward.

"The rest of you may leave," said the teacher, "these students are the ones I want to talk to. There is no Seventeenth Chapter in the Book of Mark."

### WHAT DID YOU SAY?

A man is talking to the family doctor. "Doc, I think my wife's going deaf."

The doctor answers, "Well, here's something you can try on her to test her hearing. Stand some distance away from her and ask her a question. If she doesn't answer, move a little closer and ask again. Keep repeating this until she answers. Then you'll be able to tell just how hard of hearing she really is."

The man goes home and tries it out. He walks in the door and says, "Honey, what's for dinner?" He doesn't hear an answer, so he moves closer to her. "Honey, what's for dinner?" Still no answer. He repeats this several times, until he's standing just a few feet away from her.

Finally, she answers, "For the eleventh time, I said we're having MEATLOAF!"

### JUST KIDDING

Reaching the end of a job interview, the Human Resources Person asked a young Engineer fresh out of Texas A&M, "And what starting salary were you looking for?" The Engineer said, "In the neighborhood of \$125,000 a year, depending on the benefits package."

The interviewer states, "Well, what would you say to a package of five weeks vacation, 14 paid holidays, full medical and dental, a company matching retirement fund for 50% of your salary, and a company car leased every two years -- say, a red Corvette?"

The Engineer sat up straight and said, "Wow! Are you kidding?" The interviewer replies, "Yeah, but you started it."

**HAPPY NEW YEAR**

### JESUS AND THE ROBBER

One night a robber broke into a home and heard a voice say, "Jesus is watching you!" while he rummaged through the desk.

He replied, "Who said that?!"

Once again he heard the same thing, "Jesus is watching you!"

The robber looked around the room only to see a parrot. He asked the parrot what its name was. The parrot replied, "Cornelius."

The robber said, "What kind of a name is that?! Who names a parrot that?!"

The parrot said, "The same person who named that Rottweiler behind you Jesus!"



*(Director of OHLA—continued from page 1)*

Administrative Assistant, Kathryn Teeter. Please contact her at 503-378-6538 or [kathryn.teeter@state.or.us](mailto:kathryn.teeter@state.or.us) with any questions or concerns you may have.

I also encourage you to visit OHLA's Web site at [www.oregon.gov/OHLA](http://www.oregon.gov/OHLA) to learn more about the agency's regulatory efforts and the professions we oversee.

Again, welcome. I look forward to a successful transition to OHLA and to providing BENHA licensees with excellent customer service and regulatory oversight.

*(HR Answers—continued from page 4)*

- Applicant fails to give complete information.
- Applicant fails to indicate or cannot recall the name of a former supervisor.
- Resume includes falsified degrees or level of education obtained.
- Job responsibilities and skills are falsified.
- Resume and employment application contain different information.

The above signals the need for further probing during the interview. While the employment application is a good starting point for avoiding negligent hiring, it's not enough. All employment and personal references should be checked. If you are able to obtain information on past performance, this information is one of the greatest indicators of future performance. Ask the applicant whom you can actually speak with to get previous job information.

Negative information gathered during a reference check cannot serve as an automatic dismissal of the candidate. It is important to perform an analysis of the information received to ensure it is applicable to the job and situation. A policy for handling this information and documentation should be established in order to ensure uniformity, privacy, and legal compliance. This policy should be strictly enforced, especially when

the negative information involves a criminal record (remember, not all criminal information can be grounds for denying employment).

Be sure to confirm your final candidate's education, including their certifications, licenses, degrees, etc. There are several diploma mills available on the web to applicants. It is the employer's responsibility to confirm that the schools exist, that the programs/degrees are available, and that the applicant actually graduated.

Your responsibility as an employer does not stop after the person has been hired. If you follow the above, you will be able to show that you have demonstrated good faith efforts up to the point of hire. You must continue these efforts while employees are working for you. Reviewing your employees' performance and skills can show if they were honest in what they could accomplish. Documenting these reviews can provide the paper trail that you continued to watch for negligent hiring. If inconsistencies are found, or if you discover your employee has lied, regardless of when it is discovered, in most cases this is grounds for termination. You must analyze the severity of the lie and be consistent in handling all such situations. Sound hiring practices and good faith efforts can lead to protection against negligent sense to thoroughly check out all potential candidates. In cases where a fraudulent employee surfaces, consistent, immediate termination, for almost any lie, is the safest course of action.

We encourage you to check your state legislation about reference checking laws. Both Oregon (in 1995) and Washington (in 2005) have passed reference check laws protecting employers if they provide references in good faith meaning there is no liable or slander.

## NEW YEAR, NEW LABOR LAW POSTERS

It's a new year and there will be new minimum wage information and ADAAA and FMLA information that you need to post. Interested persons may view information and download the requisite posters at [www.dol.gov](http://www.dol.gov).



## AIT PROGRAMS COMPLETED

OHLA/BENHA congratulate the following individuals who have successfully completed their AIT program.



### **October 2008**

- Michael **Borreggine**, Marquis Care at Wilsonville
- Lori **George**, Willamette View Health Center
- April **Olsen**, Marquis Care at Mt. Tabor
- Greer **Price**, Rogue Valley Manor

## WHERE ARE THEY NOW?

Persons interested in facility administrator changes are directed to the OHLA/BENHA Web site. At the beginning of each month, we post an updated list of Oregon nursing facilities that is sorted by county.



The list provides facility information and identifies the facility administrator of record. Interested persons may view the *Oregon Nursing Home Facilities* list at: [http://www.oregon.gov/OHLA/NHABD/docs/AIT/NH\\_Facilities\\_Co.pdf](http://www.oregon.gov/OHLA/NHABD/docs/AIT/NH_Facilities_Co.pdf).

**Please Help Us Maintain a Current List of Administrators by Notifying Us of Your Employment Changes!**

Oregon Celebrates its 150th Birthday on February 14, 2009.

Celebrate with us at [www.oregon150.org](http://www.oregon150.org)



## NHA LICENSES ISSUED

### September 2008 to December 2008

NAME	ISSUED	ENTRY BY
• Jeffery V. <b>Barbieri</b>	11/18/2008	Endorsement
• David R. <b>Crawford</b>	9/11/2008	Provisional
• Nathan C. <b>Garber</b>	10/20/2008	Exam
• Anne <b>Haddock</b>	10/1/2008	Exam
• Abigail I. <b>Howard</b>	10/14/2008	Endorsement
• Stephen E. <b>Johnson</b>	10/8/2008	Exam
• Andrea T. <b>Kramer</b>	10/27/2008	Endorsement
• Jessica S. <b>Lacasella</b>	12/10/2008	Exam
• Stephen E. <b>Miles</b>	11/17/2008	Provisional
• William M. <b>Preston</b>	12/10/2008	Provisional
• George T. <b>Wheeler</b>	9/8/2008	Exam

## PRECEPTOR TRAINING OPPORTUNITY

**Date:** February 18, 2009

**Time:** 9 am - 4 pm

**Location:** OHCA Office, Tigard, OR

**Contact:** 503-726-5260

**Fee:** \$149 member / \$249 non-member

Nursing facility preceptors have a very important role—teaching and molding the next generation of nursing facility administrators. This Oregon Board of Nursing Home Administrators (BENHA) approved training will prepare you to take on this role and be a successful mentor for new nursing facility administrators. In this comprehensive, one-day program, participants will learn about the nursing home administrator rules, requirements and expectations of an Administrator-in-Training (AIT) program. Participants will learn tools for finding the right AIT to fit within company/facility culture and how to develop an AIT curriculum and training program which takes into account the experience, strengths, and weaknesses of the AIT. Panels of experienced preceptors and past AITs will be in attendance to offer their expertise and answer questions about the Preceptor/AIT experience. Participants will walk out of this course as certified preceptors and prepared with the tools necessary to create a comprehensive program that cultivates successful AITs.

**OREGON HEALTH LICENSING AGENCY**

Oregon Board of Nursing Home  
Administrators  
700 Summer Street NE, Suite 320  
Salem, OR 97301-1287

Phone: 503-378-6538  
Fax: 503-585-9114  
Email: [kathryn.teeter@state.or.us](mailto:kathryn.teeter@state.or.us)

## ABOUT US

*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.*

*In carrying out its mission, BENHA, as overseen by the Oregon Health Licensing Agency (OHLA), endeavors to:*

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

### IS YOUR EMAIL UP TO DATE?

To assist OHLA/BENHA with containing costs, we ask licensees to maintain a current email address with our office. Email communication is the most efficient way to stay in touch and to keep you current on OHLA/BENHA issues and activities.

Please remember to call, fax, or email the us when you need to update your mail and/or email address.

**Next Board Meeting  
January 14, 2009**

Visit  
[www.oregon.gov/OHLA/NHABD](http://www.oregon.gov/OHLA/NHABD)  
for more information.