

# **Board of Long-Term Care Administrators**

Department of Health Professions  
Perimeter Center  
9960 Mayland Drive, Suite 200  
Henrico, Virginia 23233-1463  
Board Room #2

**March 15, 2011  
10:30 a.m.**

## **AGENDA**

### **CALL TO ORDER**

### **ORDERING OF AGENDA**

### **PUBLIC COMMENT PERIOD**

### **ACCEPTANCE OF MINUTES – Tab 1**

- Minutes of Board Meeting – December 6, 2010
- Formal Conference Minutes – December 6, 2010

### **EXECUTIVE DIRECTOR’S REPORT – Lisa R. Hahn - Tab 2**

### **NEW BUSINESS**

- Legislative & Regulatory Reports – Elaine Yeatts – **Handout**
- Election of Officers

### **ADJOURNMENT**

# Tab 1

## **UNAPPROVED MINUTES**

### **VIRGINIA BOARD OF LONG TERM CARE ADMINISTRATORS MEETING MINUTES**

The Virginia Board of Long Term Care Administrators convened for a board meeting on Monday, December 6, 2010 at the Department of Health Professions, Perimeter Center, 9960 Mayland Drive, 2<sup>nd</sup> Floor, Board Room #1, Henrico, Virginia.

#### **The following members were present:**

Mary M. Smith, NHA, Chair  
John Randolph Scott, NHA, Assisted Living Facility Administrator, Vice-Chair  
Kathleen R. Fletcher, MSN  
Martha H. Hunt, Assisted Living Facility Administrator  
Thomas J. Orsini, NHA

#### **The following members were absent:**

Ted A. LeNeave, NHA  
Bertha Simmons, NHA, Assisted Living Facility Administrator  
Gracie Bowers

#### **DHP staff present for all or part of the meeting included:**

Lisa R. Hahn, Executive Director  
Lynne, Helmick, Deputy Executive Director  
Dr. Dianne Reynolds-Cane, Agency Director  
Arne W. Owens, Chief Deputy Director  
Charles Giles, Budget Manager  
Missy Currier, Board Operations Manager

#### **Representative from the Office of the Attorney General present for the meeting:**

Amy Marschean, Senior Assistant Attorney General

#### **Quorum:**

With 5 members present & consisting of at least one citizen member, a quorum was established.

#### **Guests Present:**

Beverley Sobel, VHCA

#### **CALLED TO ORDER**

Ms. Smith, Chair, called the Board meeting to order at 11:10 a.m.

## **PUBLIC COMMENT PERIOD**

There was no public comment.

## **ORDERING OF AGENDA**

The Agenda was accepted as ordered.

## **ACCEPTANCE OF MINUTES**

Upon a motion by Ms. Fletcher and properly seconded by Mr. Orsini, the Board voted to accept the following minutes of the meetings:

- Minutes of Board Meeting – March 8, 2010
- IFC Minutes – March 8, 2010
- IFC Minutes – April 20, 2010
- IFC Minutes - July 19, 2010
- IFC Minutes – July 26, 2010
- IFC Minutes – August 31, 2010
- Summary Conference Minutes – October 19, 2010
- IFC Minutes – October 20, 2010

The motion passed unanimously.

## **EXECUTIVE DIRECTOR'S REPORT – Lisa R. Hahn**

Ms. Hahn began her report with a PowerPoint presentation detailing the following expenditure and revenue information, disciplinary statistics and Key Performance Measures:

### **Expenditure & Revenue Summary FY10**

The cash balance as of June 30, 2009 was \$(16,929); the revenue for Fiscal Year 10 was \$354,270; direct and allocated expenditures were \$452,147; a one time cash transfer for FY10 Caboose Bill was \$10,072; a one time cash transfer for FY10 Administration Reduction was \$7,925; the ending cash balance as of June 30, 2010 was \$(98,946).

### **Expenditure & Revenue Summary 1<sup>st</sup> Qtr ending September 30, 2010**

The cash balance as of June 30, 2010 was \$(98,946); the revenue for Fiscal Year 11 was \$17,345; direct and allocated expenditures were \$129,110; the ending cash balance as of September 30, 2010 was \$(210,711).

### **Cash Balance as of 10/31/2010**

The cash balance as of June 30, 2010 was \$(98,946); the revenue for Fiscal Year 11 was \$23,010; direct and allocated expenditures were \$176,046; the ending cash balance as of October 31, 2010 was \$(251,982). Ms. Hahn added that the projected revenue for FY11 was \$383,045 and the projected expenditures were \$488,187 leaving a projected cash balance at fiscal year 2011 of \$(204,088).

### **Allocated Costs vs. Direct Expenditures**

Ms. Hahn further explained the boards "Allocated" vs. "Direct" expenditures and how the money is spent.

**Direct Expenditures** are personnel costs, office equipment & supplies, transportation services, and those items that are within the board's control. She added that in FY10 the amount spent in this area was 87% of the budgeted amount.

**Allocated Expenditures** are costs which are allocated to the boards based upon how the board uses a particular service. Examples given were Enforcement costs, APD, OAG services, and Administrative and Support Services like VITA/Northrop Grumman. Allocated Expenditures exceeded the budget by 204%.

### **Areas over Budget**

Ms. Hahn pointed out the four areas that greatly exceeded the budget; Investigations by 497%, Adjudication costs by 369%, Program Development and Implementation by 114% and VITA/Northrop Grumman by 115%.

### **Plan of Action**

Ms. Hahn informed the board that she had held several meetings with Enforcement, Finance, and the Administration to develop alternative methods to manage costs. Efforts will include:

**Streamlining investigations and case management** by monitoring the hours spent investigating a case and ensuring only necessary information is obtained. Additionally, Ms. Hahn assured the board that "companion" cases particularly the nursing cases will not be docketed to the board without her review and prior authorization. At the suggestion of Ms. Smith, a special committee was formed that will be in charge of setting protocols on types of cases and to identify the type of information the board needs in determining cases. Members on this committee will be: Mary Smith, Randy Scott, Martha Hunt, Kathleen Fletcher and Tom Orsimi.

**Reducing APD costs charged to the board** by having staff prepare any documents they can within the confines of the law.

**Legislative efforts** need to be made in order to mandate fee recovery for investigations and hearing expenses from the respondents that are found in violation of the regulation and or law. Ms. Hahn mentioned that the Board of Dentistry has the statutory authority to assess disciplinary costs to violators but are currently waiting for their regulations to be signed by the Governor.

**Budget reductions** will continue to be looked into by Dr. Reynolds-Cane, the Secretary's Office, the Budget Director and the IT Director in a collaborative effort to reduce or remedy the large increase in VITA costs.

### **Licensee Statistics**

Ms. Hahn provided the licensee statistics in the agenda packages under tab 2.

### **Virginia Performs**

The age of our pending case load over 250 days is at 5%. We were able to close all cases within 250 days and therefore achieved a 100% clearance rating. The customer satisfaction rating achieved was 93% and licensing within 30 days was at 100%.

### **Discipline Statistics**

Ms. Hahn reported there are currently 51 open cases, 10 times the amount the board had in 2009. Additionally, 25 cases are in Investigations, 15 cases are in the probable cause level, 7 are in APD, 1 is at the informal stage, and 3 are at the formal stage. Ms. Hahn also shared that in 2009, the board held 4 disciplinary meetings versus 17 meetings in 2010.

### **2011 Calendar**

Ms. Hahn stated the 2011 board meetings are scheduled for March 15th, June 21st, September 13th, and December 13<sup>th</sup>. She also mentioned that if there are not enough agenda items to substantiate a meeting, we will postpone or cancel a meeting in light of the budget.

## **NEW BUSINESS**

### **Consideration of Fee Increase – Charles Giles**

Mr. Giles opened discussion by thanking the board for allowing him to speak regarding the updated financial position and to assist with the information they will need to make a decision on proposed fee increases. Mr. Giles pointed out that the board approved a NORIA during the March 2010 meeting based on the need for a fee increase. He further stated that without a fee increase, the anticipated cash balance at the end of FY11 will be (204,088) and that by the end of FY2016 it would be approximately (951,192). He also stated that in Ms. Hahn's initial review through FY2016, Ms. Hahn was able to identify an approximate savings overall of about \$23,000 annually. Mr. Giles explained to the members that the numbers

were projections and that it is unknown what the future holds. He stressed that it was imperative to have certain costs as "place holders" in the budget in the event certain expenses are approved by the General Assembly such as cost of living increases or raises.

Much of the discussion centered on the significant increase in fees charged to the agency by Northrop Grumman & Virginia Information Technologies Agency (VITA). Mr. Giles stated that the fees charged to the Agency in FY05 were approximately \$850,000. The fees are now projected to be approximately 3.6 million in FY11 and 4.4 million in FY12. The agency anticipates that by FY2012, the increase will be approximately 417%. Mr. Giles concluded that the board needs to increase their fees in order to eliminate a large budget shortfall.

### **Adoption of NOIRA Related to Fee Adjustments**

Ms. Hahn led discussion on the methodology for the fee increases by offering three different options. She explained the difference in the three options was a matter of timing and anticipation of the need for another fee increase. Ms. Hahn stated that Option II and III allow for two different fee increases through FY16 while anticipating shortfalls the board may have. She explained that it is much easier process to reduce fees than to initiate an increase.

Upon a motion by Ms. Fletcher and properly seconded by Mr. Scott, the board voted to accept Option III for fee increases. The motion carried unanimously.

### **ELECTION OF OFFICERS**

Upon the suggestion by Board Chair Mary Smith, the election of officers was deferred to the next meeting. Ms. Smith asked the board members to forward any nominations they may have directly to Ms. Hahn and to not share the information with each other.

### **OTHER BUSINESS**

Ms. Hahn informed the board members of the new online procedure for becoming appointed or re-appointed as a board member. Additionally, she asked that if anyone was planning on seeking re-appointment, to let her know so that she could inform Administration.

### **ADJOURNMENT**

With all business concluded, the meeting was adjourned at 12:25 p.m.

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Mary Smith, NHA, Chair

\_\_\_\_\_  
Lisa R. Hahn, Executive Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**UNAPPROVED  
VIRGINIA BOARD OF LONG-TERM CARE ADMINISTRATORS  
FORMAL HEARING  
MEETING MINUTES**

**TIME AND PLACE:** The Formal Hearing of the Virginia Board of Long-Term Care Administrators was called to order at 1:07 P.M. on December 6, 2010, in Board Room 2, Department of Health Professions, 9960 Mayland Drive, Suite 201, Henrico, Virginia.

**MEMBERS PRESENT:**

Mary Smith, NHA, Chair  
Kathy Fletcher, MSN  
Tom Orsini, NHA

Randy Scott, NHA, ALFA  
Martha Hunt, ALFA

**MEMBERS ABSENT:**

Ted LeNeave, NHA  
Bertha Simmons, NHA, ALFA

Gracie Bowers, Citizen Member

**DHP STAFF PRESENT:**

Lisa R. Hahn, Executive Director  
Lynne Helmick, Deputy Executive Director  
Kathy Truesdale, Discipline Operations Manager  
David Kazzie, Adjudication Specialist

**MEMBERS FROM THE ATTORNEY GENERAL'S OFFICE PRESENT:**

Amy Marschean, Senior Assistant Attorney General, Board Counsel

**ESTABLISHMENT OF  
A QUORUM:**

With five members of the Board present, a quorum was established.

**FORMAL HEARING:**

**Timothy R. Cooke, NHA**  
**License # 1701-002354**  
**Case Number: 133347 & 134345**

Mr. Cooke appeared and was not represented by counsel.

David Kazzie, Adjudication Specialist, represented the Commonwealth. Ms. Marschean was legal counsel for the Board. Lynn R. Taylor, ECR, recorded the proceedings.

Rachel Shaw, Senior Investigator, Department of Health Professions; Michelle Wright, Licensing Inspector for the Department of Social Services testified via telephone.

**CLOSED MEETING:**

Ms. Fletcher moved that the Board of Long-Term Care Administrators convene a closed meeting pursuant to §2.2-3711(A)(27) of the *Code of Virginia* at 2:06 P.M., for the purpose of deliberation to reach a decision in the matter of Mr. Cooke. Additionally, Ms. Fletcher moved that Ms. Hahn, Ms. Truesdale, Ms. Marschean, and Ms. Helmick attend the closed meeting because their presence in the closed meeting is deemed necessary and will aid the Board in its deliberations. The motion was seconded and carried unanimously.

**RECONVENTION:**

The Board reconvened in open session at 2:27 P.M.

Ms. Fletcher moved that the Board of Long-Term Care Administrators certify that it heard, discussed or considered only public business matters lawfully exempted from open meeting requirements under the Virginia Freedom of Information Act and only such public business matters as were identified in the motion by which the closed meeting was convened.

The motion was seconded and carried unanimously.

**ACTION:**

The Board of Long-Term Care Administrators revokes the Nursing Home Administrator license of Timothy R. Cooke.

Mr. Scott moved that the Board of Long-Term Care Administrators accept the findings of fact and conclusions of law as presented by Ms. Marschean and added a thirteenth allegation, that the Board did not find Mr. Cooke's explanations to the allegations credible and felt he abdicated his responsibility to staff and endangered residents.

The motion was seconded by Ms. Hunt and carried unanimously.

This decision shall be effective upon the entry by the Board of a written Order stating the decision of this formal hearing panel.

\_\_\_\_\_  
Mary Smith, NHA, Chair

\_\_\_\_\_  
Lisa R. Hahn, Executive Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

# Tab 2

## **Executive Directors Report**

- Budget
- Disciplinary Case Statistics
- Virginia Performs
- Probable Cause Review Sheet
- Licensure Statistics

Virginia Department of Health Professions  
Cash Balance  
As of January 31, 2011

	<u>114- Long Term Care Administrators</u>
<b>Cash Balance as of June 30, 2010</b>	\$ (98,946)
<b>YTD FY11 Revenue</b>	33,940
<b>Less: YTD FY11 Direct and In-Direct Expenditures</b>	<u>310,357</u>
<b>Cash Balance as of January 31, 2011</b>	<u><u>\$ (375,363)</u></u>

**Virginia Dept. of Health Professions**  
**Revenue and Expenditures Summary**  
 July 1, 2010 through January 31, 2011

	114- Long-Term Care Administrat			
	Jul '10 - Jan 11	Budget	\$ Over Budget	% of Budget
<b>Revenue</b>				
<b>2400 · Fee Revenue</b>				
2401 · Application Fee	28,075.00	46,450.00	-18,375.00	60.44%
2402 · Examination Fee	0.00			
2406 · License & Renewal Fee	3,935.00	309,000.00	-305,065.00	1.27%
2407 · Dup. License Certificate Fee	170.00	75.00	95.00	226.67%
2408 · Board Endorsement - In	0.00			
2409 · Board Endorsement - Out	700.00	750.00	-50.00	93.33%
2421 · Monetary Penalty & Late Fees	840.00	955.00	-115.00	87.96%
2430 · Board Changes Fee	0.00			
2432 · Misc. Fee (Bad Check Fee)	35.00			
<b>Total 2400 · Fee Revenue</b>	<b>33,755.00</b>	<b>357,230.00</b>	<b>-323,475.00</b>	<b>9.45%</b>
<b>3000 · Sales of Prop. &amp; Commodities</b>				
3002 · Overpayments	0.00			
3007 · Sales of Goods/Svces to State	0.00			
3020 · Misc. Sales-Dishonored Payments	185.00			
<b>Total 3000 · Sales of Prop. &amp; Commodities</b>	<b>185.00</b>			
<b>9000 · Other Revenue</b>				
9060 · Inspection Fees	0.00			
9084 · Refund- Prior Yr Disb	0.00			
<b>Total 9000 · Other Revenue</b>	<b>0.00</b>			
<b>Total Revenue</b>	<b>33,940.00</b>	<b>357,230.00</b>	<b>-323,290.00</b>	<b>9.5%</b>
<b>Expenditures</b>				
<b>1100 · Personal Services</b>				
<b>1110 · Employee Benefits</b>				
1111 · Employer Retirement Contrib.	3,093.68	4,482.00	-1,388.32	69.03%
1112 · Fed Old-Age Ins- Sal St Emp	3,696.66	5,368.00	-1,671.34	68.87%
1113 · Fed Old-Age Ins- Wage Earners	255.71	690.00	-434.29	37.06%
1114 · Group Insurance	443.10	695.00	-251.90	63.76%
1115 · Medical/Hospitalization Ins.	3,254.00	7,215.00	-3,961.00	45.1%
1116 · Retiree Medical/Hospitalizatn	467.29	675.00	-207.71	69.23%
1117 · Long term Disability Ins	316.57	450.00	-133.43	70.35%
<b>Total 1110 · Employee Benefits</b>	<b>11,527.01</b>	<b>19,575.00</b>	<b>-8,047.99</b>	<b>58.89%</b>
<b>1120 · Salaries</b>				
1123 · Salaries, Classified	47,161.90	68,113.00	-20,951.10	69.24%
1125 · Salaries, Overtime	0.00			
<b>Total 1120 · Salaries</b>	<b>47,161.90</b>	<b>68,113.00</b>	<b>-20,951.10</b>	<b>69.24%</b>
<b>1130 · Special Payments</b>				
1131 · Bonuses and Incentives	2,324.50	2,044.00	280.50	113.72%
1138 · Deferred Compnstrn Match Pmts	226.50	384.00	-157.50	58.98%
<b>Total 1130 · Special Payments</b>	<b>2,551.00</b>	<b>2,428.00</b>	<b>123.00</b>	<b>105.07%</b>
<b>1140 · Wages</b>				

**Virginia Dept. of Health Professions**  
**Reveue and Expenditures Summary**  
 July 1, 2010 through January 31, 2011

114- Long-Term Care Administrat				
	Jul '10 - Jan 11	Budget	\$ Over Budget	% of Budget
1141 · Wages, General	3,342.49	9,011.00	-5,668.51	37.09%
1143 · Wages, Overtime	0.00			
<b>Total 1140 · Wages</b>	<b>3,342.49</b>	<b>9,011.00</b>	<b>-5,668.51</b>	<b>37.09%</b>
1150 · Disability Benefits				
1153 · Short-trm Disability Benefits	0.00			
<b>Total 1150 · Disability Benefits</b>	<b>0.00</b>			
1160 · Terminatn Personal Svce Costs				
1162 · Salaries, Annual Leave Balanc	0.00			
1165 · Employee Retirement Contributio	2,987.21	3,406.00	-418.79	87.7%
<b>Total 1160 · Terminatn Personal Svce Costs</b>	<b>2,987.21</b>	<b>3,406.00</b>	<b>-418.79</b>	<b>87.7%</b>
<b>Total 1100 · Personal Services</b>	<b>67,569.61</b>	<b>102,533.00</b>	<b>-34,963.39</b>	<b>65.9%</b>
1200 · Contractual Services				
1210 · Communication Services				
1211 · Express Services	76.12	25.00	51.12	304.48%
1212 · Outbound Freight Services	2.65	10.00	-7.35	26.5%
1213 · Messenger Services	0.00			
1214 · Postal Services	691.85	2,100.00	-1,408.15	32.95%
1215 · Printing Services	3.50	500.00	-496.50	0.7%
1216 · Telecommunications Svcs (DIT)	417.34	115.00	302.34	362.9%
1217 · Telecomm. Svcs (Non-State)	0.00			
1219 · Inbound Freight Services	0.00			
<b>Total 1210 · Communication Services</b>	<b>1,191.46</b>	<b>2,750.00</b>	<b>-1,558.54</b>	<b>43.33%</b>
1220 · Employee Development Services				
1221 · Organization Memberships	1,200.00	1,200.00	0.00	100.0%
1222 · Publication Subscriptions	0.00			
1224 · Emp Trning Courses, Wkshp & Cnf	0.00			
1225 · Employee Tuition Reimbursement	0.00			
1227 · Emp Trning- Trns, Ldng & Meals	0.00			
<b>Total 1220 · Employee Development Services</b>	<b>1,200.00</b>	<b>1,200.00</b>	<b>0.00</b>	<b>100.0%</b>
1230 · Health Services				
1236 · X-ray and Laboratory Services	31.24			
<b>Total 1230 · Health Services</b>	<b>31.24</b>			
1240 · Mgmnt and Informational Svcs				
1242 · Fiscal Services	46.06	5,498.00	-5,451.94	0.84%
1243 · Attorney Services	0.00			
1244 · Management Services	3.45			
1246 · Public Infrmtnl & Relation Svcs	0.00			
1247 · Legal Services	0.00			
1248 · Media Services	0.00			
1249 · Recruitment Services	0.00			
<b>Total 1240 · Mgmnt and Informational Svcs</b>	<b>49.51</b>	<b>5,498.00</b>	<b>-5,448.49</b>	<b>0.9%</b>

**Virginia Dept. of Health Professions  
Reveue and Expenditures Summary**

July 1, 2010 through January 31, 2011

	114- Long-Term Care Administrat			
	<u>Jul '10 - Jan 11</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
<b>1250 · Repair and Maintenance Svcs</b>				
1252 · Electrical Rep & Maintenance	0.00			
1253 · Equip Repair & Maintenance	12.91			
1254 · Extermination/Vector Control	0.00			
1256 · Mechanical Rep & Maint Svcs	1.84			
<b>Total 1250 · Repair and Maintenance Svcs</b>	<u>14.75</u>			
<b>1260 · Support Services</b>				
1261 · Architectural and Engnering Svc	0.00			
1263 · Clerical Services	0.00	0.00	0.00	0.0%
1264 · Food & Dietary Services	247.15	600.00	-352.85	41.19%
1266 · Manual Labor Services	2,474.04	150.00	2,324.04	1,649.36%
1267 · Production Services	11,926.70	500.00	11,426.70	2,385.34%
1268 · Skilled Services	1,950.00	2,741.00	-791.00	71.14%
<b>Total 1260 · Support Services</b>	<u>16,597.89</u>	<u>3,991.00</u>	<u>12,606.89</u>	<u>415.88%</u>
<b>1280 · Transportation Services</b>				
1282 · Travel, Personal Vehicle	736.99	4,680.00	-3,943.01	15.75%
1283 · Travel, Public Carriers	0.00			
1284 · Travel, State Vehicles	0.00			
1285 · Travel, Subsistence & Lodging	98.31	800.00	-701.69	12.29%
1288 · Trvl, Meal Reimb- Not Rprtble	70.50	400.00	-329.50	17.63%
<b>Total 1280 · Transportation Services</b>	<u>905.80</u>	<u>5,880.00</u>	<u>-4,974.20</u>	<u>15.41%</u>
<b>Total 1200 · Contractual Services</b>	19,990.65	19,319.00	671.65	103.48%
<b>1300 · Supplies And Materials</b>				
<b>1310 · Administrative Supplies</b>				
1312 · Office Supplies	254.47	400.00	-145.53	63.62%
1313 · Stationery and Forms	0.00	100.00	-100.00	0.0%
<b>Total 1310 · Administrative Supplies</b>	<u>254.47</u>	<u>500.00</u>	<u>-245.53</u>	<u>50.89%</u>
<b>1330 · Manufctrng and Merch Supplies</b>				
1335 · Packaging and Shipping Suppl	0.00			
<b>Total 1330 · Manufctrng and Merch Supplies</b>	<u>0.00</u>			
<b>1340 · Medical and Laboratory Supp.</b>				
1342 · Medical and Dental Supplies	1.55			
<b>Total 1340 · Medical and Laboratory Supp.</b>	<u>1.55</u>			
<b>1360 · Residential Supplies</b>				
1362 · Food and Dietary Supplies	2.65			
1363 · Food Service Supplies	0.00	25.00	-25.00	0.0%
<b>Total 1360 · Residential Supplies</b>	<u>2.65</u>	<u>25.00</u>	<u>-22.35</u>	<u>10.6%</u>
<b>1370 · Specific Use Supplies</b>				
1373 · Computer Operating Supplies	37.90			
<b>Total 1370 · Specific Use Supplies</b>	<u>37.90</u>			

**Virginia Dept. of Health Professions**  
**Reveue and Expenditures Summary**  
July 1, 2010 through January 31, 2011

	114- Long-Term Care Administrat			
	Jul '10 - Jan 11	Budget	\$ Over Budget	% of Budget
Total 1300 · Supplies And Materials	296.57	525.00	-228.43	56.49%
<b>1400 · Transfer Payments</b>				
Incentives	0.00			
<b>1410 · Awards, Contrib., and Claims</b>				
1413 · Premiums	0.00	200.00	-200.00	0.0%
1415 · Unemployment Compnsatn Reimb	0.00	100.00	-100.00	0.0%
<b>Total 1410 · Awards, Contrib., and Claims</b>	<u>0.00</u>	<u>300.00</u>	<u>-300.00</u>	<u>0.0%</u>
<b>Total 1400 · Transfer Payments</b>	0.00	300.00	-300.00	0.0%
<b>1500 · Continuous Charges</b>				
<b>1510 · Insurance-Fixed Assets</b>				
1516 · Property Insurance	16.08			
1510 · Insurance-Fixed Assets - Other	0.00	110.00	-110.00	0.0%
<b>Total 1510 · Insurance-Fixed Assets</b>	<u>16.08</u>	<u>110.00</u>	<u>-93.92</u>	<u>14.62%</u>
<b>1530 · Operating Lease Payments</b>				
1534 · Equipment Rentals	0.00	600.00	-600.00	0.0%
1535 · Building Rentals	0.00			
1539 · Building Rentals - Non State	3,384.81	5,773.00	-2,388.19	58.63%
<b>Total 1530 · Operating Lease Payments</b>	<u>3,384.81</u>	<u>6,373.00</u>	<u>-2,988.19</u>	<u>53.11%</u>
<b>1540 · Service Charges</b>				
1541 · Agency Service Charges	417.86			
<b>Total 1540 · Service Charges</b>	<u>417.86</u>			
<b>1550 · Insurance-Operations</b>				
1551 · General Liability Insurance	57.71			
1554 · Surety Bonds	3.41			
<b>Total 1550 · Insurance-Operations</b>	<u>61.12</u>			
<b>Total 1500 · Continuous Charges</b>	3,879.87	6,483.00	-2,603.13	59.85%
<b>2200 · Equipment Expenditures</b>				
Electronic & Photo Equip Impr	0.49			
<b>2220 · Educational &amp; Cultural Equip</b>				
2224 · Reference Equipment	0.00			
<b>Total 2220 · Educational &amp; Cultural Equip</b>	<u>0.00</u>			
<b>2230 · Electrnc &amp; Photographic Equip</b>				
2233 · Voice & Data Transmissn Equip	0.00			
<b>Total 2230 · Electrnc &amp; Photographic Equip</b>	<u>0.00</u>			
<b>2260 · Office Equipment</b>				
2261 · Office Appurtenances	0.00			
2262 · Office Furniture	0.77	50.00	-49.23	1.54%
2263 · Office Incidentals	0.00			

**Virginia Dept. of Health Professions**  
**Revenue and Expenditures Summary**  
 July 1, 2010 through January 31, 2011

	114- Long-Term Care Administrat			
	Jul '10 - Jan 11	Budget	\$ Over Budget	% of Budget
2264 · Office Machines	0.00	55.00	-55.00	0.0%
2268 · Office Equipment Improvements	0.00			
<b>Total 2260 · Office Equipment</b>	<b>0.77</b>	<b>105.00</b>	<b>-104.23</b>	<b>0.73%</b>
<b>Total 2200 · Equipment Expenditures</b>	<b>1.26</b>	<b>105.00</b>	<b>-103.74</b>	<b>1.2%</b>
<b>Total Direct Expenditures</b>	<b>91,737.96</b>	<b>129,265.00</b>	<b>-37,527.04</b>	<b>70.97%</b>
<b>9001 · Allocated Expenditures</b>				
9201 · Behavioral Science Exec	0.00			
9202 · OptVMASLP Exec Dir	0.00			
9204 · Nursing / Nurse Aid	0.00			
9206 · Funeral/LTCAIPT	39,840.42	68,221.21	-28,380.79	58.4%
9301 · DP Operations & Equipment	39,340.87	118,641.12	-79,300.25	33.16%
9302 · Human Resources	7,074.43	10,655.88	-3,581.45	66.39%
9303 · Finance	13,085.18	20,506.08	-7,420.90	63.81%
9304 · Director's Office	6,006.61	10,806.96	-4,800.35	55.58%
9305 · Enforcement	72,318.17	94,940.64	-22,622.47	76.17%
9306 · Administrative Proceedings	24,901.95	14,214.24	10,687.71	175.19%
9307 · Impaired Practitioners	96.16	38.04	58.12	252.79%
9308 · Attorney General	5,229.27	4,301.88	927.39	121.56%
9309 · Board of Health Professions	4,338.16	8,243.16	-3,905.00	52.63%
9310 · SRTA	0.00			
9311 · Moving Costs	0.00	653.40	-653.40	0.0%
9313 · Emp. Recognition Program	0.00	420.36	-420.36	0.0%
9314 · Conference Center	135.09	416.28	-281.19	32.45%
9315 · Pgm Devlpmnt & Implmntn	2,194.78	4,626.60	-2,431.82	47.44%
987900 · Cash Trsfr Out- Appr Act Pt. 3	4,057.46	1,401.12	2,656.34	289.59%
<b>Total 9001 · Allocated Expenditures</b>	<b>218,618.55</b>	<b>358,086.97</b>	<b>-139,468.42</b>	<b>61.05%</b>
<b>Total Direct and Allocated Expenditures</b>	<b>310,356.51</b>	<b>487,351.97</b>	<b>-176,995.46</b>	<b>63.68%</b>
<b>Net Cash Surplus\Shortfall</b>	<b>-276,416.51</b>	<b>-130,121.97</b>	<b>-146,294.54</b>	<b>212.43%</b>

**Virginia Dept. of Health Professions**  
**Revenue and Expenditures Summary**  
**July 1, 2010 through January 31, 2011**

114	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	TOTAL
<b>Revenue</b>								
2400 · Fee Revenue								
2401 · Application Fee	4,000.00	3,580.00	6,485.00	4,635.00	4,920.00	1,605.00	2,850.00	28,075.00
2406 · License & Renewal Fee	275.00	1,080.00	1,000.00	765.00	225.00	540.00	50.00	3,935.00
2407 · Dup. License Certificate Fee	60.00	0.00	55.00	10.00	30.00	0.00	15.00	170.00
2409 · Board Endorsement - Out	25.00	150.00	75.00	125.00	50.00	175.00	100.00	700.00
2421 · Monetary Penalty & Late Fees	85.00	195.00	280.00	130.00	65.00	65.00	20.00	840.00
2432 · Misc. Fee (Bad Check Fee)	0.00	0.00	0.00	0.00	35.00	0.00	0.00	35.00
<b>Total 2400 · Fee Revenue</b>	<b>4,445.00</b>	<b>5,005.00</b>	<b>7,895.00</b>	<b>5,665.00</b>	<b>5,325.00</b>	<b>2,385.00</b>	<b>3,035.00</b>	<b>33,755.00</b>
3000 · Sales of Prop. & Commodities								
3020 · Misc. Sales-Dishonored Payments	0.00	0.00	0.00	0.00	185.00	0.00	0.00	185.00
<b>Total 3000 · Sales of Prop. &amp; Commodities</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>185.00</b>	<b>0.00</b>	<b>0.00</b>	<b>185.00</b>
<b>Total Revenue</b>	<b>4,445.00</b>	<b>5,005.00</b>	<b>7,895.00</b>	<b>5,665.00</b>	<b>5,510.00</b>	<b>2,385.00</b>	<b>3,035.00</b>	<b>33,940.00</b>
<b>Expenditures</b>								
1100 · Personal Services								
1110 · Employee Benefits								
1111 · Employer Retirement Contrib.	578.06	391.72	391.72	408.25	424.78	474.37	424.78	3,093.68
1112 · Fed Old-Age Ins-Sal St Emp	665.07	443.52	443.51	520.50	659.90	482.09	482.07	3,696.66
1113 · Fed Old-Age Ins- Wage Earners	0.00	0.00	48.46	62.49	42.42	54.06	48.28	255.71
1114 · Group Insurance	60.74	60.74	60.74	63.30	65.86	65.86	65.86	443.10
1115 · Medical/Hospitalization Ins.	646.04	434.66	434.66	434.66	434.66	434.66	434.66	3,254.00
1116 · Retiree Medical/Hospitalizatn	88.72	58.94	58.94	61.43	63.92	71.42	63.92	467.29
1117 · Long term Disability Ins	69.10	39.32	39.32	40.97	42.62	42.62	42.62	316.57
<b>Total 1110 · Employee Benefits</b>	<b>2,107.73</b>	<b>1,428.90</b>	<b>1,477.35</b>	<b>1,591.60</b>	<b>1,734.16</b>	<b>1,625.08</b>	<b>1,562.19</b>	<b>11,527.01</b>
1120 · Salaries								
1123 · Salaries, Classified	8,929.98	5,953.32	5,953.32	6,958.12	6,455.72	6,455.72	6,455.72	47,161.90
<b>Total 1120 · Salaries</b>	<b>8,929.98</b>	<b>5,953.32</b>	<b>5,953.32</b>	<b>6,958.12</b>	<b>6,455.72</b>	<b>6,455.72</b>	<b>6,455.72</b>	<b>47,161.90</b>
1130 · Special Payments								
1131 · Bonuses and Incentives	0.00	0.00	0.00	0.00	2,324.50	0.00	0.00	2,324.50
1138 · Deferred Compnstin Match Pmnts	39.00	26.00	29.50	33.00	33.00	33.00	33.00	226.50
<b>Total 1130 · Special Payments</b>	<b>39.00</b>	<b>26.00</b>	<b>29.50</b>	<b>33.00</b>	<b>2,357.50</b>	<b>33.00</b>	<b>33.00</b>	<b>2,551.00</b>

Virginia Dept. of Health Professions  
**Revenue and Expenditures Summary**  
 July 1, 2010 through January 31, 2011

	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	TOTAL
114								
1140 - Wages								
1141 - Wages, General	0.00	0.00	633.60	816.75	554.40	706.61	631.13	3,342.49
Total 1140 - Wages	0.00	0.00	633.60	816.75	554.40	706.61	631.13	3,342.49
1160 - Terminatn Personal Svce Costs								
1165 - Employee Retirement Contributio	1,075.62	297.66	297.66	310.22	322.78	360.49	322.78	2,987.21
Total 1160 - Terminatn Personal Svce Costs	1,075.62	297.66	297.66	310.22	322.78	360.49	322.78	2,987.21
Total 1100 - Personal Services	12,152.33	7,705.88	8,391.43	9,709.69	11,424.56	9,180.90	9,004.82	67,569.61
1200 - Contractual Services								
1210 - Communication Services								
1211 - Express Services	0.00	14.01	0.00	0.00	62.11	0.00	0.00	76.12
1212 - Outbound Freight Services	0.00	2.65	0.00	0.00	0.00	0.00	0.00	2.65
1214 - Postal Services	0.00	277.87	71.36	26.14	173.50	90.42	52.56	691.85
1215 - Printing Services	3.50	0.00	0.00	0.00	0.00	0.00	0.00	3.50
1216 - Telecommunications Svcs (DIT)	56.87	59.01	68.41	66.73	51.55	0.00	114.77	417.34
Total 1210 - Communication Services	60.37	353.54	139.77	92.87	287.16	90.42	167.33	1,191.46
1220 - Employee Development Services								
1221 - Organization Memberships	0.00	0.00	0.00	0.00	0.00	0.00	1,200.00	1,200.00
Total 1220 - Employee Development Services	0.00	0.00	0.00	0.00	0.00	0.00	1,200.00	1,200.00
1230 - Health Services								
1236 - X-ray and Laboratory Services	31.24	0.00	0.00	0.00	0.00	0.00	0.00	31.24
Total 1230 - Health Services	31.24	0.00	0.00	0.00	0.00	0.00	0.00	31.24
1240 - Mgmt and Informational Svcs								
1242 - Fiscal Services	2.09	6.66	10.13	0.00	11.54	10.55	5.09	46.06
1244 - Management Services	0.00	0.00	0.00	0.00	0.00	3.45	0.00	3.45
Total 1240 - Mgmt and Informational Svcs	2.09	6.66	10.13	0.00	11.54	14.00	5.09	49.51
1250 - Repair and Maintenance Svcs								
1253 - Equip Repair & Maintenance	0.00	6.98	0.00	0.00	5.93	0.00	0.00	12.91
1256 - Mechanical Rep & Maint Svcs	0.00	0.00	0.00	0.00	0.00	0.00	1.84	1.84

**Virginia Dept. of Health Professions**  
**Revenue and Expenditures Summary**  
**July 1, 2010 through January 31, 2011**

114

	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	TOTAL
<b>Total 1260 · Repair and Maintenance Svcs</b>	<u>0.00</u>	<u>6.98</u>	<u>0.00</u>	<u>0.00</u>	<u>5.93</u>	<u>0.00</u>	<u>1.84</u>	<u>14.75</u>
<b>1260 · Support Services</b>								
1264 · Food & Dietary Services	0.00	0.00	52.19	0.00	0.00	0.00	194.96	247.15
1266 · Manual Labor Services	255.25	1,059.36	81.66	21.67	99.15	712.32	244.63	2,474.04
1267 · Production Services	711.81	4,768.47	599.50	74.48	416.88	4,287.71	1,067.85	11,926.70
1268 · Skilled Services	450.00	225.00	225.00	225.00	225.00	225.00	375.00	1,950.00
<b>Total 1260 · Support Services</b>	<u>1,417.06</u>	<u>6,052.83</u>	<u>958.35</u>	<u>321.15</u>	<u>741.03</u>	<u>5,225.03</u>	<u>1,882.44</u>	<u>16,597.89</u>
<b>1280 · Transportation Services</b>								
1282 · Travel, Personal Vehicle	120.00	0.00	132.99	0.00	120.00	364.00	0.00	736.99
1285 · Travel, Subsistence & Lodging	0.00	0.00	0.00	0.00	0.00	98.31	0.00	98.31
1288 · Trvl, Meal Reimb- Not Rprtbl	0.00	0.00	0.00	0.00	0.00	70.50	0.00	70.50
<b>Total 1280 · Transportation Services</b>	<u>120.00</u>	<u>0.00</u>	<u>132.99</u>	<u>0.00</u>	<u>120.00</u>	<u>532.81</u>	<u>0.00</u>	<u>905.80</u>
<b>Total 1200 · Contractual Services</b>	<u>1,630.76</u>	<u>6,420.01</u>	<u>1,241.24</u>	<u>414.02</u>	<u>1,165.66</u>	<u>5,862.26</u>	<u>3,256.70</u>	<u>19,990.65</u>
<b>1300 · Supplies And Materials</b>								
1310 · Administrative Supplies	32.53	20.91	67.07	35.62	40.46	0.00	57.88	254.47
1312 · Office Supplies	32.53	20.91	67.07	35.62	40.46	0.00	57.88	254.47
<b>Total 1310 · Administrative Supplies</b>	<u>65.06</u>	<u>41.82</u>	<u>134.14</u>	<u>71.24</u>	<u>80.92</u>	<u>0.00</u>	<u>115.76</u>	<u>508.94</u>
1340 · Medical and Laboratory Supp.	1.55	0.00	0.00	0.00	0.00	0.00	0.00	1.55
1342 · Medical and Dental Supplies	1.55	0.00	0.00	0.00	0.00	0.00	0.00	1.55
<b>Total 1340 · Medical and Laboratory Supp.</b>	<u>3.10</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>3.10</u>
<b>1360 · Residential Supplies</b>								
1362 · Food and Dietary Supplies	0.00	0.00	0.00	2.65	0.00	0.00	0.00	2.65
1360 · Residential Supplies	0.00	0.00	0.00	2.65	0.00	0.00	0.00	2.65
<b>Total 1360 · Residential Supplies</b>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>5.30</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>5.30</u>
<b>1370 · Specific Use Supplies</b>								
1373 · Computer Operating Supplies	0.00	0.00	2.06	0.00	0.00	0.00	35.84	37.90
1370 · Specific Use Supplies	0.00	0.00	2.06	0.00	0.00	0.00	35.84	37.90
<b>Total 1370 · Specific Use Supplies</b>	<u>0.00</u>	<u>0.00</u>	<u>4.12</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>71.68</u>	<u>75.80</u>
<b>Total 1300 · Supplies And Materials</b>	<u>34.08</u>	<u>20.91</u>	<u>69.13</u>	<u>38.27</u>	<u>40.46</u>	<u>0.00</u>	<u>93.72</u>	<u>296.57</u>

Virginia Dept. of Health Professions  
 Revenue and Expenditures Summary  
 July 1, 2010 through January 31, 2011

114

	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	TOTAL
1500 · Continuous Charges								
1510 · Insurance-Fixed Assets								
1516 · Property Insurance	16.08	0.00	0.00	0.00	0.00	0.00	0.00	16.08
Total 1510 · Insurance-Fixed Assets	16.08	0.00	0.00	0.00	0.00	0.00	0.00	16.08
1530 · Operating Lease Payments								
1539 · Building Rentals - Non State	464.85	476.92	550.31	472.97	472.97	472.97	473.82	3,384.81
Total 1530 · Operating Lease Payments	464.85	476.92	550.31	472.97	472.97	472.97	473.82	3,384.81
1540 · Service Charges								
1541 · Agency Service Charges	0.00	417.86	0.00	0.00	0.00	0.00	0.00	417.86
Total 1540 · Service Charges	0.00	417.86	0.00	0.00	0.00	0.00	0.00	417.86
1550 · Insurance-Operations								
1551 · General Liability Insurance	57.71	0.00	0.00	0.00	0.00	0.00	0.00	57.71
1554 · Surety Bonds	3.41	0.00	0.00	0.00	0.00	0.00	0.00	3.41
Total 1550 · Insurance-Operations	61.12	0.00	0.00	0.00	0.00	0.00	0.00	61.12
Total 1500 · Continuous Charges	542.05	894.78	550.31	472.97	472.97	472.97	473.82	3,879.87
2200 · Equipment Expenditures								
Electronic & Photo Equip Impr	0.00	0.00	0.00	0.00	0.00	0.00	0.49	0.49
2260 · Office Equipment								
2262 · Office Furniture	0.77	0.00	0.00	0.00	0.00	0.00	0.00	0.77
Total 2260 · Office Equipment	0.77	0.00	0.00	0.00	0.00	0.00	0.00	0.77
Total 2200 · Equipment Expenditures	0.77	0.00	0.00	0.00	0.00	0.00	0.49	1.26
Total Direct Expenditures	14,359.99	15,041.58	10,252.11	10,634.95	13,103.65	15,516.13	12,829.55	91,737.96
9001 · Allocated Expenditures								
9206 · Funeral/TCA/PT	5,678.09	3,798.84	4,006.76	5,793.84	7,945.60	6,224.87	6,392.42	39,840.42
9301 · DP Operations & Equipment	3,615.03	6,926.14	6,179.59	6,281.18	5,781.95	3,192.19	7,364.79	39,340.87
9302 · Human Resources	1,792.62	839.56	802.65	874.25	1,009.95	806.53	948.87	7,074.43
9303 · Finance	2,329.45	1,622.11	1,792.77	2,083.18	1,983.57	1,621.88	1,652.22	13,085.18
9304 · Director's Office	1,040.16	690.74	711.81	830.15	1,127.30	779.28	827.17	6,006.61

Virginia Dept. of Health Professions  
 Revenue and Expenditures Summary  
 July 1, 2010 through January 31, 2011

114

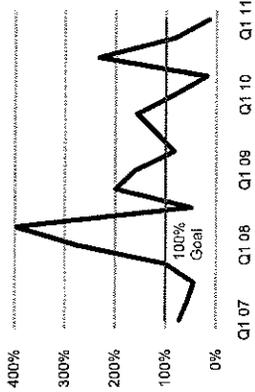
	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	TOTAL
9305 · Enforcement	13,199.26	9,413.52	11,450.38	11,930.80	11,931.25	7,904.55	6,488.41	72,318.17
9306 · Administrative Proceedings	4,173.30	5,821.98	599.95	8,101.37	3,206.36	2,671.85	327.14	24,901.95
9307 · Impaired Practitioners	19.30	12.14	11.66	11.93	16.22	12.23	12.68	96.16
9308 · Attorney General	0.00	0.00	0.00	0.00	0.00	0.00	5,229.27	5,229.27
9309 · Board of Health Professions	552.31	542.31	829.78	643.84	635.53	468.76	665.63	4,338.16
9314 · Conference Center	38.80	24.42	23.77	11.35	11.48	0.00	25.27	135.09
9315 · Pgm Devlpmt & Implmentn	319.02	288.03	309.68	302.31	324.79	278.60	372.35	2,194.78
987900 · Cash Trsnr Out-Appr Act Pt. 3	0.00	0.00	0.00	0.00	0.00	0.00	4,057.46	4,057.46
Total 9001 · Allocated Expenditures	32,757.34	29,979.79	26,718.80	36,864.20	33,974.00	23,960.74	34,363.68	218,618.55
Total Direct and Allocated Expenditures	47,117.33	45,021.37	36,970.91	47,499.15	47,077.65	39,476.87	47,193.23	310,356.51
Net Cash Surplus/Shortfall	-42,672.33	-40,016.37	-29,075.91	-41,834.15	-41,567.65	-37,091.87	-44,158.23	-276,416.51

<i>Discipline Statistics</i>	<i>3/2010</i>	<i>3/2011</i>
<i>Investigations</i>	<i>38</i>	<i>16</i>
<i>Probable Cause</i>	<i>6</i>	<i>14</i>
<i>APD</i>	<i>2</i>	<i>1</i>
<i>Informal</i>	<i>2</i>	<i>1</i>
<i>Formal</i>	<i>1</i>	<i>1</i>
<i>OAG</i>	<i>1</i>	<i>0</i>
<b><i>Total</i></b>	<b><i>50</i></b>	<b><i>33</i></b>

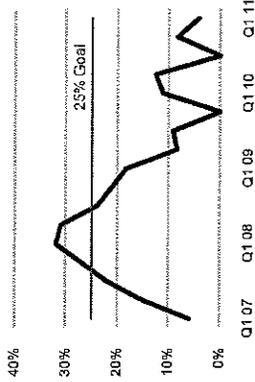
# Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

**Psychology** - In Q1 2011, the clearance rate was 15%, the Pending Caseload older than 250 business days was 4% and the percent closed within 250 business days was 100%.  
**Q1 2011 Caseloads:**  
 Received=13, Closed=2  
 Pending over 250 days=1  
 Closed within 250 days=2

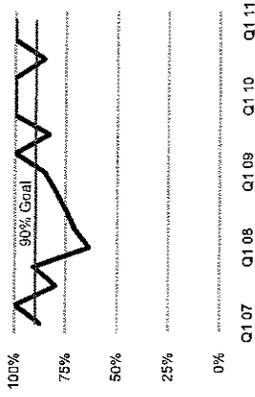
## Clearance Rate



## Age of Pending Caseload (percent of cases pending over one year)

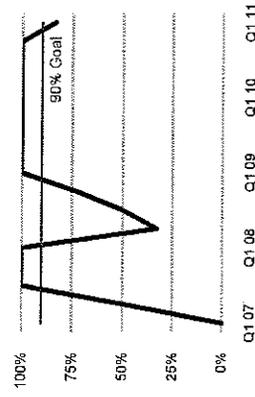
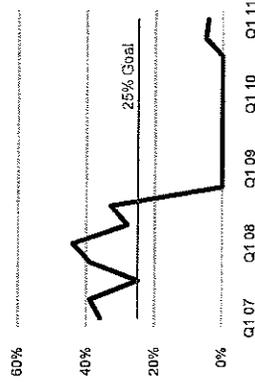
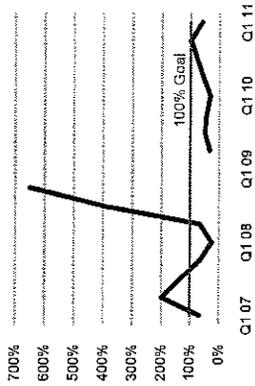


## Percent Closed in 250 Business Days

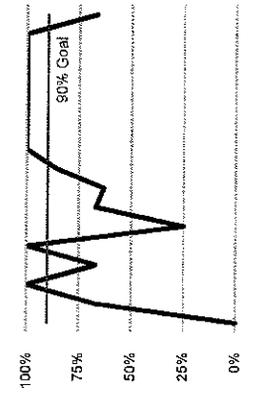
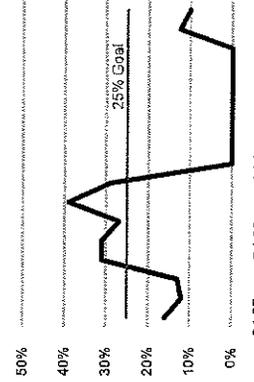
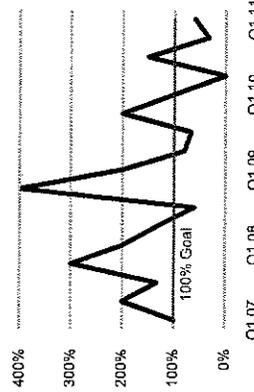


## Long-Term Care

**Administrators** - In Q1 2011, the clearance rate was 60%, the Pending Caseload older than 250 business days was 4% and the percent closed within 250 business days was 83%.  
**Q1 2011 Caseloads:**  
 Received=20, Closed=12  
 Pending over 250 days=2  
 Closed within 250 days=10



**Optometry** - In Q1 2011, the clearance rate was 60%, the Pending Caseload older than 250 business days was 10% and the percent closed within 250 business days was 67%.  
**Q1 2011 Caseloads:**  
 Received=5, Closed=3  
 Pending over 250 days=1  
 Closed within 250 days=2



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

# Virginia Department of Health Professions Patient Care Disciplinary Case Processing Times: Quarterly Performance Measurement, Q1 2007 - Q1 2011

Dianne Reynolds-Cane, M.D.  
Director

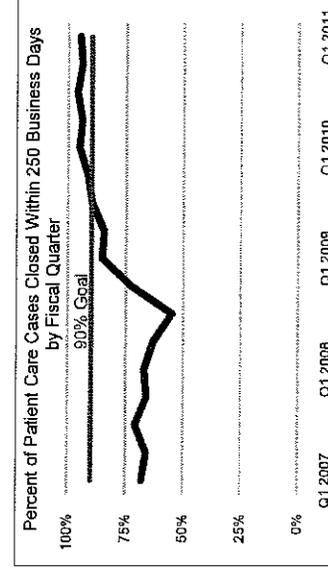
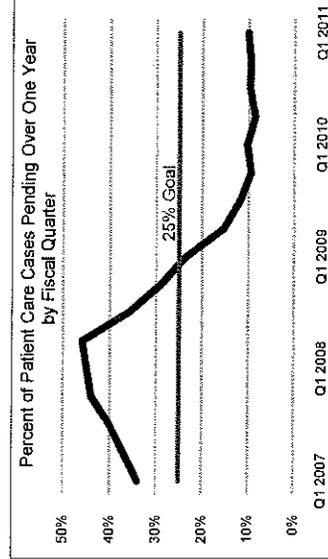
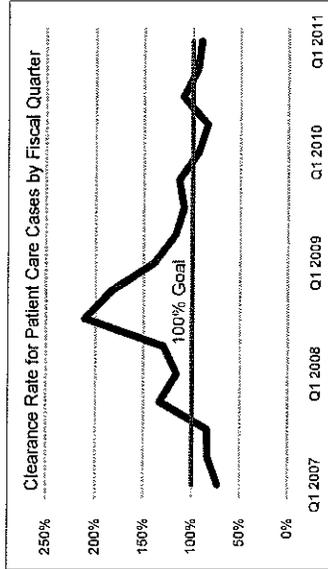
*"To ensure safe and competent patient care by licensing health professionals, enforcing standards of practice, and providing information to health care practitioners and the public."*  
DHP Mission Statement

In order to uphold its mission relating to discipline, DHP continually assesses and reports on performance. Extensive trend information is provided on the DHP website, in biennial reports, and, most recently, on Virginia Performs through Key Performance Measures (KPMs). KPMs offer a concise, balanced, and data-based way to measure disciplinary case processing. These three measures, taken together, enable staff to identify and focus on areas of greatest importance in managing the disciplinary caseload: Clearance Rate, Age of Pending Caseload and Time to Disposition uphold the objectives of the DHP mission statement. The following pages show the KPMs by board, listed in order by caseload volume; volume is defined as the number of cases received during the previous 4 quarters. In addition, readers should be aware that vertical scales on the line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

**Clearance Rate** - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal was to achieve a 100% clearance rate of allegations of misconduct by the end of FY 2009 and maintain 100% through the end of FY 2010. The current quarter's clearance rate is 91%, with 992 patient care cases received and 901 closed.

**Age of Pending Caseload** - the percent of open patient care cases over 250 business days old. This measure tracks the backlog of patient care cases older than 250 business days to aid management in providing specific closure targets. The goal is to reduce the percentage of open patient care cases older than 250 business days to no more than 25% by the end of FY 2010. The percent of cases pending over 250 business days has dropped dramatically over the last two years, failing from 45% to 10%. For the last quarter shown, there were 1,807 patient care cases pending, with 182 pending over 250 business days.

**Time to Disposition** - the percent of patient care cases closed within 250 business days for cases received within the preceding eight quarters. This moving eight-quarter window approach captures the vast majority of cases closed in a given quarter and effectively removes any undue influence of the oldest cases on the measure. The goal is to resolve 90% of cases related to patient care within 250 business days by the end of FY 2010. The percent of cases resolved within 250 business days was 95% during the past quarter, exceeding the 90% goal for seven consecutive quarters. During the last quarter, there were 897 patient care cases closed, with 852 closed within 250 business days.



Submitted: 10/4/2010

Prepared by: VisualResearch, Inc.

# PROBABLE CAUSE WORKSHEET

VIRGINIA BOARDS OF  
FUNERAL DIRECTORS & EMBALMERS, LONG-TERM CARE ADMINISTRATORS, & PHYSICAL THERAPY  
FAX: 804-527-4413      PHONE: 804-367-4699      EMAIL: kathy.truesdale@dhp.virginia.gov

PLEASE RESPOND BY: \_\_\_\_\_

DATE: January 5, 2011

DATE REC'D @ BOARD: \_\_\_\_\_

TO: \_\_\_\_\_

FROM: Lisa R. Hahn, Executive Director

RE: \_\_\_\_\_ INVESTIGATIVE HOURS: \_\_\_\_\_  COMP CASE

LICENSE #: \_\_\_\_\_ CASE #: \_\_\_\_\_ CASE CATEGORY: \_\_\_\_\_

PRELIMINARY REVIEW BY: \_\_\_\_\_ DATE: \_\_\_\_\_

ED/DEPUTY REVIEW BY: \_\_\_\_\_ DATE: \_\_\_\_\_

PRELIMINARY  
RECOMMENDATION:

**PRIORITY:**

- A       C  
 B       D

**PREVIOUS CASE HISTORY (Case #, Date, Status/Outcome):**

**KEY QUESTIONS FOR BOARD MEMBERS TO ANSWER**

1. Does the investigation report contain all the documentation referenced by the investigator? \_\_\_\_\_
2. Is all the relevant documentation provided? \_\_\_\_\_
3. Are all documents and evidence legible and complete? \_\_\_\_\_
4. Were all the key witnesses interviewed and asked all relevant questions? \_\_\_\_\_

**DOES THE EVIDENCE SUBSTANTIATE THE ALLEGATION(S) REFERENCED IN THE INVESTIGATION REPORT?**

\* If yes, please cite the statute and/or regulations that appear to be violated

**ARE THERE ANY ADDITIONAL ALLEGATIONS NOT MENTIONED BY THE SOURCE?**

\* If so, please list each concern and the statute and/or regulations that appear to be violated.

**RECOMMENDED ACTION**

**\*\*Please ensure that you have answered all questions on the previous page.**

<input type="checkbox"/>	<b>No Action</b> <input type="checkbox"/> Undetermined <input type="checkbox"/> No Violation	<input type="checkbox"/> Insufficient evidence to support a finding of a violation
<input type="checkbox"/>	<b>Advisory Letter</b> does <u>not</u> constitute disciplinary action; it is a confidential communication	You have concluded there is insufficient evidence to support a finding of a violation, but after review of the investigative report you still have concerns about the respondent's practice and you would like to advise the respondent to examine an aspect of his practice. The source does not get a copy of this letter. <b>List your areas of concerns and what to address in the letter :</b>
<input type="checkbox"/>	<b>Confidential Consent Agreement (CCA)</b> is <u>not</u> a disciplinary action; it is a confidential communication	A <b>CCA</b> is a written agreement between the Board and the respondent that recognizes that the respondent engaged in a minor and unintentional misconduct, with little or no injury and there is little likelihood of repetition. Please review the Board's Guidance Document on CCAs. <b>List your areas of concerns and what to address in the CCA:</b>
<input type="checkbox"/>	<b>Pre-Hearing Consent Agreement</b>	In lieu of a proceeding, you may offer a consent order; this is an agreement between the Board and the respondent to settle the case w/o a proceeding. Typically the respondent admits to the facts or the evidence and issues are clear. The Consent Order can ask the respondent to consent to any of the following disciplinary actions: <input type="checkbox"/> <b>Reprimand*</b> (a warning that can be issued w/terms) <input type="checkbox"/> <b>Terms &amp; Conditions*</b> (ex: CE-list how much, amount of Monetary Penalty, etc.) <input type="checkbox"/> <b>Probation*</b> (ex: CE,-amount of Monetary Penalty, self/quarterly reports, unannounced inspections, etc) <input type="checkbox"/> <b>Suspension*</b> <input type="checkbox"/> <b>Indefinite Suspension</b> <input type="checkbox"/> <b>Voluntary Surrender license</b>  <b>* STATE TERMS IN REVIEWER'S COMMENTS SECTION</b> <b>* Please use/review the SRP worksheet when determining sanctions</b>
<input type="checkbox"/>	<b>Informal Conference (IFC)</b>	The Committee may wish to see the respondent if he is not cooperative with the investigation or has not been interviewed by the investigator or it is in the best interest of the public for public safety and welfare that the respondent be seen.

**REVIEWER'S COMMENTS / ADDITIONAL INFORMATION NEEDED**

\_\_\_\_\_  
 Reviewer's Signature

\_\_\_\_\_  
 Date

## *Long Term Care Administrators*

<i><b>License Count Report</b></i>	<i><b>3/2010</b></i>	<i><b>3/2011</b></i>
<i>NHA Administrator in Training</i>	65	70
<i>ALF Administrator in Training</i>	56	80
<i>Nursing Home Administrator</i>	786	837
<i>Assisted Living Facility Administrator</i>	588	595
<i>Nursing Home Preceptor</i>	225	231
<i>Assisted Living Facility Preceptor</i>	127	163
<i><b>Total</b></i>	<i><b>1,847</b></i>	<i><b>1,976</b></i>