



NURSING HOME ADMINISTRATORS EXAMINING BOARD
Room 121C, 1400 East Washington Avenue, Madison
Contact: Tom Ryan (608) 266-2112
May 22, 2014

The following agenda describes the issues that the Board plans to consider at the meeting. At the time of the meeting, items may be removed from the agenda. Please consult the meeting minutes for a record of the actions of the Board.

AGENDA

9:30 A.M.

OPEN SESSION – CALL TO ORDER – ROLL CALL

- A) Adoption of Agenda (1-4)**
- B) Welcome New Members
- C) Approval of Minutes of November 7, 2013 (5-7)**
- D) Administrative Updates**
 - 1) Appointments/Reappointments/Confirmations
 - a) Stefanie Carton **(8)**
 - b) Timothy Conroy **(9)**
 - c) Charles Hawkins **(10)**
 - d) Patrick Shaughnessy **(11)**
 - 2) Staff Updates
 - 3) Study on Consolidating the Department of Agriculture, Trade and Consumer Protection with the Department of Safety and Professional Services – Discussion of Findings and Recommendations **(12-140)**
 - 4) Election of Officers
 - a) Chair
 - b) Vice Chair
 - c) Secretary

- 5) Appointment of Liaisons and Alternates **(141-142)**
 - a) Credentialing Liaison
 - b) Monitoring Liaison
 - c) Education and Exams Liaison
 - d) Legislative Liaisons
 - e) Travel Liaison
 - f) Professional Assistance Procedure (PAP) Liaison **(143-147)**
 - g) Rules Liaison
 - h) Website Liaison
 - i) Other Liaison(s)
 - j) Screening Panel
- 6) Delegated Authority Motions **(148-150)**

E) Legislative/Administrative Rule Matters:

- 1) Current and Future Rule Making and Legislative Initiatives
- 2) Administrative Rules Report
- 3) Executive Order 61 – Board Review of NHA 1 through 5, Wis. Admin. Code for Possible Changes **(151-161)**
- 4) 2013 Wisconsin Act 114 Job Readiness Initiative – Discussion of Changes to NHA 2 **(162-167)**

F) Education and Examination Matters

- 1) NHA State Exam Item Review Discussion **(168-169)**
 - a) **APPEARANCE** – Ryan Zeinert, Licensing and Examination Specialist
- 2) Review and Approval/Denial of NHA Educational Program **(170-233)**

G) Speaking Engagement(s), Travel, or Public Relation Request(s)

- 1) National Association of Long Term Care Administrator Boards 2014 Annual Meeting, June 4-6, 2014 – Consider Attendance, Designate Delegate and Alternate **(234-240)**

H) Items Added After Preparation of Agenda:

- 1) Introductions, Announcements and Recognition
- 2) Administrative Updates
- 3) Education and Examination Matters
- 4) Credentialing Matters
- 5) Practice Matters
- 6) Legislation/Administrative Rule Matters
- 7) Liaison Report(s)
- 8) Informational Item(s)
- 9) Disciplinary Matters
- 10) Presentations of Petition(s) for Summary Suspension
- 11) Presentation of Proposed Stipulation(s), Final Decision(s) and Order(s)
- 12) Presentation of Proposed Decisions
- 13) Presentation of Interim Order(s)
- 14) Petitions for Re-Hearing
- 15) Petitions for Assessments
- 16) Petitions to Vacate Order(s)
- 17) Petitions for Designation of Hearing Examiner
- 18) Requests for Disciplinary Proceeding Presentations
- 19) Motions
- 20) Petitions

- 21) Appearances from Requests Received or Renewed
- 22) Speaking Engagement(s), Travel, or Public Relation Request(s)

I) Public Comments

CONVENE TO CLOSED SESSION to deliberate on cases following hearing (§ 19.85 (1) (a), Stats.); to consider licensure or certification of individuals (§ 19.85 (1) (b), Stats.); to consider closing disciplinary investigations with administrative warnings (§ 19.85 (1) (b), Stats. and § 440.205, Stats.); to consider individual histories or disciplinary data (§ 19.85 (1) (f), Stats.); and to confer with legal counsel (§ 19.85 (1) (g), Stats.).

J) **Presentation and Deliberation on Proposed Stipulations, Final Decisions and Orders by the Division of Legal Services and Compliance (DLSC):**

- 1) Catherine A. Krentz, N.H.A. – 12 NHA 047 **(241-247)**
 - a) Case Advisor: Kenneth Arneson
- 2) Rolf F. Donhowe, N.H.A. – 13 NHA 041 **(248-254)**
 - a) Case Advisor: Kenneth Arneson

K) **Case Status Report (255)**

L) **Case Closings**

- 1) 12 NHA 021 (C.K.) **(256-259)**
- 2) 12 NHA 026 (C.K.) **(260-262)**
- 3) 12 NHA 027 (C.K.) **(263-266)**
- 4) 12 NHA 034 (M.R.M.) **(267-270)**
- 5) 13 NHA 009 (G.S.B.) **(271-278)**
- 6) 13 NHA 021 (J.L.S.) **(279-281)**
- 7) 13 NHA 023 (C.R.G.) **(282-285)**

M) **Deliberation of Items Added After Preparation of the Agenda**

- 1) Education and Examination Matters
- 2) Credentialing Matters
- 3) Disciplinary Matters
- 4) Monitoring Matters
- 5) Professional Assistance Procedure (PAP) Matters
- 6) Petition(s) for Summary Suspensions
- 7) Proposed Stipulations, Final Decisions and Orders
- 8) Administrative Warnings
- 9) Proposed Decisions
- 10) Matters Relating to Costs
- 11) Complaints
- 12) Case Closings
- 13) Case Status Report
- 14) Petition(s) for Extension of Time
- 15) Proposed Interim Orders
- 16) Petitions for Assessments and Evaluations
- 17) Petitions to Vacate Orders
- 18) Remedial Education Cases
- 19) Motions
- 20) Petitions for Re-Hearing

21) Appearances from Requests Received or Renewed

N) Consulting with Legal Counsel

RECONVENE TO OPEN SESSION IMMEDIATELY FOLLOWING CLOSED SESSION

O) Open Session Items Noticed Above not Completed in the Initial Open Session

P) Vote on Items Considered or Deliberated Upon in Closed Session, if Voting is Appropriate

Q) Ratification of Licenses and Certificates

ADJOURNMENT

**NURSING HOME ADMINISTRATORS EXAMINING BOARD
VIRTUAL MEETING MINUTES
NOVEMBER 7, 2013**

PRESENT: Loreli Dickinson, David Egan, Susan Kinast-Porter, Mary Lease, Paul Peshek (at DSPS), Mary Pike (at DSPS), Earlene Ronk

EXCUSED: Kenneth Arneson

STAFF: Thomas Ryan, Executive Director; Karen Rude-Evans, Bureau Assistant

David Egan, Board Chair, called the meeting to order at 10:01 a.m. A quorum of seven (7) members was confirmed.

ADOPTION OF AGENDA

MOTION: Loreli Dickinson moved, seconded by David Egan, to adopt the agenda as published. Motion carried unanimously.

APPROVAL OF MINUTES OF MARCH 28, 2013

MOTION: David Egan moved, seconded by Earlene Ronk, to approve the minutes of March 28, 2013 as written. Motion carried unanimously.

LEGISLATIVE/ADMINISTRATIVE RULE MATTERS

Report Regarding Rules Review Related to Executive Order # 61 (Relating to Small Businesses)

MOTION: David Egan moved, seconded by Susan Kinast-Porter, to review section NHA Wis Admin Code s. 4.05 for possible changes. Motion carried unanimously.

Executive Order # 50 – Review of Position Statements

MOTION: Susan Kinast-Porter moved, seconded by David Egan, that the board has reviewed the position statements and recommends no changes. Motion carried unanimously.

CLOSED SESSION

CONVENE TO CLOSED SESSION to deliberate on cases following hearing (s. 19.85(1)(a), Stats.); to consider licensure or certification of individuals (s. 19.85(1)(b), Stats.); to consider closing disciplinary investigations with administrative warnings (ss. 19.85 (1)(b), and 440.205, Stats.); to consider individual histories or disciplinary data (s. 19.85 (1)(f), Stats.); and to confer with legal counsel (s. 19.85(1)(g), Stats.).

MOTION: Mary Pike moved seconded by David Egan, to convene to closed session to deliberate on cases following hearing (s. 19.85(1)(a), Stats.); to consider licensure or certification of individuals (s. 19.85(1)(b), Stats.); to consider closing disciplinary investigations with administrative warnings (ss. 19.85 (1)(b), and 440.205, Stats.); to consider individual histories or disciplinary data (s. 19.85 (1)(f), Stats.); and to confer with legal counsel (s. 19.85(1)(g), Stats.). David Egan read the language of the motion. The vote of each member was ascertained by voice vote. Roll Call Vote: Loreli Dickinson-yes; David Egan-yes; Susan Kinast-Porter-yes; Mary Lease-yes; Paul Peshek– yes; Mary Pike-yes; and Earlene Ronk-yes. Motion carried unanimously.

The Board convened into closed session at 10:30 a.m.

RECONVENE TO OPEN SESSION

MOTION: David Egan moved, seconded by Earlene Ronk, to reconvene in open session at 10:52 a.m. Motion carried unanimously.

REAFFIRM ALL VOTES MADE IN CLOSED SESSION

MOTION: David Egan moved, seconded by Loreli Dickinson, to reaffirm all votes made in closed session. Motion carried unanimously.

AUTHORIZATION OF SIGNATURE

MOTION: David Egan moved, seconded by Susan Kinast-Porter, to authorize Tom Ryan to sign the documents related to the proposed stipulation in case 13 NHA 018 , Todd A. Greeneway. Motion carried unanimously.

VOTING ON ITEMS CONSIDERED/DELIBERATED IN CLOSED SESSION

PROPOSED STIPULATIONS, FINAL DECISIONS AND ORDERS

MOTION: David Egan moved, seconded by Earlene Ronk, to adopt the Findings of Fact, Conclusions of Law, Final Decision and Order in the matter of disciplinary proceedings against **Todd A. Greeneway, NHA (13 NHA 018)**. Motion carried. Paul Peshek was excused during deliberation.

CASE CLOSINGS

MOTION: David Egan moved, seconded by Susan Kinast-Porter, to close the case **12 NHA 028 for prosecutorial discretion (P2)**. Motion carried unanimously.

MOTION: David Egan moved, seconded by Earlene Ronk, to close the case **13 NHA 010 for prosecutorial discretion (P2)**. Motion carried unanimously.

MOTION: David Egan moved, seconded by Earlene Ronk, to close the case **13 NHA 012 for prosecutorial discretion (P2)**. Motion carried unanimously.

ADJOURNMENT

MOTION: David Egan moved, seconded by Mary Pike, to adjourn the meeting at 11:26 a.m. Motion carried unanimously.



SCOTT WALKER
OFFICE OF THE GOVERNOR
STATE OF WISCONSIN

P.O. Box 7863
MADISON, WI 53707

GOVERNOR'S APPOINTMENT

NAME: Ms. Stefanie Carton

MAILING ADDRESS: [REDACTED]

E-MAIL ADDRESS: [REDACTED]

RESIDES IN: [REDACTED]

TELEPHONE: [REDACTED]

OCCUPATION: [REDACTED]

APPOINTED TO: Nursing Home Administrator Examining
Board
Public Member 2

TERM: A term to expire July 1, 2015

SUCCEEDS: Ms. Mary Pike

SENATE CONFIRMATION: Required

DATE OF APPOINTMENT: January 16, 2014

DATE OF NOMINATION: January 16, 2014



SCOTT WALKER
OFFICE OF THE GOVERNOR
STATE OF WISCONSIN

P.O. Box 7863
MADISON, WI 53707

GOVERNOR'S APPOINTMENT

NAME: Mr. Timothy Conroy

MAILING ADDRESS: [REDACTED]

E-MAIL ADDRESS: [REDACTED]

RESIDES IN: [REDACTED]

TELEPHONE: [REDACTED]

OCCUPATION: [REDACTED]

APPOINTED TO: Nursing Home Administrator Examining Board
Nursing Home Administrator 3

TERM: A term to expire July 1, 2014

SUCCEEDS: Ms. Heather L. Sheehan

SENATE CONFIRMATION: Required

DATE OF APPOINTMENT: February 18, 2014

DATE OF NOMINATION: February 18, 2014



SCOTT WALKER
OFFICE OF THE GOVERNOR
STATE OF WISCONSIN

P.O. Box 7863
MADISON, WI 53707

GOVERNOR'S APPOINTMENT

NAME: Mr. Charles Hawkins

MAILING ADDRESS: [REDACTED]

E-MAIL ADDRESS: [REDACTED]

RESIDES IN: [REDACTED]

TELEPHONE: [REDACTED]

OCCUPATION: [REDACTED]

APPOINTED TO: Nursing Home Administrator Examining Board
Nursing Home Administrator 1

TERM: A term to expire July 1, 2017

SUCCEEDS: Ms. Mary Ann Clark

SENATE CONFIRMATION: Required

DATE OF APPOINTMENT: February 18, 2014

DATE OF NOMINATION: February 18, 2014



SCOTT WALKER
OFFICE OF THE GOVERNOR
STATE OF WISCONSIN

P.O. Box 7863
MADISON, WI 53707

GOVERNOR'S APPOINTMENT

NAME: Mr. Patrick Shaughnessy

MAILING ADDRESS: [REDACTED]

E-MAIL ADDRESS: [REDACTED]

RESIDES IN: [REDACTED]

TELEPHONE: [REDACTED]

OCCUPATION: [REDACTED]

APPOINTED TO: Nursing Home Administrator Examining Board
Nursing Home Administrator 2

TERM: A term to expire July 1, 2015

SUCCEEDS: Mr. David M Egan

SENATE CONFIRMATION: Required

DATE OF APPOINTMENT: February 18, 2014

DATE OF NOMINATION: February 18, 2014

**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

1) Name and Title of Person Submitting the Request: Daniel Agne, Bureau Assistant on behalf of Tom Ryan, Executive Director		2) Date When Request Submitted: 1/8/14	
		Items will be considered late if submitted after 4:30 p.m. on the deadline date: <ul style="list-style-type: none"> ▪ 8 business days before the meeting for paperless boards ▪ 14 business days before the meeting for all others 	
3) Name of Board, Committee, Council, Sections: Medical Examining Board			
4) Meeting Date: 1/15/14	5) Attachments: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	6) How should the item be titled on the agenda page? Study on the Potential Consolidation of the Department of Agriculture, Trade and Consumer Protection with the DSPS (DART) Report - Discussion of Findings and Recommendations	
7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both	8) Is an appearance before the Board being scheduled? <input type="checkbox"/> Yes (Fill out Board Appearance Request) <input checked="" type="checkbox"/> No	9) Name of Case Advisor(s), if required:	
10) Describe the issue and action that should be addressed: Review and discussion of Dept of Administration's study on potentially consolidating DATCP and DSPS into the "Department of Agriculture, Regulation and Trade." Also, review related email from Tom Engels.			
11) Authorization			
Daniel Agne			
Signature of person making this request		Date	
Supervisor (if required)		Date	
Executive Director signature (indicates approval to add post agenda deadline item to agenda)		Date	
Directions for including supporting documents: 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline items must be authorized by a Supervisor and the Policy Development Executive Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Bureau Assistant prior to the start of a meeting.			

From: [Engels, Tom - DSPS](#)
Subject: DART Study Report
Date: Monday, December 30, 2013 2:30:10 PM

To: DSPS Staff
From: Tom Engels, DSPS Assistant Deputy Secretary

The Department of Administration has prepared a report on the potential consolidation of the Department of Agriculture, Trade and Consumer Protection with the Department of Safety and Professional Services, in response to requirements of 2013 Wisconsin Act 20, Section 9101(3s).

The 2013-15 biennial budget required the Department of Administration to conduct a study to determine the appropriateness of combining the functions currently performed by the Department of Agriculture, Trade and Consumer Protection with services provided by the Department of Safety and Professional Services.

Here is a link to the full report your reference

http://legis.wisconsin.gov/lfb/jfc/reports/Documents/2013_12_26_DART%20Study.pdf

Below are the report's conclusions and recommendations, the first of which recommends against a consolidation of the two departments. I have underlined a sentence in the first bullet point which reflects the tremendous job done by staff here at DSPS.

Should you have any questions regarding the report, please do not hesitate to contact me.

Conclusions and Recommendations

- **Do Not Consolidate Agencies:** Due to limited overlap between agency customers, customer sentiment against a merger, potential administrative difficulties presented by the potential merger and limited potential for savings, the agencies should not be merged. A merger could risk losing the generally high performance ratings of both agencies, most notably the 65.8 percent of respondents that rated their interactions with the Department of Safety and Professional Services as "Good" or "Very Good".
- **Move the Veterinary Examining Board to the Department of Agriculture, Trade and Consumer Protection:** Due to the historical relationship between the Veterinary Board and the department, as well as the close relationship with the veterinary profession, the Veterinary Examining Board should be transferred.
- **Improve Board Staffing and Examine Board Powers:** In response to feedback from impacted stakeholder groups, the study recommends improvements to board staffing, training and document management. The Department of Safety and Professional Services began making changes to improve these areas in 2012, which may have not yet been reflected in stakeholder sentiment. Additionally, the study recommends that the powers and duties of existing examining and advisory boards should be examined, to standardize board practices, meeting schedules, actions on potential licenses and other issues. The study also recommends an examination of the overall practice of state licensure of professions.

- **Licensing Fees Charged by the Department of Safety and Professional Services should be Reexamined:** Most fees charged by the department are set administratively via a fee study, reviewed by the Joint Committee on Finance. These fees should be reexamined through the existing fee study process, with current budget assumptions.
- **Continue Agency Improvements on Document Management, Electronic Licensure and Electronic Communications:** The two departments have projects underway to improve document management, electronic licensing and customer communications. These projects should be continued, in close consultation with each other, other state agencies and the private sector.
- **The Department of Safety and Professional Services is a vital Point of Contact between the state and the public:** Over 380,000 individuals are licensed by the department in order to work in their chosen professions. Additionally, the department reviews the plans of most commercial buildings constructed in the state. This makes the agency one of the primary points of contact for state citizens. Efforts should be made to improve the customer service experience with the agency through additional LEAN Government/Six Sigma initiatives.

Tom Engels | Assistant Deputy Secretary | Wisconsin Dept. of Safety and Professional Services | 608.266.8608



**WISCONSIN DEPARTMENT OF
ADMINISTRATION**

SCOTT WALKER
GOVERNOR

MIKE HUEBSCH
SECRETARY

Office of the Secretary
Post Office Box 7864
Madison, WI 53707-7864
Voice (608) 266-1741
Fax (608) 267-3842
TTY (608) 267-9629

December 26, 2013

Senator Alberta Darling Co-Chair
Joint Committee on Finance
Room 317 East, State Capitol
Madison, WI 53707

Representative John Nygren, Co-Chair
Joint Committee on Finance
Room 309 East, State Capitol
Madison, WI 53708

Dear Senator Darling and Representative Nygren:

Enclosed please find a study on the consolidation of the Department of Safety and Professional Services and the Department of Agriculture, Trade and Consumer Protection, which was prepared in response to section 9101(3s) of 2013 Wisconsin Act 20.

The study consists of two documents. The first is the narrative of the study with appendices. The second document details the methodology and results of the survey used for stakeholder outreach. As the study does not recommend a merger of the two agencies, no draft legislation has been prepared and recommendations for the structure or makeup of a potential Department of Agriculture, Regulation and Trade are not included.

Please contact Andrew Hitt, Assistant Deputy Secretary, at 608-261-2299 or Andrew.Hitt@wisconsin.gov if you have any questions about this matter.

Sincerely,

Mike Huebsch
Secretary

cc: Members of Joint Committee on Finance

2014

Tyler Byrnes
Nancy Mistele
Joe Knilans

**SURVEY METHODOLOGY AND RESULTS -
STUDY ON CONSOLIDATION OF THE
DEPARTMENT OF AGRICULTURE, TRADE AND
CONSUMER PROTECTION WITH THE
DEPARTMENT OF SAFETY AND PROFESSIONAL
SERVICES**

Table of Contents

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Survey Construction

The Legislature requested a study of a potential merger of the Department of Agriculture, Trade and Consumer Protection with the Department of Safety and Professional services but did not specify a method for gathering input.

A decision was made to electronically survey a broad range of stakeholders including individual license and permit holders, stakeholder group representatives and other business organizations in order to reach a broad and diverse audience, gather opinion and comments in a reasonable period of time and use existing technology to tally and analyze results quickly and efficiently.

The survey tool was designed to drive maximum response, gather data and public opinion on the concept of a merger while allowing state license holders and stakeholders to offer comments about existing services with the agencies and their views on potential changes to the service levels should a merger occur.

With overall guidance from the Legislature, questions were constructed with input from Department of Administration staff and policy analysts, reviewed by DSPS and DATCP personnel and finally vetted by others with experience in developing survey tools. The vetting process ensured consistent style and formatting of questions and potential answers in a manner that did not lead respondents to particular answers or conclusions.

Specific questions were crafted to obtain relevant information from customers that would provide justification for a potential merger, or arguments against the merger, depending on respondent answers to the questions. For instance, asking how much interaction customers have with each of the agencies in question would determine whether there was overlap between the two sets of agency responsibilities.

The survey asked up to 24 questions and respondents were able to quickly answer questions or add greater explanation where necessary. If the respondents rated agency performance as poor or very poor, they were provided space to provide additional comments on the survey. The survey included questions related to their experience with services provided by agencies as well as questions directly related to their opinions of a potential merger. At the end of the survey respondents were able to provide general open-ended responses.

Once the questions were constructed, they were placed into an online survey tool developed by staff with the Department of Administration Division of Enterprise Technology. Respondents were asked to rate various aspects of agency performance for agencies with which they interact.

SURVEY DISTRIBUTION

An electronic survey was used to contact the largest number of stakeholders in the most efficient manner. This survey was sent to impacted board members, stakeholder groups and individual license holders and was publicized via media outlets to attract a broad spectrum of public comment. More than 430,000 people were directly contacted with the survey.

The contact lists were generated by using an email list of DSPTS license holders, email lists generated from the Office of Business Development interactions with Chambers of Commerce and Economic Development Groups as well as business contacts throughout the state. The survey was also electronically distributed through over 350 DATCP and DSPTS identified stakeholder groups with directions to forward the survey to group members.

Links to the on-line survey were sent to email addresses for all the license holders on file with DSPTS, which totaled 428,954 emails. In addition to agency contacts, the survey was also distributed to members of the DATCP and DSPTS attached boards, members of the Legislature, and via the Department of Administration Office of Business Development at various events and through Chambers of Commerce.

The following is the text of the outreach email sent to potential survey respondents.

Outreach Email sent to Survey Respondents

Good morning,

We are contacting you today as we would appreciate your feedback (including feedback from your organizations board and members) about possibly merging the Department of Safety and Professional Services (DSPS) and the Department of Agriculture, Trade and Consumer Protection (DATCP). Your input about how this consolidation may impact you is very valuable to us.

The 2013-15 state budget calls for a study about consolidating these two agencies. DSPS manages the licensing and regulation of professions in health, business and construction trades. They also oversee state building safety codes and provide services related to plan review, permit issuance, building and component inspection, and safety codes. DATCP is responsible for the promotion and regulation of Wisconsin's agriculture industry, including Agriculture Resource Management and Animal Health, as well as the oversight of food safety and consumer protection.

We ask that you complete the survey and forward this email to your members for their response so we can better understand how a potential consolidation may affect you. Your answers and contact information will be kept confidential and will not be used outside of the scope of this survey. All survey results will be tallied for any reporting purposes.

TAKE THE SURVEY – your answers will be kept confidential

Thank you in advance for your participation and input.
Office of Business Development

Note: throughout the survey, you will see the term 'license' which refers to any license, credential, certification, registration or permit. Please view the term to mean the document a state agency issues as a requirement to do business, perform an occupation or specific work activity in the State of Wisconsin.

Survey Results and Survey Questions

The following tables detail the results of the survey that was distributed to nearly 450,000 people. The following tables show the demographic breakdown of the respondents, responses to questions directly related to opinions about a potential merger of the two agencies, and performance related responses. Over three thousand survey respondents indicated that they would like to receive a copy of the final report.

Table 1: Respondents by Profession		
Profession	Respondents	Percent of Total
Health Professions	9,838	39.4%
No Response	7,451	29.9%
Business Professions	5,194	20.8%
Trades Professions	1,920	7.7%
Manufactured Housing	21	0.1%
Mixed Martial Arts/Boxing	14	0.1%
<i>Subtotal</i>	24,438	98.0%
More than One Response		
Business Professions; Trades Professions	210	0.8%
Health Professions; Business Professions	187	0.7%
Health Professions; Trades Professions	61	0.2%
Health Professions; Business Professions; Trades Professions	28	0.1%
Business Professions; Trades Professions; Manufactured Housing	9	0.0%
Trades Professions; Manufactured Housing	9	0.0%
Business Professions; Manufactured Housing	4	0.0%
Business Professions; Trades Professions; Mixed Martial Arts/Boxing	1	0.0%
Health Professions; Business Professions; Trades Professions; Manufactured Housing; Mixed Martial Arts/Boxing	1	0.0%
Health Professions; Mixed Martial Arts/Boxing	1	0.0%
<i>Subtotal</i>	511	2.1%
Grand Total	24,949	100.0%

County	Respondents	Percentage	County	Respondents	Percentage
None Indicated	8,340	33.4%	Marathon	405	1.6%
Adams	54	0.2%	Marinette	105	0.4%
Ashland	48	0.2%	Marquette	38	0.2%
Barron	115	0.5%	Menominee	2	0.0%
Bayfield	57	0.2%	Milwaukee	2,102	8.4%
Brown	687	2.8%	Monroe	108	0.4%
Buffalo	34	0.1%	Oconto	105	0.4%
Burnett	43	0.2%	Oneida	144	0.6%
Calumet	133	0.5%	Outagamie	443	1.8%
Chippewa	209	0.8%	Ozaukee	342	1.4%
Clark	62	0.2%	Pepin	26	0.1%
Columbia	188	0.8%	Pierce	67	0.3%
Crawford	55	0.2%	Polk	93	0.4%
Dane	2,518	10.1%	Portage	186	0.7%
Dodge	225	0.9%	Price	51	0.2%
Door	117	0.5%	Racine	422	1.7%
Douglas	103	0.4%	Richland	64	0.3%
Dunn	119	0.5%	Rock	348	1.4%
Eau Claire	362	1.5%	Rusk	24	0.1%
Florence	10	0.0%	Saint Croix	204	0.8%
Fond du Lac	308	1.2%	Sauk	190	0.8%
Forest	15	0.1%	Sawyer	58	0.2%
Grant	117	0.5%	Shawano	83	0.3%
Green	150	0.6%	Sheboygan	289	1.2%
Green Lake	57	0.2%	Taylor	41	0.2%
Iowa	79	0.3%	Trempealeau	66	0.3%
Iron	23	0.1%	Vernon	73	0.3%
Jackson	46	0.2%	Vilas	86	0.3%
Jefferson	239	1.0%	Walworth	246	1.0%
Juneau	49	0.2%	Washburn	62	0.2%
Kenosha	284	1.1%	Washington	437	1.8%
Kewaunee	61	0.2%	Waukesha	1,468	5.9%
La Crosse	409	1.6%	Waupaca	132	0.5%
Lafayette	50	0.2%	Waushara	58	0.2%
Langlade	59	0.2%	Winnebago	436	1.7%
Lincoln	66	0.3%	Wood	237	0.95%
Manitowoc	217	0.9%			
Counties Represented		72			
Total Respondents		24,949			

Table 3: Respondents by Reason for Agency Contact		
Reason for Contact	Respondents	Percent of Total
Obtain or renew an occupational license	16,921	65.5%
None of the Above	2,880	11.1%
Obtain or renew an occupational license; Register my business	1,162	4.5%
Obtain or renew an occupational license; Obtain a permit for a specific activity	611	2.4%
Obtain or renew an occupational license; Register my business; Obtain a permit for a specific activity	503	1.9%
Other with significant Agency contact	462	1.8%
Obtain a permit for a specific activity	384	1.5%
Register my business	355	1.4%
Obtain or renew an occupational license; Other with significant Agency contact	314	1.2%
I am a member of a Board or Council affiliated with an Agency	246	1.0%
I am a Representative of a Trade Association with interests to an Agency	207	0.8%
Multiple Responses - Other	904	3.5%
Grand Total	24,949	100.0%

Source of Contact	Respondents	Percent of Total
License Holders	23,438	93.9%
Other via Office of Business Development	497	2.0%
DSPS Stakeholders	336	1.3%
Legislature	173	0.7%
Boards and Councils	147	0.6%
DOA/Wisconsin Website	128	0.5%
Not Available	39	0.2%
Chamber via Office of Business Development	33	0.1%
Bus Development via Office of Business Development	20	0.1%
DATCP Lists	12	0.0%
DSPS Lists	8	0.0%
Lt. Governor Lists	2	0.0%
Cooperative Network	1	0.0%
Grand Total	24,949	100.0%

Employees		Respondents		Categorized responses to the question: How many part time people do you employ?	
Employees	Respondents	Employees	Respondents	Employees	Respondents
Zero	573	Zero	980		
Between 1-10 Employees	1,063	Between 1-10 Employees	829		
Between 11-50 Employees	224	Between 11-50 Employees	91		
Between 51-100 Employees	53	Between 51-100 Employees	10		
Between 101-1000 Employees	51	Between 100-1000 Employees	26		
Over 1001 Employees	10	Over 1001 Employees	2		
<i>Subtotal</i>	<i>1,974</i>	<i>Subtotal</i>	<i>1,938</i>		
No response	22,975	No response	23,011		
Total	24,949	Total	24,949		

Survey Responses – Direct Questions about the Potential Merger

The following tables show the responses to questions directly related to a potential merger of the two agencies. These questions were asked of all respondents. Responses to the question "If consolidation results in lower costs to the agency, how would you want the savings used?" did not provide useful data because too many individuals selected the "other" category. Specific responses are available upon request.

Table 6: Do you believe there should be one agency responsible for all licensing and permitting in Wisconsin?		
Response	Respondents	Percentage
No Response	4,247	17.0%
Definitely No	1,408	5.6%
Probably No	1,968	7.9%
Not Sure	2,917	11.7%
Probably Yes	5,861	23.5%
Definitely Yes	8,548	34.3%
Total Respondents	24,949	100.0%

Table 7: Do you believe there should be one agency responsible solely for Agriculture and food safety in Wisconsin?		
Response	Respondents	Percentage
No Response	4,248	17.0%
Definitely No	875	3.5%
Probably No	1,177	4.7%
Not Sure	4,377	17.5%
Probably Yes	5,855	23.5%
Definitely Yes	8,417	33.7%
Total Respondents	24,949	100.0%

Table 8: How do you believe a consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection would affect the services to you as a license holder?

Response	Respondents	Percentage
No Response	4,430	17.8%
Greatly improve service	192	0.8%
Improve service somewhat	760	3.0%
Not sure	8,308	33.3%
Reduce service somewhat	6,270	25.1%
Greatly reduce service	4,989	20.0%
Total Respondents	24,949	100.0%

Table 9: Do you believe that consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection will result in savings?

Response	Respondents	Percentage
No Response	4,352	17.4%
Definitely No	1,401	5.6%
Probably No	5,319	21.3%
Not Sure	6,245	25.0%
Probably Yes	6,209	24.9%
Definitely Yes	1,423	5.7%
Total Respondents	24,949	100.0%

Table 10: If no savings were found from a consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection would you support the general concept of consolidation?

Response	Respondents	Percentage
No Response	4,375	17.5%
Definitely No	7,191	28.8%
Probably No	6,614	26.5%
Not Sure	3,532	14.2%
Probably Yes	2,364	9.5%
Definitely Yes	873	3.5%
Total Respondents	24,949	0.0%

Performance Evaluation Questions – DATCP

These tables detail the performance evaluations of DATCP. Respondents were only asked these questions if they listed DATCP as an agency with which they do business.

Table 11: DATCP - How would you rate your overall experience with the agency?		
Very Good	309	19.9%
Good	562	36.2%
Average	436	28.1%
Poor	53	3.4%
Very Poor	24	1.5%
No opinion/unsure	169	10.9%
Total	1,553	100%
Not Asked/No Response		23,396

Table 12: DATCP - How would you rate the licensing process?		
Very Good	228	15.0%
Good	510	33.6%
Average	413	27.2%
Poor	65	4.3%
Very Poor	17	1.1%
No opinion/unsure	285	18.8%
Total	1,518	100%
Not Asked/No Response		23,431

Table 13: DATCP - After submitting your application, what length of time did you wait for your license?		
3 or less business days	202	16.7%
4 - 7 business days	421	34.9%
8 - 29 business days	468	38.8%
30 days or longer	115	9.5%
Total	1,206	100%
Not Asked/No Response		23,743

Table 14: DATCP How satisfied are you with the time it takes to receive your license after you apply?

Very satisfied	385	28.5%
Somewhat satisfied	364	26.9%
No opinion	449	33.2%
Somewhat dissatisfied	100	7.4%
Very dissatisfied	53	3.9%
Total	1,351	100%
Not Asked/No Response	23,598	

Table 15: DATCP - How much value do you believe there is relative to fees paid to be a license holder?

Good Value	253	18.3%
Some Value	373	26.9%
Not Sure	367	26.5%
Minimal Value	305	22.0%
No Value	87	6.3%
Total	1,385	100%
Not Asked/No Response	23,564	

Table 16: DATCP - How frequently, if at all, should you be required to renew your license?

Renew more frequently	13	1.0%
Leave as is	805	59.7%
Renew less frequently	427	31.7%
Do not require renewal at all	104	7.7%
Total	1,349	100%
Not Asked/No Response	23,600	

Table 17: DATCP - What is your opinion of the continuing education requirements, if any, for your license?

Increase the CE requirement	75	5.5%
Ok as is	710	51.6%
No CE is required now	184	13.4%
No opinion	110	8.0%
Reduce the CE requirement	161	11.7%
Do not require CE	93	6.8%
Other	43	3.1%
Total	1,376	100%
Not Asked/No Response	23,573	

Performance Evaluation Questions – DSPTS

These tables detail the performance evaluations of DSPTS. Respondents were only asked these questions if they listed DSPTS as an agency with which they do business.

Table 18: DSPTS - How would you rate your overall experience with the agency?		
Very Good	3,986	24.2%
Good	6,850	41.6%
Average	4,047	24.6%
Poor	626	3.8%
Very Poor	184	1.1%
No opinion/unsure	772	4.7%
Total	16,465	100%
Not Asked/No Response		8,484

Table 20: DSPTS - How would you rate the licensing process?		
Very Good	4,320	26.4%
Good	6,699	40.9%
Average	4,007	24.5%
Poor	783	4.8%
Very Poor	188	1.1%
No opinion/unsure	385	2.4%
Total	16,382	100%
Not Asked/No Response		8,567

Table 21: DSPTS - After submitting your application, what length of time did you wait for your license?		
3 or less business days	3,557	22.8%
4 - 7 business days	4,885	31.3%
8 - 29 business days	5,358	34.3%
30 days or longer	1,830	11.7%
Total	15,630	100%
Not Asked/No Response		9,319

Table 22: DSPS - How satisfied are you with the time it takes to receive your license after you apply?		
Very satisfied	6,489	40.5%
Somewhat satisfied	4,154	26.0%
No opinion	3,236	20.2%
Somewhat dissatisfied	1,414	8.8%
Very dissatisfied	713	4.5%
Total	16,006	100%
Not Asked/No Response		8,943

Table 24: DSPS - How much value do you believe there is relative to fees paid to be a license holder?		
Good Value	3,790	23.3%
Some Value	4,502	27.7%
Not Sure	3,722	22.9%
Minimal Value	3,516	21.6%
No Value	726	4.5%
Total	16,256	100%
Not Asked/No Response		8,693

Table 24: DSPS - How frequently, if at all, should you be required to renew your license?		
Renew more frequently	111	0.7%
Leave as is	9,981	60.9%
Renew less frequently	5,548	33.9%
Do not require renewal at all	737	4.5%
Total	16,377	100%
Not Asked/No Response		8,572

Table 25: DSPS - What is your opinion of the continuing education requirements, if any, for your license?		
Increase the CE requirement	864	5.3%
Ok as is	8,844	53.9%
No CE is required now	2,388	14.6%
No opinion	588	3.6%
Reduce the CE requirement	1,780	10.9%
Do not require CE	1,131	6.9%
Other	798	4.9%
Total	16,393	100%
Not Asked/No Response		8,556

Survey Questions and Answers as seen by Respondents.

The following are print-screens that were seen by survey respondents when they took the survey. Note that all survey respondents did not answer performance evaluation questions on all agencies.

Page 1

State Agency Involvement

My primary purpose for contact with an agency is: Select at least 1 and no more than 6.

- Obtain or renew an occupational license
- Register my business
- Obtain a permit for a specific activity
- I am a member of a Board or Council affiliated with an Agency
- I am a Representative of a Trade Association with interests to an Agency
- Other with significant Agency contact
- None of the Above

Page 2

Background Information

In which county do you reside?

To do business in Wisconsin, I have contact with the following agencies: Select at least 1 and no more than 3.

- Department of Safety and Professional Services (DSPS)
- Department of Agriculture, Trade and Consumer Protection (DATCP)
- Other agencies
- None

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Additional Agencies

Select additional agencies Select no more than 5.

- Children and Families, Department of

- Financial Institutions, Department of
- Health Services, Department of
- Insurance, Office of the Commissioner of
- Natural Resources, Department of
- Public Instruction, Department of
- Revenue, Department of
- Workforce Development, Department of
- Not on list, please specify

Enter Department Name

Employee Count

In which county is your business located?

How many full time people do you employ?

How many part time people do you employ?

Profession or Industry

What best represents your profession or industry sector

- Health Professions
- Business Professions
- Trades Professions
- Manufactured Housing
- Mixed Martial Arts/Boxing

Trade Professions

Select category.

- | | | |
|---|---|-------------------------------------|
| <input type="checkbox"/> Fire Sprinkler | <input type="checkbox"/> Dwellings, Structures, Sites | <input type="checkbox"/> Mechanical |
| <input type="checkbox"/> Blasting | <input type="checkbox"/> Conveyance | <input type="checkbox"/> Electrical |
| <input type="checkbox"/> Plumbing | <input type="checkbox"/> Inspection | |

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Agriculture/Food Industry Professions

Select license

- No license or permit required
- Animal Control Facility (eff. 6/1/2011)
- Animal Dealer License
- Animal Food Processor License
- Animal Import Permit (certain animals)
- Animal Market License
- Animal Shelter (eff. 6/1/2011)
- Animal Transport Vehicle (animal dealers, markets and truckers)
- Animal Trucker License
- Animals Diseased; Permit to Move
- Apiary Inspection Certificate; Interstate Movement
- Bulk Milk Tanker; Grade A Permit
- Bulk Milk Tanker; License to Operate
- Bulk Milk Weigher and Sampler License
- Butter Grader License
- Buttermaker License
- Cattle and Bison; Import Permit
- Cattle/Goats; Johne's Disease Herd Classification
- Cattle; Burcellosis-Free Herd Certification
- Cattle; Johne's Disease Vaccination Approval
- Cattle; Tuberculosis-Free Herd Certificate
- Cheese Grader License
- Cheese Logo (Wisconsin); Permit to Use
- Cheesemaker License

- Christmas Tree Grower License
- Dairy Farm; Grade A Permit
- Dairy Farm; Milk Producer License
- Dairy Plant - Grade A BMT Cleaning Facility
- Dairy Plant License
- Dairy Plant; Grade A Permit
- Dating Service
- Dead Animal Collector License
- Dead Animals; Carcass Dealer Registration
- Dead Animals; Transport Vehicle Permit
- Deer and Elk (Farm-Raised); Brucellosis Free Herd
- Deer and Elk (Farm-Raised); CWD Herd Status Program
- Deer and Elk (Farm-Raised); Herd Registration
- Deer and Elk (Farm-Raised); Hunting Preserve Registration Certificate
- Deer and Elk (Farm-Raised); TB Accredited Free Certification
- Deer and Elk (Farm-Raised); TB Qualified Herd Certification
- Deer and Elk; Import Permit
- Dog Breeder (eff. 6/1/2011)
- Dog Breeding Facility (eff. 6/1/2011)
- Dog Dealer (eff. 6/1/2010)
- Dog Dealer; Out-of-State (eff. 6/1/2011)
- Equine Quarantine Station; Permit
- Feed (Commercial); License to Manufacture or Distribute
- Feedlot (Approved Import Feedlot); Permit
- Fertilizer Product <24% NPK; Permit
- Fertilizer; License to Manufacture or Distribute
- Fish Farm Registration
- Fish Import Permit
- Fitness Center
- Food Marketing Permit (temporary permit for non-conforming label)
- Food or Farm Product Grader; License
- Food Processing Plant License (Wholesale)
- Food Retail Inspection; Agent County or Municipality
- Food Retail License
- Food Warehouse License

- Fur Farm
- Future Service Plan (Buyers Club)
- Ginseng Grower and Dealer Registration
- Goats; Burcellosis-Free Herd Certificate
- Goats; Tuberculosis-Free Herd Certificate
- Grain Dealer License
- Grain Warehouse Keeper License
- Grease Processor License
- Honey Producer - Certified
- Humane Officer Certification
- Industry Bulk Milk Truck / Tanker Inspector - Appointed
- Laboratory Analyst Certification (Dairy, Food and Water Labs)
- Laboratory Certification (Dairy, Food and Water Labs)
- Laboratory; Milk Screening Test Approval
- Landspreading Permit; Soils Containing Spilled Agrichemicals
- Liming Materials; Approval to Sell by Volume
- Liming Materials; License to Sell
- Livestock Premises Registration
- Livestock; Brand Registration
- Livestock; Permit to Move from Slaughter
- Maple Sap Processor Registration
- Meat Broker or Distributor Registration
- Meat Establishment License
- Meat; Mobile Slaughter or Processing; Registration Certificate
- Milk and Cream Tester License
- Milk Contractor License
- Milk Distributor License
- Mobile Air Conditioners; repair or Service Business; Registration
- Mobile Air Conditioners; Technician Registration
- Nursery Dealer License
- Nursery Grower License
- Pasteurizer Operator -- not a license or permit
- Pesticide Applicator Certification; Commercial
- Pesticide Applicator Certification; Private
- Pesticide Commercial Application Business License

- Pesticide Commercial Applicator (Individual) License
- Pesticide Dealer-Distributor License
- Pesticide Emergency Use Permit
- Pesticide Experimental Use Permit
- Pesticide Manufacturer & Labeler License
- Pesticide Special Local Need Registration
- Pesticide Special Use Permit
- Plant Health (Phyto Sanitary) Certificate
- Plant Pest (or Biological Control Agent); Permit to Move or Release
- Poultry; Certified Pullorum Tester (National Poultry Improvement Plan)
- Poultry; Disease-Free Flock Certification (National Poultry Improvement Plan)
- Poultry; Wisconsin Associate Flock Certification
- Poultry; Wisconsin Tested Flock Certification
- Public Warehouse Keeper License
- Renderer License
- Seed Labeler License
- Sheep; Brucella Ovis-Free Certificate
- Soil and Plant Additive; License to Sell
- Soil and Plant Additive; Product Permit
- Swine; Brucellosis-Free Herd Certificate
- Swine; Pseudorabies - Monitored Herd Certification
- Swine; Pseudorabies Qualified Negative Grow-Out Herd Certification
- Swine; Pseudorabies Vaccination Permit
- Swine; Pseudorabies Qualified Negative Herd Certification
- Telephone Solicitors Registration (Wisconsin "No Call" Program)
- Time-Share Seller; Security Requirement
- Vegetable Contractor License
- Veterinarian; Certification to Perform Official Disease Control Functions
- Weather Modification License
- Weather Modification Project Permit
- Weight Reduction Center; Security Requirement
- Weights and Measures; Liquid Fuel Vehicle Tank Meter License
- Weights and Measures; LP Gas Meter License
- Weights and Measures; Service Company License
- Weights and Measures; Service Technician Registration

- Weights and Measures; Vehicle or Livestock Scale Permit
- Weights and Measures; Vehicle Scale Operator License

Boxing and Mixed Martial Arts

Select license

- Boxing Contestant
- Boxing or Mixed Martial Arts Judge
- Boxing or Mixed Martial Arts Promoter
- Boxing or Mixed Martial Arts Referee
- Boxing or Mixed Martial Arts Ringside Physician
- Boxing or Mixed Martial Arts Timekeeper
- Mixed Martial Arts Contestant

Business Professions

Select license

- Accountant, Certified Public
- Accounting Corporation or Establishment
- Aesthetician
- Aesthetics Establishment
- Aesthetics Instructor
- Aesthetics School
- Appraiser, Certified General
- Appraiser, Certified Residential
- Appraiser, Licensed
- Architect
- Athlete Agent
- Auction Company
- Auctioneer
- Barber
- Barbering Apprentice

- Barbering Establishment
- Barbering Instructor
- Barbering Manager
- Barbering School
- Cemetery Authority (Licensed)
- Cemetery Authority (Registered)
- Cemetery Preneed Seller
- Cemetery Salesperson
- Certificate of Authorization: Architectural, Engineering or Designer of Engineering Systems Corp.
- Certificate of Authorization: Geology, Hydrology or Soil Science Corp.
- Certified General Appraiser
- Certified Public Accountant
- Certified Residential Appraiser
- Charitable Organizations
- Cosmetology Apprentice
- Cosmetology Establishment
- Cosmetology Instructor
- Cosmetology Manager
- Cosmetology Practitioner
- Cosmetology School
- Crematory Authority
- Designer of Engineering Systems
- Electrologist
- Electrology Establishment
- Electrology Instructor
- Electrology School
- Engineer, Professional
- Firearms Certifier
- Firearms Permit
- Fund-Raising Counsel
- Funeral Director
- Funeral Establishment
- Geologist
- Home Inspector
- Hydrologist

- Interior Designer
- Juvenile Martial Arts Instructor
- Land Surveyor
- Landscape Architect
- Licensed Appraiser
- Manicuring Establishment
- Manicuring Instructor
- Manicuring School
- Manicurist
- Nursing Home Administrator
- Peddler
- Private Detective
- Private Detective/Security Guard Agency
- Private Security Permit
- Professional Employer Group
- Professional Employer Organization
- Professional Engineer
- Professional Fund Raiser
- Real Estate Broker
- Real Estate Business Entity
- Real Estate Salesperson
- Real Estate Salesperson Apprentice
- Soil Scientist
- Timeshare Salesperson
- Warehouse for Cemetery Merchandise

Health Professions

Select license

- Acupuncturist
- Advanced Practice Nurse Prescriber
- Anesthesiologist Assistant
- Art Therapist
- Athletic Trainer

- Audiologist
- Behavior Analyst
- Chiropractic Radiological Technician
- Chiropractic Technician
- Chiropractor
- Clinical Substance Abuse Counselor
- Clinical Supervisor In Training
- Controlled Substances Special Use Authorization
- Dance Therapist
- Dental Hygienist
- Dentist
- Dietitian
- Drug or Device Manufacturer
- Hearing Instrument Specialist
- Independent Clinical Supervisor
- Intermediate Clinical Supervisor
- Licensed Midwives
- Licensed Practical Nurse
- Licensed Radiographer
- Limited X-Ray Machine Operator Permit
- Marriage and Family Therapist
- Massage Therapist or Bodywork Therapist
- Music Therapist
- Nurse - Midwife
- Occupational Therapist
- Occupational Therapy Assistant
- Optometrist
- Perfusionist
- Pharmacist
- Pharmacy (In State)
- Pharmacy (Out of State)
- Physical Therapist
- Physical Therapist Assistant
- Physician Assistant
- Physician

- Podiatrist
- Prevention Specialist
- Prevention Specialist in Training
- Private Pract. School Psychologist
- Professional Counselor
- Psychologist
- Registered Nurse
- Registered Sanitarian
- Respiratory Care Practitioner
- Sign Language Interpreter
- Sign Language Interpreter (Restricted)
- Social Worker
- Social Worker - Advanced Practice
- Social Worker - Independent
- Social Worker - Licensed Clinical
- Social Worker - Training Certificate
- Speech-Language Pathologist
- Substance Abuse Counselor
- Substance Abuse Counselor in Training
- Veterinarian
- Veterinary Technician
- Wholesale Distributor of Prescription Drugs

Manufactured Homes

Select license

- Manufactured Home Dealer
- Manufactured Home Installer
- Manufactured Home Manufacturer
- Manufactured Home Salesperson
- Manufactured Home Title
- Manufactured Home Community

Trades Professions - Fire Sprinkler

Select license

- Automatic Fire Sprinkler Contractor
- Automatic Fire Sprinkler Contractor – Maintenance
- Automatic Fire Sprinkler Fitter – Maintenance
- Automatic Fire Sprinkler System Apprentice
- Automatic Fire Sprinkler System Tester
- Automatic Fire Sprinkler System Tester Learner
- Journeyman Automatic Fire Sprinkler Fitter

Trades Professions - Blasting and Fireworks

Select license

- Blaster Class 1
- Blaster Class 2
- Blaster Class 3
- Blaster Class 4
- Blaster Class 5
- Blaster Class 6
- Blaster Class 7
- Fireworks Manufacturer

Trades Professions - Conveyances

Select license

- Elevator Apprentice
- Elevator Apprentice – Restricted
- Elevator Contractor
- Elevator Helper
- Elevator Mechanic
- Elevator Mechanic – Restricted

- Lift Apprentice
- Lift Helper
- Lift Mechanic

Trades Professions - Dwellings, Structures and Sites

Select license

- Dwelling Contractor
- Dwelling Contractor – Restricted
- Dwelling Contractor Qualifier
- Manufactured Home Installer
- Manufactured Home Manufacturer
- Manufactured Home Salesperson
- Soil Tester
- Weld Test Conductor
- Welder

Trades Professions - Electrical

Select license

- Beginner Electrician
- Electrical Apprentice
- Electrical Contractor
- Industrial Electrical Apprentice
- Industrial Journeyman Electrician License
- Journeyman Electrician
- Master Electrician
- Residential Electrical Apprentice
- Residential Journeyman Electrician License
- Residential Master Electrician License

Trades Professions - Inspection

Select license

- Boiler/Pressure Vessel Inspector
- Commercial Building Inspector
- Commercial Electrical Inspector
- Commercial Plumbing Inspector
- Elevator Inspector
- POWTS Inspector
- Rental Weatherization Inspector
- Soil Erosion Inspector
- Tank System Inspector
- UDC Construction Inspector
- UDC Electrical Inspector
- UDC HVAC Inspector
- UDC Inspection Agency
- UDC Plumbing Inspector

Trades Professions - Mechanical

Select license

- HVAC Contractor
- HVAC Qualifier
- Liquefied Gas Supplier
- Liquefied Gas Supplier – Restricted
- Refrigerant Handling Technician

Trades Professions - Plumbing

Select license

- Cross Connection Control Tester
- Journeyman Plumber

- Journeyman Plumber Restricted Appliance
- Journeyman Plumber Restricted Service
- Master Plumber
- Master Plumber Restricted Appliance
- Master Plumber Restricted Service
- Pipelayer
- Plumbing Apprentice
- Plumbing Learner Restricted Appliance
- Plumbing Learner Restricted Service
- POWTS Maintainer
- Utility Contractor

The following questions were asked about each of the following agencies:
Department of Agriculture, Trade and Consumer Protection
Department of Safety and Professional Services
Department of Children and Families
Department of Financial Institutions
Department of Health Services
Office of the Commissioner of Insurance
Department of Natural Resources
Department of Revenue
Department of Workforce Development
Other Agencies

Respondents were only asked these questions about an agency if they identified the agency as one they interacted with to do business.

Answer only those questions that apply to you

How would you rate your overall experience with the agency?

- Very Poor
- Poor
- Average
- Good
- Very Good
- No opinion/unsure

How would you rate the licensing process?

- Very Poor
- Poor
- Average
- Good
- Very Good

No opinion/unsure

After submitting your application, what length of time did you wait for your license? Select no more than 1.

- 3 or less business days
- 4 - 7 business days
- 8 - 29 business days
- 30 days or longer

How satisfied are you with the time it takes to receive your license after you apply?

- Very dissatisfied
- Somewhat dissatisfied
- No opinion
- Somewhat satisfied
- Very satisfied

As a license holder, how do you stay up-to-date on changes in state law as it relates to your industry? Select no more than 1.

- Membership Association
- State Agency
- None of the above
- Other, please specify

How much value do you believe there is relative to fees paid to be a license holder?

- Good Value
- Some Value
- Not Sure
- Minimal Value
- No Value

How frequently, if at all, should you be required to renew your license? Select no more than 1.

- Leave as is
- Renew more frequently
- Renew less frequently
- Do not require renewal at all

What is your opinion of the continuing education (CE) requirements, if any, for your license? Select no more than 1.

- No CE is required now
- Ok as is
- Reduce the CE requirement

- Increase the CE requirement
- Do not require CE
- Additional comments on CE
- No opinion

Enter additional comments:

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How would you improve your experience

Page 22

How would you improve your experience with the licensing process

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Consolidation Input – All respondents were asked these questions

Do you believe there should be one agency responsible solely for Agriculture and food safety in Wisconsin? Select at least 1 and no more than 1.

- Definitely Yes
- Probably Yes
- Not Sure
- Probably No
- Definitely No

Do you believe there should be one agency responsible for all licensing and permitting in Wisconsin? Select at least 1 and no more than 1.

- Definitely Yes
- Probably Yes
- Not Sure
- Probably No
- Definitely No

If Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection were consolidated how do you think the focus of the new agency might change the current functions such as agriculture, food safety, consumer protection, building plan review and professional licensing?

- Reduce focus
- Stay the same
- Increase focus
- Unsure

How do you believe a consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection would affect the services to you as a license holder?

- Greatly reduce service
- Reduce service somewhat
- Not sure
- Improve service somewhat
- Greatly improve service

Do you believe that consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection will result in savings?

- Definitely Yes
- Probably Yes
- Not Sure
- Probably No
- Definitely No

If consolidation results in lower costs to the agency, how would you want the savings used?

- Return savings to taxpayers
- Use savings to reduce license fees
- Invest savings to provide better service

Other, please specify

If no savings were found from a consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection would you support the general concept of consolidation?

- Definitely Yes
- Probably Yes
- Not Sure
- Probably No
- Definitely No

Please use the space below to provide additional comments



Survey Distribution - Stakeholder Groups Contacted with Electronic Survey

The following is a list of the stakeholder groups contacted and asked to distribute via email to their membership by DATCP

Number	Organization
1.	211 (Badger Bay Management Co.)
2.	ABS Global, Inc.
3.	AgrAbility of Wisconsin
4.	Alta Genetics
5.	Babcock Institute
6.	Bioforward
7.	Bull Studs Emergency Management, Accelerated Genetics
8.	Capitol Consultants, Inc.
9.	Capitol Strategies
10.	Center for Dairy Profitability
11.	Center for Integrated Agricultural Systems (CIAS)
12.	Chippewa County Economic Development Corporation
13.	Concerned Auto Recyclers of WI
14.	Cooperative Network Association
15.	Dairy Business Assn
16.	Dane County Farmers Market
17.	Daybreak Foods
18.	Department of Health
19.	Department of Natural Resources
20.	Department of Public Instruction
21.	DeWitt, Ross & Stevens
22.	Discover Mediaworks
23.	Easter Seals Wisconsin
24.	Equity Cooperative Livestock Sales Association
25.	ExxonMobil Refining and Supply Company
26.	FairShare CSA Coalition
27.	Farley Center for Peace, Justice & Sustainability
28.	Focus on energy
29.	Fondy food Center
30.	Food and Beverage Milwaukee
31.	Food Export Association of the Midwest
32.	Genex
33.	Ginseng Board of Wisconsin
34.	GLCI Steering Committee/NRCS
35.	Gold'n Plump Poultry

36.	Gorst Valley Hops
37.	GrassWorks
38.	Great Lakes Farm to School Network
39.	Green County Beef Producers
40.	Growing Power
41.	Growmark
42.	Health First Wisconsin
43.	Hmong Wisconsin Chamber of Commerce
44.	Indianhead Food Service Distribution
45.	Indianhead Polled Hereford Association
46.	Indianhead Sheep Breeders Association
47.	International Society of Weighing and Measuring
48.	Jennie-O Turkey Store, Inc.
49.	Kettle Moraine Mink Breeders
50.	MacFarlane Pheasants, Inc.
51.	Madison Area Community Supported Agriculture
52.	Madison International Trade Association
53.	Madison Region Economic Development Partnership
54.	Marathon Petroleum
55.	Master Meat Crafter Program
56.	McKay Nursery
57.	Michael Best & Friedrich LLP
58.	Michael Fields Agriculture Institute
59.	Midwest Food Processors Association
60.	Midwest Grocers Association
61.	Midwest Organic and Sustainable Education Service
62.	Midwest Organic Services Association
63.	Midwest Pickle Association
64.	Midwest Pinzgauer Association
65.	Milwaukee International Trade Association
66.	New North, Inc.
67.	NFO - Wisconsin
68.	Organic Advisory Council
69.	Organic Valley
70.	Professional Dairy Producers of WI
71.	REAP Food Group
72.	Reindeer Owners & Breeders Association (R.O.B.A.)
73.	SE Wisconsin Farm and Food Network
74.	Sexing Technologies Inc.
75.	Small Business Development Center - Milwaukee
76.	Southwest Badger Resource Conservation & Development Council

77.	Spring Rose Growers Cooperative
78.	Syngenta
79.	The Welch Group
80.	Transform WI
81.	U.S. Commercial Service Midwest
82.	U.S. Small Business Administration-Madison
83.	USDA Rural Development
84.	UW Cooperative Extension
85.	UW Extension
86.	UW Extension – Emergency Management
87.	UW Madison - CALS
88.	UW Madison - Center for Integrated Agricultural Systems
89.	UW Madison -West Madison Ag. Research Station
90.	UW River Falls
91.	UW Superior
92.	UW-Madison Animal Science Dept.
93.	UW-Madison Food Science
94.	UW-River Falls Animal Science Dept.
95.	WAGA, WATA, WBGA, WFGV
96.	Whitetails of Wisconsin (W.O.W.)
97.	WI/MN Petroleum Council
98.	Wisconsin Agribusiness Council
99.	Wisconsin Agricultural Tourism Association
100.	Wisconsin Agri-Service Assoc.
101.	Wisconsin AgroSecurity Resource Network
102.	Wisconsin Airport Management Association
103.	Wisconsin Angus Association
104.	Wisconsin Apple Growers Association
105.	Wisconsin Aquaculture Association, Inc.
106.	Wisconsin Association of Fairs
107.	Wisconsin Association of FFA
108.	Wisconsin Association of Meat Processors
109.	Wisconsin Association of Professional Agricultural Consultants
110.	Wisconsin Automobile & Truck Dealers Association Inc.
111.	Wisconsin Automotive Aftermarket Association
112.	Wisconsin Bakers Association Inc.
113.	Wisconsin Beef Council
114.	Wisconsin Berry Growers Association
115.	Wisconsin Cattlemen’s Assn
116.	Wisconsin Cattlemen's Association
117.	Wisconsin Center for Dairy Research

118.	Wisconsin Cheese Makers Assn
119.	Wisconsin Cherry Board
120.	Wisconsin Cherry Growers Inc.
121.	Wisconsin Christmas Tree Producers Association
122.	Wisconsin Commercial Deer & Elk Farmers Association
123.	Wisconsin Commercial Flower Growers Association
124.	Wisconsin Corn Growers Assn
125.	Wisconsin Corn Promotion Board
126.	Wisconsin Cranberry Board
127.	Wisconsin Cranberry Growers Association
128.	Wisconsin Dairy Artisan Network
129.	Wisconsin Dairy Products Association
130.	Wisconsin Economic Development Corporation
131.	Wisconsin Emu Association
132.	Wisconsin Farm Bureau Federation
133.	Wisconsin Farm Service Agency
134.	Wisconsin Farmers Union
135.	Wisconsin Fire Chief's Association
136.	Wisconsin Fire Inspectors Association
137.	Wisconsin Food Hub Cooperative
138.	Wisconsin Foodie
139.	Wisconsin Fresh Market Vegetable Growers Association
140.	Wisconsin Grape Growers Association
141.	Wisconsin Grass-fed Beef Cooperative
142.	Wisconsin Green Industry Federation
143.	Wisconsin Grocers Association
144.	Wisconsin Hereford Association
145.	Wisconsin Holstein Association
146.	Wisconsin Honey Producers Association
147.	Wisconsin Horse Council
148.	Wisconsin Innovation Kitchen
149.	Wisconsin Insurance Alliance
150.	Wisconsin Jersey Breeders Association
151.	Wisconsin Jewelers Association
152.	Wisconsin Livestock and Meat Council
153.	Wisconsin Livestock Breeders Association
154.	Wisconsin Local Food Network
155.	Wisconsin Manufacturing Extension Partnership
156.	Wisconsin Maple Syrup Producers Association
157.	Wisconsin Marina Association
158.	Wisconsin Milk Marketing Board, Inc.

159.	Wisconsin Mint Board
160.	Wisconsin Nursery Growers Association
161.	Wisconsin Obesity Prevention Network
162.	Wisconsin Office of Rural Health
163.	Wisconsin Paper Council
164.	Wisconsin Petroleum Council (WPC)
165.	Wisconsin Petroleum Equipment Association
166.	Wisconsin Petroleum Equipment Contractors Association (WisPEC)
167.	Wisconsin Petroleum Marketers and Convenience Store Association
168.	Wisconsin Pork Association
169.	Wisconsin Potato and Vegetable Growers Association
170.	Wisconsin Potato Board
171.	Wisconsin Potato Industry Board
172.	Wisconsin Poultry & Egg Improvement Assn
173.	Wisconsin Propane Gas Association
174.	Wisconsin Red and White Cattle Association
175.	Wisconsin Restaurant Association
176.	Wisconsin Rural Partners
177.	Wisconsin Rural Women's Initiative
178.	Wisconsin Self-Service Laundry Association
179.	Wisconsin Sheep Breeders Cooperative
180.	Wisconsin Sheep Dairy Cooperative
181.	Wisconsin Shorthorn Association
182.	Wisconsin Show Pig Association
183.	Wisconsin Simmental Association
184.	Wisconsin Sod Producers Association
185.	Wisconsin Soybean Association
186.	Wisconsin Soybean Board
187.	Wisconsin Specialty Cheese Institute
187.	Wisconsin Specialty Cheese Institute
188.	Wisconsin State Cranberry Growers Association
189.	Wisconsin Transportation Builders Association
190.	Wisconsin Utilities Association
191.	Wisconsin Veterinary Medical Assoc.
192.	Wisconsin Veterinary Medical Association
193.	Wisconsin Winery Association
194.	World Beef Expo
195.	World Trade Center Wisconsin
196.	WTCS Ag Education

DSPS Groups

The following is a list of the stakeholder groups contacted and asked to distribute via email to their membership by DSPS.

Number	Organization
1.	American Massage Therapy Association, WI Chapter
2.	Chiropractic Society of Wisconsin
3.	Funeral Service and Cremation Alliance of Wisconsin
4.	International Union of Operating Engineers Local #139
5.	Iron Workers District Council of the North Central States
6.	Lake State Lumber Association
7.	Leading Age Wisconsin
8.	League of Wisconsin Municipalities
9.	Madison Area Builders Association
10.	Mechanical Contractors Association of Wisconsin
11.	Medical College of Wisconsin
12.	Mental Health America of Wisconsin
13.	Miron Construction
14.	National Association of Chain Drug Stores
15.	National Association of Social Workers – WI Chapter
16.	National Electrical Manufacturers Association
17.	Novartis Pharmaceuticals Corporation
18.	Otsuka America Pharmaceutical, Inc.
19.	Pharmaceutical Research and Manufacturers of America (PhRMA)
20.	Pharmacy Society of Wisconsin
21.	Reckitt Benckiser Pharmaceuticals Inc
22.	Southeast Dental Associates
23.	Sunovion Pharmaceuticals, Inc
24.	Takeda Pharmaceuticals America
25.	VJS Construction Services
26.	Wal-Mart
27.	Wisconsin Academy of Ophthalmology
28.	Wisconsin Academy of Physician Assistants
29.	Wisconsin Alliance of Hearing Professionals
30.	Wisconsin Amusement and Music Operators
31.	Wisconsin Association for Marriage and Family Therapy
32.	Wisconsin Association of Nurse Anesthetists
33.	Wisconsin Association of School Nurses
34.	Wisconsin Athletic Trainers Association, Inc.
35.	Wisconsin Builders Association

36.	Wisconsin Business Alliance
37.	Wisconsin Chapter of the American Academy of Pediatrics
38.	Wisconsin Chapter of the American College of Emergency Physicians, Inc.
39.	Wisconsin Chiropractic Association
40.	Wisconsin Dental Association
41.	Wisconsin Dental Hygienists Association

2014

State of Wisconsin,
Department of
Administration

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STUDY ON CONSOLIDATION OF THE DEPARTMENT OF AGRICULTURE, TRADE AND CONSUMER PROTECTION WITH THE DEPARTMENT OF SAFETY AND PROFESSIONAL SERVICES

Study presented to the Legislature to meet requirements of 2013 Wisconsin Act 20, Section 9101(3s).

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Executive Summary

The Department of Administration has prepared a report on the potential consolidation of the Department of Agriculture, Trade and Consumer Protection with the Department of Safety and Professional Services, in response to requirements of 2013 Wisconsin Act 20, Section 9101(3s). The 2013-15 biennial budget required the Department of Administration to conduct a study to determine the appropriateness of combining the functions currently performed by the Department of Agriculture, Trade and Consumer Protection with services provided by the Department of Safety and Professional Services. The legislation required the study to consult with the impacted agencies, the boards and councils attached to or under those agencies, and members of the public who may be affected by the consolidation of the two agencies

Outreach

- The study was completed in consultation with affected customers via an electronic survey, with more than 24,000 responses. See the Survey Methodology and Results document for complete results and methodology, as well as Appendices 3, 4 and 5 for survey questions, results and demographics.
- Impacted agencies were consulted directly via meetings with agency leadership and administrative staff.
- Stakeholder group representatives were engaged via direct meetings and direct contacts in the form of letters sent to leadership at the Department of Administration.

Conclusions and Recommendations

- **Do Not Consolidate Agencies:** Due to limited overlap between agency customers, customer sentiment against a merger, potential administrative difficulties presented by the potential merger and limited potential for savings, the agencies should not be merged. A merger could risk losing the generally high performance ratings of both agencies, most notably the 65.8 percent of respondents that rated their interactions with the Department of Safety and Professional Services as "Good" or "Very Good".
- **Move the Veterinary Examining Board to the Department of Agriculture, Trade and Consumer Protection:** Due to the historical relationship between the Veterinary Board and the department, as well as the close relationship with the veterinary profession, the Veterinary Examining Board should be transferred.
- **Improve Board Staffing and Examine Board Powers:** In response to feedback from impacted stakeholder groups, the study recommends improvements to board staffing, training and document management. The Department of Safety and Professional Services began making changes to improve these areas in 2012, which may have not yet been reflected in stakeholder sentiment. Additionally, the study recommends that the powers and duties of existing examining and advisory boards should be examined, to standardize board

practices, meeting schedules, actions on potential licenses and other issues. The study also recommends an examination of the overall practice of state licensure of professions.

- **Licensing Fees Charged by the Department of Safety and Professional Services should be Reexamined:** Most fees charged by the department are set administratively via a fee study, reviewed by the Joint Committee on Finance. These fees should be reexamined through the existing fee study process, with current budget assumptions.
- **Continue Agency Improvements on Document Management, Electronic Licensure and Electronic Communications:** The two departments have projects underway to improve document management, electronic licensing and customer communications. These projects should be continued, in close consultation with each other, other state agencies and the private sector.
- **The Department of Safety and Professional Services is a vital Point of Contact between the state and the public:** Over 380,000 individuals are licensed by the department in order to work in their chosen professions. Additionally, the department reviews the plans of most commercial buildings constructed in the state. This makes the agency one of the primary points of contact for state citizens. Efforts should be made to improve the customer service experience with the agency through additional LEAN Government/Six Sigma initiatives.

Part I: Background Information

Department of Safety and Professional Services

The Department of Safety and Professional Services (DSPS) serves as the state's primary entity for licensure of professionals, with over 388,000 active credential holders. Licenses issued by the agency are generally issued to individual professionals in a specific occupation. Professions are either regulated and licensed through an examining board or directly by the department, depending on the applicable governing statute for a specific license. In addition to the examining boards, there are also a large number of advisory boards attached to the agency. Advisory boards have less authority over the licensing requirements and regulation of various professions. These boards must be consulted when changes to regulations are made, but do not have final authority over changes.

The agency is also responsible for ensuring competent practice of licensed professionals, the safety of the construction and use of public and private buildings, and compliance with professional and industry standards.

Division of Policy Development

The Division of Policy Development provides administrative support and policy guidance to the professional boards by facilitating board meetings and serving as a liaison between the boards and the department. The division manages the administrative rule promulgation process for both professions regulated by examining boards and professions directly regulated by the agency. In addition, the division is responsible for managing continuing education and examination requirements for regulated professions.

Division of Legal Services and Compliance

The Division of Legal Services and Compliance provides legal services to professional boards regarding the investigation and discipline of licensed credential holders for violations of professional regulations. The division is also responsible for the complaint intake process, compliance monitoring, and a confidential program for impaired professionals. In addition, the division conducts business compliance inspections and financial audits.

Division of Industry Services

Within the Division of Industry Services, the Bureau of Field Services provides services related to the inspections, construction and operation of buildings, along with ensuring compliance with health and safety codes. The Bureau of Technical Services provides services such as plan review, consultation and product evaluation. The Bureau of Administrative Services provides administrative support to the division.

Division of Management Services

The Division of Management Services provides administrative services to the Office of the Secretary and all other divisions within the department. These services include human resources, payroll, planning, budget, accounting and information technology.

Division of Professional Credential Processing

The Division of Professional Credential Processing is responsible for all credential application processing, including determination of credential eligibility and credential renewal.

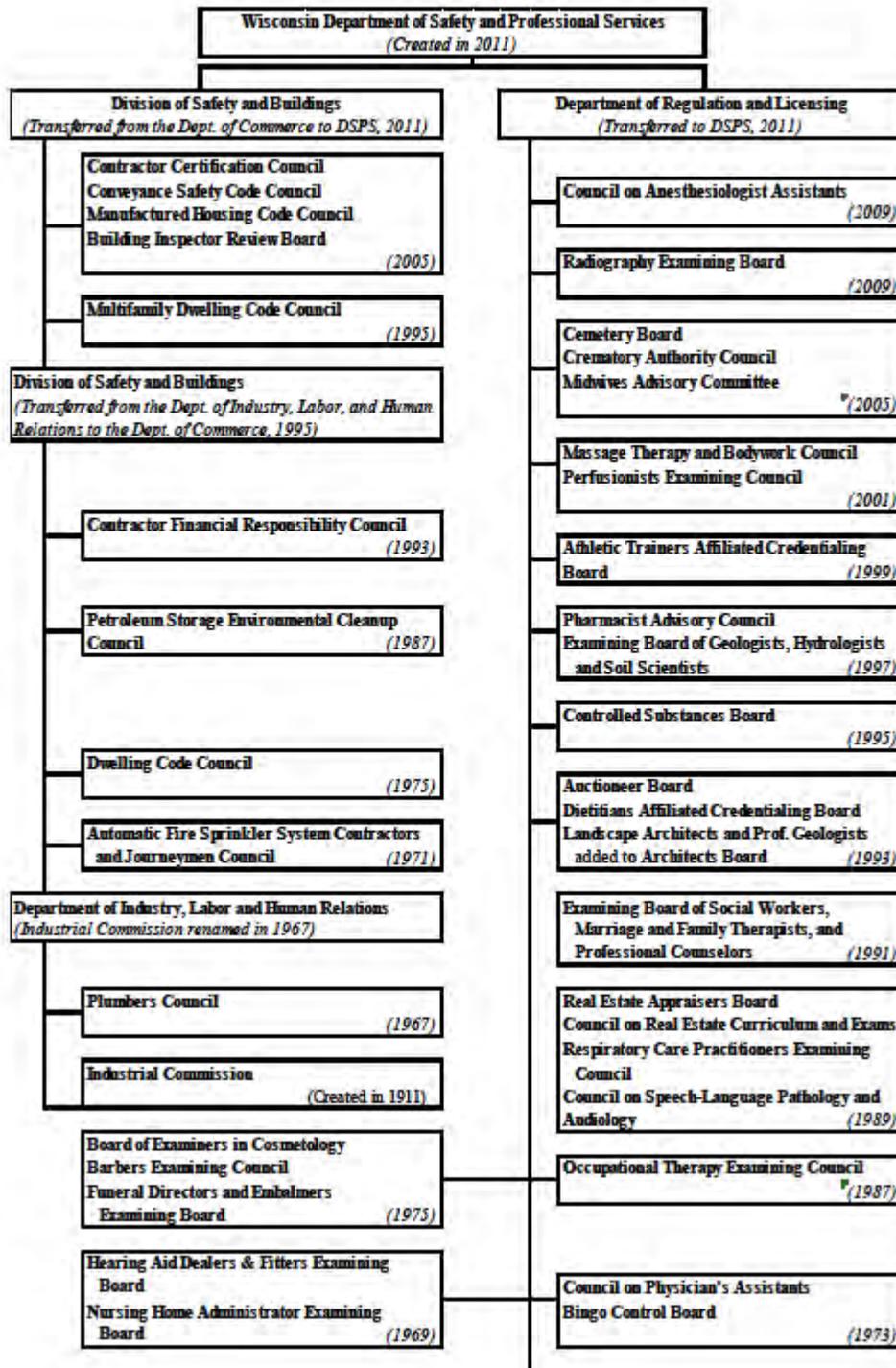
Agency History

Occupational licensing had previously been the responsibility of the Department of Regulation and Licensing (DRL), which is now DSPS. DSPS was created by combining several existing regulatory boards and commissions under one agency as a part of the broad reorganization of state government in the mid-1960s. Prior to the creation of DRL, professional occupations were regulated by independent examining boards that had the authority to regulate the professions, grant credentials and collect fees. Each of these independent boards had a separate budget and directly employed staff. The first such board was the Pharmacy Examining Board, created in 1882 with 16 additional independent examining boards or councils created through 1965. DRL existed, with additional responsibilities added over time, until 2011.

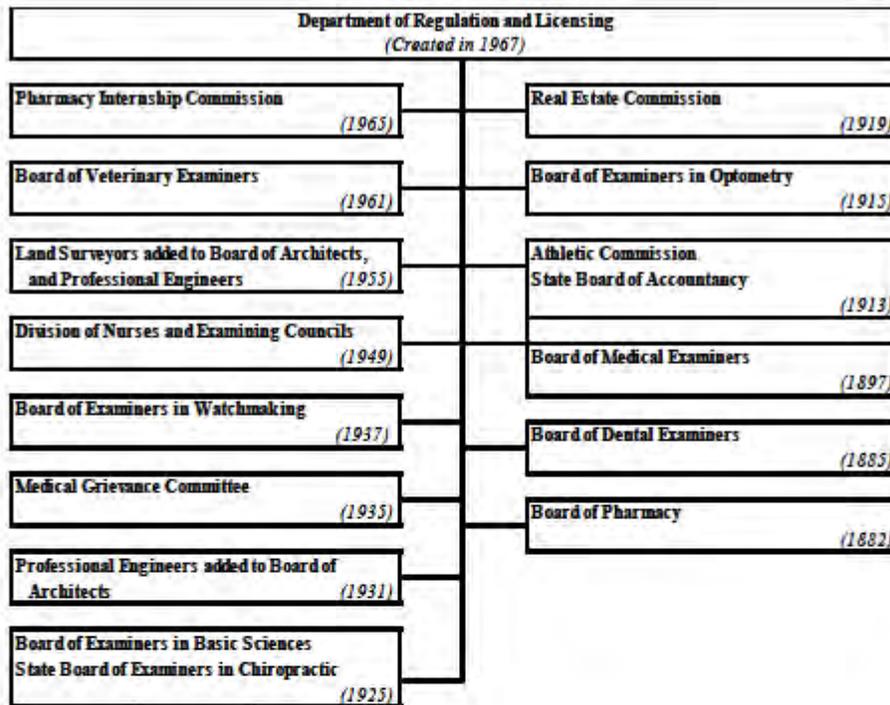
The 2011-13 biennial budget, 2011 Wisconsin Act 32, created the Department of Safety and Professional Services. DSPS was responsible for all the functions of DRL, as well as additional responsibilities related to environmental regulatory services, and safety and buildings, which were transferred from the Department of Commerce. As part of the 2013-15 biennial budget, the majority of functions related to environmental regulatory services were transferred to the Department of Natural Resources (DNR) and to DATCP, as noted below.

DSPS is almost entirely funded by licensing fees and plan review fees. Most of these fees are set administratively via a fee study, subject to review by the Joint Committee on Finance. The fees are intended to be set at rates that allow the department to function. In past fiscal years, due to statewide tax revenue constraints, state agencies, including DSPS, have been required to lapse a portion of their funding to the general fund in order for the fund to maintain a positive fund balance. Item 1 shows the history of the department:

Item 1: DSPS History



Item 1: DSPP History - Continued



Relevant Budget Changes

The 2013-15 biennial budget act made significant changes to DSPP responsibilities, by transferring functions to DNR and DATCP. This section details those changes.

The department had shared responsibility with DNR for administration of the Petroleum Environmental Cleanup Fund Award (PECFA) program and the abandoned tank removal program. PECFA reimburses owners for a portion of the costs incurred for remediation of contamination from leaking petroleum product storage tank systems and home heating oil systems.

DSPP was responsible for the financial reimbursement portion of the program, including review and payment of claims, and for administration of cleanup at low- and medium-risk petroleum sites. These responsibilities, along with associated funding and staff were transferred to DNR. Management of the petroleum inspection segregated fund, which is funded through a 2 cent per gallon tax on motor fuel, was also transferred to DNR. The functions were transferred to DNR because these functions were already partially covered by that agency and combining the split functions provided operational efficiencies. A net total of 3.0 FTE positions and \$485,700 was eliminated as a result of the transfer of responsibilities.

The department was also responsible for inspection and regulation of petroleum, and underground petroleum storage tanks. This includes private heating oil tanks as well

as tanks at retail gas stations. Responsibilities, funding, rule-making authority and staff were transferred from DSPS to DATCP. This change also created efficiencies because DATCP already performed inspections at retail gas stations, as part of its regulation of weights and measures. Before the transfer, both agencies conducted inspections at gas stations. By combining the two functions, time was saved on the part of both the state and the regulated gas stations. A net total of 6.5 FTE positions and \$405,700 was saved due to this transfer.

The following table shows the department's budget and total full-time equivalent positions (FTE) for the current and previous biennium.

Table 1: DSPS Budget

Budget Fiscal Year						
	2011-13 Biennium			2013-15 Biennium		
Fund Source	2012	2013	FTE	2014	2015	FTE
Program Revenue	\$66,004,400	\$66,254,400	302.3	\$48,506,300	\$48,774,400	261.6
GPR	2,413,200	2,413,200	1.0	2,412,300	2,412,300	1.0
Segregated Revenue	13,467,900	13,467,900	66.3	-	-	-
Total	\$81,885,500	\$82,135,500	369.6	\$50,918,600	\$51,186,700	262.6

Department of Agriculture, Trade and Consumer Protection

The Department of Agriculture, Trade and Consumer Protection (DATCP) works to assure a safe and secure food supply, healthy animals and plants; provide consumer protection; and ensure fair business practices. The department also works with partners in agriculture and business to ensure a vibrant agricultural sector and a clean environment.

The DATCP is a regulatory agency with jurisdiction over nearly all types of business, via consumer protection laws. The department has authority to adopt administrative rules that have the force of law. As a regulatory agency, the department seeks voluntary solutions, but it can use its enforcement authority when necessary. Statutes and administrative rules give DATCP the authority to conduct hearings and investigations, adopt rules, perform inspections, issue subpoenas, collect and analyze samples, issue compliance orders, and suspend or revoke licenses. In cooperation with a district attorney or the Department of Justice, DATCP may also prosecute law violations in court.

In addition to regulatory action, the department also provides services to consumers and businesses, and licenses over 100,000 individuals and businesses. Generally, DATCP licenses businesses more frequently than individuals.

Division of Food Safety

The Food Safety Division works to assure a safe, wholesome and secure food supply. The division enforces Wisconsin's food safety and labeling laws, licenses and inspects over 30,000 food establishments, and supervises local government inspection of others. Supermarkets fall under the jurisdiction of DATCP, while restaurants are inspected by the Department of Health Services. Both are inspected under the same regulatory regime.

The Food Safety Division regulates the entire food chain, from the agricultural producer to the consumer. That permits a comprehensive approach to food safety issues affecting producers, processors, distributors, retailers and consumers

Division of Trade and Consumer Protection

The Trade and Consumer Protection Division enforces consumer protection laws and rules, including jurisdiction over false sales or advertising claims and unfair business practices.

The division also enforces state weights and measures laws to ensure that consumers receive the advertised amount of the product they are purchasing. In doing so, the division tests commercial scales, gasoline pumps, price scanners and measuring devices, and enforces fair packaging and labeling requirements. According to national estimates, weights and measures enforcement saves the average family \$600 per year.

Division of Animal Health

The Division of Animal Health is responsible for ensuring all livestock in the state meet state and federal health standards. This ensures human safety, as well as animal

safety, because serious animal diseases may impact humans. Additionally, the division licenses various livestock businesses such as animal markets, animal dealers, animal trucker's licenses, and dog shelters and breeders.

Division of Agricultural Resource Management

The Agricultural Resource Management Division works to ensure good stewardship and responsible use of Wisconsin's land, water and plant resources. The division is responsible for safeguarding the resources that support the food chain, in part by regulating pesticides and other agrichemicals to protect public health and the environment. When spills occur, the division works to clean up agrichemical spills. The division also provides the following services:

- Helps landowners and local governments conserve Wisconsin's productive land and water resources;
- Establishes standards for facility siting ordinances and helps preserve farmland threatened by unplanned development and sprawl;
- Helps prevent pollution of surface water; and
- Works to control serious pests that threaten Wisconsin crops, forests and plant communities.

Division of Agricultural Development

The Agricultural Development Division is responsible for fostering a vibrant Wisconsin agricultural economy, by supporting farmers and agricultural businesses in the state. This division is responsible for promoting value-added development and diversification of the agricultural sector, promoting local sale and consumption of Wisconsin products, and connecting Wisconsin products with export opportunities.

Relevant Budget Changes

The 2013-15 biennial budget transferred the Tank and Petroleum Testing Program from DSPS to DATCP. This included the transfer of 36.0 FTE positions as well as associated funding, rule-making and enforcement authority. The budget made other less significant changes to the agency as well, but this item is the largest change in agency responsibilities and staffing.

The following table shows the department's budget and total FTE positions for the current and previous biennium.

Table 2: DATCP Budget

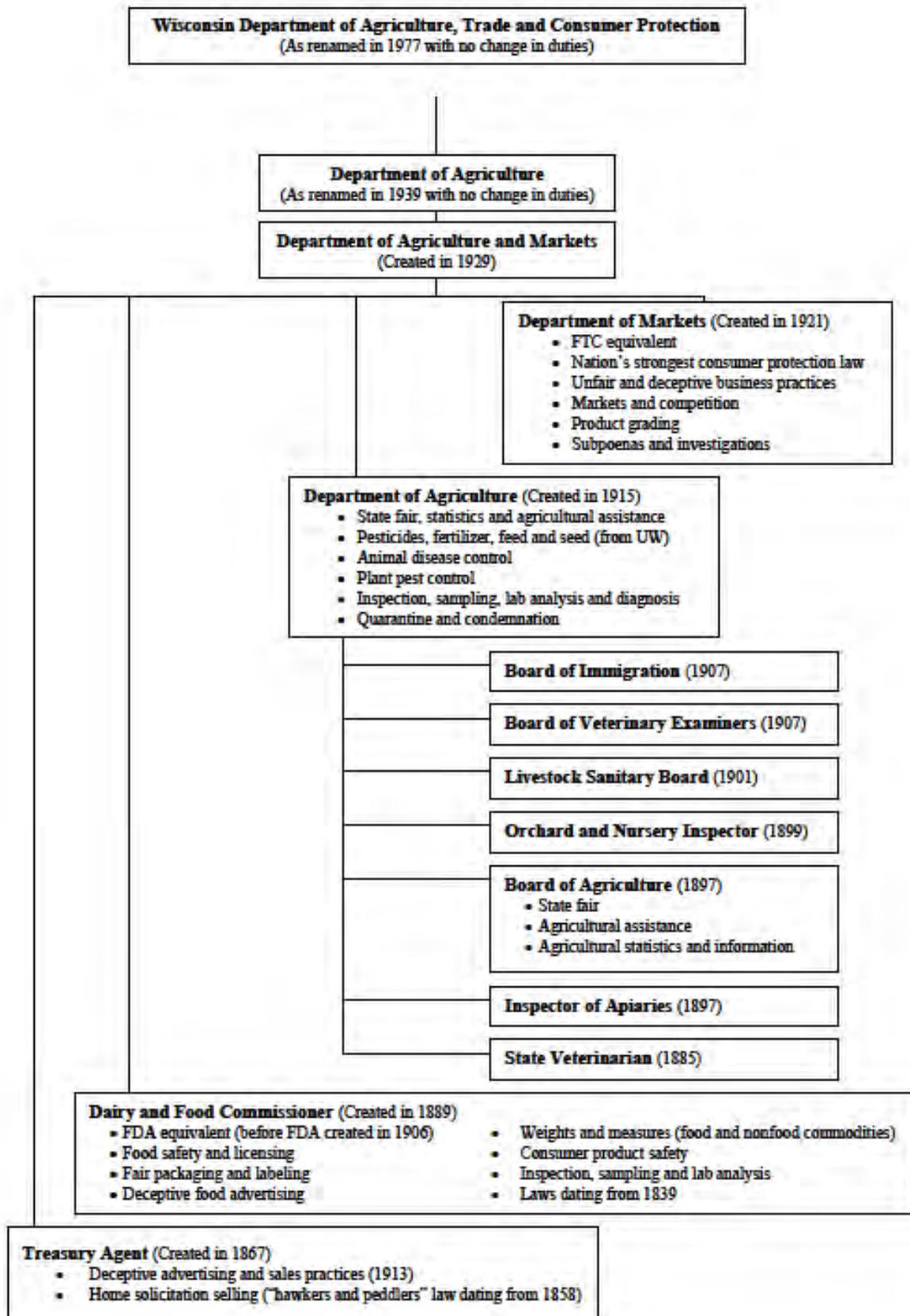
Budget Fiscal Year						
	2011-13 Biennium			2013-15 Biennium		
Fund Source	2012	2013	FTE	2014	2015	FTE
Program Revenue	\$44,213,800	\$44,389,200	283.6	\$37,103,100	\$37,048,700	283.6
GPR	26,612,300	28,375,900	210.0	26,878,900	26,488,800	211.0
Segregated Revenue	29,922,000	30,352,700	97.3	33,385,500	32,527,700	131.3
Total	\$100,748,100	\$103,117,800	590.6	\$97,367,500	\$96,065,200	625.9

Department History

The department formed in 1929 the direct descendent of the Department of Agriculture and Markets, formed in 1929 by combining the Department of Markets, the Department of Agriculture, the Treasury Agent and the Dairy and Food Commissioner. The agency has changed names twice since its inception, once to the Department of Agriculture in 1939 and again in 1977 to the current Department of Agriculture, Trade and Consumer Protection. However, the primary functions of the agency have not been modified with the name changes.

The agency has roots in laws that date before Wisconsin statehood and have strong ties to the state's agricultural history. The oldest of the laws were the initial consumer protection laws designed to ensure that agricultural products were of the advertised quality and quantity. These laws were enforced by the Treasury Agency. Food safety was also an early addition to the state's responsibilities, as the public demanded assurance that food was safe to eat. Early food safety laws were under the purview of the Dairy and Food Commissioner, created in 1889. The original Department of Agriculture was formed in 1915 from a combination of various boards with jurisdiction over agricultural products, animals and immigration. The following item shows the lineage of the agency:

Item 2: DATCP History



Part II: Public Involvement, Stakeholder Outreach and Agency Consultation

Survey Distribution and Methods

As a portion of the study, the Legislature required consultation with board members, stakeholders and the general public on issues related to consolidating the two departments. In an effort to efficiently and cost-effectively contact the largest number of stakeholders, an electronic survey was used. This survey was sent to impacted board members, stakeholder groups and individual license holders and was publicized via media outlets to attract a broad spectrum of public comment. More than 430,000 people were directly contacted with the survey.

The contact lists were generated by using an email list of DSPS license holders, email lists generated from the Office of Business Development interactions with Chambers of Commerce and economic development groups as well as business contacts throughout the state. The survey was also electronically distributed through over 350 DATCP- and DSPS- identified stakeholder groups with directions to forward the survey to group members.

Links to the on-line survey were sent to email addresses for all the license holders on file with DSPS, which totaled 428,954 emails. In addition to agency contacts, the survey was also distributed to members of the DATCP and DSPS attached boards, members of the Legislature, and via the Department of Administration Office of Business Development at various events and through Chambers of Commerce. The survey was also available to the general public via a Web site and was publicized through media outlets. Please see Appendix 2 for a copy of the email sent with the survey.

The survey itself was crafted by Department of Administration Staff, in consultation with policy analysts and reviewed by DSPS and DATCP. These questions and potential answers were then reviewed by survey experts within state government to ensure that the questions did not lead the respondents to a preferred response. Please see Appendix 3 for a copy of all survey questions as they were presented to survey respondents.

Survey respondents were asked basic demographic questions, and then asked about which state agencies they interacted with. The structure of the survey varied based on which agencies were listed. Respondents were then asked to rate various aspects of agency performance for the agencies they selected. If the respondents rated agency performance as poor or very poor, they were provided space to provide additional comments on the survey. After completing this section, all respondents were asked questions directly related to their opinions of a potential merger. At the end of the survey respondents were able to provide general open-ended responses.

Respondent Characteristics and Survey Highlights

The next section provides highlights and analysis of the survey results. For full results please see the Survey Methodology and Results document. The following table shows the total response by type of survey contact.

Table 3: Respondents by Source of Contact

Respondents by Source of Survey Contact		
Source of Contact	Respondents	Percent of Total
License Holders	23,438	93.9%
Office of Business Development Contacts	550	2.0%
DSPS Stakeholders	336	1.3%
Legislature	173	0.7%
Board and Councils	147	0.6%
DOA/Wisconsin Web site	128	0.5%
Other	177	0.2%
Grand Total	24,949	100.0%

As the table demonstrates, most of the respondents were professional license holders, although as seen below, DSPS stakeholders had the highest response rate. There were also significant responses from individuals that were directly contacted by the Office of Business Development and stakeholder groups contacted by DATCP. The following table shows respondents by the means of contact. See Appendix 6 for a complete list of stakeholder groups contacted.

Table 4: Respondents by Source of Contact

Respondents by Source of Survey Contact			
Source of Contact	Surveys Distributed	Respondents	Response Rate
License Holders	429,305	23,438	5.5%
Office of Business Development Contacts	1,596	550	34.5%
Other – Known Number Surveys Sent	3,214	463	14.4%
Other – Unknown Number of Possible Respondents	N/A	498	N/A

The following table shows the breakdown of respondents by their professions based on DSPS licensee categories, as self-identified by the respondents. Health professions are the best represented group and include doctors, nurses, pharmacists, dentists, dental hygienists, as well as social workers and other therapists. The next largest group did not identify a profession; however the majority of these respondents were also license holders. Some respondents identified combinations of multiple professions.

Table 5: Respondents by Profession

Respondents by Profession		
Profession	Respondents	Percent of Total
Health Professions	9,838	39.4%
No Response	7,451	29.9%
Business Professions	5,194	20.8%
Trades Professions	1,920	7.7%
Manufactured Housing	21	0.1%
Mixed Martial Arts/Boxing	14	0.1%
<i>Subtotal</i>	24,438	98.0%
Multiple Professions Identified/Multiple License Holder		
Business Professions; Trades Professions	210	0.8%
Health Professions; Business Professions	187	0.7%
Health Professions; Trades Professions	61	0.2%
Health Professions; Business Professions; Trades	28	0.1%
<i>Subtotal</i>	511	2.1%
Grand Total	24,949	100.0%

Please see Appendix 4 for full demographic information of the respondents.

Responses to the survey provided insight into three primary questions related to the appropriateness of the potential merger of the two agencies:

- How often are individuals customers of the Department of Safety and Professional Services, and the Department of Agriculture, Trade and Consumer Protection?
- Do agency customers see a need for a merger?
- Can a merger be recommended on the basis of poor performance on the part of either agency?

The following sections provide detail on how these questions are answered, based on responses to the survey.

Agency Contact Overlap

If large numbers of agency customers deal with both agencies, there would be a significant reason to combine the two. A merger would reduce the number of agencies contacted by an individual or business owner, potentially saving time and effort spent contacting multiple agencies.

Frequent contact with both agencies by customers would also indicate that the potential for agency operational efficiencies by combining the two agencies exists, by allowing the same staff to perform more than one function. For example, prior to the 2013-15 biennial budget request, the agencies determined that both DSPPS and DATCP were sending inspectors to gas stations to inspect fuel quality and to ensure the

accuracy of fuel pumps. Combining these functions at DATCP allowed inspections to occupy less of a business's time and allowed for efficiencies for the state. The following table shows the number of respondents that listed both DSPS and DATCP as agencies they contact in the course of doing business.

Table 6: Agency Overlap

To do business in Wisconsin, I have contact with the following agencies:	Respondents	Percent of Respondents
Contact both DSPS and DATCP to do business	830	3.3%
Contacts with DSPS, DATCP and other agencies to do business	613	2.5%
<i>Total</i>	<i>1,443</i>	<i>5.8%</i>
Total Respondents	24,949	100.0%

Only 5.8 percent of respondents indicated that they did business with both DSPS and DATCP, with 2.5 percent of those respondents listing at least one additional agency. This indicates that there is limited overlap between customer bases for the two agencies. Additionally, there was limited overlap between either agency or any other agencies in state government. The most frequently mentioned additional agency, linked with DSPS was the Department of Health Services, followed by the Department of Natural Resources. The most frequently mentioned combination of agencies with DATCP was the Department of Natural Resources. See Appendix 5 for tables detailing full results.

Other agencies were frequently mentioned, but in unique combinations or combinations that corresponded with few other respondents. The most frequently mentioned agency was the Department of Health Services, followed by the Department of Revenue and the Department of Natural Resources. The following table shows how frequently other departments were mentioned by survey respondents.

Table 7: Departments Listed – Other than DATCP or DSPS

Department	Responses
Health Services	1,344
Revenue	1,236
Natural Resources	1,115
Workforce Development	1,015
Financial Institutions	770
Other	548
Children and Families	432
Office of the Commissioner of Insurance	390
Public Instruction	331

Given the limited overlap between customers of both agencies, it is unlikely that there would be significant savings of time and effort on the part of the public if the agencies were combined. Additionally, these results indicate that there are likely limited operational efficiencies to be gained from combining the two agencies. These conclusions are corroborated by consultation with department staff, which indicated limited overlap among agency functions.

Respondent Views on a Potential Merger

The second question addressed by the survey relates to how directly impacted stakeholders viewed the possibility of merging the two agencies. Though licensees and board members may not have a strong sense of internal agency operations, they are among the best gauges of the amount of focus they receive from an agency. By asking them directly their opinions of a merger, the respondents indicate whether a new, combined agency would serve their interests.

Generally, survey respondents were opposed to a potential merger. Of those that provided a response to the question "If no savings were found from a consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection would you support the general concept of consolidation?" only 15.7% of respondents responded "Probably Yes" or "Definitely Yes." The following table shows the responses to the question, excluding 4,375 blank responses.

Table 8: Consolidation Responses

If no savings were found from a consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection would you support the general concept of consolidation?		
Excludes respondents that did not respond to the question		
Definitely Yes	873	4.2%
Probably Yes	2,364	11.5%
Not Sure	3,532	17.2%
Probably No	6,614	32.2%
Definitely No	7,191	35.0%
Total Respondents	20,574	100.00%

By stating that the respondents should decide if the agencies should be combined, absent of savings, the survey question gives a sense of whether agency customers feel they would see better service or have an easier time receiving the services they need from an agency if DSPPS and DATCP were combined. Another question looked directly at service expectations in the event of a merger. The following table shows responses to the question "How do you believe a consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection would affect the services to you as a license holder?" This table excludes 4,430 blank responses.

Table 9: Evaluation of Services

How do you believe a consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection would affect the services to you as a license holder?		
Excludes respondents that did not respond to the question		
Greatly improve service	192	0.9%
Improve service somewhat	760	3.7%
Not sure	8,308	40.5%
Reduce service somewhat	6,270	30.6%
Greatly reduce service	4,989	24.3%
Total Respondents	20,519	100.0%

Only 4.6 percent of respondents felt that merging the two agencies would improve services. This again indicates that the most directly impacted customers of the agencies do not see a potential for improved services between the two agencies.

The following table shows respondent concern that a combined agency would lose focus on the individual functions of the two predecessor agencies. This concern was echoed in stakeholder contacts and discussions with agency staff. Specifically, the agricultural industry expressed concern that a merger would move focus from agriculture issues.

Table 10: Agency Focus

If Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection were consolidated how do you think the focus of the new agency might change the current functions such as agriculture, food safety, consumer protection, building plan review and professional licensing?		
Excludes surveys that did not respond to the question		
Increase focus	749	3.6%
Stay the same	2,981	14.5%
Reduce focus	12,487	60.7%
Unsure	4,364	21.2%
Total Respondents	20,581	100%

Respondents were also given the opportunity to make additional comments at the end of the survey. These open-ended responses tended to relate to opinions about the potential for a merger, given the order in which the questions were asked. There were a total of 3,886 comments given in this space. These comments were categorized into seven categories.

Table 11: Comment Categories

Type of Comment	Respondents	Percentage
Pro-consolidation	332	8.5%
Anti-consolidation	1,877	48.3%
Increase Resources for Agency Functions	69	1.8%
Comments related to board responsiveness or operations	64	1.6%
Continuing Education Related Comments	109	2.8%
General Agency Complaints	271	7.0%
Other Comments	1,164	30.0%
Total	3,886	100.0%

The comments generally mirrored the sentiment of the general survey response, with the majority opposing the merger, with some supporting it. The arguments put forward in the comments provide insight into what respondents considered important.

Comments suggesting the agencies remain separate were primarily concerned with the two agencies having disparate functions, with the potential for a loss of agency focus on one function or the other. Some examples of comments opposing a merger:

"The two departments have totally different focuses. I do not believe the public's safety and concerns would be properly protected if these departments were combined!"

"The idea of consolidating too much causes more conflict and the chance of things backing up because [there] is too much of a work load and/or mixing things up. These departments do not seem to even correlate."

Generally, those in favor of a merger cited potential cost and efficiency improvements as reasons for the combination of the two agencies. Some examples of comments supporting a merger:

"Any consolidations should save tax dollars and we should EXPECT services to be [consistent] regardless of the structure. It should not be an either or. Expect results from all agencies."

"Consolidation should help to save on [personnel] and building overhead. Many businesses in WI have consolidated various [departments] to accommodate for lower income levels, the services provided to the state can do the same if there is a cost saving to be appreciate[d]."

The arguments made by commenters against a merger were also common when talking to stakeholder groups and agency staff, detailed later. Comments in favor of the merger assume savings, but given the limited overlap in agency responsibilities, these savings are limited, as examined in a later section of the study.

To summarize the public response to questions about a potential merger, respondents were generally opposed to merging the two agencies for two primary reasons. First, they did not expect improvement in the service provided to them in the event of a

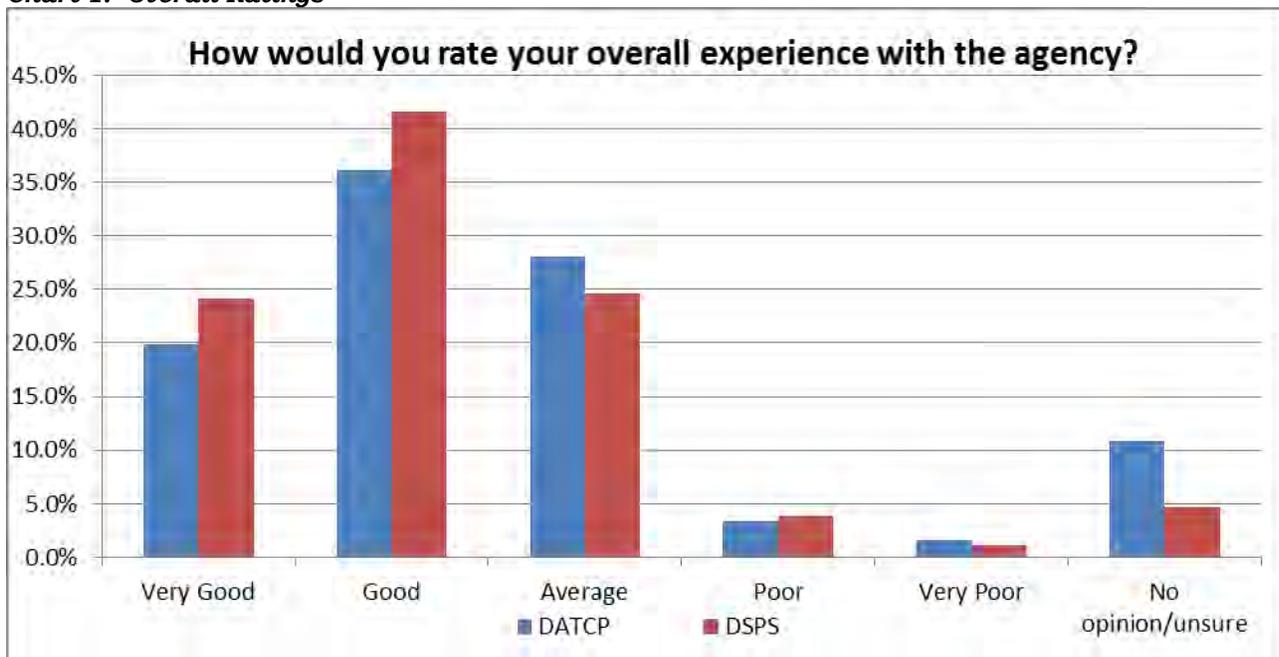
merger. Second, there is an expectation that the newly created agency would lose focus on the individual functions currently assigned to DSPS and DATCP.

Overall Performance Evaluation

Surveying agency customers about the overall performance of the agency gives insight into overall customer service quality. This provides an answer to the third question: Can a merger be recommended on the basis of poor performance on the part of either agency?

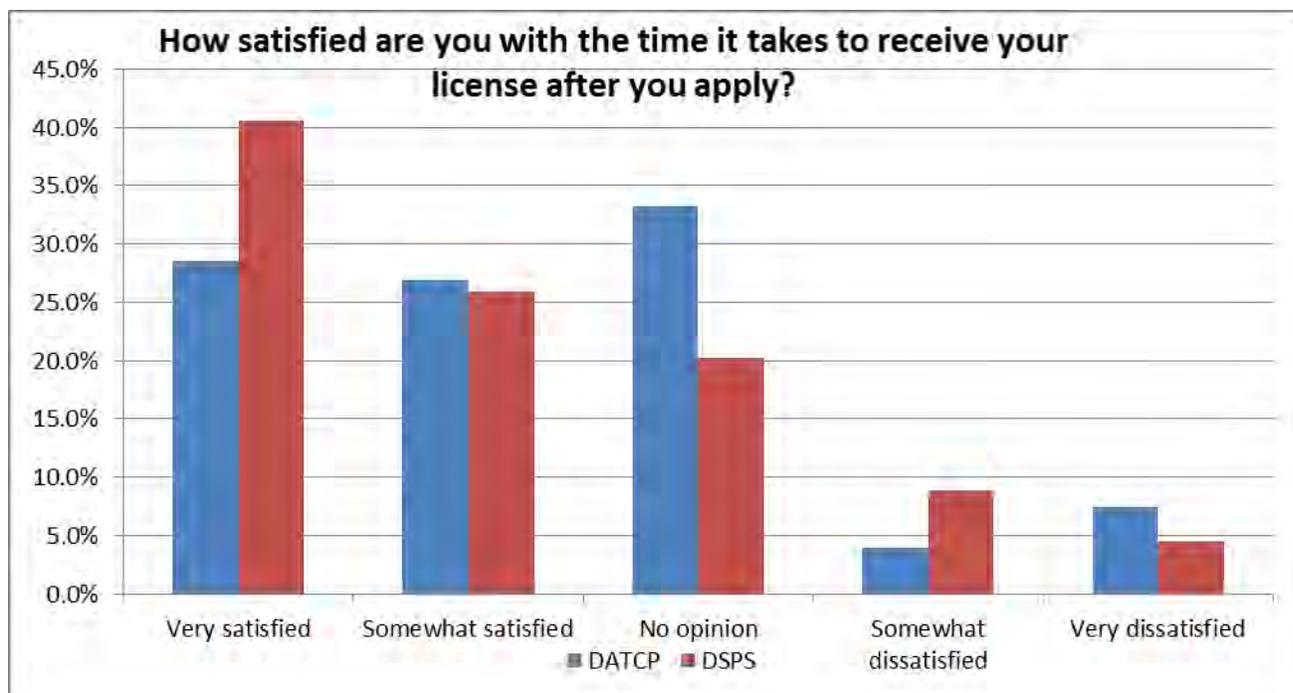
The following charts show the overall performance evaluation of two agencies: DSPS, DATCP. The following chart shows the responses to the question "How would you rate your overall experience with the agency?"

Chart 1: Overall Ratings



A total of 16,465 respondents expressed an opinion about DSPS's overall performance, with 1,555 respondents rating DATCP. Respondents expressed a relatively high overall rating of DATCP and DSPS. Respondents even had a relatively positive view of specific agency services such as the time that licenses are delivered after application. The following chart shows the responses to the question "How satisfied are you with the time it takes to receive your license after you apply?"

Chart 2: Response Time Satisfaction



In response to this question, 16,006 respondents expressed an opinion about DSPS's license response time, with 1,351 respondents rating DATCP. Generally, respondents were relatively satisfied with the service provided by the agencies. However, one area where there was less satisfaction was with the value provided by the licenses offered by DSPS. The following table shows that more than a quarter of respondents felt that they receive either minimal value or no value from the license provided by DSPS.

Table 12: License Value - DSPS

How much value do you believe there is relative to fees paid to be a DSPS license holder?		
Good Value	3,790	23.3%
Some Value	4,502	27.7%
Not Sure	3,722	22.9%
Minimal Value	3,516	21.6%
No Value	726	4.5%
Total Respondents	16,256	100%

Because of the general level of satisfaction of the two agencies' customers, making drastic changes to operations is inappropriate at this time. Organizational changes may disrupt service and confuse customers, reducing a relatively high level of service. However, an examination of the practice of licensing professionals may be appropriate, given perceived value of the license.

Agency and Stakeholder Group Contact

The Legislature required that the study consult with both impacted stakeholders and agency staff. The survey provided a broad base of contact with stakeholders. However, some stakeholder groups chose to respond directly. One such contact was a

letter from a large number of representative groups from the agriculture industry. This letter expressed concerns with the potential for a merger, based around the potential for one combined agency to lose focus on agricultural issues in the face of the increased agency responsibilities. Another stakeholder contact, with a representative for the Veterinary Medical Association, indicated that its primary concerns with DSPPS were related to ensuring that board meetings were consistently staffed and run smoothly. This group also formally requested that the Veterinary Board be moved from DSPPS to DATCP. However, generally impacted groups were not strongly in favor of a merger of the two agencies. Please see appendices 7,8 and 9 for direct contact letters from stakeholder groups.

When meeting with agency leadership and staff, the recurring theme was the limited overlap between the two agencies' customers. Very rarely did either DSPPS or DATCP indicate that they worked closely with the other agency, or referred customers to the other agency. Given the limited overlap, those consulted at the two agencies did not think that bolting one agency onto the other made sense, in terms of either creating internal efficiencies or improving customer service.

Part III: Fiscal Impact and Operational Issues of a Merger

After examining the operations of the two agencies included in the study, the fiscal savings from a potential merger would be limited. Each agency has significant field staff performing very different missions. Because of the varied nature of functions contained both within each agency and between the two agencies, most savings would be generated by eliminating executive unclassified positions and administrative positions.

There is no expected savings from combining the two agencies in terms of space costs, and no expected moving costs, since neither agency could be accommodated within the existing spaces available to either agency. If it was determined that all agency staff should be housed at one location, significant and costly expansion would be required of either the existing DSPS or DATCP facilities. Detailed cost estimates would need to be prepared at the time of the potential merger.

The largest portion of the savings would come from eliminating one set of executive unclassified staff for one of the agencies, including a secretary, deputy secretary, communications officer, assistant deputy secretary, chief legal counsel and a division administrator. The following table shows the expected savings from eliminating unclassified positions.

Table 13: Executive Staffing Savings

Position	FTE	Salary	Fringe Benefits	Total
Secretary	1.0	\$110,000	\$50,000	\$160,000
Deputy Secretary	1.0	100,000	40,000	140,000
Assistant Deputy Secretary	1.0	<u>100,000</u>	<u>40,000</u>	<u>140,000</u>
<i>Subtotal</i>	<i>6.0</i>	<i>\$310,000</i>	<i>\$130,000</i>	<i>\$440,000</i>

Three additional statutory positions, a Communications Director, Chief Legal Counsel and Division administrator positions could be eliminated. However, the duties performed by these positions would still be required. Completing these duties would create the need for additional management or operational staff, mitigating the savings created by elimination of executive staff.

Additional appropriation reductions could be realized by eliminating administrative positions in each agency, specifically in the agencies' human resources and budget areas. Though the new agency would warrant larger staffing in these areas, the positions identified for elimination are positions that have been vacant for an extended period. The following table shows potential savings from the elimination of the administrative staff positions.

Table 14: Administrative Staffing Savings – Vacant Positions

Position	FTE	Salary	Fringe	Total
Human Resources Manager	1.0	\$100,000	\$40,000	\$140,000
Budget and Policy Analyst	1.0	<u>50,000</u>	<u>20,000</u>	<u>70,000</u>
<i>Subtotal</i>		<i>\$150,000</i>	<i>\$60,000</i>	<i>\$210,000</i>

Since these positions are vacant, expenditure savings are currently occurring and as a result eliminating them would not generate new savings. Additionally, these positions may be eliminated in response to 2013-15 biennial budget provision requiring the elimination of 450.0 FTE positions across state government, before a merger could take place. Therefore, while eliminating the positions would reduce budgeted appropriations, it may not result in a net reduction in expenditures.

Together, expected staff savings would equal \$610,000 annually, which is the equivalent of 0.2 percent of the combined agency budgets. However, a portion of these savings would be offset by costs related to merging the two agencies. Given the limited operational overlap between the agencies, the primary cost would be related to design of the new agency's Web site to incorporate the two different functions. This is estimated at \$40,000, which reduces potential savings generated from the merger.

A merger would also generate additional costs related to updating administrative code of the existing agencies, in order to ensure statutory and agency references were up-to-date. All agency forms and licenses would also need to be updated. While agency costs to make these updates may be limited, the cost to comply with state regulations would increase for the public.

Administrative and Policy Concerns

In addition to the limited savings generated from the merger, there are significant administrative and policy concerns about a potential merger. A combined agency would only have one set of executive officers. A review of the two secretaries' schedules indicates that accommodating all meetings with agency customers and industry representatives would be very difficult. This could potentially be alleviated by creating an additional deputy secretary position, which would further limit the savings generated by a merger.

Another major issue would be determining the authority that the existing DATCP board would have over the examining and advisory boards attached to DSPS. Currently, the DATCP board has the ability to review and approve or alter any administrative rules that come out of DATCP. If this structure was retained, the DATCP board would have jurisdiction to review any rules made by the Medical Examining Board or any other board attached to DSPS. The DATCP board does not have representation or expertise in most of the areas regulated by the DSPS boards. The DATCP board could be increased in size to accommodate representation for each of the new industry areas. However, determining representation on this board would be difficult, and accommodating representation from each DSPS board would make the DATCP board difficult to manage and potentially ineffective. This could be

resolved by eliminating DATCP board oversight over portions of the new agency, which would undermine the case for a combined agency.

Part IV: Conclusions and Recommendations

After consulting with the public via the survey, stakeholders, administrative and executive staff in both agencies and analyzing the potential for savings in both agencies as the result of a merger, this study recommends against combining the two agencies. The potential savings generated and unknown costs do not justify the potential disruption in service and confusion among stakeholders. Furthermore, given the limited overlap between the two agencies, it is unlikely that bolting one agency to the other will provide for enhanced efficiency and customer service for any of the agencies' customers. However, examining each agency did show ongoing attempts to improve customer service and operations at both agencies, as well as potential new initiatives.

In response to the request from the Wisconsin Veterinary Medical Association, the Veterinary Examining Board should be moved to DATCP. Additionally, all enforcement functions related to enforcement of the practice of veterinary medicine should be moved to DATCP. This change is feasible because historical relationship between the Veterinary Board and DATCP, as well as the close relationship between the veterinary profession and the agency. The department has significant expertise in the veterinary field, and the DATCP board has members that are familiar with animal health issues.

One area of emphasis related to DSPS service was an improvement of board meeting staffing functions. After examining the agency operations and stakeholder opinions, it appears that some boards function well, while others may be improved or potentially eliminated. The department should institute a system of training on board powers, functions and the rule-making process for both board members and board staff, which would improve the effectiveness of the staff. As part of this process, DSPS should work with other agencies, including the Department of Natural Resources, that have attached boards to determine best practices for board staffing.

Due to reduced lapse assumptions, DSPS should reexamine the fee structure via a fee study that is reviewed by the Joint Committee on Finance, with current lapse assumptions. The new review of fees should take into account all options to potentially reduce the cost of compliance for businesses, including reducing fees and lengthening the period for which a license is valid.

The study recommends that a comprehensive examination of existing examining and advisory boards should occur, in consultation with the impacted licensees, board members and professional organizations to standardize board practices, meeting schedules and actions on potential licenses. Further, given the differences in opinion among license holders about the value of their license, it may be reasonable to conduct a review of professional licensing generally to determine how to best ensure continued excellence in professional services in the state.

Both DATCP and DSPS are in the process of creating an electronic document and contact management system. At DATCP, this system will allow businesses that must hold multiple permits, for example separate permits to operate a dairy, haul milk and sell cattle, to have one record on file for all of the permits, instead of a separate, paper record for each permit. This will save permit holders time and effort in renewing and acquiring new permits. Additionally, this will allow DATCP staff to focus less on paper

processing and more on direct customer service. Given the difficulty of distributing the survey tool used in this study, and the poor response rate from DATCP licensees, there is clearly room for improvement in terms of electronic communications at the department.

A similar data management project is underway at DSPS, which will aid in further automating the licensing process. The process for licensing at DSPS is already Internet-based, but this project will work to streamline the licensing process and improve document management. Improved document management will allow for easier access to board materials and other important department communications by the public. The two agencies should continue on the path of automation and should consult with each other, other state agencies and the private sector to determine best practices in establishing a new content management software suite.

Over 380,000 individuals are licensed by DSPS in order to work in their chosen profession. Additionally, DSPS reviews the plans of most commercial buildings constructed in the state. This makes the agency one of the primary points of contact for these citizens and others that choose to do business in the state, on par with an organization like the Division of Motor Vehicles in the Department of Transportation. Contact with such agencies is often where individuals form their overall opinion of government effectiveness and efficiency.

Working to improve the customer experience with DSPS should be a top priority. This can be achieved by instituting a strategic planning program at DSPS and developing performance measures for the agency, with input from staff and stakeholders to significantly improve agency function and customer service. In addition, the State Controller's Office is conducting a fiscal audit of DSPS. Any recommendations from this report about financial policies and procedures should be examined to improve internal financial processes.

Finally, the agency presents opportunities for process streamlining through the creation of a Six Sigma/LEAN Government program. DATCP has instituted a Six Sigma program and has made significant process improvements. Customer service and agency efficiency may also benefit from an outside review of operational and leadership practices from an operational consultant. The following table outlines some of the existing LEAN Government initiatives currently underway at the two agencies.

Table 15: Current LEAN Government Initiatives

Agency	Project	Goals, Results and Recommendations
DATCP	Out of State Travel Authorization	<ul style="list-style-type: none"> • Redesign process flow to move finance notification to end of process. • Provide documentation of the process, and instructions for appeal of denied requests. • Enhance electronic submittal process, currently in use in one division, to provide departmentwide service.
DATCP	Division of Food Safety Dissemination of Lab Results/ Agricultural Resource Management Dissemination of Lab Results	<ul style="list-style-type: none"> • Scan lab analysis report upon printing and email a .pdf version of the report to appropriate field staff. • Set up a system through GovDelivery to generate automated messages for field inspectors. • Encourage greater use of electronic database containing lab results. • Print lab reports for archival purposes, but also stored as image in special drive as a pdf file.
DATCP	Feed Sampling in the Bureau of Agrichemical Management	<ul style="list-style-type: none"> • Determine the appropriate number of surveillance feed samples to collect each year. • Develop standard procedures and guidance to ensure the appropriate number of surveillance feed samples are collected each year. • Increase, by a minimum of 200%, the number of surveillance feed samples collected in 2013 over those collected in 2012.
DATCP	SWRM cost-share transfers: Simplifying routine approvals	<ul style="list-style-type: none"> • Identify more efficient ways to process this routine transaction. • Reduce reliance on paper documentation. • Reduce workload for frontline staff.
DATCP	Division of Ag Resource Management - The Staff Trackers	<ul style="list-style-type: none"> • Information is collected in a timely and efficient manner. • Eliminate redundancy where it is found. • Reduce collection of inaccurate information.

DATCP	Bureau of Labs - Records Storage and Retrieval	<ul style="list-style-type: none"> • Determine the deficiencies of the current system and propose resolutions. • Define a systematic, efficient and applicable method for categorizing the records and documents. • Design a uniform and systematic nomenclature to be used for storage and retrieval of the records. • Provide sufficient directions to the BLS staff to organize, label their documents to be delivered for storage including the delivery location.
DATCP	Bulk Milk Weigher and Sampler Program	<ul style="list-style-type: none"> • Revise the Bulk Milk Weigher and Sampler (BMWS) licensing process to reduce cost for BMWS exam proctoring and field evaluations. • Ensure all BMWS license applicants receive an exam and licensing inspection before issuance of a temporary BMWS license. • Streamline the licensing process to increase external and internal customer satisfaction. • Improve Grade A dairy plant survey results by reducing the number of temporary BMWS licensees, licensed BMWS, and Appendix N samplers who are not inspected within the required period.
DATCP	Establish a consistent renewal process for registrations, certifications and licenses	<ul style="list-style-type: none"> • Standardize the process followed by program staff when reviewing applications for renewal of registrations, certifications and licenses. • Establish and measure baseline expectations for processing applications. • Reduce the amount of time required to renew a registration, certification or license. • Reduce the number of mistakes when verifying required information.
DSPS	Employee Training	<ul style="list-style-type: none"> • Improve process for training and approvals.

DSPS	Complaint Intake/Screening and Monitoring PAP Processes	<ul style="list-style-type: none"> To increase staff productivity and capacity through the improvement of the intake/screening, monitoring/PAP and records process. Processes have been streamlined and workloads appear to be balancing. A review/audit will be done by May 31, 2013 to assess the success of the project.
DSPS	Paperless Office - Phase 1	<ul style="list-style-type: none"> Promote operational effectiveness, a productive use of space, simplified processes and maximize staff resources. Eliminated 214 file cabinets, 18 bookcases, 144 feet of open shelving.
DSPS	Practice Question Procedure	<ul style="list-style-type: none"> Clarify the department's role as a regulatory agency and ensure that all documents interpreting statutes are identified. A new process for receiving and responding to professional practice questions was put in place.
DSPS	Electronic Plan Review - Phase 2	<ul style="list-style-type: none"> Improve the electronic plan review process through an analysis of current processes, procedures and tools.
DSPS	Case Resolution	<ul style="list-style-type: none"> Increase stakeholder satisfaction through the improvement of the case resolution process within the Division of Legal Services and Compliance. Achieved by target date and maintained consistency (52% reduction in pending caseload).
DSPS	Complaint Intake and Screening Process	<ul style="list-style-type: none"> Improve operational efficiency and stakeholder satisfaction through the centralization of complaint processing into the Division of Legal Services and Compliance.
DSPS	Document Consistency	<ul style="list-style-type: none"> Increase staff productivity, reduce errors, and create consistency in the production of documents by creating quality review processes and forms. Resulted in a much more comprehensive, review of legal work product along with a reduction in errors. Reduction in rejected proposed resolutions by professional boards.

Appendix 1: Statutory Charge

2013 Wisconsin Act 20, Section 9101(3s): Study concerning consolidation of the departments of safety and professional services and agriculture, trade and consumer protection.

- (a) The department of administration shall conduct a study concerning the consolidation of the functions currently being performed by the departments of safety and professional services and agriculture, trade and consumer protection under a single new agency in the executive branch of state government, to be named the department of agriculture, regulation, and trade.
- (b) In conducting the study under paragraph (a), the department of administration shall consult with the departments of safety and professional services and agriculture, trade and consumer protection and with the boards and councils attached to or under those agencies.
- (c) In conducting the study under paragraph (a), the department of administration shall consult members of the public who may be affected by the consolidation of the departments of safety and professional services and agriculture, trade and consumer protection and the creation of the department of agriculture, regulation, and trade.
- (d) No later than January 1, 2014, the department of administration shall submit a report of its findings from the study conducted under paragraph (a) to the joint committee on finance and, in the manner provided under section 13.172 (3) of the statutes, to the appropriate standing committees of the legislature. That report shall set forth the department of administration's recommendations concerning the proposed consolidation described under paragraph (a). If the department recommends consolidation, the report shall include the department's recommendations concerning all of the following:
 - 1. The organizational structure, programmatic functions, and performance objectives of the department of agriculture, regulation, and trade.
 - 2. Any reduction in staff that may be accomplished as a result of the consolidation of the departments of safety and professional services and agriculture, trade and consumer protection.
 - 3. Any board or council that may be eliminated as a result of the consolidation of the departments of safety and professional services and agriculture, trade and consumer protection.
 - 4. Any adjustment to credentialing fees that may be appropriate and the capability of revenue from credentialing fees to support the operations of the department of agriculture, regulation, and trade.
 - 5. Any function of or program under the departments of safety and professional services and agriculture, trade and consumer protection that should be transferred to an agency other than the newly created department of agriculture, regulation, and trade.
 - 6. Any way to improve the services to be provided by the department of agriculture, regulation, and trade.
- (e) If the department of administration recommends consolidation in its report under paragraph (d), the department shall also submit with that report draft legislation that implements, effective July 1, 2015, the department's recommendations made in the report.

Appendix 2: Copy of Generic Outreach Email sent to Survey Respondents

Good morning,

We are contacting you today as we would appreciate your feedback (including feedback from your organizations board and members) about possibly merging the Department of Safety and Professional Services (DSPS) and the Department of Agriculture, Trade and Consumer Protection (DATCP). Your input about how this consolidation may impact you is very valuable to us.

The 2013-15 state budget calls for a study about consolidating these two agencies. DSPS manages the licensing and regulation of professions in health, business and construction trades. They also oversee state building safety codes and provide services related to plan review, permit issuance, building and component inspection, and safety codes. DATCP is responsible for the promotion and regulation of Wisconsin's agriculture industry, including Agriculture Resource Management and Animal Health, as well as the oversight of food safety and consumer protection.

We ask that you complete the survey and forward this email to your members for their response so we can better understand how a potential consolidation may affect you. Your answers and contact information will be kept confidential and will not be used outside of the scope of this survey. All survey results will be tallied for any reporting purposes.

[TAKE THE SURVEY – your answers will be kept confidential](#)

Thank you in advance for your participation and input.
Office of Business Development

Note: throughout the survey, you will see the term 'license' which refers to any license, credential, certification, registration or permit. Please view the term to mean the document a state agency issues as a requirement to do business, perform an occupation or specific work activity in the State of Wisconsin.

Appendix 3: Survey Questions

Page 1

State Agency Involvement

My primary purpose for contact with an agency is: Select at least 1 and no more than 6.

- Obtain or renew an occupational license
- Register my business
- Obtain a permit for a specific activity
- I am a member of a Board or Council affiliated with an Agency
- I am a Representative of a Trade Association with interests to an Agency
- Other with significant Agency contact
- None of the Above

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Background Information

In which county do you reside?

To do business in Wisconsin, I have contact with the following agencies: Select at least 1 and no more than 3.

- Department of Safety and Professional Services (DSPS)
- Department of Agriculture, Trade and Consumer Protection (DATCP)
- Other agencies
- None

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Additional Agencies

Select additional agencies Select no more than 5.

- Children and Families, Department of
- Financial Institutions, Department of
- Health Services, Department of
- Insurance, Office of the Commissioner of
- Natural Resources, Department of

- Public Instruction, Department of
- Revenue, Department of
- Workforce Development, Department of
- Not on list, please specify

Enter Department Name

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Employee Count

In which county is your business located?

-- None --

How many full time people do you employ?

How many part time people do you employ?

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Profession or Industry

What best represents your profession or industry sector

- Health Professions
- Business Professions
- Trades Professions
- Manufactured Housing
- Mixed Martial Arts/Boxing

Page 6

Trade Professions

Select category.

- | | | |
|---|---|-------------------------------------|
| <input type="checkbox"/> Fire Sprinkler | <input type="checkbox"/> Dwellings, Structures, Sites | <input type="checkbox"/> Mechanical |
| <input type="checkbox"/> Blasting | <input type="checkbox"/> Conveyance | <input type="checkbox"/> Electrical |

Plumbing

Inspection

Agriculture/Food Industry Professions

Select license

- No license or permit required
- Animal Control Facility (eff. 6/1/2011)
- Animal Dealer License
- Animal Food Processor License
- Animal Import Permit (certain animals)
- Animal Market License
- Animal Shelter (eff. 6/1/2011)
- Animal Transport Vehicle (animal dealers, markets and truckers)
- Animal Trucker License
- Animals Diseased; Permit to Move
- Apiary Inspection Certificate; Interstate Movement
- Bulk Milk Tanker; Grade A Permit
- Bulk Milk Tanker; License to Operate
- Bulk Milk Weigher and Sampler License
- Butter Grader License
- Buttermaker License
- Cattle and Bison; Import Permit
- Cattle/Goats; Johne's Disease Herd Classification
- Cattle; Burcellosis-Free Herd Certification
- Cattle; Johne's Disease Vaccination Approval
- Cattle; Tuberculosis-Free Herd Certificate
- Cheese Grader License
- Cheese Logo (Wisconsin); Permit to Use
- Cheesemaker License
- Christmas Tree Grower License
- Dairy Farm; Grade A Permit
- Dairy Farm; Milk Producer License
- Dairy Plant - Grade A BMT Cleaning Facility
- Dairy Plant License

- Dairy Plant; Grade A Permit
- Dating Service
- Dead Animal Collector License
- Dead Animals; Carcass Dealer Registration
- Dead Animals; Transport Vehicle Permit
- Deer and Elk (Farm-Raised); Brucellosis Free Herd
- Deer and Elk (Farm-Raised); CWD Herd Status Program
- Deer and Elk (Farm-Raised); Herd Registration
- Deer and Elk (Farm-Raised); Hunting Preserve Registration Certificate
- Deer and Elk (Farm-Raised); TB Accredited Free Certification
- Deer and Elk (Farm-Raised); TB Qualified Herd Certification
- Deer and Elk; Import Permit
- Dog Breeder (eff. 6/1/2011)
- Dog Breeding Facility (eff. 6/1/2011)
- Dog Dealer (eff. 6/1/2010)
- Dog Dealer; Out-of-State (eff. 6/1/2011)
- Equine Quarantine Station; Permit
- Feed (Commercial); License to Manufacture or Distribute
- Feedlot (Approved Import Feedlot); Permit
- Fertilizer Product <24% NPK; Permit
- Fertilizer; License to Manufacture or Distribute
- Fish Farm Registration
- Fish Import Permit
- Fitness Center
- Food Marketing Permit (temporary permit for non-conforming label)
- Food or Farm Product Grader; License
- Food Processing Plant License (Wholesale)
- Food Retail Inspection; Agent County or Municipality
- Food Retail License
- Food Warehouse License
- Fur Farm
- Future Service Plan (Buyers Club)
- Ginseng Grower and Dealer Registration
- Goats; Brucellosis-Free Herd Certificate
- Goats; Tuberculosis-Free Herd Certificate
- Grain Dealer License

- Grain Warehouse Keeper License
- Grease Processor License
- Honey Producer - Certified
- Humane Officer Certification
- Industry Bulk Milk Truck / Tanker Inspector - Appointed
- Laboratory Analyst Certification (Dairy, Food and Water Labs)
- Laboratory Certification (Dairy, Food and Water Labs)
- Laboratory; Milk Screening Test Approval
- Landspreading Permit; Soils Containing Spilled Agrichemicals
- Liming Materials; Approval to Sell by Volume
- Liming Materials; License to Sell
- Livestock Premises Registration
- Livestock; Brand Registration
- Livestock; Permit to Move from Slaughter
- Maple Sap Processor Registration
- Meat Broker or Distributor Registration
- Meat Establishment License
- Meat; Mobile Slaughter or Processing; Registration Certificate
- Milk and Cream Tester License
- Milk Contractor License
- Milk Distributor License
- Mobile Air Conditioners; repair or Service Business; Registration
- Mobile Air Conditioners; Technician Registration
- Nursery Dealer License
- Nursery Grower License
- Pasteurizer Operator -- not a license or permit
- Pesticide Applicator Certification; Commercial
- Pesticide Applicator Certification; Private
- Pesticide Commercial Application Business License
- Pesticide Commercial Applicator (Individual) License
- Pesticide Dealer-Distributor License
- Pesticide Emergency Use Permit
- Pesticide Experimental Use Permit
- Pesticide Manufacturer & Labeler License
- Pesticide Special Local Need Registration
- Pesticide Special Use Permit

- Plant Health (Phyto Sanitary) Certificate
- Plant Pest (or Biological Control Agent); Permit to Move or Release
- Poultry; Certified Pullorum Tester (National Poultry Improvement Plan)
- Poultry; Disease-Free Flock Certification (National Poultry Improvement Plan)
- Poultry; Wisconsin Associate Flock Certification
- Poultry; Wisconsin Tested Flock Certification
- Public Warehouse Keeper License
- Renderer License
- Seed Labeler License
- Sheep; Brucella Ovis-Free Certificate
- Soil and Plant Additive; License to Sell
- Soil and Plant Additive; Product Permit
- Swine; Brucellosis-Free Herd Certificate
- Swine; Pseudorabies - Monitored Herd Certification
- Swine; Pseudorabies Qualified Negative Grow-Out Herd Certification
- Swine; Pseudorabies Vaccination Permit
- Swine; Pseudorabies Qualified Negative Herd Certification
- Telephone Solicitors Registration (Wisconsin "No Call" Program)
- Time-Share Seller; Security Requirement
- Vegetable Contractor License
- Veterinarian; Certification to Perform Official Disease Control Functions
- Weather Modification License
- Weather Modification Project Permit
- Weight Reduction Center; Security Requirement
- Weights and Measures; Liquid Fuel Vehicle Tank Meter License
- Weights and Measures; LP Gas Meter License
- Weights and Measures; Service Company License
- Weights and Measures; Service Technician Registration
- Weights and Measures; Vehicle or Livestock Scale Permit
- Weights and Measures; Vehicle Scale Operator License

Boxing and Mixed Martial Arts

Select license

- Boxing Contestant
- Boxing or Mixed Martial Arts Judge
- Boxing or Mixed Martial Arts Promoter
- Boxing or Mixed Martial Arts Referee
- Boxing or Mixed Martial Arts Ringside Physician
- Boxing or Mixed Martial Arts Timekeeper
- Mixed Martial Arts Contestant

Business Professions

Select license

- Accountant, Certified Public
- Accounting Corporation or Establishment
- Aesthetician
- Aesthetics Establishment
- Aesthetics Instructor
- Aesthetics School
- Appraiser, Certified General
- Appraiser, Certified Residential
- Appraiser, Licensed
- Architect
- Athlete Agent
- Auction Company
- Auctioneer
- Barber
- Barbering Apprentice
- Barbering Establishment
- Barbering Instructor
- Barbering Manager
- Barbering School
- Cemetery Authority (Licensed)
- Cemetery Authority (Registered)
- Cemetery Preneed Seller
- Cemetery Salesperson

- Certificate of Authorization: Architectural, Engineering or Designer of Engineering Systems Corp.
- Certificate of Authorization: Geology, Hydrology or Soil Science Corp.
- Certified General Appraiser
- Certified Public Accountant
- Certified Residential Appraiser
- Charitable Organizations
- Cosmetology Apprentice
- Cosmetology Establishment
- Cosmetology Instructor
- Cosmetology Manager
- Cosmetology Practitioner
- Cosmetology School
- Crematory Authority
- Designer of Engineering Systems
- Electrologist
- Electrology Establishment
- Electrology Instructor
- Electrology School
- Engineer, Professional
- Firearms Certifier
- Firearms Permit
- Fund-Raising Counsel
- Funeral Director
- Funeral Establishment
- Geologist
- Home Inspector
- Hydrologist
- Interior Designer
- Juvenile Martial Arts Instructor
- Land Surveyor
- Landscape Architect
- Licensed Appraiser
- Manicuring Establishment
- Manicuring Instructor
- Manicuring School
- Manicurist

- Nursing Home Administrator
- Peddler
- Private Detective
- Private Detective/Security Guard Agency
- Private Security Permit
- Professional Employer Group
- Professional Employer Organization
- Professional Engineer
- Professional Fund Raiser
- Real Estate Broker
- Real Estate Business Entity
- Real Estate Salesperson
- Real Estate Salesperson Apprentice
- Soil Scientist
- Timeshare Salesperson
- Warehouse for Cemetery Merchandise

Health Professions

Select license

- Acupuncturist
- Advanced Practice Nurse Prescriber
- Anesthesiologist Assistant
- Art Therapist
- Athletic Trainer
- Audiologist
- Behavior Analyst
- Chiropractic Radiological Technician
- Chiropractic Technician
- Chiropractor
- Clinical Substance Abuse Counselor
- Clinical Supervisor In Training
- Controlled Substances Special Use Authorization
- Dance Therapist

- Dental Hygienist
- Dentist
- Dietitian
- Drug or Device Manufacturer
- Hearing Instrument Specialist
- Independent Clinical Supervisor
- Intermediate Clinical Supervisor
- Licensed Midwives
- Licensed Practical Nurse
- Licensed Radiographer
- Limited X-Ray Machine Operator Permit
- Marriage and Family Therapist
- Massage Therapist or Bodywork Therapist
- Music Therapist
- Nurse - Midwife
- Occupational Therapist
- Occupational Therapy Assistant
- Optometrist
- Perfusionist
- Pharmacist
- Pharmacy (In State)
- Pharmacy (Out of State)
- Physical Therapist
- Physical Therapist Assistant
- Physician Assistant
- Physician
- Podiatrist
- Prevention Specialist
- Prevention Specialist in Training
- Private Pract. School Psychologist
- Professional Counselor
- Psychologist
- Registered Nurse
- Registered Sanitarian
- Respiratory Care Practitioner
- Sign Language Interpreter

- Sign Language Interpreter (Restricted)
- Social Worker
- Social Worker - Advanced Practice
- Social Worker - Independent
- Social Worker - Licensed Clinical
- Social Worker - Training Certificate
- Speech-Language Pathologist
- Substance Abuse Counselor
- Substance Abuse Counselor in Training
- Veterinarian
- Veterinary Technician
- Wholesale Distributor of Prescription Drugs

Manufactured Homes

Select license

- Manufactured Home Dealer
- Manufactured Home Installer
- Manufactured Home Manufacturer
- Manufactured Home Salesperson
- Manufactured Home Title
- Manufactured Home Community

Trades Professions - Fire Sprinkler

Select license

- Automatic Fire Sprinkler Contractor
- Automatic Fire Sprinkler Contractor - Maintenance
- Automatic Fire Sprinkler Fitter - Maintenance
- Automatic Fire Sprinkler System Apprentice
- Automatic Fire Sprinkler System Tester
- Automatic Fire Sprinkler System Tester Learner
- Journeyman Automatic Fire Sprinkler Fitter

Trades Professions - Blasting and Fireworks

Select license

- Blaster Class 1
- Blaster Class 2
- Blaster Class 3
- Blaster Class 4
- Blaster Class 5
- Blaster Class 6
- Blaster Class 7
- Fireworks Manufacturer

Trades Professions - Conveyances

Select license

- Elevator Apprentice
- Elevator Apprentice – Restricted
- Elevator Contractor
- Elevator Helper
- Elevator Mechanic
- Elevator Mechanic – Restricted
- Lift Apprentice
- Lift Helper
- Lift Mechanic

Trades Professions - Dwellings, Structures and Sites

Select license

- Dwelling Contractor
- Dwelling Contractor – Restricted
- Dwelling Contractor Qualifier

- Manufactured Home Installer
- Manufactured Home Manufacturer
- Manufactured Home Salesperson
- Soil Tester
- Weld Test Conductor
- Welder

Trades Professions - Electrical

Select license

- Beginner Electrician
- Electrical Apprentice
- Electrical Contractor
- Industrial Electrical Apprentice
- Industrial Journeyman Electrician License
- Journeyman Electrician
- Master Electrician
- Residential Electrical Apprentice
- Residential Journeyman Electrician License
- Residential Master Electrician License

Trades Professions - Inspection

Select license

- Boiler/Pressure Vessel Inspector
- Commercial Building Inspector
- Commercial Electrical Inspector
- Commercial Plumbing Inspector
- Elevator Inspector
- POWTS Inspector
- Rental Weatherization Inspector
- Soil Erosion Inspector
- Tank System Inspector

- UDC Construction Inspector
- UDC Electrical Inspector
- UDC HVAC Inspector
- UDC Inspection Agency
- UDC Plumbing Inspector

Trades Professions - Mechanical

Select license

- HVAC Contractor
- HVAC Qualifier
- Liquefied Gas Supplier
- Liquefied Gas Supplier – Restricted
- Refrigerant Handling Technician

Trades Professions - Plumbing

Select license

- Cross Connection Control Tester
- Journeyman Plumber
- Journeyman Plumber Restricted Appliance
- Journeyman Plumber Restricted Service
- Master Plumber
- Master Plumber Restricted Appliance
- Master Plumber Restricted Service
- Pipelayer
- Plumbing Apprentice
- Plumbing Learner Restricted Appliance
- Plumbing Learner Restricted Service
- POWTS Maintainer
- Utility Contractor

The following questions were asked about each of the following agencies:
Department of Agriculture, Trade and Consumer Protection
Department of Safety and Professional Services
Department of Children and Families
Department of Financial Institutions
Department of Health Services
Office of the Commissioner of Insurance
Department of Natural Resources
Department of Revenue
Department of Workforce Development
Other Agencies

Respondents were only asked these questions about an agency if they identified the agency as one they interacted with to do business.

Answer only those questions that apply to you

How would you rate your overall experience with the agency?

- Very Poor
- Poor
- Average
- Good
- Very Good
- No opinion/unsure

How would you rate the licensing process?

- Very Poor
- Poor
- Average
- Good
- Very Good
- No opinion/unsure

After submitting your application, what length of time did you wait for your license?Select no more than 1.

- 3 or less business days
- 4 - 7 business days
- 8 - 29 business days
- 30 days or longer

How satisfied are you with the time it takes to receive your license after you apply?

- Very dissatisfied
- Somewhat dissatisfied
- No opinion
- Somewhat satisfied
- Very satisfied

As a license holder, how do you stay up-to-date on changes in state law as it relates to your industry?Select no more than 1.

- Membership Association
- State Agency
- None of the above
- Other, please specify

How much value do you believe there is relative to fees paid to be a license holder?

- Good Value
- Some Value
- Not Sure
- Minimal Value
- No Value

How frequently, if at all, should you be required to renew your license? Select no more than 1.

- Leave as is
- Renew more frequently
- Renew less frequently
- Do not require renewal at all

What is your opinion of the continuing education (CE) requirements, if any, for your license? Select no more than 1.

- No CE is required now
- Ok as is
- Reduce the CE requirement
- Increase the CE requirement
- Do not require CE
- Additional comments on CE
- No opinion

Enter additional comments:

How would you improve your experience

How would you improve your experience with the licensing process

Consolidation Input

Do you believe there should be one agency responsible solely for Agriculture and food safety in Wisconsin? Select at least 1 and no more than 1.

- Definitely Yes
- Probably Yes
- Not Sure
- Probably No
- Definitely No

Do you believe there should be one agency responsible for all licensing and permitting in Wisconsin? Select at least 1 and no more than 1.

- Definitely Yes
- Probably Yes
- Not Sure
- Probably No
- Definitely No

If Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection were consolidated how do you think the focus of the new agency might change the current functions such as agriculture, food safety, consumer protection, building plan review and professional licensing?

- Reduce focus
- Stay the same
- Increase focus
- Unsure

How do you believe a consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection would affect the services to you as a license holder?

- Greatly reduce service
- Reduce service somewhat
- Not sure
- Improve service somewhat
- Greatly improve service

Do you believe that consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection will result in savings?

- Definitely Yes
- Probably Yes
- Not Sure
- Probably No
- Definitely No

If consolidation results in lower costs to the agency, how would you want the savings used?

- Return savings to taxpayers
- Use savings to reduce license fees
- Invest savings to provide better service
- Other, please specify

If no savings were found from a consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection would you support the general concept of consolidation?

- Definitely Yes
- Probably Yes
- Not Sure
- Probably No
- Definitely No

Please use the space below to provide additional comments

Appendix 4: Respondent Demographics

Table 1: Total Respondents by County					
County	Respondents	Percentage	County	Respondents	Percentage
None Indicated	8,340	33.4%	Marathon	405	1.6%
Adams	54	0.2%	Marinette	105	0.4%
Ashland	48	0.2%	Marquette	38	0.2%
Barron	115	0.5%	Menominee	2	0.0%
Bayfield	57	0.2%	Milwaukee	2,102	8.4%
Brown	687	2.8%	Monroe	108	0.4%
Buffalo	34	0.1%	Oconto	105	0.4%
Burnett	43	0.2%	Oneida	144	0.6%
Calumet	133	0.5%	Outagamie	443	1.8%
Chippewa	209	0.8%	Ozaukee	342	1.4%
Clark	62	0.2%	Pepin	26	0.1%
Columbia	188	0.8%	Pierce	67	0.3%
Crawford	55	0.2%	Polk	93	0.4%
Dane	2,518	10.1%	Portage	186	0.7%
Dodge	225	0.9%	Price	51	0.2%
Door	117	0.5%	Racine	422	1.7%
Douglas	103	0.4%	Richland	64	0.3%
Dunn	119	0.5%	Rock	348	1.4%
Eau Claire	362	1.5%	Rusk	24	0.1%
Florence	10	0.0%	Saint Croix	204	0.8%
Fond du Lac	308	1.2%	Sauk	190	0.8%
Forest	15	0.1%	Sawyer	58	0.2%
Grant	117	0.5%	Shawano	83	0.3%
Green	150	0.6%	Sheboygan	289	1.2%
Green Lake	57	0.2%	Taylor	41	0.2%
Iowa	79	0.3%	Trempealeau	66	0.3%
Iron	23	0.1%	Vernon	73	0.3%
Jackson	46	0.2%	Vilas	86	0.3%
Jefferson	239	1.0%	Walworth	246	1.0%
Juneau	49	0.2%	Washburn	62	0.2%
Kenosha	284	1.1%	Washington	437	1.8%
Kewaunee	61	0.2%	Waukesha	1,468	5.9%
La Crosse	409	1.6%	Waupaca	132	0.5%
Lafayette	50	0.2%	Waushara	58	0.2%
Langlade	59	0.2%	Winnebago	436	1.7%
Lincoln	66	0.3%	Wood	237	0.95%
Manitowoc	217	0.9%			
Counties Represented		72			
Total Respondents		24,949			

Table 2: Respondents by Profession		
Profession	Respondents	Percent of Total
Health Professions	9,838	39.4%
No Response	7,451	29.9%
Business Professions	5,194	20.8%
Trades Professions	1,920	7.7%
Manufactured Housing	21	0.1%
Mixed Martial Arts/Boxing	14	0.1%
<i>Subtotal</i>	<i>24,438</i>	<i>98.0%</i>
More than One Response		
Business Professions; Trades Professions	210	0.8%
Health Professions; Business Professions	187	0.7%
Health Professions; Trades Professions	61	0.2%
Health Professions; Business Professions; Trades Professions	28	0.1%
Business Professions; Trades Professions; Manufactured Housing	9	0.0%
Trades Professions; Manufactured Housing	9	0.0%
Business Professions; Manufactured Housing	4	0.0%
Business Professions; Trades Professions; Mixed Martial Arts/Boxing	1	0.0%
Health Professions; Business Professions; Trades Professions; Manufactured Housing; Mixed Martial Arts/Boxing	1	0.0%
Health Professions; Mixed Martial Arts/Boxing	1	0.0%
<i>Subtotal</i>	<i>511</i>	<i>2.1%</i>
Grand Total	24,949	100.0%

Table 3: Respondents by Reason for Agency Contact		
Reason for Contact	Respondents	Percent of Total
Obtain or renew an occupational license	16,921	65.5%
None of the Above	2,880	11.1%
Obtain or renew an occupational license; Register my business	1,162	4.5%
Obtain or renew an occupational license; Obtain a permit for a specific activity	611	2.4%
Obtain or renew an occupational license; Register my business; Obtain a permit for a specific activity	503	1.9%
Other with significant Agency contact	462	1.8%
Obtain a permit for a specific activity	384	1.5%
Register my business	355	1.4%
Obtain or renew an occupational license; Other with significant Agency contact	314	1.2%
I am a member of a Board or Council affiliated with an Agency	246	1.0%
I am a Representative of a Trade Association with interests to an Agency	207	0.8%
Multiple Responses - Other	904	3.5%
Grand Total	24,949	100.0%
Table 4: Respondents by Source of Survey Contact		

Source of Contact	Respondents	Percent of Total
License Holders	23,438	93.9%
Other via Office of Business Development	497	2.0%
DSPS Stakeholders	336	1.3%
Legislature	173	0.7%
Boards and Councils	147	0.6%
DOA/Wisconsin Website	128	0.5%
Not Available	39	0.2%
Chamber via Office of Business Development	33	0.1%
Bus Development via Office of Business Development	20	0.1%
DATCP Lists	12	0.0%
DSPS Lists	8	0.0%
Lt Governor Lists	2	0.0%
Cooperative Network	1	0.0%
Grand Total	24,949	100.0%

Table 5: Categorized responses to the question: How many full time people do you employ?		Categorized responses to the question: How many part time people do you employ?	
Employees	Respondents	Employees	Respondents
Zero	573	Zero	980
Between 1-10 Employees	1,063	Between 1-10 Employees	829
Between 11-50 Employees	224	Between 11-50 Employees	91
Between 51-100 Employees	53	Between 51-100 Employees	10
Between 101-1000 Employees	51	Between 100-1000 Employees	26
Over 1001 Employees	10	Over 1001 Employees	2
<i>Subtotal</i>	<i>1,974</i>	<i>Subtotal</i>	<i>1,938</i>
No response	22,975	No response	23,011
Total	24,949	Total	24,949

Appendix 5: Complete Survey Responses - DATCP and DSPS

Table 1: Do you believe there should be one agency responsible for all licensing and permitting in Wisconsin?		
Response	Respondents	Percentage
No Response	4,247	17.0%
Definitely No	1,408	5.6%
Probably No	1,968	7.9%
Not Sure	2,917	11.7%
Probably Yes	5,861	23.5%
Definitely Yes	8,548	34.3%
Total Respondents	24,949	100.0%

Table 2: Do you believe there should be one agency responsible solely for Agriculture and food safety in Wisconsin?		
Response	Respondents	Percentage
No Response	4,248	17.0%
Definitely No	875	3.5%
Probably No	1,177	4.7%
Not Sure	4,377	17.5%
Probably Yes	5,855	23.5%
Definitely Yes	8,417	33.7%
Total Respondents	24,949	100.0%

Table 3: How do you believe a consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection would affect the services to you as a license holder?		
Response	Respondents	Percentage
No Response	4,430	17.8%
Greatly improve service	192	0.8%
Improve service somewhat	760	3.0%
Not sure	8,308	33.3%
Reduce service somewhat	6,270	25.1%
Greatly reduce service	4,989	20.0%
Total Respondents	24,949	100.0%

Table 4: Do you believe that consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection will result in savings?

Response	Respondents	Percentage
No Response	4,352	17.4%
Definitely No	1,401	5.6%
Probably No	5,319	21.3%
Not Sure	6,245	25.0%
Probably Yes	6,209	24.9%
Definitely Yes	1,423	5.7%
Total Respondents	24,949	100.0%

Table 5: If no savings were found from a consolidation of Department of Safety and Professional Services and Department of Agriculture, Trade and Consumer Protection would you support the general concept of consolidation?

Response	Respondents	Percentage
No Response	4,375	17.5%
Definitely No	7,191	28.8%
Probably No	6,614	26.5%
Not Sure	3,532	14.2%
Probably Yes	2,364	9.5%
Definitely Yes	873	3.5%
Total Respondents	24,949	0.0%

Performance Evaluation Questions – DATCP

DATCP - How would you rate your overall experience with the agency?		
Very Good	309	19.9%
Good	562	36.2%
Average	436	28.1%
Poor	53	3.4%
Very Poor	24	1.5%
No opinion/unsure	169	10.9%
Total	1,553	100%
Not Asked/No Response	23,396	

DATCP - How would you rate the licensing process?		
Very Good	228	15.0%
Good	510	33.6%
Average	413	27.2%
Poor	65	4.3%
Very Poor	17	1.1%
No opinion/unsure	285	18.8%
Total	1,518	100%
Not Asked/No Response	23,431	

DATCP - After submitting your application, what length of time did you wait for your license?		
3 or less business days	202	16.7%
4 - 7 business days	421	34.9%
8 - 29 business days	468	38.8%
30 days or longer	115	9.5%
Total	1,206	100%
Not Asked/No Response	23,743	

DATCP How satisfied are you with the time it takes to receive your license after you apply?		
Very satisfied	385	28.5%
Somewhat satisfied	364	26.9%
No opinion	449	33.2%
Somewhat dissatisfied	100	7.4%
Very dissatisfied	53	3.9%
Total	1,351	100%
Not Asked/No Response	23,598	

DATCP - How much value do you believe there is relative to fees paid to be a license holder?		
Good Value	253	18.3%
Some Value	373	26.9%
Not Sure	367	26.5%
Minimal Value	305	22.0%
No Value	87	6.3%
Total	1,385	100%
Not Asked/No Response	23,564	

DATCP - How frequently, if at all, should you be required to renew your license?		
Renew more frequently	13	1.0%
Leave as is	805	59.7%
Renew less frequently	427	31.7%
Do not require renewal at all	104	7.7%
Total	1,349	100%
Not Asked/No Response		23,600

DATCP - What is your opinion of the continuing education requirements, if any, for your license?		
Increase the CE requirement	75	5.5%
Ok as is	710	51.6%
No CE is required now	184	13.4%
No opinion	110	8.0%
Reduce the CE requirement	161	11.7%
Do not require CE	93	6.8%
Other	43	3.1%
Total	1,376	100%
Not Asked/No Response		23,573

Performance Evaluation Questions – DSPS

DSPS - How would you rate your overall experience with the agency?		
Very Good	3,986	24.2%
Good	6,850	41.6%
Average	4,047	24.6%
Poor	626	3.8%
Very Poor	184	1.1%
No opinion/unsure	772	4.7%
Total	16,465	100%
Not Asked/No Response		8,484

DSPS - How would you rate the licensing process?		
Very Good	4,320	26.4%
Good	6,699	40.9%
Average	4,007	24.5%
Poor	783	4.8%
Very Poor	188	1.1%
No opinion/unsure	385	2.4%
Total	16,382	100%
Not Asked/No Response		8,567

DSPS - After submitting your application, what length of time did you wait for your license?		
3 or less business days	3,557	22.8%
4 - 7 business days	4,885	31.3%
8 - 29 business days	5,358	34.3%
30 days or longer	1,830	11.7%
Total	15,630	100%
Not Asked/No Response	9,319	

DSPS - How satisfied are you with the time it takes to receive your license after you apply?		
Very satisfied	6,489	40.5%
Somewhat satisfied	4,154	26.0%
No opinion	3,236	20.2%
Somewhat dissatisfied	1,414	8.8%
Very dissatisfied	713	4.5%
Total	16,006	100%
Not Asked/No Response	8,943	

DSPS - How much value do you believe there is relative to fees paid to be a license holder?		
Good Value	3,790	23.3%
Some Value	4,502	27.7%
Not Sure	3,722	22.9%
Minimal Value	3,516	21.6%
No Value	726	4.5%
Total	16,256	100%
Not Asked/No Response	8,693	

DSPS - How frequently, if at all, should you be required to renew your license?		
Renew more frequently	111	0.7%
Leave as is	9,981	60.9%
Renew less frequently	5,548	33.9%
Do not require renewal at all	737	4.5%
Total	16,377	100%
Not Asked/No Response	8,572	

DSPS - What is your opinion of the continuing education requirements, if any, for your license?		
Increase the CE requirement	864	5.3%
Ok as is	8,844	53.9%
No CE is required now	2,388	14.6%
No opinion	588	3.6%
Reduce the CE requirement	1,780	10.9%
Do not require CE	1,131	6.9%
Other	798	4.9%
Total	16,393	100%
Not Asked/No Response	8,556	

Appendix 6: List of Stakeholder Groups Contacted

DATCP Groups

Number	Organization
1.	211 (Badger Bay Management Co.)
2.	ABS Global, Inc.
3.	AgrAbility of Wisconsin
4.	Alta Genetics
5.	Babcock Institute
6.	Bioforward
7.	Bull Studs Emergency Management, Accelerated Genetics
8.	Capitol Consultants, Inc.
9.	Capitol Strategies
10.	Center for Dairy Profitability
11.	Center for Integrated Agricultural Systems (CIAS)
12.	Chippewa County Economic Development Corporation
13.	Concerned Auto Recyclers of WI
14.	Cooperative Network Association
15.	Dairy Business Assn
16.	Dane County Farmers Market
17.	Daybreak Foods
18.	Department of Health
19.	Department of Natural Resources
20.	Department of Public Instruction
21.	DeWitt, Ross & Stevens
22.	Discover Mediaworks
23.	Easter Seals Wisconsin
24.	Equity Cooperative Livestock Sales Association
25.	ExxonMobil Refining and Supply Company
26.	FairShare CSA Coalition
27.	Farley Center for Peace, Justice & Sustainability
28.	Focus on energy
29.	Fondy food Center
30.	Food and Beverage Milwaukee
31.	Food Export Association of the Midwest
32.	Genex
33.	Ginseng Board of Wisconsin
34.	GLCI Steering Committee/NRCS
35.	Gold'n Plump Poultry
36.	Gorst Valley Hops
37.	GrassWorks
38.	Great Lakes Farm to School Network
39.	Green County Beef Producers

40.	Growing Power
41.	Growmark
42.	Health First Wisconsin
43.	Hmong Wisconsin Chamber of Commerce
44.	Indianhead Food Service Distribution
45.	Indianhead Polled Hereford Association
46.	Indianhead Sheep Breeders Association
47.	International Society of Weighing and Measuring
48.	Jennie-O Turkey Store, Inc.
49.	Kettle Moraine Mink Breeders
50.	MacFarlane Pheasants, Inc.
51.	Madison Area Community Supported Agriculture
52.	Madison International Trade Association
53.	Madison Region Economic Development Partnership
54.	Marathon Petroleum
55.	Master Meat Crafter Program
56.	McKay Nursery
57.	Michael Best & Friedrich LLP
58.	Michael Fields Agriculture Institute
59.	Midwest Food Processors Association
60.	Midwest Grocers Association
61.	Midwest Organic and Sustainable Education Service
62.	Midwest Organic Services Association
63.	Midwest Pickle Association
64.	Midwest Pinzgauer Association
65.	Milwaukee International Trade Association
66.	New North, Inc.
67.	NFO - Wisconsin
68.	Organic Advisory Council
69.	Organic Valley
70.	Professional Dairy Producers of WI
71.	REAP Food Group
72.	Reindeer Owners & Breeders Association (R.O.B.A.)
73.	SE Wisconsin Farm and Food Network
74.	Sexing Technologies Inc.
75.	Small Business Development Center - Milwaukee
76.	Southwest Badger Resource Conservation & Development Council
77.	Spring Rose Growers Cooperative
78.	Syngenta
79.	The Welch Group
80.	Transform WI
81.	U.S. Commercial Service Midwest

82.	U.S. Small Business Administration-Madison
83.	USDA Rural Development
84.	UW Cooperative Extension
85.	UW Extension
86.	UW Extension – Emergency Management
87.	UW Madison - CALS
88.	UW Madison - Center for Integrated Agricultural Systems
89.	UW Madison -West Madison Ag. Research Station
90.	UW River Falls
91.	UW Superior
92.	UW-Madison Animal Science Dept.
93.	UW-Madison Food Science
94.	UW-River Falls Animal Science Dept.
95.	WAGA, WATA, WBGA, WFGV
96.	Whitetails of Wisconsin (W.O.W.)
97.	WI/MN Petroleum Council
98.	Wisconsin Agribusiness Council
99.	Wisconsin Agricultural Tourism Association
100.	Wisconsin Agri-Service Assoc.
101.	Wisconsin AgroSecurity Resource Network
102.	Wisconsin Airport Management Association
103.	Wisconsin Angus Association
104.	Wisconsin Apple Growers Association
105.	Wisconsin Aquaculture Association, Inc.
106.	Wisconsin Association of Fairs
107.	Wisconsin Association of FFA
108.	Wisconsin Association of Meat Processors
109.	Wisconsin Association of Professional Agricultural Consultants
110.	Wisconsin Automobile & Truck Dealers Association Inc.
111.	Wisconsin Automotive Aftermarket Association
112.	Wisconsin Bakers Association Inc.
113.	Wisconsin Beef Council
114.	Wisconsin Berry Growers Association
115.	Wisconsin Cattlemen’s Assn
116.	Wisconsin Cattlemen's Association
117.	Wisconsin Center for Dairy Research
118.	Wisconsin Cheese Makers Assn
119.	Wisconsin Cherry Board
120.	Wisconsin Cherry Growers Inc.
121.	Wisconsin Christmas Tree Producers Association
122.	Wisconsin Commercial Deer & Elk Farmers Association
123.	Wisconsin Commercial Flower Growers Association

124.	Wisconsin Corn Growers Assn
125.	Wisconsin Corn Promotion Board
126.	Wisconsin Cranberry Board
127.	Wisconsin Cranberry Growers Association
128.	Wisconsin Dairy Artisan Network
129.	Wisconsin Dairy Products Association
130.	Wisconsin Economic Development Corporation
131.	Wisconsin Emu Association
132.	Wisconsin Farm Bureau Federation
133.	Wisconsin Farm Service Agency
134.	Wisconsin Farmers Union
135.	Wisconsin Fire Chief's Association
136.	Wisconsin Fire Inspectors Association
137.	Wisconsin Food Hub Cooperative
138.	Wisconsin Foodie
139.	Wisconsin Fresh Market Vegetable Growers Association
140.	Wisconsin Grape Growers Association
141.	Wisconsin Grass-fed Beef Cooperative
142.	Wisconsin Green Industry Federation
143.	Wisconsin Grocers Association
144.	Wisconsin Hereford Association
145.	Wisconsin Holstein Association
146.	Wisconsin Honey Producers Association
147.	Wisconsin Horse Council
148.	Wisconsin Innovation Kitchen
149.	Wisconsin Insurance Alliance
150.	Wisconsin Jersey Breeders Association
151.	Wisconsin Jewelers Association
152.	Wisconsin Livestock and Meat Council
153.	Wisconsin Livestock Breeders Association
154.	Wisconsin Local Food Network
155.	Wisconsin Manufacturing Extension Partnership
156.	Wisconsin Maple Syrup Producers Association
157.	Wisconsin Marina Association
158.	Wisconsin Milk Marketing Board, Inc.
159.	Wisconsin Mint Board
160.	Wisconsin Nursery Growers Association
161.	Wisconsin Obesity Prevention Network
162.	Wisconsin Office of Rural Health
163.	Wisconsin Paper Council
164.	Wisconsin Petroleum Council (WPC)
165.	Wisconsin Petroleum Equipment Association

166.	Wisconsin Petroleum Equipment Contractors Association (WisPEC)
167.	Wisconsin Petroleum Marketers and Convenience Store Association
168.	Wisconsin Pork Association
169.	Wisconsin Potato and Vegetable Growers Association
170.	Wisconsin Potato Board
171.	Wisconsin Potato Industry Board
172.	Wisconsin Poultry & Egg Improvement Assn
173.	Wisconsin Propane Gas Association
174.	Wisconsin Red and White Cattle Association
175.	Wisconsin Restaurant Association
176.	Wisconsin Rural Partners
177.	Wisconsin Rural Women's Initiative
178.	Wisconsin Self-Service Laundry Association
179.	Wisconsin Sheep Breeders Cooperative
180.	Wisconsin Sheep Dairy Cooperative
181.	Wisconsin Shorthorn Association
182.	Wisconsin Show Pig Association
183.	Wisconsin Simmental Association
184.	Wisconsin Sod Producers Association
185.	Wisconsin Soybean Association
186.	Wisconsin Soybean Board
187.	Wisconsin Specialty Cheese Institute
187.	Wisconsin Specialty Cheese Institute
188.	Wisconsin State Cranberry Growers Association
189.	Wisconsin Transportation Builders Association
190.	Wisconsin Utilities Association
191.	Wisconsin Veterinary Medical Assoc.
192.	Wisconsin Veterinary Medical Association
193.	Wisconsin Winery Association
194.	World Beef Expo
195.	World Trade Center Wisconsin
196.	WTCS Ag Education

DSPS Groups

Number	Organization
1.	American Massage Therapy Association, WI Chapter
2.	Chiropractic Society of Wisconsin
3.	Funeral Service and Cremation Alliance of Wisconsin
4.	International Union of Operating Engineers Local #139
5.	Iron Workers District Council of the North Central States
6.	Lake State Lumber Association

7.	Leading Age Wisconsin
8.	League of Wisconsin Municipalities
9.	Madison Area Builders Association
10.	Mechanical Contractors Association of Wisconsin
11.	Medical College of Wisconsin
12.	Mental Health America of Wisconsin
13.	Miron Construction
14.	National Association of Chain Drug Stores
15.	National Association of Social Workers – WI Chapter
16.	National Electrical Manufacturers Association
17.	Novartis Pharmaceuticals Corporation
18.	Otsuka America Pharmaceutical, Inc.
19.	Pharmaceutical Research and Manufacturers of America (PhRMA)
20.	Pharmacy Society of Wisconsin
21.	Reckitt Benckiser Pharmaceuticals Inc
22.	Southeast Dental Associates
23.	Sunovion Pharmaceuticals, Inc
24.	Takeda Pharmaceuticals America
25.	VJS Construction Services
26.	Wal-Mart
27.	Wisconsin Academy of Ophthalmology
28.	Wisconsin Academy of Physician Assistants
29.	Wisconsin Alliance of Hearing Professionals
30.	Wisconsin Amusement and Music Operators
31.	Wisconsin Association for Marriage and Family Therapy
32.	Wisconsin Association of Nurse Anesthetists
33.	Wisconsin Association of School Nurses
34.	Wisconsin Athletic Trainers Association, Inc.
35.	Wisconsin Builders Association
36.	Wisconsin Business Alliance
37.	Wisconsin Chapter of the American Academy of Pediatrics
38.	Wisconsin Chapter of the American College of Emergency Physicians, Inc.
39.	Wisconsin Chiropractic Association
40.	Wisconsin Dental Association
41.	Wisconsin Dental Hygienists Association

Appendix 7: Stakeholder Contact – Agriculture Sector

October 30, 2013

Mr. Andrew Hitt
Assistant Deputy Secretary
Department of Administration
P.O. Box 7864
Madison, WI. 53707-7864

We are writing to you, as representatives of farm, cooperative, commodity and agri-business organizations, to express our deep concern with certain language in the 2013-15 biennial budget Act 20 inserted by the Joint Finance Committee. As you know, this language directs the Department of Administration to study the possible consolidation of the functions performed by the Department of Agriculture, Trade and Consumer Protection (DATCP) and the Department of Safety and Professional Services (DSPA), into a new agency to be named the Department of Agriculture, Regulation, and Trade (DART). As you are aware, the study seeks to evaluate the consolidation of agency programs, reform licensing, and potentially eliminate advisory boards and councils.

First, we believe any potential benefits from a consolidation of the two agencies are offset by substantial concerns we have about the future integrity of DATCP and its vital role as the state's major agricultural and consumer protection advocate. Many of the functions at DSPA **do not** fit DATCP's core responsibilities in such critical areas as animal health, food safety, consumer protection, agricultural resource management, and agricultural industry partnerships. We fear consolidation could cause DATCP to drift from its agricultural advocacy and consumer protection mission because DSPA is focused on the review of nearly 50 diverse boards and councils, including the Cemetery Board, Controlled Substances Board, Crematory Authority Council, Hearing and Speech Examining Board, Perfusionists Examining Council, Midwives Advisory Committee and the Sign Language Interpreter Council, among many others. DSPA is also responsible for ensuring the safe and competent practice of licensed professionals in Wisconsin. This is a very different mission than DATCP's current agricultural and consumer protection mission.

Second, an expected purpose of the potential consolidation is to save taxpayer dollars. We are very concerned that, should a consolidation occur, the only "savings" would be from the reduction or elimination of important DATCP programs because many of its programs are still funded by state taxpayer dollars rather than by fees because they benefit the general public. By contrast, DSPA typically collects fees to run its professional licensing and oversight boards. In other words, we fear that over time, DATCP would look much more like DSPA rather than like DATCP due to expected budget cuts should consolidation occur. Please note that DATCP has already been greatly -- and disproportionately -- impacted by the loss of federal "earmarked" appropriations and state budget cuts that have resulted in the elimination or at least temporary defunding of some worthy programs.

If the study determines that the elimination of DSPA as a self-standing agency is important from a government efficiency standpoint, we are not opposed to that outcome. We realize that in DSPA's brief history, a number of functions have been transferred out of the agency, including

those initiated through 2013 Act 20. However, we believe transfers of specific regulatory programs should be strategic and logical in terms of what agencies are impacted. For example, the Auctioneer Board, Veterinary Examining Board and oversight of anhydrous ammonia tank systems may logically be attached to DATCP. However, if specific transfers such as those are recommended, we request that it not affect the function of the DATCP Board. Wisconsin agriculture and agribusiness strongly supports the continuation of the Board of Agriculture, Trade and Consumer Protection, which is populated with seven members with an agricultural background and two as consumer representatives.

We enjoy a beneficial partnership with DATCP and strongly support the agency's focus on agriculture and consumer protection. Wisconsin's \$59 billion agricultural industry is diverse and has thrived in part due to public policy initiatives that have assisted in our ability to produce food and fiber for citizens of our nation and the world. Please be advised that we would strongly oppose any recommendation that would diminish DATCP's continued ability to be our strong partner. Thank you for taking our perspective into consideration as you proceed with the study that the Legislature directed you to undertake.

Sincerely,

Cooperative Network – Bill Oemichen
1 S. Pinckney St., Suite 810, Madison, WI 53703

Dairy Business Association – Laurie Fischer
PO Box 13505, Green Bay, WI 54307-3505

GROWMARK, Inc. – Chuck Spencer
P.O. Box 2500, Bloomington, IL 61720-2500

Midwest Food Processors Association – Nick George
4600 American Pkwy., Suite 210, Madison, WI 53701-1297

Wisconsin Agri-Business Association – Tom Bressner
2801 International Lane, Suite 105, Madison, WI 53704

Wisconsin Agribusiness Council – Ferron Havens
PO Box 46100, Madison, WI 53744-6100

Wisconsin Association of Professional Agricultural Consultants – Eric Birschbach
2276 Dahlk Circle, Verona, WI 53593

Wisconsin Cattlemen's Association – Terry Quam
N706 Hwy 113, Lodi, WI 53555

Wisconsin Cheese Makers Association – John Umhoefer
8030 Excelsior Dr., Suite 305, Madison, WI 53717-1950

Wisconsin Corn Growers Association – Bob Oleson

W1360 Hwy. 106, Palmyra, WI 53156

Wisconsin Dairy Products Association – Brad Legreid
8383 Greenway Blvd., Middleton, WI 53562

Wisconsin Farm Bureau Federation – Paul Zimmerman
PO Box 5550, Madison, WI 53705

Wisconsin Farmers Union – Darin Von Ruden
117 West Spring Street, Chippewa Falls, WI 54729

Wisconsin Green Industry Federation – Brian Swingle
12342 W. Layton Ave., Greenfield, WI 53228

Wisconsin National Farmers Association – Don Hamm
955 17th St., Prairie du Sac, WI 53578

Wisconsin Pork Association – Mike Wehler
P.O. Box 327, Lancaster, WI 53813

Wisconsin Potato and Vegetable Growers Association – Duane Maatz
P.O. Box 327, Antigo, WI 54409

Wisconsin Poultry and Egg Association – Pat Stonger
533 E. Tyranena Park Rd., Lake Mills, WI 53551

Wisconsin Soybean Association – Bob Karls
2976 Triverton Pike Dr., Madison, WI 53711-5898

Wisconsin State Cranberry Growers Association – Tom Lochner
132 E. Grand Ave., Suite 202, Wisconsin Rapids, WI 54495-0365

Wisconsin Veterinary Medical Association – Kim Pokorny
2801 Crossroads Drive, Suite 1200, Madison, WI 53704

Cc: Secretary Mike Huebsch
Secretary Ben Brancel

Appendix 8: Letter from Wisconsin Veterinary Medical Association Representatives



2801 Crossroads Drive
Suite 1200
Madison, WI 53718
(608) 257-3565
Fax: (608) 747-8989
wvma@wvma.org
www.wvma.org

December 3, 2013

Mr. Joe Knilans and Ms. Nancy Mistele
Wisconsin Department of Administration
Office of Business Development
101 East Wilson Street, 10th Floor
P.O. Box 7864
Madison, WI 53707-7864

VIA EMAIL and U.S. MAIL

RE: Request from the Wisconsin Veterinary Medical Association to Move the Veterinary Examining Board from DSPTS to DATCP

Dear Mr. Knilans and Ms. Mistele:

On behalf of the Board of Directors of the Wisconsin Veterinary Medical Association (WVMA), I am writing to formally request that you consider the merits of the following changes as a part of your study of the Wisconsin Department of Safety and Professional Services (DSPTS):

- (1) Move the Veterinary Examining Board (VEB) from DSPTS to the Department of Agriculture, Trade and Consumer Protection (DATCP);
- (2) Move the enforcement authority for unauthorized practice of veterinary medicine to DATCP (currently with the DSPTS Division of Enforcement); and
- (3) The VEB to remain an independent board.

In our opinion, moving the VEB to DATCP would increase the efficiency and quality of the services available to the VEB, the public and licensed veterinarians in Wisconsin for the following reasons:

- DATCP houses the Wisconsin State Veterinarian;
- DATCP houses the state Division of Animal Health, which works to protect animal and human health, and to control serious animal diseases (many of which also threaten humans);
- DATCP houses the state Division of Food Safety, which works to ensure the production and delivery of safe food to consumers (veterinarians play a vital role in animal food production); and
- DATCP's attorneys are familiar with both animal health and consumer protection issues and will be well-suited to handling VEB support, as well as unauthorized practice enforcement issues.

We do not recommend the transfer of any staff from DSPTS to DATCP. Rather, we recommend transferring the funding for staff positions and allowing the Secretary of DATCP to use that funding to compensate existing or new staff members to handle VEB support and unauthorized practice issues.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink that reads "Chris Booth, DVM".

Chris Booth, DVM
President, WVMA Board of Directors

cc Kim Pokorny, Executive Director, WVMA
Jordan Lamb, DeWitt Ross & Stevens

Appendix 9: Letter from Professional Association of Wisconsin Licensed Investigators

Joe Knilans – Director
Office of Business Development
P.O. Box 7864
Madison, WI 53705-7854

Re: Private Investigator Licensing and Restructuring

Mr. Knilans:

I appreciate this opportunity to work with you on the restructuring. For the last 7 years, I have been working on the need for improvement of the professionalism for investigators in Wisconsin.

There are a surprisingly large number per capita of investigators licensed. Four times that of Minnesota, and double that of Illinois. (See the report on the surrounding states also sent to you).

The last 5 years, I have been president of the association in Wisconsin and the main focus has been on education. If a person has chosen a profession and wishes make a living with that profession, it would seem logical that they would want to be good at the job. Failing to keep up on the regulations, laws and techniques would make them less likely to make their client happy.

Our association, Professional Association Of Wisconsin Licensed Investigators, has a Professional Review Committee. This might be considered as Internal Affairs. A few times a year we receive complaints from clients about the way an investigator handled a case. This might be anything from lack of professional service to in appropriate conduct. Whatever the complaint, whether or not the accused is a member, every dissatisfied client affects the reputation of all investigators.

For those that are not members, all we can do is to refer the plaintiff to the state. If a member, we do have a certain amount of pressure we can apply to help satisfy the problem.

Out of the almost 800 licenses issued, (I believe that is the number given to me by your office), we have only 150 members. So we know that 150 of them care enough about being better that they sought out sources of knowledge, or at least thinking that being able to claim membership makes them look better in an advertisement. So that puts them ahead of the 650 who don't even do that.

During the year we have regional and one day seminars in addition to the Annual Conference lasting 2 1/2 days and covering 12 – 15 hours of training; law changes, tactics, techniques, equipment are just some of the topics presented.

We have a survey permanently active on the website for the membership to let us know what they want to learn. We have an email group handling 10 – 20 emails a day exchanging ideas and answering questions about an aspect of a case.

So, from the 800 we are down to 150 who find advantages in joining PAWLI. Now, the next step is the number who actually attend conferences. That reduces it to a little less than 100. So we have 100 licensed investigators in the state who actively care about being good at their job. That means that 700 don't think they need to learn anything, or just don't care

Just one example of the problems we face. And the answer is reducing the number of persons gaining a license with little to no desire to do the job well

Bureau Of Technical Services

PO Box 191 Chippewa Falls, WI 54729
715-726-1400

Bureau of Technical Services
bts@tacticalsurveillance.com

Tactical Surveillance Insertion Team
tsit@tacticalsurveillance.com

Knight Hawk Investigations
khi@tacticalsurveillance.com

So the first question is, "how easy is it to get a license?"

There are no requirements. Pass a test and buy insurance. Think of professional investigators being the same as police. We handle all the same cases, criminal defense, family law, insurance fraud, corporate white collar and the security agent handles the equivalent of the patrol officer. It takes an associate degree in Criminal Justice to be eligible to be hired by the police department.

Minnesota and Illinois require thousands of hours of training in the job before they can get their own license. They also require continuing education credits.

So what can be done to help fix the problem?

In the past, my conversations with the state have boiled down to one obstacle in mandatory CEUs. The state cannot dedicate the funds required to monitor training. Funds are hard to come by, I get that. So I have spent the last three years creating the answer.

The PAWLI website has been designed to keep track of CEUs. Every person who attends a class, no matter from where or who, if pertinent and accredited, they get the units documented. For right now, it is working for all members in the database. And the database does not have a limit of how many can be recorded. The programming keeps track of the topic the date and number of credits received. One year from the date received, the credit automatically drops. (this can be changed to any interval future regulation might require). And when needed, the individual logs in and prints out a certificate as needed for proof of attendance.

This is good for members, but what about everyone else?

The site was designed for handling members and non-members. The only difference is the rest of the benefits of being a member are not available to non-members but they would still have the credits documented and certificates available.

So how do we keep track of who attends what?

A couple years ago, I presented the state with a proposition on a credential for investigators that would be more formal and professional than the coupon issued by the state. To review the conversations, the barber or tattoo artist would rarely have to pull the license out of the wallet to get the job done. But an investigator does this daily. It is the proof on the street that they are a professional doing their job and the piece of paper just does not even look real.

The result is a design for an ID that officially is a PAWLI membership card. A picture ID that is laminated plastic with hologram security, listing the name, license number and agency. More to the point at this time, it also has a RFID chip in the card. PAWLI is in the process of implementing another design feature of the website. Keeping track of who attended what.

Let's say that 750 people are attending the annual conference. The schedule is programmed in so the computer knows what is being presented at what time. As the person walks in, they are scanned and documented for being present without even removing their wallet. If they turn around and leave, it documents that also. At the end of the day, a person could log into the database and see the credits accumulated on that day already credited.

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So, you see, PAWLI has provided the answer to keeping track. It is not a proposal for something that can be done. It is up and working. PAWLI can provide IDs for the non-members as well so they will be able to take advantage of the technology, but it is also a better answer that the state issue similar ID cards as credentials to all investigators and security agents so the additional card is not necessary.

All of this helps the professionalism in two ways:

1. If a licensee is required to keep up with the changes in the profession like a considerable number of other Wisconsin professions with far less impact on the security of the citizen, then those who do not wish to participate will not be allowed to have a license.
2. Those who feel that being good at their job is worth the effort in training will then have raised the level of professionalism. Which was the goal in the first place.

The additional topic of concern was the transfer of regulation from DSPS to Agriculture. Not sure why Agriculture other than maybe there is some correlation of process.

I suggested in our short phone conversation that I would like to see the Investigators and Security under the Attorney General. As mentioned above, the job is very similar to the law enforcement. We work the same jobs, we testify in court, process and present evidence and many other points of similarity.

I am not suggesting that the requirements for obtaining an investigators license be the same as law enforcement. That high of standard is nice but not practical. But positioning this profession under the division that understands the requirements of the job, allows for future developments to be more easily implemented. Much like Minnesota's PIs under the Bureau of Criminal Apprehension.

Again, I appreciate the opportunity to present my ideas. I am anxious to work with you, finding a way to make changes that improve the professionalism. I am available for any committee. As the president of PAWLI it is my proud job to represent the profession in this state and I look forward to future discussions.

James Greenwold
President – PAWLI

715-726-1400

Bureau Of Technical Services

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Illinois Requirements

Illinois Requirements Licensing of Private Investigators And Proprietary Security Force

Illinois has a different license for Security and Investigator As of October of 2013 , there are 1091 investigators and 560 security personnel. There is also an agency license for each of those.



Applicant is the Licensee in charge. Structured under Sole Proprietor, Partnership or Corporation..

Additionally, there is a Permanent Employee Registration Card (PERC) that can be held by employees of an agency for which there has to be at least one full license holder.

Investigators can carry fire arms after 40 hours of training. There are no restrictions as to where you can carry. Every 2 years the investigator has to re-qualify with a formal test.



An examination is necessarily passed by 70% or greater to qualify. The passing score is valid for 6 years at which time it becomes void. Then the applicant needs to reapply with the full process.

In January, IL will be enacting their citizen carry permit. It is still not decided if this permit will replace the current or if it will have restrictions that the current one does not.

The license is for 3 years. There is a \$500 initial fee and then \$450 for each renewal. The Agency license is approximately the same price and duration.

The PERC card is \$55 and a \$45 renewal fee every year.

All holders have the same renewal date, May 31st.

Liability insurance is mandatory. There is no bond required.

Some one with a PERC card has to acquire 3 years experience out of the last 5 years before applying for a PI license.

Illinois PI Requirements Private Detective Licensure Exam Information

Experience / Education Documentation

Fees are charged for the process of applying.
Firearms control card \$75 and a renewal fee of \$45.
Proprietary Security Force fee is \$300 and the renewal is \$200.
Firearm instructor application fee is \$75 with a renewal of \$45.
A 40 hour Firearm Training Course has a \$100 application fee.

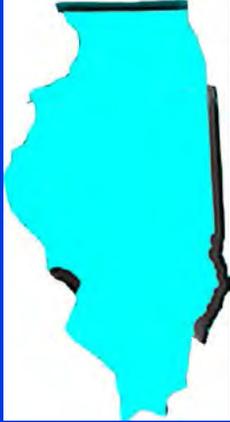
Fingerprints from vendor licensed by Illinois for background

Regulations for Investigators and Security are listed in the Public Acts

If you want to download the Public Act in its entirety there is a PDF available.

All applicants should review the changes to the Public Act.

Licensure by endorsement is no longer available. Everyone has to take and pass exam.



Illinois Requirements

SUBPART A: PRIVATE DETECTIVE

Section 1240.10 Application for Examination and Licensure – Private Detective
Section 1240.20 Application for Licensure – Private Detective Agency

SUBPART B: PRIVATE ALARM

Section 1240.100 Application for Examination and Licensure – Private Alarm Contractor
Section 1240.110 Application for Licensure – Private Alarm Contractor Agency

SUBPART C: PRIVATE SECURITY

Section 1240.200 Application for Examination and Licensure – Private Security Contractor
Section 1240.210 Application for Licensure – Private Security Contractor Agency

SUBPART D: LOCKSMITH

Section 1240.300 Application for Examination and Licensure – Locksmith
Section 1240.310 20 Hour Basic Training Course – Locksmith
Section 1240.320 Record keeping Requirements – Locksmith (Repealed)
Section 1240.330 Application for Licensure – Locksmith Agency

SUBPART E: PROPRIETARY SECURITY FORCE

Section 1240.400 Registration of Proprietary Security Force

SUBPART F: GENERAL

Section 1240.500 Definitions
Section 1240.501 Licensee-in-charge
Section 1240.502 Application for Branch Office License
Section 1240.505 20-Hour Basic Training Course – Private Detective, Alarm Contractor, Security
Section 1240.510 Firearm Training Course
Section 1240.515 Approval of Firearm Training Programs and Firearm Instructors
Section 1240.520 Permanent Employee Registration Card
Section 1240.525 Refusal to Issue Registration Card or FCC Due to Criminal Record Information
Section 1240.530 Firearm Control Cards
Section 1240.535 Record-keeper Requirements
Section 1240.540 Reporting Requirements
Section 1240.550 Renewals
Section 1240.555 Endorsement
Section 1240.560 Restoration
Section 1240.561 Inactive Status
Section 1240.565 Requests for Duplicate Certificates
Section 1240.570 Fees
Section 1240.575 Conduct of Hearings
Section 1240.580 Investigation by the Division
Section 1240.585 Granting Variances

SUBPART G: FINGERPRINT VENDOR

Section 1240.600 Application for Licensure – Fingerprint Vendor
Section 1240.610 Licensure - Fingerprint Vendor Agency
Section 1240.620 Fingerprint Vendor – Standards, Unethical, Unauthorized, Conduct
Section 1240.630 Fingerprint Vendor – Training

SUBPART H: CANINE HANDLER

Section 1240.700 Canine Handler Training Course Requirements
Section 1240.710 Canine Handler Authorization Card
Section 1240.720 Canine Handler Training Program
Section 1240.730 Canine Trainer Authorization Card
Section 1240.740 Canine Handler and Canine Training Instructor – Unprofessional Conduct



Minnesota Requirements

Minnesota Investigator and Protective Agents Application Procedures

The division of "types" of license holders are divided into:

Individual - which is listed as a sole proprietor

- A person with a corporation related to the business can not claim sole proprietorship.

Partnership or Corporation.

- A "Qualified Representative managing the day to day business is the license holder.
- A Minnesota Manager is the holder if the business is based out side of MN.

Insurance policy for applicant alone @ \$10,000 to 51 employees @ \$100,000.

A Surety Bond of \$10,000 at the time of application.

Mandatory employment experience.

Document 6,000 hrs of investigative experience in 1 or more of:

Private Investigator

- As an investigator with a licensed agency
- U.S. Government
- Police department
- Other experience that the board would deem relevant.

A protective agent has the same requirements just replace investigator with PA. Additionally, PA requires experience in security systems, audits, and supervisor of other security personnel.

There are 211 private investigators and 100 security agents licensed in the state.

Fees for investigators:

- Individual \$1000
- Partnership LLP \$1700
- Corporation LLC \$1900

Director is trying to change 0-1 person \$540 PI license

Fees for Protective Agents:

- Individual \$1,000
- Partnership LLP \$1,700
- Corporation LLC \$1,900

No test is taken

Experience package is submitted to board and, upon successful evaluation, board grants license.

Preliminary training of 12 hours before field operations

Mandatory CEUs 12 hr / 2 years

12 additional hours / 2 yr for firearm training if applicable.

Director Greg Cook is working on a statute to make unlicensed activity a felony. Now just the now \$35 fine.

No ID for carry is issued by state, however the individual is allowed to purchase an ID from an outside vendor.



Minnesota Requirements

Minnesota Department of Safety

General Licensing Information

Application and Requirements

To request an application packet, send a \$25 check or money order.

License Holders

Private Detective License Holders Protective Agent License Holders

Fees

Fee Schedule

Minnesota Administrative Rules

General

- 7506.0100 Definitions.
- 7506.0110 Internal procedures.
- 7506.0120 [Repealed, 22 sr 711]
- 7506.0130 Licensing and qualification.
- 7506.0140 Fees.
- 7506.0150 Conduct and ethics.
- 7506.0160 Complaint procedures.
- 7506.0170 Penalties.
- 7506.0180 License reinstatement.

Certified training programs

- 7506.2200 Board certification of training programs.
- 7506.2300 Minimum req for board-certified training programs.
- 7506.2500 Revocation or suspension of certification status.
- 7506.2600 Preassignment or on-the-job training requirements.
- 7506.2700 Continuing education requirements.
- 7506.2900 Failure to satisfy training requirements.



Minnesota Requirements

Statutes For Private Detective and Protective Agent Services

Definitions MNS§326.32

Employees of license holders MNS§326.336

- Background check
- ID card
- Failure to return property
- Confidentiality

Training MNS§326.3361

- Rules
- Required content
- Use of weapons
- Full-time peace officers

Persons as Private Detectives or Protective Agents MNS§326.338

- Private Detective
- Protective Agent

Exemptions MNS§326.3341

Licenses MNS§326.3381

- Prohibition
- Application procedures
- Disqualification
- Business entry applicant
- Nonresident applicant

Application for license MNS§326.3382

- Application form
- Documents accompanying application
- Proof of insurance (Bond and proof of financial responsibility)
- License disqualification
- Special protective agent classification

License Re issuance MNS§326.3383

- Requirements
- Appearance
- Bond and proof of financial responsibility

Prohibited Acts MNS§326.3384

- Prohibition
- Penalty

Conditions of Licensing MNS§326.3385

- Notice of address change
- Notice of successor
- Surrender of license
- Penalty

Fees MNS§326.3386

Disciplinary Action MNS§326.3387

Administrative Penalties MNS§326.3388

Licenses Nontransferable MNS§326.3389

Violations; Penalty MNS§326.339

Iowa Regulations



Iowa Requirements Private Investigators and Security Agents

Iowa requires a license to operate in the state. The license packets are available for \$15 by mail or \$10 at the door.

Employees of an agency are to obtain an employee ID card and must meet the same standards as the license holder.

Iowa does have mandatory CEUs of 12 hours accumulated during a 2 year period or the license will not be renewed. Credits gained from other states are transferrable. 50 minutes minimum equal 1 hour. 100 minutes equal 2 hours. 99 minutes equal 1 hour.

A program qualifies if:

- Outline is prepared in advance
- Lasts at least 50 minutes
- Is presented by a qualified instructor, background and experience documented.
- A record of attendance is maintained.

There is no examination process to obtain a license.

Most current count is 255 investigators and 120 security.

A 2 year license is issued at a cost of \$100 and an ID card cost is \$10. Fingerprinting and background check is \$30.

The ID card is issued with the name of an agency. So working for more than one agency, (which is permitted), would require more than one ID card. You have to carry the ID all the time you are working. Failure can result in suspension. The card belongs to the state. For what ever reason you are no longer in business, the card is to be surrendered.



Renewal of the license has to be applied for with 2 new fingerprint cards., 30 days before the expiration. If received after expiration of the license, apparently the state wants you to start over again.

Iowa offers reciprocity with other states that have similar requirements. A temporary permit is issued for a period of 90 days. But to note, the cost of the 90 day permit is the same as a 2 year license.

Iowa does require insurance in the name of the agency on the application.

Iowa does require a bond of \$5000 issues by a bond company licensed to work in Iowa. If more than one service, i.e.: Detective and Security, the bond is bumped up to \$10,000.

Uniforms, badges hats, and patches are not permitted without written approval from the commissioner.

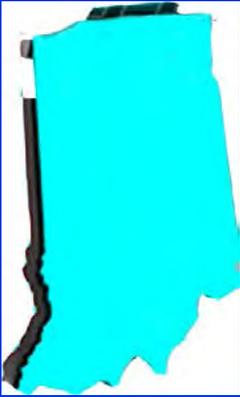
Written reports have to be submitted to every client unless a signed waiver is possessed. Reports are to kept for at least 3 years.

Carrying a weapon while working must meet Iowa Admin code 661 chapter 4.

Application Packet Check List

Iowa Code 80A

Administrative Rules



Indiana Requirements Private Investigators and Security Agents

Indiana has a few things in common with states listed above and a couple things that are unique. The requirements are mostly historical:

- Requires at least 4,000 hours of experience. (2 years full time employ.)
- Background check back 7 years, state, local and fed.
- Errors and Omission liability insurance of \$100,000
- Academic transcripts for those who have a cert in criminal justice
- DD 214 from military service
- Corporate filing paper work for those who are not sole proprietors.

Application fee is \$300. \$150 if the expiration date is less than one year from application. Renewal is the same \$300. Late fee of \$50 and an additional \$10 for a wall or packet card.

Unless you spend the \$10 for the certificate, there is no personal carry license unless you make your own. The same rules apply as others, no seals or words that imply state agency affiliation.

Application

License expires every 4 years on October 1st. (Next is 2015.)

The license holder in an agency is licensed but the employees are not. It is the responsibility of the agency to regulate the activities of the employees.

There is 488 agencies licensed as investigators and 381 as security.

The state requires no test nor CEUs.

An out of state agency no longer needs to keep an office within the borders.

A licensee shall maintain a record, relative to the licensee's employees, containing the following information:

- A picture taken within thirty (30) days of the date that the employee commences employment with the licensee.
- A full set of fingerprints of both hands of the employee.
- A licensed private investigator firm shall, at the board's request, provide the board with a roster of all unlicensed individuals employed by the private investigator firm.

The link below will give you the long version if you want all the details.

Licensure Law and Regulations



Michigan Requirements

Michigan Regulations Private Investigators and Security Agents.

In Michigan the age of licensure is 25, must have a GED or better. As with all, no felonies but then carries it further than most by adding no misdemeanors involving dishonesty, fraud, (which is redundant), controlled substances, 2 or more alcohol related offenses, or carrying a firearm, impersonating a LEO or divulging information or evidence.

If currently law enforcement, must have written permission from their boss.

Must have 3 years experience to get a license.

There is no exam for the license nor CEUs required.

A new twist is 5 notarized Personal Reference Forms from individuals that can attest to you being a good and honest person.

The application fee is \$150 and an initial fee of \$600.

A bond is required for \$10,000 or

Insurance is required for, (a little more detailed):

- \$10,000 Property Damage
- \$100,000 Injury or death
- \$200,000 If more than one person involved

Fees are \$750 for everyone, no matter what business status. But the paperwork for the corporate and partnership is a little more work than the sole proprietor.

The license is valid for 3 years. Beyond the “hang on the wall” certificate, Michigan does issue a picture ID that must be carried by each licensed individual. The license is issued to the sole proprietor, partners or corporate members.

Other investigators on staff would not have an ID issued by the state but can have one from a vendor that meets the criteria of, no state seals or wording that sounds like state issue.

The recent count is 580 PIs and 277 Security Agents.

The Director of the State Department has to report the count of licenses accepted or denied by December 1st.

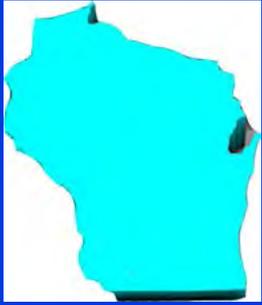
Application forms



Michigan Requirements

Michigan Requirements Professional Investigator Licensure Act

Section 338.821	Section Short title.
Section 338.822	Section Definitions.
Section 338.823	Section License required; investigation of prohibited activities; civil or criminal action; violation; penalty.
Section 338.824	Section Exemptions from act.
Section 338.825	Section License; issuance, duration.
Section 338.826	Section License; qualifications; reciprocal agreements.
Section 338.827	Section Application for license; notarized statement as to qualifications investigation of applicant.
Section 338.828	Section Application for license by corporation; contents; copy of incorporation certificate.
Section 338.829	Section License; conditions of issuance; fee; duration; suspension or revocation; bonds; filing completed application; issuance of license within certain time period; report; "completed application" defined.
Section 338.830	Section License; suspension or revocation; grounds; surrendering license and identification card; noncompliance as misdemeanor.
Section 338.831	Section License fee; refund; conditions.
Section 338.832	Section License; posting.
Section 338.833	Section Reporting name or location change in agency; new license.
Section 338.834	Section Identification card; issuance; form and contents; maintenance, custody, and control; duplicates.
Section 338.835	Section Non assignability of license.
Section 338.836	Section Display of unauthorized badge, shield, identification card, or license; violation; penalties.
Section 338.837	Section Licensees; employment of assistants; records; false state ments; fingerprints.
Section 338.838	Section Hiring of person convicted of certain felonies or misdemeanors prohibited; refusal to surrender license or identification card.
Section 338.839	Section Carrying deadly weapon; license required.
Section 338.840	Section Divulging of information; willful sale of or furnishing false infor mation; penalty; privileged communications; notice and hearing.
Section 338.841	Section Violation of act; report of conviction by prosecuting attorney.
Section 338.842	Section Advertising; contents; misleading advertising; notice.
Section 338.843	Section Trade names; approval by department.
Section 338.844	Section Record of business transaction and reports; retention.
Section 338.845	Section Investigation of applicants; complaints; subpoenas; fees; fail ure to obey; penalty; testimony under oath.
Section 338.846	Section License; renewal; fee; bond.
Section 338.847	Section Death of licensee; carrying on business; notice to department; sale of business.
Section 338.848	Section Employment of agents; rules.
Section 338.849	Section Application of act as to license applications and renewals.
Section 338.850	Section Repeals.
Section 338.851	Section Violation; penalty.



Wisconsin Requirements

Wisconsin Requirements Professional Investigators and Security Agents

Last but not least is our state. Most will have known enough to get you through the test in the first place. And some will have learned a little more along the way. Wisconsin does not have continuing education, so it is possible that picking up things along the way might take longer than desired.

Of course PAWLI has come to the rescue for those who want to know more than the minimum: Check out the info on the upcoming conference.

Most of the following, everyone who is reading this, knows because you have already done it. But there are those searching the information so I have to fill in the blanks.

Now, the part that takes all the information from the other states and compares that data to what Wisconsin requires.

As with the other states, if you are going to advertise and do the work of an investigator, you need a license. The exceptions are:

- If you work for one law firm only
- An off duty LEO with written permission from the boss.

Can't have "no stinking badges".

Unlike most of the others, "Don't need no experience."

Pass a fingerprint background and a written test.

The test is 100 questions covering Wis Statutes and administrative codes relevant to PIs. The Statutes are linked below and the codes link given came up with a "no page". Went to the page with all the professional codes and the PIs were not listed. So the best I can find are search results covering some interesting things.

No felonies without a pardon

Can have misdemeanor under departments discretion.

Unlike most that require an agency and then a few hours to get to work, Wisconsin requires you to get a license personally. Then work for a licensed agency.

The full 118 pages of statutes are in a PDF.

But what pertains is found at 440.26 Subchapter II

For those of you working on or helping others, I'll toss in the forms.

And the instructions for the packet.

Renewal Fee is \$115 both PIs and Security and \$107 for agencies.

Last is insurance, requiring general liability or, (get this) a \$2000 bond.

No exacting numbers are known for the licensee count, but it is some where around 750.

Epilog

It is no secret that I have continued the effort of presidential predecessors by lobbying for CEUs. If you have made it through this article you have read about how some states have higher requirements in some things and less in others. I, for one, and I know that all the investigators who show up for the conference agree, that Wisconsin Professional Investigators should want to be the best they can be in their profession, not just get by on the minimum or the average. And those who are just doing what they are required to do, really do harm the reputation of the rest of us. Please go to your "profile" on the PAWLI site and fill out the survey. It has a few more questions just for this occasion. A couple minutes to advance our profession.

James Greenwold
President PAWLI

**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

1) Name and Title of Person Submitting the Request: Jelena Gagula		2) Date When Request Submitted: 5/16/14 Items will be considered late if submitted after 4:30 p.m. and less than 8 work days before the meeting.	
3) Name of Board, Committee, Council, Sections: Nursing Home Administrators Examining Board			
4) Meeting Date: 5/22/14	5) Attachments: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	6) How should the item be titled on the agenda page? Appointment for Liaison and Alternates	
7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both	8) Is an appearance before the Board being scheduled? <input type="checkbox"/> Yes (Fill out Board Appearance Request) <input checked="" type="checkbox"/> No	9) Name of Case Advisor(s), if required:	
10) Describe the issue and action that should be addressed: 2013 Nursing Home Administrators Examining Board Election Results and Liaison Appointments			
11) Authorization Jelena Gagula			
Signature of person making this request		Date	
Supervisor (if required)		Date	
Executive Director signature (indicates approval to add post agenda deadline item to agenda)			
Date			
Directions for including supporting documents: 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline items must be authorized by a Supervisor and the Policy Development Executive Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Bureau Assistant prior to the start of a meeting.			

2013 Nursing Home Administrators Examining Board Election Results and Liaison Appointments

2013 ELECTION RESULTS	
Chair	David Egan
Vice Chair	Kenneth Arneson
Secretary	Mary Lease

LIAISON APPOINTMENTS	
Screening Panel	Kenneth Arneson, David Egan, Earlene Ronk (alternate)
Credentialing Liaisons	David Egan, Earlene Ronk (alternate)
DLSC Monitoring Liaisons	Kenneth Arneson, Earlene Ronk (alternate)
Education and Examinations Liaisons	David Egan, Earlene Ronk (alternate)
Travel Liaison	none

**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

1) Name and Title of Person Submitting the Request: Ashley Horton Department Monitor Division of Legal Services and Compliance		2) Date When Request Submitted: December 20, 2013 Items will be considered late if submitted after 4:30 p.m. and less than: <ul style="list-style-type: none"> ▪ 10 work days before the meeting for Medical Board ▪ 14 work days before the meeting for all others 																	
3) Name of Board, Committee, Council, Sections:																			
4) Meeting Date:	5) Attachments: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	6) How should the item be titled on the agenda page? Appointment of Professional Assistance Procedure (PAP) Liaison																	
7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both	8) Is an appearance before the Board being scheduled? <input type="checkbox"/> Yes (Fill out Board Appearance Request) <input checked="" type="checkbox"/> No	9) Name of Case Advisor(s), if required:																	
10) Describe the issue and action that should be addressed: Appointment of 2014 PAP Liaison - see <i>Wis. Admin. Code SPS ch. 7, attached, for Liaison duties</i>																			
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; vertical-align: top;">11)</td> <td style="width: 60%; text-align: center; vertical-align: middle;"> </td> <td style="width: 15%; text-align: center; vertical-align: middle;">Authorization</td> <td style="width: 15%; text-align: center; vertical-align: middle;">December 20, 2013</td> </tr> <tr> <td colspan="2" style="border-top: 1px solid black; border-bottom: 1px solid black;">Signature of person making this request</td> <td colspan="2" style="border-top: 1px solid black; border-bottom: 1px solid black;">Date</td> </tr> <tr> <td colspan="2" style="border-top: 1px solid black; border-bottom: 1px solid black;">Supervisor (if required)</td> <td colspan="2" style="border-top: 1px solid black; border-bottom: 1px solid black;">Date</td> </tr> <tr> <td colspan="2" style="border-top: 1px solid black; border-bottom: 1px solid black;">Executive Director signature (indicates approval to add post agenda deadline item to agenda)</td> <td colspan="2" style="border-top: 1px solid black; border-bottom: 1px solid black;">Date</td> </tr> </table>				11)		Authorization	December 20, 2013	Signature of person making this request		Date		Supervisor (if required)		Date		Executive Director signature (indicates approval to add post agenda deadline item to agenda)		Date	
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Chapter SPS 7

PROFESSIONAL ASSISTANCE PROCEDURE

SPS 7.01	Authority and intent.	SPS 7.07	Intradepartmental referral.
SPS 7.02	Definitions.	SPS 7.08	Records.
SPS 7.03	Referral to and eligibility for the procedure.	SPS 7.09	Report.
SPS 7.04	Requirements for participation.	SPS 7.10	Applicability of procedures to direct licensing by the department.
SPS 7.05	Agreement for participation.	SPS 7.11	Approval of drug testing programs.
SPS 7.06	Standards for approval of treatment facilities or individual therapists.		

Note: Chapter RL 7 was renumbered chapter SPS 7 under s. 13.92 (4) (b) 1., Stats., Register November 2011 No. 671

SPS 7.01 Authority and intent. (1) The rules in this chapter are adopted pursuant to authority in ss. 15.08 (5) (b), 15.30, 146.82, 227.11 and 440.03, Stats.

(2) The intent of the department in adopting rules in this chapter is to protect the public from credential holders who are impaired by reason of their abuse of alcohol or other drugs by promoting early identification of chemically dependent professionals and encouraging rehabilitation. This goal will be advanced by providing an option that may be used in conjunction with the formal disciplinary process for qualified credential holders committed to their own recovery. This procedure is intended to apply when allegations are made that a credential holder has practiced a profession while impaired by alcohol or other drugs or whose ability to practice is impaired by alcohol or other drugs or when a credential holder contacts the department and requests to participate in the procedure. It may be used in conjunction with the formal disciplinary process in situations where allegations exist that a credential holder has committed misconduct, negligence or violations of law, other than practice while impaired by alcohol or other drugs. The procedure may then be utilized to promote early identification of chemically dependent professionals and encourage their rehabilitation. Finally, the department's procedure does not seek to diminish the prosecution of serious violations but rather it attempts to address the problem of alcohol and other drug abuse within the enforcement jurisdiction of the department.

(3) In administering this program, the department intends to encourage board members to share professional expertise so that all boards in the department have access to a range of professional expertise to handle problems involving impaired professionals.

History: Cr. Register, January, 1991, No. 421, eff. 2-1-91; am. (2), Register, July, 1996, No. 487, eff. 8-1-96; CR 10-081: am. (2) Register December 2010 No. 660, eff. 1-1-11.

SPS 7.02 Definitions. In this chapter:

(1) "Board" means any board, examining board or affiliated credentialing board attached to the department.

(2) "Board liaison" means the board member designated by the board or the secretary or the secretary's designee as responsible for approving credential holders for the professional assistance procedure under s. SPS 7.03, for monitoring compliance with the requirements for participation under s. SPS 7.04, and for performing other responsibilities delegated to the board liaison under these rules.

(2a) "Coordinator" means a department employee who coordinates the professional assistance procedure.

(2b) "Credential holder" means a person holding any license, permit, certificate or registration granted by the department or any board. For purposes of this chapter, "credential holder" includes a person with a pending application for a credential for a period not to exceed one year from the date the application for the credential was submitted to the department.

(3) "Department" means the department of safety and professional services.

(4) "Division" means the division of enforcement in the department.

(5) "Informal complaint" means any written information submitted by any person to the division, department or any board which requests that a disciplinary proceeding be commenced against a credential holder or which alleges facts, which if true, warrant discipline. "Informal complaint" includes requests for disciplinary proceedings under s. 440.20, Stats.

(6) "Medical review officer" means a medical doctor or doctor of osteopathy who is a licensed physician and who has knowledge of substance abuse disorders and has appropriate medical training to interpret and evaluate an individual's confirmed positive test result together with an individual's medical history and any other relevant biomedical information.

(7) "Procedure" means the professional assistance procedure.

(8) "Program" means any entity approved by the department to provide the full scope of drug testing services for the department.

History: Cr. Register, January, 1991, No. 421, eff. 2-1-91; am. (1), (2), (5), cr. (2a), (2b), r. (6), Register, July, 1996, No. 487, eff. 8-1-96; cr. (6) and (8), Register, January, 2001, No. 541, eff. 2-1-01; CR 10-081: am. (1) to (2b), (7) Register December 2010 No. 660, eff. 1-1-11; correction in (2), (3) made under s. 13.92 (4) (b) 6., Register November 2011 No. 671.

SPS 7.03 Referral to and eligibility for the procedure. (1) A credential holder who contacts the department and requests to participate in the procedure shall be referred to the board liaison and the coordinator for determination of acceptance into the procedure.

(2) A credential holder who has been referred to the procedure and considered for eligibility shall be provided with an application for participation.

(3) All informal complaints involving allegations of impairment due to alcohol or chemical dependency shall be screened and investigated pursuant to s. SPS 2.035. After investigation, informal complaints involving impairment may be referred to the procedure along with a summary of the investigative results in the form of a draft statement of conduct to be used as a basis for the statement of conduct under s. SPS 7.05 (1) (a) and considered for eligibility for the procedure or for formal disciplinary proceedings under ch. SPS 2. The credential holder shall be provided with a written explanation of the credential holder's options for resolution of the matter through participation in the procedure and of the formal disciplinary process pursuant to ch. SPS 2.

(4) Eligibility for the procedure shall be determined by the board liaison and coordinator who shall review all relevant materials including investigative results and the credential holder's application for participation. Eligibility shall be determined upon criteria developed by the coordinator in consultation with the disciplinary authority. The decision on eligibility shall be consistent with the purposes of these procedures as described in s. SPS 7.01 (2). Credential holders who have committed violations of law may be eligible for the procedure. The board liaison shall have

responsibility to make the determination of eligibility for the procedure.

(5) The credential holder shall obtain a comprehensive assessment for chemical dependency from a treatment facility or individual therapist approved under s. [SPS 7.06](#). The credential holder shall arrange for the treatment facility or individual therapist to file a copy of its assessment with the board liaison or coordinator. The board liaison and the credential holder may agree to waive this requirement. The obtaining of the assessment shall not delay admission into the procedure.

(6) If a credential holder is determined to be ineligible for the procedure, the credential holder may be referred to the division for prosecution.

(7) A credential holder determined to be ineligible for the procedure by the board liaison or the department may, within 10 days of notice of the determination, request the credentialing authority to review the adverse determination.

History: Cr. Register, January, 1991, No. 421, eff. 2-1-91; am. (2) to (6), Register, July, 1996, No. 487, eff. 8-1-96; CR 10-081: renum. (1) and (3) to (6) to be (3) to (7) and am. (3) to (6), cr. (1), am. (2) Register December 2010 No. 660, eff. 1-1-11; correction in (3), (4), (5) made under s. [13.92 \(4\) \(b\) 7., Stats., Register November 2011 No. 671.](#)

SPS 7.04 Requirements for participation. (1) A credential holder who participates in the procedure shall:

- (a) Sign an agreement for participation under s. [SPS 7.05](#).
- (b) Remain free of alcohol, controlled substances, and prescription drugs, unless prescribed for a valid medical purpose.
- (c) Timely enroll and participate in a program for the treatment of chemical dependency conducted by a facility or individual therapist approved pursuant to s. [SPS 7.06](#).
- (d) Comply with any treatment recommendations and work restrictions or conditions deemed necessary by the board liaison or department.
- (e) Submit random monitored physiological specimens for the purpose of screening for alcohol or controlled substances provided by a drug testing program approved by the department under s. [SPS 7.11](#), as required.
- (f) Execute releases valid under state and federal law to allow access to the credential holder's counseling, treatment and monitoring records.
- (g) Have the credential holder's supervising therapist and work supervisors file quarterly reports with the coordinator.
- (h) Notify the coordinator of any changes in the credential holder's employer within 5 days.
- (i) File quarterly reports documenting the credential holder's attendance at meetings of self-help groups such as alcoholics anonymous or narcotics anonymous.

(2) If the board liaison or department determines, based on consultation with the person authorized to provide treatment to the credential holder or monitor the credential holder's enrollment or participation in the procedure, or monitor any drug screening requirements or restrictions on employment under sub. (1), that a credential holder participating in the procedure has failed to meet any of the requirements set under sub. (1), the board liaison may refer the credential holder to the division. A failure to maintain abstinence is considered a relapse and shall be reviewed by the board liaison to determine whether the credential holder should be referred to the division. The board liaison may review the complete record in making this determination.

(3) If a credential holder violates the agreement and no referral to the division occurs, then a new admission under s. [SPS 7.05 \(1\) \(a\)](#) shall be obtained for relapses and for misconduct, negligence or violations of law which are substantial. If a new admission is not obtained, then a referral to the division by the coordinator shall occur.

History: Cr. Register, January, 1991, No. 421, eff. 2-1-91; am. Register, July, 1996, No. 487, eff. 8-1-96; am. (1) (e), Register, January, 2001, No. 541, eff. 2-1-01; CR 10-081: am. (1) (e), (f), (2), (3) Register December 2010 No. 660, eff. 1-1-11;

correction in (1) (a), (c), (e), (3) made under s. [13.92 \(4\) \(b\) 7., Stats., Register November 2011 No. 671.](#)

SPS 7.05 Agreement for participation. (1) The agreement for participation in the procedure shall at a minimum include:

(a) A statement describing conduct the credential holder agrees occurred relating to participation in the procedure and an agreement that the statement may be used as evidence in any disciplinary proceeding under ch. [SPS 2](#).

(b) An acknowledgement by the credential holder of the need for treatment for chemical dependency;

(c) An agreement to participate at the credential holder's expense in an approved treatment regimen.

(d) An agreement to submit to random monitored drug screens provided by a drug testing program approved by the department under s. [SPS 7.11](#) at the credential holder's expense, if deemed necessary by the board liaison.

(e) An agreement to submit to practice restrictions at any time during the treatment regimen as deemed necessary by the board liaison.

(f) An agreement to furnish the coordinator with signed consents for release of information from treatment providers and employers authorizing the release of information to the coordinator and board liaison for the purpose of monitoring the credential holder's participation in the procedure.

(g) An agreement to authorize the board liaison or coordinator to release information described in pars. (a), (c) and (e), the fact that a credential holder has been dismissed under s. [SPS 7.07 \(3\) \(a\)](#) or violated terms of the agreement in s. [SPS 7.04 \(1\) \(b\) to \(e\)](#) and (h) concerning the credential holder's participation in the procedure to the employer, therapist or treatment facility identified by the credential holder and an agreement to authorize the coordinator to release the results of random monitored drug screens under par. (d) to the therapist identified by the credential holder.

(h) An agreement to participate in the procedure for a period of time as established by the board.

(2) The board liaison may include additional requirements for an individual credential holder, if the circumstances of the informal complaint or the credential holder's condition warrant additional safeguards.

(3) The board or board liaison may include a promise of confidentiality that all or certain records shall remain closed and not available for public inspection and copying. Any promise is subject to s. [SPS 7.08](#) and ends upon a referral to the division. Information and records may be made available to staff within the department on an as-needed basis, to be determined by the coordinator.

History: Cr. Register, January, 1991, No. 421, eff. 2-1-91; am. (1) (a) to (g) and (2), Register, July, 1996, No. 487, eff. 8-1-96; am. (1) (d), Register, January, 2001, No. 541, eff. 2-1-01; CR 10-081: am. (3) Register December 2010 No. 660, eff. 1-1-11; correction in (1) (a), (d), (g), (3) made under s. [13.92 \(4\) \(b\) 7., Stats., Register November 2011 No. 671.](#)

SPS 7.06 Standards for approval of treatment facilities or individual therapists. (1) The board or board liaison shall approve a treatment facility designated by a credential holder for the purpose of participation in the procedure if:

(a) The facility is certified by appropriate national or state certification agencies.

(b) The treatment program focus at the facility is on the individual with drug and alcohol abuse problems.

(c) Facility treatment plans and protocols are available to the board liaison and coordinator.

(d) The facility, through the credential holder's supervising therapist, agrees to file reports as required, including quarterly progress reports and immediate reports if a credential holder withdraws from therapy, relapses, or is believed to be in an unsafe condition to practice.

(2) As an alternative to participation by means of a treatment facility, a credential holder may designate an individual therapist for the purpose of participation in the procedure. The board liaison shall approve an individual therapist who:

(a) Has credentials and experience determined by the board liaison to be in the credential holder's area of need.

(b) Agrees to perform an appropriate assessment of the credential holder's therapeutic needs and to establish and implement a comprehensive treatment regimen for the credential holder.

(c) Forwards copies of the therapist's treatment regimen and office protocols to the coordinator.

(d) Agrees to file reports as required to the coordinator, including quarterly progress reports and immediate reports if a credential holder withdraws from therapy, relapses, or is believed to be in an unsafe condition to practice.

(3) If a board liaison does not approve a treatment facility or therapist as requested by the credential holder, the credential holder may, within 10 days of notice of the determination, request the board to review the board liaison's adverse determination.

History: Cr. Register, January, 1991, No. 421, eff. 2-1-91; am. Register, July, 1996, No. 487, eff. 8-1-96; r. (1) (d) and (2) (d), renum. (1) (e) and (2) (e) to be (1) (d) and (2) (d) and am., Register, January, 2001, No. 541, eff. 2-1-01.

SPS 7.07 Intradepartmental referral. (2) The division may refer individuals named in informal complaints to the board liaison for acceptance into the procedure.

(3) The board liaison may refer cases involving the following to the division for investigation or prosecution:

(a) Credential holders participating in the procedure who fail to meet the requirements of their rehabilitation program.

(b) Credential holders who apply and who are determined to be ineligible for the procedure where the board liaison is in possession of information indicating misconduct, negligence or a violation of law.

(c) Credential holders who do not complete an agreement for participation where the board liaison is in possession of information indicating misconduct, negligence or a violation of law.

(d) Credential holders initially referred by the division to the board liaison who fail to complete an agreement for participation.

(e) Credential holders who request early termination of an agreement for participation. In making the decision if a referral should occur, the board liaison shall consider whether the credential holder's therapist approves the early termination and whether this opinion is supported by a second therapist selected by the department who shall always be consulted and shall concur.

(4) The board liaison shall refer credential holders who relapse in the context of the work setting to the division for investigation and prosecution. A credential holder referred under this subsection who has not been dismissed from the procedure may continue to participate in the procedure.

History: Cr. Register, January, 1991, No. 421, eff. 2-1-91; am. (1), (3) (a) to (d), Register, July, 1996, No. 487, eff. 8-1-96; CR 10-081: r. (1), am. (3) (a), (b), (c), cr. (3) (e), (4) Register December 2010 No. 660, eff. 1-1-11.

SPS 7.08 Records. (1) CUSTODIAN. All records relating to the procedure including applications for participation, agreements for participation and reports of participation shall be maintained in the custody of the department secretary or the secretary's designee.

(2) AVAILABILITY OF PROCEDURE RECORDS FOR PUBLIC INSPECTION. Any requests to inspect procedure records shall be made to the custodian. The custodian shall evaluate each request on a case by case basis using the applicable law relating to open records and giving appropriate weight to relevant factors in order to determine whether public interest in nondisclosure outweighs the public interest in access to the records, including the reputational interests of the credential holder, the importance of confidentiality to the functional integrity of the procedure, the existence of any promise of confidentiality, statutory or common law rules which

accord a status of confidentiality to the records and the likelihood that release of the records will impede an investigation. The fact of a credential holder's participation in the procedure and the status of that participation may be disclosed to credentialing authorities of other jurisdictions.

(3) TREATMENT RECORDS. Treatment records concerning individuals who are receiving or who at any time have received services for mental illness, developmental disabilities, alcoholism, or drug dependence which are maintained by the department, by county departments under s. 51.42 or 51.437, Stats., and their staffs and by treatment facilities are confidential under s. 51.30, Stats., and shall not be made available for public inspection.

(4) PATIENT HEALTH CARE RECORDS. Patient health care records are confidential under s. 146.82, Stats., and shall not be made available to the public without the informed consent of the patient or of a person authorized by the patient or as provided under s. 146.82 (2), Stats.

History: Cr. Register, January, 1991, No. 421, eff. 2-1-91; am. (2), Register, July, 1996, No. 487, eff. 8-1-96; CR 10-081: am. (2) Register December 2010 No. 660, eff. 1-1-11.

SPS 7.09 Report. The board liaison or coordinator shall report on the procedure to the board at least twice a year and if requested to do so by a board.

History: Cr. Register, January, 1991, No. 421, eff. 2-1-91; am. Register, July, 1996, No. 487, eff. 8-1-96.

SPS 7.10 Applicability of procedures to direct licensing by the department. This procedure may be used by the department in resolving complaints against persons licensed directly by the department if the department has authority to discipline the credential holder. In such cases, the department secretary shall have the authority and responsibility of the "board" as the term is used in the procedure and shall designate an employee to perform the responsibilities of the "board liaison."

History: Cr. Register, January, 1991, No. 421, eff. 2-1-91; am. Register, July, 1996, No. 487, eff. 8-1-96.

SPS 7.11 Approval of drug testing programs. The department shall approve drug testing programs for use by credential holders who participate in drug and alcohol monitoring programs pursuant to agreements between the department or boards and credential holders, or pursuant to disciplinary orders. To be approved as a drug testing program for the department, programs shall satisfactorily meet all of the following standards in the areas of program administration, collection site administration, laboratory requirements and reporting requirements:

(1) Program administration requirements are:

(a) The program shall enroll participants by setting up an account, establishing a method of payment and supplying pre-printed chain-of-custody forms.

(b) The program shall provide the participant with the address and phone number of the nearest collection sites and shall assist in locating a qualified collection site when traveling outside the local area.

(c) Random selection of days when participants shall provide specimens shall begin upon enrollment and the program shall notify designated department staff that selection has begun.

(d) The program shall maintain a nationwide toll-free access or an internet website that is operational 24 hours per day, 7 days per week to inform participants of when to provide specimens and is able to document the date and time of contacts by credential holders.

(e) The program shall maintain and make available to the department and treatment providers through an internet website data that are updated on a daily basis verifying the date and time each participant was notified after random selection to provide a specimen, the date, time and location each specimen was collected, the results of drug screen and whether or not the participant complied as directed.

(f) The program shall maintain internal and external quality of test results and other services.

(g) The program shall maintain the confidentiality of participants in accordance with s. 146.82, Stats.

(h) The program shall inform participants of the total cost for each drug screen including the cost for program administration, collection, transportation, analysis, reporting and confirmation. Total cost shall not include the services of a medical review officer.

(i) The program shall immediately report to the department if the program, laboratory or any collection site fails to comply with this section. The department may remove a program from the approved list if the program fails to comply with this section.

(j) The program shall make available to the department experts to support a test result for 5 years after the test results are released to the department.

(k) The program shall not sell or otherwise transfer or transmit names and other personal identification information of the participants to other persons or entities without permission from the department. The program shall not solicit from participants presently or formerly in the monitoring program or otherwise contact participants except for purposes consistent with administering the program and only with permission from the department.

(L) The program and laboratory shall not disclose to the participant or the public the specific drugs tested.

(2) Collection site administration requirements are:

(a) The program shall locate, train and monitor collection sites for compliance with the U.S. department of transportation collection protocol under 49 CFR 40.

(b) The program shall require delivery of specimens to the laboratory within 24 hours of collection.

(3) Laboratory requirements are:

(a) The program shall utilize a laboratory that is certified by the U.S. department of health and human services, substance abuse and mental health services administration under 49 CFR 40. If the laboratory has had adverse or corrective action, the department shall evaluate the laboratory's compliance on a case by case basis.

(b) The program shall utilize a laboratory capable of analyzing specimens for drugs specified by the department.

(c) Testing of specimens shall be initiated within 48 hours of pickup by courier.

(d) All positive drug screens shall be confirmed utilizing gas chromatography in combination with mass spectrometry, mass spectrometry, or another approved method.

(e) The laboratory shall allow department personnel to tour facilities where participant specimens are tested.

(4) The requirements for reporting of results are:

(a) The program shall provide results of each specimen to designated department personnel within 24 hours of processing.

(b) The program shall inform designated department personnel of confirmed positive test results on the same day the test results are confirmed or by the next business day if the results are confirmed after hours, on the weekend or on a state or federal holiday.

(c) The program shall fax, e-mail or electronically transmit laboratory copies of drug test results at the request of the department.

(d) The program shall provide a medical review officer upon request and at the expense of the participant, to review disputed positive test results.

(e) The program shall provide chain-of-custody transfer of disputed specimens to an approved independent laboratory for retesting at the request of the participant or the department.

History: Cr. Register, January, 2001, No. 541, eff. 2-1-01; CR 10-081: am. (1) (d), (e) Register December 2010 No. 660, eff. 1-1-11.

**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

1) Name and Title of Person Submitting the Request: Daniel Agne, Bureau Assistant on behalf of Tom Ryan, Executive Director		2) Date When Request Submitted: 3/27/14 Items will be considered late if submitted after 4:30 p.m. on the deadline date: <ul style="list-style-type: none"> ▪ 8 business days before the meeting for paperless boards ▪ 14 business days before the meeting for all others 	
3) Name of Board, Committee, Council, Sections: Nursing Home Administrators Examining Board			
4) Meeting Date: 5/22/14	5) Attachments: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	6) How should the item be titled on the agenda page? Delegated Authority Motions	
7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both	8) Is an appearance before the Board being scheduled? <input type="checkbox"/> Yes (Fill out Board Appearance Request) <input checked="" type="checkbox"/> No	9) Name of Case Advisor(s), if required:	
10) Describe the issue and action that should be addressed: The Board will be asked to consider the following motions: MOTION: ... that the Board delegates authority to the Chair (or order of succession) to sign documents on behalf of the Board. In order to carry out duties of the Board, the Chair has the ability to delegate this signature authority for purposes of facilitating the completion of assignments during or between meetings. The Chair delegates the authority to a Department representative to sign the name of the Chair (or order of succession), or any and all Board members, on documents as necessary. MOTION: ... that, in order to facilitate the completion of assignments between meetings, the Board delegates its authority by order of succession to the Chair, highest ranking officer, or longest serving member of the Board, to appoint liaisons to the Department to act in urgent matters and to act when knowledge or experience in the profession is required to carry out the duties of the Board in accordance with the law.			
11) Authorization			
Daniel Agne <hr/> Signature of person making this request		<hr/> Date	
<hr/> Supervisor (if required)		<hr/> Date	
<hr/> Executive Director signature (indicates approval to add post agenda deadline item to agenda) Date			
Directions for including supporting documents: 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline items must be authorized by a Supervisor and the Policy Development Executive Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Bureau Assistant prior to the start of a meeting.			

**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

1) Name and Title of Person Submitting the Request: Ashley Horton Department Monitor Division of Legal Services and Compliance		2) Date When Request Submitted: December 20, 2013 Items will be considered late if submitted after 4:30 p.m. and less than: <ul style="list-style-type: none"> ▪ 10 work days before the meeting for Medical Board ▪ 14 work days before the meeting for all others 	
3) Name of Board, Committee, Council, Sections:			
4) Meeting Date:	5) Attachments: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	6) How should the item be titled on the agenda page? Monitoring: Appointment of Monitoring Liaison and Delegated Authority Motion	
7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both		8) Is an appearance before the Board being scheduled? <input type="checkbox"/> Yes (Fill out Board Appearance Request) <input checked="" type="checkbox"/> No	9) Name of Case Advisor(s), if required:
10) Describe the issue and action that should be addressed: 1. Appointment of 2014 Monitoring Liaison 2. Delegated Authority Motion: <i>“_____ moved, seconded by _____ to adopt/reject the Roles and Authorities Delegated to the Monitoring Liaison and Department Monitor document as presented in today’s agenda packet.”</i>			
11) Authorization <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;">  </div> <div style="width: 30%; text-align: center;"> December 20, 2013 </div> </div> <hr/> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;">Signature of person making this request</div> <div style="width: 20%; text-align: center;">Date</div> </div> <hr/> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;">Supervisor (if required)</div> <div style="width: 20%; text-align: center;">Date</div> </div> <hr/> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;">Executive Director signature (indicates approval to add post agenda deadline item to agenda)</div> <div style="width: 20%; text-align: center;">Date</div> </div>			
Directions for including supporting documents: 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline items must be authorized by a Supervisor and the Policy Development Executive Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Bureau Assistant prior to the start of a meeting.			

Roles and Authorities Delegated to the Monitoring Liaison and Department Monitor

The Monitoring Liaison is a board designee who works with department monitors to enforce the Board's orders as explained below.

Current Authorities Delegated to the Monitoring Liaison

The Liaison may take the following actions on behalf of the Board:

1. Grant a temporary reduction in random drug screen frequency upon Respondent's request if he/she is unemployed and is otherwise compliant with Board order. The Department Monitor will draft an order and sign on behalf of the Liaison. The temporary reduction will be in effect until Respondent secures employment in the profession.
2. Grant a stay of suspension if Respondent is eligible per the Board order. The Department Monitor will draft an order and sign on behalf of the Liaison.
3. Remove the stay of suspension if there are repeated violations or a substantial violation of the Board order. The Department Monitor will draft an order and sign on behalf of the Liaison.
4. Grant or deny approval when Respondent proposes continuing/remedial education courses, treatment providers, mentors, supervisors, change of employment, etc. unless the order specifically requires full-Board approval. The Department Monitor will notify Respondent of the Liaison's decision.
5. Grant a maximum 90-day extension, if warranted and requested in writing by Respondent, to complete Board-ordered CE, pay proceeding costs, and/or pay forfeitures upon Respondent's request.

Current Authorities Delegated to the Department Monitor

The Department Monitor may take the following actions on behalf of the Board, draft an order and sign:

1. Grant full reinstatement of licensure if CE is the sole condition of the limitation and Respondent has submitted the required proof of completion for approved courses.
2. Suspend the license if Respondent has not completed Board-ordered CE and/or paid costs and forfeitures within the time specified by the Board order. The Department Monitor may remove the suspension and issue an order when proof completion and/or payment have been received.

Clarification

1. In conjunction with removal of any stay of suspension, the Liaison may prohibit Respondent from seeking reinstatement of the stay for a specified period of time. (This is consistent with current practice.)

**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

1) Name and Title of Person Submitting the Request: Shawn Leatherwood		2) Date When Request Submitted: January 29, 2014	
		Items will be considered late if submitted after 12:00 p.m. and less than: ■ 8 work days before the meeting	
3) Name of Board, Committee, Council, Sections: Nursing Home Administrator Examining Board			
4) Meeting Date: February 6, 2014	5) Attachments: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	6) How should the item be titled on the agenda page? Review of Administrative rules	
7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both	8) Is an appearance before the Board being scheduled? If yes, who is appearing? <input type="checkbox"/> Yes by _____ (name) <input checked="" type="checkbox"/> No	9) Name of Case Advisor(s), if required: N/A	
10) Describe the issue and action that should be addressed: <p style="font-size: 1.2em;">The Board will review NHA 1 to 5 for possible changes pursuant to Executive Order 61.</p>			
11) Signature of person making this request Shawn Leatherwood		Authorization January 29, 2014	
Supervisor (if required)		Date	
Bureau Director signature (indicates approval to add post agenda deadline item to agenda)		Date	

Chapter NHA 1

AUTHORITY AND DEFINITIONS

NHA 1.01 Authority.

NHA 1.02 Definitions.

Note: Chapter NHA 1 as it existed on June 30, 1980, was repealed and a new chapter NHA 1 was created effective July 1, 1980.

NHA 1.01 Authority. The rules in chs. NHA 1 to 5 are adopted pursuant to ss. 15.08 (5) (b), 227.11 (2) and 456.02, Stats.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; correction made under s. 13.93 (2m) (b) 7., Stats., Register, May, 1986, No. 365; correction made under s. 13.93 (2m) (b) 7., Stats., Register, September, 1989, No. 405; am. Register, September, 1997, No. 501, eff. 10-1-97.

NHA 1.02 Definitions. As used in ch. 456, Stats., and in chs. NHA 1 to 5:

(1) "Accredited college or university" means an educational institution that is accredited by a regional or national accrediting agency recognized by the U.S. department of education.

(1m) "Credit hour" means, for purposes of education completed to obtain an initial credential, a period of at least 50 minutes of instruction for a term of not less than 16 sessions. For purposes of continuing education, one earned semester credit hour shall be granted 4 contact hours of continuing education credit, and one earned quarter credit hour shall be granted 2 contact hours of continuing education credit.

(2) "Experience in the field of institutional administration" means work experience acquired in any consecutive 36-month period within the 5-year period immediately preceding the date of application for licensure, as an employee, student, trainee or intern in the total operation and activities of a nursing home under the supervision of persons licensed under ch. 456, Stats., or holding the equivalent license in another state recognized by the board, and exposure to and knowledge of each of the following:

- (a) Fiscal management, including, but not limited to:
 1. Financial planning, forecasting and budgeting,
 2. Accounting practices and principles,
 3. Fiscal intermediaries,
 4. Public finance programs, and
 5. Management of residents' funds.
- (b) Environmental services, including, but not limited to:
 1. Preventive maintenance programs for buildings and equipment;
 2. Sanitation procedures, practices and policies;
 3. Design needs of the disabled;
 4. Environmental safety practices, policies and procedures and accident prevention;
 5. Maintenance, housekeeping, laundry and security functions;
 6. Relationship between health facility management; and
 7. Government environmental service providers.
- (c) Resident services, including, but not limited to:
 1. Therapy services,
 2. Physician services,
 3. Social services,
 4. Resident food services,
 5. Resident activities,
 6. Patient care,
 7. Drug handling and control,
 8. Nursing services, and

9. Rehabilitative and restorative.
(d) Personnel management, including, but not limited to:

1. Recruiting, interviewing, hiring, training,
 2. Reviewing, disciplining, supervising of employees,
 3. Record-keeping,
 4. Preparation of statistical reports,
 5. Wage and salary administration,
 6. Health care staffing patterns,
 7. Human relations,
 8. Administering fringe benefit programs, and
 9. State and federal employment regulations.
- (e) State and federal inspections for compliance with applicable nursing home laws, rules and regulations.

(2n) "Inspection" means any type of inspection conducted by the Wisconsin department of health services pursuant to s. 50.04, Stats., or 42 CFR Part 488.

(3) "NAB" means the national association of boards of examiners of long term care administrators.

(3m) "Nursing home" has the meaning given under s. 456.01 (2), Stats.

(4) "One contact hour" means a period of attendance in a continuing education program of at least 50 minutes.

(5m) "Pattern of serious violations of federal or state statutes, rules or regulations" means the occurrence of any of the following:

- (a) One or more class A violations, as defined in s. 50.04 (4) (b) 1., Stats., in each of at least 2 inspections within any consecutive 36-month period.
- (b) One or more deficiencies related to participation requirements under 42 CFR sections 483.13, 483.15 or 483.25, which constitute immediate jeopardy to a resident's health or safety, in each of at least 2 inspections within any consecutive 36-month period.
- (c) One or more deficiencies related to participation requirements under 42 CFR sections 483.13, 483.15 or 483.25, which constitute a pattern of actual harm, but which does not constitute immediate jeopardy to a resident's health or safety, in each of at least 2 inspections within any consecutive 36-month period.
- (d) One or more deficiencies related to participation requirements under 42 CFR sections 483.13, 483.15 or 483.25, which constitute widespread actual harm, but which does not constitute immediate jeopardy to a resident's health or safety, in each of at least 2 inspections within any consecutive 36-month period.
- (e) One class A violation, as defined in s. 50.04 (4) (b) 1., Stats., and one deficiency of any type specified in par. (b), (c) or (d), within 36 months of each other, but resulting from different inspections.
- (f) At least 2 or more deficiencies in any combination of single deficiencies of the types specified in par. (b), (c) or (d), within 36 months of each other, but resulting from different inspections.

(6) "Program of study" means a prescribed sequence of courses offered by a university or college, accredited by a regional or national accrediting agency recognized by the U.S. department of education, which consists of at least one course of 3 credit hours in each of the following:

- (a) Laws governing the operation of licensed nursing homes;
- (b) Elements of proper and effective administration of licensed nursing homes;
- (c) Protection of the interests, safety and well-being of residents; and
- (d) Psychological, physical, medical and social needs of residents.

(7) "Regular course of study" means a prescribed program of courses offered by a university or college, accredited by a regional or national accrediting agency recognized by the U.S. department of education, which leads to an associate, baccalaureate, master or doctoral degree and which includes a program of study and a supervised clinical practicum.

(8) "Specialized courses" means individual courses offered by one or more educational institutions or course providers which lead to adequate preparation in each of the following general sub-

ject areas in nursing home administration:

- (a) Administration of a nursing home.
- (b) Long-term patient care.
- (c) Organizations of health-care systems.

(9) "Supervised clinical practicum" means work experience acquired in a nursing home in conjunction with a regular course of study.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; am. (6) (intro.), Register, May, 1986, No. 365, eff. 6-1-86; am. (4) (a) and (b), (6) (intro.), cr. (6) (e), Register, September, 1989, No. 405, eff. 10-1-89; renum. (1) to (6) to be (5), (4), (7), (6), (8) and (1) and am. (1) (intro.), cr. (2) and (3), Register, June, 1991, No. 426, eff. 7-1-91; reprinted to correct printing error, Register, July, 1992, No. 439; corrections made in (1) under s. 13.93 (2m) (b) 1., Stats., Register, October, 1993, No. 454; am. (intro.), (1) (intro.), (b) (intro.), 7. and (c) (intro.), 9., (d) (intro.), (6) (intro.) and (7), r. and recr. (1) (c) 2., renum. (2) and (8) to be (3m) and (8) (intro.) and am., cr. (8) (a), (b), (c) and (9), Register, September, 1997, No. 501, eff. 10-1-97; renum. (1) to be (2), cr. (1), Register, January, 2000, No. 529, eff. 2-1-00; CR 01-101: am. (intro.) and (3), cr. (2n) and (5m), Register February 2002 No. 554, eff. 3-1-02; CR 06-010: renum. (5) to be (1m) and am. Register July 2006 No. 607, eff. 8-1-06; correction in (2n) made under s. 13.92 (4) (b) 6., Stats., Register March 2013 No. 687.

Chapter NHA 2

REQUIREMENTS FOR EXAMINATION

NHA 2.01 Examinations.
 NHA 2.02 Application for examination.
 NHA 2.03 Examination requirements.

NHA 2.04 Passing grades.
 NHA 2.05 Rules of conduct.

Note: Chapter NHA 2 as it existed on June 30, 1980, was repealed and a new chapter NHA 2 was created effective July 1, 1980.

NHA 2.01 Examinations. (1) The board shall determine the subjects for examination of applicants for license as a nursing home administrator. The scope, content, form and character of the examinations shall be the same for all candidates.

(2) Examinations shall be held at a time and place designated by the board.

(3) The examination shall consist of the following:

- (a) Part I – the national examination prepared by NAB, and
- (b) Part II – the state law examination prepared by the board.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; cr. (3), Register, February, 1995, No. 470, eff. 3-1-95.

NHA 2.02 Application for examination. An applicant for examination for a license as a nursing home administrator shall apply on a form provided by the board. An applicant shall also submit to the board:

(1) Evidence satisfactory to the board of having completed any one of the following:

- (a) A regular course of study.
- (b) A program of study.
- (c) Specialized courses.

(2) The fees authorized by s. 440.05 (1), Stats.

(3) A statement relating to any pending criminal charge or conviction record, subject to ss. 111.321, 111.322 and 111.335, Stats. An applicant who has a pending criminal charge or has a conviction record shall provide the board with all related information necessary for the board to determine whether the circumstances of the pending charge or conviction substantially relate to the practice of nursing home administration.

(4) A qualified applicant with a disability shall be provided with reasonable accommodations requested in connection with

the completion of an application for examination submitted under this section, or relating to the administration of an examination required under s. NHA 2.03.

Note: Application forms are available on request to the board office at 1400 East Washington Avenue, P. O. Box 8935, Madison, Wisconsin 53708.

Note: A list of all current examination fees may be obtained at no charge from the Office of Examinations, Department of Safety and Professional Services, 1400 East Washington Avenue, P. O. Box 8935, Madison, Wisconsin 53708.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; r. and recr. Register, May, 1986, No. 365, eff. 6-1-86; am. (1) (c) 1. to 3., Register, June, 1991, No. 426, eff. 7-1-91; cr. (1) (d), Register, February, 1995, No. 470, eff. 3-1-95; r. and recr. Register, September, 1997, No. 501, eff. 10-1-97; CR 01-101: am. (intro.), Register February 2002 No. 554, eff. 3-1-02.

NHA 2.03 Examination requirements. An applicant for a license as a nursing home administrator after meeting the requirements for qualification for examination shall pass the examination under s. NHA 2.01 (3).

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; am. (1), Register, June, 1991, No. 426, eff. 7-1-91; renum. (intro.) to be NHA 2.03, r. (1), (2) and (3), Register, September, 1997, No. 501, eff. 10-1-97.

NHA 2.04 Passing grades. (1) NATIONAL. To pass the national examination, each applicant shall receive a grade determined by the board to represent minimum competence to practice. The board may adopt the passing grade recommended by the examination provider.

(2) STATE. To pass the state law examination, each applicant shall receive a grade determined by the board to represent minimum competence to practice. The board shall determine the passing grade after consultation with subject matter experts who have reviewed a representative sample of the examination questions and available candidate performance statistics.

History: Cr. Register, September, 1997, No. 501, eff. 10-1-97.

NHA 2.05 Rules of conduct. The board may deny the application for licensure of any applicant who violates the rules of conduct of the examination.

History: Cr. Register, September, 1997, No. 501, eff. 10-1-97.

Chapter NHA 3

EDUCATIONAL PROGRAMS MEETING LICENSING AND CONTINUING EDUCATIONAL REQUIREMENTS

NHA 3.01 Board approval.
NHA 3.02 Continuing education.

NHA 3.03 Approval of continuing education programs.

Note: Chapter NHA 3 as it existed on June 30, 1980 was repealed and a new chapter NHA 3 was created effective July 1, 1980.

NHA 3.01 Board approval. (1) All regular courses of study, programs of study and specialized courses shall be approved by the board.

Note: A list of approved regular courses of study, programs of study and specialized courses is available upon request to the board office at 1400 East Washington Avenue, P. O. Box 8935, Madison, Wisconsin 53708 or from the Department of Regulation and Licensing's website at: <http://drl.wi.gov>.

(2) An application for approval of a regular course of study shall include a current copy of the college or university catalog which contains a summary of the requirements for completion of the degree program, including a list of the required courses and a description of the supervised clinical practicum.

(3) An application for approval of a program of study shall include a current copy of the college or university catalog which contains a summary of the requirements for completion of the program of study, including a list and description of the required courses and the number of credits approved for each course.

(4) An application for approval of a specialized course shall include a current copy of the course syllabus, a description of the course and the number of proposed credits.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; renum. NHA 3.01 to be NHA 3.01 (1), cr. (2), (3) and (4), Register, September, 1997, No. 501, eff. 10-1-97.

NHA 3.02 Continuing education. (1) Except as provided in sub. (7), every nursing home administrator shall complete at least 24 contact hours in approved continuing education programs in each biennial renewal period.

(1m) Except as provided in s. NHA 3.03 (4) and (5), continuing education programs must be approved by NAB.

Note: A list of approved programs is available upon request to the board office at 1400 East Washington Avenue, P. O. Box 8935, Madison, Wisconsin 53708 or from the Department of Regulation and Licensing's website at: <http://drl.wi.gov>.

(2) Continuing education contact hours may apply only to the biennial renewal period in which the contact hours are acquired.

(3) If audited, a nursing home administrator shall submit to the board a certificate of attendance issued by the provider or other evidence of attendance satisfactory to the board.

(4) To audit for compliance the board may require any nursing home administrator to submit evidence of completion of 24 hours of continuing education for the biennium preceding the renewal.

(5) Every nursing home administrator shall maintain records of continuing education hours for at least 5 years for auditing purposes.

(6) A licensee may claim continuing education hours for courses successfully completed at an accredited college or university if all of the following requirements are satisfied:

(a) The courses are relevant to the practice of nursing home administration and cover one or more of the subject matter topics listed under s. NHA 3.03 (5).

(b) The courses are completed, with a passing grade, within the 2-year period immediately preceding the date of application for renewal.

(c) The licensee claims no more than 18 contact hours of the required 24 contact hours during the 2-year period immediately preceding the date of application for renewal.

(d) One semester credit hour earned from an accredited college or university shall equal 4 contact hours and one quarter credit hour earned shall equal 2 contact hours.

(7) During the time between initial licensure and commencement of a full 2-year licensure period, new licensees are not required to meet continuing education requirements.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; am. (3), cr. (4) and (5), Register, June, 1991, No. 426, eff. 7-1-91; cr. (1m), Register, September, 1997, No. 501, eff. 10-1-97; CR 01-101: am. (5), Register February 2002 No. 554, eff. 3-1-02; CR 06-010: am. (1) and (1m), cr. (6) and (7) Register July 2006 No. 607, eff. 8-1-06.

NHA 3.03 Approval of continuing education programs. (1) An application for a continuing education program shall be submitted to NAB for approval. Any continuing education program approved by NAB shall be accepted by the board if all of the following are satisfied:

(a) The program relates to one or more of the following general subject areas:

1. General administration of a nursing home.
2. Long-term patient care.
3. Organization of health-care systems.

(b) The program is available to all nursing home administrators regardless of membership in any organization.

(c) The provider of the continuing education program agrees to monitor the attendance, furnish to each participant evidence of having completed the program, and maintain records verifying attendance for 5 years.

Note: To obtain an application for approval of a continuing education program, contact NAB at 1444 I Street, N.W., #700, Washington, D.C., 20005-6542 <http://www.nabweb.org>.

(2) Except as provided in sub. (5), a separate application shall be submitted for each continuing education program.

(3) In-service programs sponsored by nursing homes are not eligible for approval unless the programs are available to all nursing home administrators.

(4) Any continuing education program submitted to NAB in a timely manner according to NAB procedures which is not approved may be submitted to the board for consideration. The request must be submitted on forms provided by the board at least 20 days prior to the date the program will be offered, and shall include the written notification from NAB stating the reasons the program was not approved, an outline of the program, a general description of the subject matter, the time and location, and the name and title of the instructor of the program.

Note: Correspondence to the Nursing Home Administrator Examining Board should be mailed to P. O. Box 8935, Madison, Wisconsin 53708.

(5) A course offered by an accredited college or university shall be accepted by the board, without NAB approval and without receipt of an application for approval from the accredited college or university, if the course is relevant to the practice of nursing home administration and covers at least one of the following subject areas:

(a) Behavioral science, including psychology, sociology, and social work.

(b) Business, including economics, marketing, accounting, finance, labor relations, human resources, and management of information systems.

- (c) Management.
- (d) Communications.
- (e) Mathematics.
- (f) Pharmacology.
- (g) Toxicology.
- (h) Biology.
- (i) Environmental and public health.
- (j) Medical ethics.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; r. (1), (4) and (5), renun. (2), (3) and (6) to be (1) to (3) and am. (1) (intro.), (a), (c) and (3), cr. (4), Register, June, 1991, No. 426, eff. 7-1-91; am. (1) (a) 1., (3) and (4), Register, September, 1997, No. 501, eff. 10-1-97; CR 06-010: am. (1) (intro.) and (c) and (2), cr. (5) Register July 2006 No. 607, eff. 8-1-06.

Chapter NHA 4

LICENSURE

NHA 4.01 Licensure.
NHA 4.02 Biennial renewal.
NHA 4.03 Reciprocity.

NHA 4.04 Accommodations relating to a disability.
NHA 4.05 Display of license and current registration certificate.

Note: Chapter NHA 4 as it existed on June 30, 1980 was repealed and a new chapter NHA 4 was created effective July 1, 1980.

NHA 4.01 Licensure. (1) APPLICATION. An applicant for licensure shall:

(a) Submit an application for licensure on a form approved by the board.

(b) Satisfy the examination requirements specified in s. NHA 2.01 (3).

(c) If the applicant has not completed a regular course of study, submit evidence of successful completion of one year of experience in the field of institutional administration.

Note: Application forms for licensure are available on request to the board office located at 1400 East Washington Avenue, P.O. Box 8935, Madison, Wisconsin 53708.

(d) Satisfy the educational requirements specified in s. NHA 2.02 (1).

(e) Provide a statement relating to any pending criminal charge or conviction record, subject to ss. 111.321, 111.322 and 111.335, Stats. An applicant who has a pending criminal charge or has a conviction record shall provide the board with all related information necessary for the board to determine whether the circumstances of the pending charge or conviction substantially relate to the practice of nursing home administration.

(2) REAPPLICATION. An applicant who fails to satisfy all requirements for licensure within 2 years after filing an application for licensure shall file a new application, retake the state law examination and resubmit verification of successful completion of the NAB examination.

(3) REGISTRATION. Every person granted a license as a nursing home administrator shall be deemed registered for the current registration period. Registrants must qualify biennially for certificates of renewal.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; r. and recr. Register, February, 1995, No. 470, eff. 3-1-95; am. (1) (b), r. and recr. (1) (c), cr. (1) (d) and (e), Register, September, 1997, No. 501, eff. 10-1-97; am. (1) (c), Register, January, 2000, No. 529, eff. 2-1-00; CR 01-101: am. (1) (d), Register February 2002 No. 554, eff. 3-1-02.

NHA 4.02 Biennial renewal. (1) REQUIREMENTS FOR RENEWAL. To renew and obtain a new certificate of registration a licensee must, by July 1 of the even-numbered year following initial licensure and every 2 years thereafter, file with the board:

(a) An application for renewal on a form prescribed by the board;

(b) Evidence that the licensee has, during the biennial period immediately preceding application, completed the continuing education requirements specified in s. NHA 3.02;

(c) A fee in the amount required under s. 440.08 (2) (a) 51., Stats.

(2) FAILURE TO RENEW. A licensee who fails to meet the requirements of sub. (1) by the renewal date shall cease and desist from acting as a nursing home administrator. A licensee who has failed to meet the requirements under sub. (1) may renew and obtain a new certificate of registration by satisfying the following requirements:

(a) If applying less than 5 years after the renewal date, submitting to the board:

1. An application for renewal on a form prescribed by the board;

2. An affidavit that the licensee has not acted as a nursing home administrator after July 1 of the biennial period for which the licensee was last currently registered;

3. Evidence that the licensee has, within the 24 months immediately preceding application, completed 24 contact hours in approved continuing education programs as required under s. NHA 3.02; and,

4. The renewal fees specified in s. 440.08 (2) (a) 51. and (3), Stats.

(b) If applying 5 years or more after the renewal date, satisfying the requirements in par. (a) and submitting proof of:

1. Successful completion of educational coursework required by the board to ensure protection of the public health, safety and welfare; and,

2. Successful completion of an examination required by the board to ensure protection of the public health, safety and welfare.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; correction in (2) (intro.) made under s. 13.93 (2m) (b) 4., Stats., Register, September, 1989, No. 405; am. (3) (c), Register, June, 1991, No. 426, eff. 7-1-91; am. (1) (c), r. and recr. (2), r. (3), renum. (4) to be (3), Register, October, 1993, No. 454, eff. 11-1-93; renum. (3) to be NHA 4.05, Register, September, 1997, No. 501, eff. 10-1-97.

NHA 4.03 Reciprocity. The board at its discretion and otherwise subject to laws pertaining to licensure of nursing home administrators may grant a license as a nursing home administrator to an applicant who holds a current license issued by the proper authorities in any other jurisdiction, which has not been revoked or suspended, upon payment of the fee required under s. 440.05 (2), Stats., and submission of evidence satisfactory to the board that the applicant has satisfied all of the following:

(1) Has a bachelor's degree in any field that was obtained from an accredited college or university or holds a current certification as a nursing home administrator granted by the American college of health care administrators.

Note: The American College of Health Care Administrators may be contacted at 1800 Diagonal Road, Suite 355, Alexandria, VA 22314.

(2) Has practiced as a nursing home administrator for at least 2,000 hours in any consecutive 3-year period within the 5-year period immediately preceding the date of application for licensure.

(3) Has passed the state law examination required for licensure under s. NHA 2.01 (3) (b).

(4) Does not have an arrest or conviction record, subject to ss. 111.321, 111.322 and 111.335, Stats. An applicant who has a pending criminal charge or has a conviction record shall provide the board with all related information necessary for the board to determine whether the circumstances of the pending charge or conviction substantially relate to the practice of nursing home administration.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; am. (intro.), (1) and (3), r. and recr. (2), Register, May, 1986, No. 365, eff. 6-1-86; am. (3), Register, June, 1991, No. 426, eff. 7-1-91; am. (intro.), (2) and (3), cr. (4), Register, September, 1997, No. 501, eff. 10-1-97; am. (intro.) and (2) to (4), r. and recr. (1), Register, January, 2000, No. 529, eff. 2-1-00.

NHA 4.04 Accommodations relating to a disability. A qualified applicant with a disability shall be provided with reasonable accommodations requested in connection with the

completion of an application for licensure submitted under s. NHA 4.01 or 4.03.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; r. and recr., Register, September, 1997, No. 501, eff. 10-1-97.

NHA 4.05 Display of license and current registration certificate. The license and certificate of biennial registration shall be displayed in a prominent place by every person licensed and currently registered by the board.

History: Renum. from NHA 4.02 (3), Register, September, 1997, No. 501, eff. 10-1-97.

Chapter NHA 5 STANDARDS OF CONDUCT

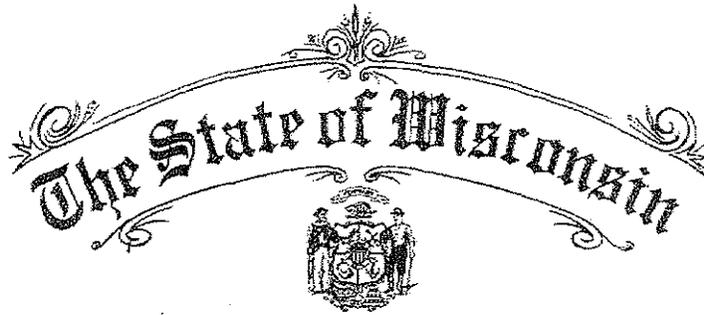
NHA 5.02 Unprofessional conduct.

Note: Chapter NHA 5 as it existed on June 30, 1980 was repealed and a new chapter NHA 5 was created effective July 1, 1980.

NHA 5.02 Unprofessional conduct. The following conduct, without limitation because of enumeration, constitutes unfitness to practice as a nursing home administrator:

- (1) Violating in a negligent manner, by an act or acts of omission or commission, or aiding or abetting the violation of any law substantially relating to the practice of nursing home administration;
- (2) Practicing in a manner which substantially departs from the standard of care ordinarily exercised by a nursing home administrator which harms or could have harmed a patient;
- (3) Practicing while impaired by physical, mental or emotional disorder or drug or alcohol abuse;
- (4) Intentionally falsifying patient records;
- (5) Failing to report to the board any practice by a licensee that constitutes a consistent danger to the health, welfare, or safety of patient or public;
- (6) Engaging in any practice as a nursing home administrator which constitutes a substantial danger to the health, welfare, or safety of patient or public;
- (7) Refusing to render services to a person because of race, color, sex, religion, or age;
- (8) Obtaining or attempting to obtain any compensation by fraud;
- (9) Impersonating another nursing home administrator;
- (10) Advertising in a manner which is false, deceptive, or misleading;
- (11) Exercising undue influence on or taking unfair advantage of a patient;
- (12) Committing or aiding or abetting the commission of rebate or fee-splitting arrangements with health care providers;
- (13) Having one's license revoked or suspended in another state or United States jurisdiction; or,
- (14) Violating or attempting to violate any formal disciplinary order of the board.
- (15) Intentionally providing false information to the board in connection with an application for a license or for renewal of a license.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; am. (3) and (12), Register, September, 1997, No. 501, eff. 10-1-97; CR 01-101: cr. (15), Register February 2002 No. 554, eff. 3-1-02.



OFFICE OF THE GOVERNOR

EXECUTIVE ORDER # 61

Relating to Job Creation and Small Business Expansion

WHEREAS, creating jobs and growing our state's economy is dependent on a vibrant small business sector; and

WHEREAS, small businesses have generated 64% of net new jobs over the past fifteen years and employ over half of all private sector employees; and

WHEREAS, according to recent U.S. Census data, 86% of Wisconsin business employ fewer than 20 workers, and 74% have ten workers or less; and

WHEREAS, small businesses spend 80% more per worker than large employers to comply with government regulations and, according to a recent National Federation of Independent Business survey of Wisconsin employers, 91% said it was impossible to know about, comply with, and understand all of government's regulations; and

WHEREAS, according to the U.S. Small Business Administration, complying with government regulations costs small businesses \$10,585 per worker, which discourages investment and hiring by small businesses; and

WHEREAS, government regulations are regularly cited as one of the top three concerns for small business growth, according to NFIB's Small Business Optimism Index; and

WHEREAS, 2011 Wisconsin Act 46 strengthened Wisconsin's Small Business Regulatory Review Board (Board) empowering small business owners and giving them the ability to judge the economic impact of government regulation; and

WHEREAS, 2011 Wisconsin Act 46 requires state agencies to submit any rule with an economic impact to the Board for review and allows the Board to suggest changes to the agency that will improve compliance and reduce the rule's burden on small businesses; and

WHEREAS, pursuant to Wis. Stat. § 227.30, the Board has the authority to review rules and guidelines of any agency to determine whether any of those rules or guidelines place an unnecessary burden on the ability of small businesses to conduct their affairs; and

WHEREAS, state agencies and the Board should not only be reviewing new rules but collaborating to reform existing rules that hinder job creation and small business expansion and that this effort would help further the state's goal of creating 250,000 jobs by 2015.

NOW THEREFORE, I, SCOTT WALKER, Governor of the State of Wisconsin, by the authority vested in me by the Constitution and laws of this State, specifically Wis. Stat. § 227.10(2m), do hereby:

1. Require all state agencies to review 2011 Wisconsin Act 46 to ensure they are in compliance, ready to assist small business owners, and properly submitting any proposed rules with an economic impact to the Board;
2. Require all state agencies to cooperate with the Board to identify existing rules hindering job creation and small business growth;

3. Require all state agencies to work with the Board to recommend changes to these rules that will both reduce their burden on job creators while continuing to comply with the intent of the statutes that created them;
4. Require all state agencies to work with the Board to identify strategies that will increase compliance with existing rules;
5. Request that the Board engage small business owners and their representative organizations to gather input on any rules hindering job growth;
6. Request that the Board provide a report and analysis of these rules, in a manner similar to Wis. Stat. § 227.30(1), to the Governor's Office of Regulatory Compliance and the agency with the authority to amend the rules, which details the rules they have identified for modification.



IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Great Seal of the State of Wisconsin to be affixed. Done in the City of Eau Claire this twenty-second day of February, in the year two thousand twelve.


SCOTT WALKER
Governor

By the Governor:


DOUGLAS LA FOLLETTE
Secretary of State

**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

1) Name and Title of Person Submitting the Request: Shawn Leatherwood		2) Date When Request Submitted: January 30, 2014 <small>Items will be considered late if submitted after 12:00 p.m. and less than: ■ 8 work days before the meeting</small>	
3) Name of Board, Committee, Council, Sections: Nursing Home Administrator Examining Board			
4) Meeting Date: February 6, 2014	5) Attachments: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	6) How should the item be titled on the agenda page? 2013 Wisconsin Act 114 Job Readiness Initiative	
7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both	8) Is an appearance before the Board being scheduled? If yes, who is appearing? <input type="checkbox"/> Yes by _____ (name) <input checked="" type="checkbox"/> No	9) Name of Case Advisor(s), if required: N/A	
10) Describe the issue and action that should be addressed: The Board will discuss changes to NHA 2 due to the passage of 2013 Wisconsin Act 114.			
11) Signature of person making this request Shawn Leatherwood		Authorization January 30, 2014	
Supervisor (if required)		Date	
Bureau Director signature (indicates approval to add post agenda deadline item to agenda)		Date	
Directions for including supporting documents: 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline items must be authorized by a Supervisor and the Board Services Bureau Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Bureau Assistant prior to the start of a meeting.			

Chapter NHA 2

REQUIREMENTS FOR EXAMINATION

NHA 2.01 Examinations.
 NHA 2.02 Application for examination.
 NHA 2.03 Examination requirements.

NHA 2.04 Passing grades.
 NHA 2.05 Rules of conduct.

Note: Chapter NHA 2 as it existed on June 30, 1980, was repealed and a new chapter NHA 2 was created effective July 1, 1980.

NHA 2.01 Examinations. (1) The board shall determine the subjects for examination of applicants for license as a nursing home administrator. The scope, content, form and character of the examinations shall be the same for all candidates.

(2) Examinations shall be held at a time and place designated by the board.

(3) The examination shall consist of the following:

(a) Part I – the national examination prepared by NAB, and

(b) Part II – the state law examination prepared by the board.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; cr. (3), Register, February, 1995, No. 470, eff. 3-1-95.

NHA 2.02 Application for examination. An applicant for examination for a license as a nursing home administrator shall apply on a form provided by the board. An applicant shall also submit to the board:

(1) Evidence satisfactory to the board of having completed any one of the following:

(a) A regular course of study.

(b) A program of study.

(c) Specialized courses.

(2) The fees authorized by s. 440.05 (1), Stats.

(3) A statement relating to any pending criminal charge or conviction record, subject to ss. 111.321, 111.322 and 111.335, Stats. An applicant who has a pending criminal charge or has a conviction record shall provide the board with all related information necessary for the board to determine whether the circumstances of the pending charge or conviction substantially relate to the practice of nursing home administration.

(4) A qualified applicant with a disability shall be provided with reasonable accommodations requested in connection with

the completion of an application for examination submitted under this section, or relating to the administration of an examination required under s. NHA 2.03.

Note: Application forms are available on request to the board office at 1400 East Washington Avenue, P. O. Box 8935, Madison, Wisconsin 53708.

Note: A list of all current examination fees may be obtained at no charge from the Office of Examinations, Department of Safety and Professional Services, 1400 East Washington Avenue, P. O. Box 8935, Madison, Wisconsin 53708.

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; r. and recr. Register, May, 1986, No. 365, eff. 6-1-86; am. (1) (c) 1. to 3., Register, June, 1991, No. 426, eff. 7-1-91; cr. (1) (d), Register, February, 1995, No. 470, eff. 3-1-95; r. and recr. Register, September, 1997, No. 501, eff. 10-1-97; CR 01-101: am. (intro.), Register February 2002 No. 554, eff. 3-1-02.

NHA 2.03 Examination requirements. An applicant for a license as a nursing home administrator after meeting the requirements for qualification for examination shall pass the examination under s. NHA 2.01 (3).

History: Cr. Register, June, 1980, No. 294, eff. 7-1-80; am. (1), Register, June, 1991, No. 426, eff. 7-1-91; renun. (intro.) to be NHA 2.03, r. (1), (2) and (3), Register, September, 1997, No. 501, eff. 10-1-97.

NHA 2.04 Passing grades. (1) NATIONAL. To pass the national examination, each applicant shall receive a grade determined by the board to represent minimum competence to practice. The board may adopt the passing grade recommended by the examination provider.

(2) STATE. To pass the state law examination, each applicant shall receive a grade determined by the board to represent minimum competence to practice. The board shall determine the passing grade after consultation with subject matter experts who have reviewed a representative sample of the examination questions and available candidate performance statistics.

History: Cr. Register, September, 1997, No. 501, eff. 10-1-97.

NHA 2.05 Rules of conduct. The board may deny the application for licensure of any applicant who violates the rules of conduct of the examination.

History: Cr. Register, September, 1997, No. 501, eff. 10-1-97.

State of Wisconsin



2013 Senate Bill 337

Date of enactment: December 19, 2013
Date of publication*: December 20, 2013

2013 WISCONSIN ACT 114

AN ACT to repeal 449.05 (intro.), 451.06 (2), 452.09 (3) (e), 454.07 (3), 454.24 (3) and 456.04 (intro.); to renumber 442.04 (4) (a), 449.05 (1m), 449.05 (2m), 451.06 (1), 456.04 (1), 456.04 (2), 456.04 (3) and 456.04 (4); to renumber and amend 441.04, 441.06 (1), 441.07 (1), 441.10 (1), 441.10 (3) (a), 442.04 (4) (bm), 442.04 (4) (c), 442.04 (5), 449.04 (1), 450.03 (2), 450.04 (3) (intro.), 450.04 (3) (a), 450.04 (3) (b) and 456.03; to amend 39.393 (1) (c), 253.10 (7), 441.15 (3) (a) (intro.), 441.16 (2), 445.045 (1) (g), 449.04 (title), 449.055 (5) and 459.26 (3); to repeal and recreate 441.07 (title); and to create 440.071, 441.07 (1c), 441.10 (3) (a) 6. and 456.03 (5) of the statutes; relating to: examination requirements for various professional credentials and powers of the Board of Nursing.

The people of the state of Wisconsin, represented in senate and assembly, do enact as follows:

SECTION 1. 39.393 (1) (c) of the statutes is amended to read:

39.393 (1) (c) A program in this state that confers a 2nd degree that will make the person eligible to sit for examination licensure under s. 441.04 441.06 or 441.10.

SECTION 2. 253.10 (7) of the statutes is amended to read:

253.10 (7) AFFIRMATIVE DEFENSE. No person is liable under sub. (5) or (6) or under s. 441.07 (1) (1g) (f), 448.02 (3) (a), or 457.26 (2) (gm) for failure under sub. (3) (c) 2. d. to provide the printed materials described in sub. (3) (d) to a woman or for failure under sub. (3) (c) 2. d., e., f., fm., or g. to describe the contents of the printed materials if the person has made a reasonably diligent effort to obtain the printed materials under sub. (3) (e) and s. 46.245 and the department and the county department under s. 46.215, 46.22, or 46.23 have not made the printed materials available at the time that the person is required to give them to the woman.

SECTION 3. 440.071 of the statutes is created to read:

440.071 No degree completion requirement to sit for examination. (1) Except as provided under sub. (2), the department or a credentialing board or other board in the department may not require a person to complete any postsecondary education or other program before the person is eligible to take an examination for a credential the department or credentialing board or other board in the department grants or issues.

(2) This section does not apply to an examination for a real estate appraiser certification under s. 458.06 or license under s. 458.08.

SECTION 4. 441.04 of the statutes is renumbered 441.06 (1) (a) and amended to read:

441.06 (1) (a) ~~Requisites for examination as a registered nurse. Any person who has graduated~~ The applicant graduates from a high school or its equivalent as determined by the board, does.

(b) The applicant does not have an arrest or conviction record, subject to ss. 111.321, 111.322 and 111.335, holds.

(c) The applicant holds a diploma of graduation from an accredited school of nursing and, if the school is

* Section 991.11, WISCONSIN STATUTES: Effective date of acts. "Every act and every portion of an act enacted by the legislature over the governor's partial veto which does not expressly prescribe the time when it takes effect shall take effect on the day after its date of publication."

located outside this state, submits evidence of general and professional educational qualifications comparable to those required in this state at the time of graduation may apply to the department for licensure by the board as a registered nurse, and upon payment of:

(d) ~~The applicant pays the fee specified under in s. 440.05 (1) shall be entitled to examination.~~

SECTION 5. 441.06 (1) of the statutes is renumbered 441.06 (1) (intro.) and amended to read:

441.06 (1) (intro.) ~~Subject to s. 441.07 (1g), the board shall grant a license as a registered nurse to an applicant for licensure as a registered nurse who complies with all of the following requirements of this subchapter and satisfactorily passes an:~~

(e) ~~The applicant passes the examination shall under s. 441.05 to receive a license as a registered nurse in this state. The applicant may not take the examination before receiving a diploma under par. (c) unless the applicant obtains a certificate of approval to take the examination from the school of nursing the applicant attends and submits that certificate to the board prior to examination.~~

(1m) ~~The holder of such a license as a registered nurse under the laws of another state or territory or province of Canada may be granted a license as a registered nurse in this state without examination if the holder's credentials of general and professional educational qualifications and other qualifications are comparable to those required in this state during the same period and if the board is satisfied from the holder's employment and professional record that the holder is currently competent to practice the profession. The board shall evaluate the credentials and determine the equivalency and competency in each case. The application for licensure without examination shall be accompanied by the fee prescribed in s. 440.05 (2).~~

SECTION 6. 441.07 (title) of the statutes is repealed and recreated to read:

441.07 (title) **Disciplinary proceedings and actions.**

SECTION 7. 441.07 (1) of the statutes is renumbered 441.07 (1g), and 441.07 (1g) (intro.), as renumbered, is amended to read:

441.07 (1g) (intro.) ~~The board may, after disciplinary proceedings conducted in accordance with Subject to the rules promulgated under s. 440.03 (1), the board may deny an initial license or revoke, limit, suspend, or deny the renewal of a license of a registered nurse, -a nurse-midwife, or a licensed practical nurse, may deny an initial certificate or revoke, limit, suspend, or deny the renewal of a certificate to prescribe drugs or devices granted under s. 441.16; or may reprimand a registered nurse, nurse-midwife, or licensed practical nurse, if the board finds that the person applicant or licensee committed any of the following:~~

SECTION 8. 441.07 (1c) of the statutes is created to read:

441.07 (1c) Subject to the rules promulgated under s. 440.03 (1), the board may conduct investigations and hearings to determine whether a person has violated this chapter or a rule promulgated under this chapter.

SECTION 9. 441.10 (1) of the statutes is renumbered 441.10 (3) (a) 1. and amended to read:

441.10 (3) (a) 1. ~~'Prerequisites for examination as licensed practical nurses.' A person who The applicant is 18 years of age or older, does,~~

2. ~~The applicant does not have an arrest or conviction record, subject to ss. 111.321, 111.322 and 111.335, has,~~

3. ~~The applicant has completed 2 years of high school or its equivalent as determined by the board and holds,~~

4. ~~The applicant holds a diploma of graduation from an accredited school for licensed practical nurses approved by that the board, may apply to the board for licensing as a licensed practical nurse, and, upon payment of the examination.~~

5. ~~The applicant pays the fee specified in s. 440.05 (1), shall be entitled to take an examination.~~

(ag) Any school for licensed practical nurses, in order to be accredited, must offer a course of not less than 9 months.

SECTION 10. 441.10 (3) (a) of the statutes is renumbered 441.10 (3) (a) (intro.) and amended to read:

441.10 (3) (a) (intro.) ~~On complying with this subchapter relating to applicants Subject to s. 441.07 (1g), the board shall grant a license as a licensed practical nurse to an applicant for licensure as licensed practical nurses, and passing an examination, the applicant shall receive a license as a licensed practical nurse who satisfies all of the following conditions:~~

(ar) ~~The holder of the a license under this subsection is a "licensed practical nurse" and may append the letters "L.P.N." to his or her name. The board may reprimand or may limit, suspend, or revoke the license of a licensed practical nurse under s. 441.07.~~

SECTION 11. 441.10 (3) (a) 6. of the statutes is created to read:

441.10 (3) (a) 6. The applicant passes the examination under sub. (2) for licensure as a licensed practical nurse in this state. The applicant may not take the examination before receiving a diploma under subd. 4. unless the applicant obtains a certificate of approval to take the examination from the school of nursing the applicant attends and submits that certificate to the board prior to examination.

SECTION 12. 441.15 (3) (a) (intro.) of the statutes is amended to read:

441.15 (3) (a) (intro.) ~~The Subject to s. 441.07 (1g), the board shall grant a license to engage in the practice of nurse-midwifery to any person licensed as a registered nurse under this subchapter or in a party state, as defined in s. 441.50 (2) (j), who does all of the following:~~

SECTION 13. 441.16 (2) of the statutes is amended to read:

441.16 (2) ~~The Subject to s. 441.07 (1g), the~~ board shall grant a certificate to issue prescription orders to an advanced practice nurse who meets the education, training, and examination requirements established by the board for a certificate to issue prescription orders, and who pays the fee specified under s. 440.05 (1). An advanced practice nurse certified under this section may provide expedited partner therapy in the manner described in s. 448.035.

SECTION 14. 442.04 (4) (a) of the statutes, as affected by 2013 Wisconsin Act 21, is renumbered 442.04 (5) (a).

SECTION 15. 442.04 (4) (bm) of the statutes is renumbered 442.04 (5) (b) 3. and amended to read:

442.04 (5) (b) 3. ~~A person may not take the examination leading to the certificate to practice as a certified public accountant unless the~~ The person has completed at least 150 semester hours of education with an accounting concentration at an institution, and has received a bachelor's or higher degree with an accounting concentration from an institution, except as provided in par. (c).

SECTION 16. 442.04 (4) (c) of the statutes is renumbered 442.04 (5) (c) and amended to read:

442.04 (5) (c) If an applicant has a bachelor's or higher degree from an institution, ~~and satisfies the other conditions under par. (b),~~ but does not have an accounting concentration required in par. ~~(bm) (b) 3.,~~ the examining board may review such other educational experience from an institution as the applicant presents and, if the examining board determines that such other experience provides the reasonable equivalence of an accounting concentration required in par. ~~(bm) (b) 3.,~~ the examining board shall ~~approve grant a certificate as a certified public accountant to~~ the applicant ~~for examination.~~

SECTION 17. 442.04 (5) of the statutes is renumbered 442.04 (5) (b) (intro.) and amended to read:

442.04 (5) (b) (intro.) The examining board may not grant a certificate as a certified public accountant to any person other than a person who is satisfies all of the following conditions:

1. ~~The person is~~ 18 years of age or older, ~~does,~~
2. ~~The person does~~ not have an arrest or conviction record, subject to ss. 111.321, 111.322, and 111.335, ~~and, except,~~

4. ~~Except as provided in s. 442.05, the person~~ has successfully passed an examination in such subjects affecting accountancy as the examining board considers necessary. ~~The examining board may not grant the certificate unless the applicant has~~

5. ~~The person has~~ at least one year of public accounting experience or its equivalent, the sufficiency of the experience or the equivalency to be judged by the examining board.

(d) The examining board shall ensure that evaluation procedures and examinations under this subsection are nondiscriminatory, relate directly to accountancy, and

are designed to measure only the ability to perform competently as an accountant. The examining board may use the examination service provided by the American Institute of Certified Public Accountants.

SECTION 18. 445.045 (1) (g) of the statutes is amended to read:

445.045 (1) (g) The person must have successfully passed a comprehensive examination conducted by the examining board as required by s. 445.04. ~~The examination may be taken at any time after completion of the college and mortuary school instruction and regardless of the age of the applicant.~~

SECTION 19. 449.04 (title) of the statutes is amended to read:

449.04 (title) Examination and licensure.

SECTION 20. 449.04 (1) of the statutes is renumbered 449.04 (1) (intro.) and amended to read:

449.04 (1) (intro.) Licenses ~~The examining board may grant a license to~~ engage in the practice of optometry shall be issued only to persons a person who pass satisfies all of the following conditions:

(c) ~~The person passes~~ an examination approved or conducted by the examining board. ~~An applicant who qualifies under s. 449.05 may take any examination approved or administered by the examining board upon payment of~~

(d) ~~The person pays~~ the fee specified in s. 440.05 (1).

SECTION 21. 449.05 (intro.) of the statutes is repealed.

SECTION 22. 449.05 (1m) of the statutes is renumbered 449.04 (1) (a).

SECTION 23. 449.05 (2m) of the statutes is renumbered 449.04 (1) (b).

SECTION 24. 449.055 (5) of the statutes is amended to read:

449.055 (5) The person satisfies the requirements under s. ~~449.05~~ 449.04 (1) (a) and (b).

SECTION 25. 450.03 (2) of the statutes is renumbered 450.03 (2) (intro.) and amended to read:

450.03 (2) (intro.) ~~The~~ Except as provided in s. 450.10, the board shall issue a license as a pharmacist to any person who files satisfactory proof of qualifications under s. ~~450.04 (3), passes~~ does all of the following:

(c) ~~Passes~~ the examination under s. 450.04 ~~and pays,~~

(d) ~~Pays~~ the fee specified in s. 440.05 (1), ~~except as provided under s. 450.10.~~

SECTION 26. 450.04 (3) (intro.) of the statutes is renumbered 450.04 (3) and amended to read:

450.04 (3) Every candidate for examination for licensure as a pharmacist shall submit an application on a form provided by the department and pay the fee specified in s. 440.05 (1) at least 30 days before the date of examination. ~~Every candidate shall also submit proof to the board that he or she:~~

SECTION 27. 450.04 (3) (a) of the statutes is renumbered 450.03 (2) (a) and amended to read:

450.03 (2) (a) Has received a professional degree from a pharmacy program approved by the board; ~~and~~.

SECTION 28. 450.04 (3) (b) of the statutes is renumbered 450.03 (2) (b) and amended to read:

450.03 (2) (b) Has completed an internship in the practice of pharmacy or has practical experience acquired in another state ~~which that~~ is comparable to that included in an internship and ~~which that~~ is approved and verified by the board or by the agency ~~which that~~ is the equivalent of the board in the state in which the practical experience was acquired.

SECTION 29. 451.06 (1) of the statutes is renumbered 451.06.

SECTION 30. 451.06 (2) of the statutes is repealed.

SECTION 31. 452.09 (3) (e) of the statutes is repealed.

SECTION 32. 454.07 (3) of the statutes is repealed.

SECTION 33. 454.24 (3) of the statutes is repealed.

SECTION 34. 456.03 of the statutes is renumbered 456.03 (intro.) and amended to read:

456.03 Licenses. (intro.) An applicant for a license as a nursing home administrator who does all of the following and has successfully complied with the any other requirements for licensure under this chapter ~~and passed the examination~~ shall be granted a license by the examining board, certifying that the applicant has met the

requirements of the laws and rules entitling the applicant to serve, act, practice, and otherwise hold himself or herself out as a duly licensed nursing home administrator;

SECTION 35. 456.03 (5) of the statutes is created to read:

456.03 (5) Passes the examination under s. 456.05.

SECTION 36. 456.04 (intro.) of the statutes is repealed.

SECTION 37. 456.04 (1) of the statutes is renumbered 456.03 (1).

SECTION 38. 456.04 (2) of the statutes is renumbered 456.03 (2).

SECTION 39. 456.04 (3) of the statutes is renumbered 456.03 (3).

SECTION 40. 456.04 (4) of the statutes is renumbered 456.03 (4).

SECTION 41. 459.26 (3) of the statutes is amended to read:

459.26 (3) An individual is not eligible for examination unless he or she ~~has satisfied the requirements for licensure under s. 459.24 (2) (a) to (d) or (3) (a) to (d) and~~, at least 30 days before the date of examination, submits an application for examination to the department on a form provided by the department and pays the fee specified in s. 440.05 (1).

**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

1) Name and Title of Person Submitting the Request: Ryan Zeinert Licensing Examination Specialist		2) Date When Request Submitted: 05/05/14 Items will be considered late if submitted after 12:00 p.m. on the deadline date: <ul style="list-style-type: none"> ▪ 8 business days before the meeting for paperless boards ▪ 14 business days before the meeting for all others 	
3) Name of Board, Committee, Council, Sections: Nursing Home Administrator Examining Board			
4) Meeting Date: 5/22/14	5) Attachments: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	6) How should the item be titled on the agenda page? NHA State Exam Item Review Discussion	
7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both	8) Is an appearance before the Board being scheduled? <input checked="" type="checkbox"/> Yes (<u>Fill out Board Appearance Request</u>) <input type="checkbox"/> No	9) Name of Case Advisor(s), if required:	
10) Describe the issue and action that should be addressed: A discussion relating to an item review of the NHA State Examination.			
11) Authorization			
Ryan Zeinert		05/05/14	
Signature of person making this request		Date	
		5/5/2014	
Supervisor (if required)		Date	
Executive Director signature (indicates approval to add post agenda deadline item to agenda) Date			
Directions for including supporting documents: 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline items must be authorized by a Supervisor and the Policy Development Executive Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Bureau Assistant prior to the start of a meeting.			

BOARD APPEARANCE REQUEST FORM

Appearance Information

Board Name: Nursing Home Administrator Examining Board

Board Meeting Date: 05/22/14

Person Submitting Agenda Request: Ryan Zeinert

Person(s) requesting an appearance: Ryan Zeinert

(NOTE: Contact information is not required for Department staff.)

Reason for Appearance: Discussion of Agenda item

Appearance Contact Information

(NOTE: If the appearing party is represented by an attorney skip the "Appearance Contact Information" section and complete the "Attorney Contact Information" section.)

Mailing address:

Email address: ryan.zeinert@wisconsin.gov

Telephone #: 608-267-3280

Attorney Contact Information

Attorney Name:

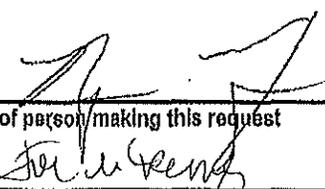
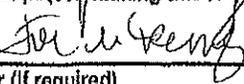
Attorney's mailing address:

Attorney's e-mail address:

Attorney's telephone #:

**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

1) Name and Title of Person Submitting the Request: Ryan Zeinert -- Licensing Examination Specialist		2) Date When Request Submitted: 02/11/14 <small>Items will be considered late if submitted after 4:30 p.m. and less than:</small> <ul style="list-style-type: none"> ▪ 10 work days before the meeting for Medical Board ▪ 14 work days before the meeting for all others 	
3) Name of Board, Committee, Council, Sections: Nursing Home Administrator Examining Board			
4) Meeting Date: 05/22/14	5) Attachments: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	6) How should the item be titled on the agenda page? Review and approval/denial of NHA Educational Program.	
7) Place item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both	8) Is an appearance before the Board being scheduled? If yes, who is appearing? <input type="checkbox"/> Yes by <input checked="" type="checkbox"/> No	9) Name of Case Advisor(s), if required:	
10) Describe the issue and action that should be addressed: Review attached NHA Educational Program and determine course approval/denial.			
11) Authorization			
 Signature of person making this request		02-11-14 Date	
 Supervisor (if required)		2-11-2014 Date	
Bureau Director signature (indicates approval to add post agenda deadline item to agenda) Date			
Directions for including supporting documents: 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline Items must be authorized by a Supervisor and the Board Services Bureau Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Bureau Assistant prior to the start of a meeting.			

Zeinert, Ryan - DSPS

From: Mender, Judy - DSPS
Sent: Monday, February 10, 2014 3:02 PM
To: Zeinert, Ryan - DSPS
Cc: Remy, Jill M - DSPS
Subject: FW: Request for Program Approval for NHA License Exam Preparation - Bryant & Stratton, Milwaukee Market
Attachments: Career Mobility Certificate.docx; HTHS 460 Practicum and Capstone Project-WI14.docx; HTHS 470 Health Services Administration Practicum-WI14.docx; HTHS 410 Health Research Methods-WI14.docx; HTHS 405 Long Term Care Management-WI14.docx; HTHS 410 Health Research Methods-WI14.docx; HTHS 400 Disaster Planning and Management-WI14.docx; HTHS 310 Healthcare Information Systems Management-WI14.docx; HTHS 315 Healthcare Finance and Accounting Management-WI14.docx; HTHS 305 Legal Aspects Of Healthcare Management-WI14.docx; HTHS 302 Health Services Management II-WI14.docx; HTHS 301 Health Services Management I-WI14.docx; HSAD BS Program Flow Sheet_New Student_all states.doc; BSHS Program Executive Briefing 12-08-09.pptx

Importance: High

Ryan,

This is a request to have a NHA program approved for initial applicants. Because it is a new provider, doesn't this come to the Office of Examinations & Education? There has not been such a request for a very long time so I do not recall what the procedure would be. You may need to submit this as an agenda item for the Board.

Judy

From: Marne Bonomo [mailto:mlbonomo@bryantstratton.edu]
Sent: Thursday, February 06, 2014 2:44 PM
To: Mender, Judy - DSPS
Cc: Melodie Fox; Stephen McEvoy
Subject: Request for Program Approval for NHA License Exam Preparation - Bryant & Stratton, Milwaukee Market
Importance: High

Dear Ms. Mender,

Thank you for taking the time to speak with me. Your information was very helpful as we try to find the best way to assist particular students here at Bryant & Stratton College, Milwaukee, who are interested in eventually becoming Nursing Home Administrators (NHAs). If our Health Services Administration (HSA) Bachelors program is eligible to be approved by the State, this would significantly streamline their journey.

Attached is a list and short description of the healthcare courses in our HSA program, as well as each course syllabus listing the expected outcomes. The complete program list (HSAD Program Flow Sheet) including Humanities and Social Science electives is also attached. Our students may enter this program directly or they may matriculate after completing our Medical Assisting or Medical Administrative Assisting AD programs. Our 2014 Catalog with our accreditation information is included as well at the following link, where on page 3 you may review our Middle States Regional Accreditation information. [Bryant & Stratton College Catalog 2014](#) Last is a PowerPoint "Executive Briefing" that I did for our Allied Health Advisory Board as we opened the HSA program in the Winter of 2010 to explain what the program was about.

In our four year program, in addition to the Career Mobility Certificates earned (see attached), students complete a 90 hour internship in a healthcare setting where they have an opportunity to shadow management and learn about employee feedback and conflict resolution, while managing change. Their final paper and oral presentation in this

course demonstrates how ethics can be incorporated into management practices. Students also do a Capstone project in their last semester where they research a problem for an employer as well as options for process improvement. Their resulting recommendations are presented on site and for our academic program leadership. For students interested in NHA Licensing, their onsite experiences could all be completed at an appropriate Long Term Care facility. A number of our students actually implement their ideas on site and or provide in-service training new policies or handbooks for staff. One student in a LTC facility researched the reason for an infection control citation and trained staff in how to prevent the problem in the future.

Our college requires very strict credentialing for all faculty. For HSA, all faculty must have a minimum of a master's degree in field, with course to course matches for the courses they teach. The majority of my academic team members are doctors and all have real world experience that they bring to the classroom.

Please advise what else you need to know from us in order to evaluate our eligibility as an approved program. We look forward to a potential partnership with you.

Best regards,



Marne Bonomo, PhD

Health Services Administration, Medical Assisting & Phlebotomy Program Director
Bryant & Stratton College
310 W Wisconsin Ave #500
Milwaukee, WI 53203



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Thank you!

Element K-Certificate of Career Mobility

The Business & Leadership curriculum is designed to provide behavioral development as well as just-in-time support on common challenges that business managers face in day to day conflict management, leading & motivating and assessing performance. The curriculum also addresses fundamental competencies such as budgeting, problem solving, sales and marketing, business operations, business writing and human resources.

Management and Leadership Modules

Change Management for Employees (Includes Simulation)

Content Type: Self-Paced Course

Estimated Time of Completion: 3 hours 45 minutes

CEU Credits: 0.4

Description:

In this course, you will identify ways to solve problems related to change on the job, including recognizing, anticipating, and effectively managing change. You will also define change management, identify change-management strategies, define the psychological process of moving through change, identify ways of preparing for change, and explore ways to embrace change on an ongoing basis. .

Objectives:

- In this course, students will identify methods for solving problems resulting from workplace changes. Students will define change management and identify strategies for effectively preparing for change, coping with reaction to change, and becoming an agent of change in their working lives.

Working With Difficult People (Includes Simulation)

Content Type: Self-Paced Course

Estimated Time of Completion: 3 hours

CEU Credits: 0.3

Description:

In this course, you will explore how to work with difficult people, respond to changes, and cope with continued conflict. Different people have different work styles, and for some people, it becomes difficult to cope with such differences. During continued conflicts, problems should be handled through careful communication to arrive at a solution.

Objectives:

- In this course, you will identify ways to work with difficult people, respond to changes, and cope with continued conflict.

Emotional Intelligence (Includes Simulation)

Content Type: Self-Paced Course

Estimated Time of Completion: 3 hours 8 minutes

CEU Credits: 0.3

Description:

In this course, you will assess your current emotional intelligence abilities, and apply strategies to improve your emotional intelligence. Increased awareness of your current emotional intelligence strengths and weaknesses can assist you in identifying and developing strategies for improvement. As a manager, by improving your emotional intelligence, you can influence those around you and impact your behaviors, and the behaviors in others, in ways that can allow you to work towards achieving your business objectives.

Objectives:

- In this course, you will evaluate your current emotional intelligence abilities, and apply strategies to improve your emotional intelligence.

Defining the Issue of a Problem (Includes Simulation)

Content Type: Self-Paced Course

Estimated Time of Completion: 2 hours

CEU Credits: 0.2

Description:

In this course, you will learn how to analyze problems creatively and how to determine the real problem. You will be able to identify both analytical and creative ways to solve problems. You will identify four barriers to creative thinking as well as learn the rules and steps involved in brainstorming. In addition, you will learn about Occam's Razor and how this technique can help you identify a broad problem area, clarify a problem statement, and determine if a problem is worth solving.

Objectives:

- In this course, you will learn how to analyze problems creatively and how to determine the real problem.

Personal Effectiveness Modules

Writing for a Global Audience (Includes Simulation)

Content Type: Self-Paced Course

Estimated Time of Completion: 1 hours 24 minutes

CEU Credits: 0.1

Description:

To localize your content, you need to identify and eliminate cultural language patterns from your source content, so that you can effectively and efficiently localize the content. Target audiences must be able to read and easily understand the content, yet they may not speak or understand the source language and their customs may differ dramatically from the social conventions of the source culture. In this course, you will prepare content for localization. This course is intended for content developers, trainers, marketing professionals, writers of documentation and technical specification, and product developers who need to create content that is effective and appropriate for a global audience. .

Objectives:

- In this course, you will prepare content for localization.

Accepting a Decision (Includes Simulation)

Content Type: Self-Paced Course

Estimated Time of Completion: 2 hours

CEU Credits: 0.2

Description:

In this course, you will explore how to prepare a presentation for a proposal and how to accept an outcome to a proposal. A good decision holds promise for an organization, but with bad decisions, things go awry. But, prior to implementing any decision, it has to gain acceptance. Before a proposal becomes a decision, decision makers need to agree that it is indeed a viable and cost effective solution. Bringing to the forefront the strong points, efficacy, and workability of your solution and seeing it through until it is implemented assures the success of your decision.

Objectives:

- In this course, you will prepare a presentation for a proposal and accept an outcome to the proposal.

Making Team Decisions (Includes Simulation)

Content Type: Self-Paced Course

Estimated Time of Completion: 6 hours

CEU Credits: 0.6

Description:

This course provides a variety of tools for generating, evaluating, and selecting solutions in decision-making situations. Each lesson includes real-world case scenarios, providing learners with the opportunity to practice these techniques.

Objectives:

- In this course, you will explore a variety of techniques for making decisions within a team.

Using Data to Communicate (Includes Simulation)

Content Type: Self-Paced Course

Estimated Time of Completion: 3 hours 59 minutes

CEU Credits: 0.4

Description:

Today's information age has created a data-driven business environment, making it essential to provide the right information quickly to the right people in the most efficient manner. The ability to use data to communicate clearly and succinctly will help you achieve your business and professional goals. This course is intended for a wide range of managers and staff members who need to effectively use data to communicate.

Objectives:

- In this course, you will identify how to prepare and present data for effective communication.

Bryant & Stratton College – Course Syllabus

HTHS 460 PRACTICUM AND CAPSTONE PROJECT

This course syllabus is a contract between you and Bryant & Stratton College. It represents the minimum expected learning outcomes for this course. Your instructor will also provide a supplemental syllabus describing the approach to the course, instructional methods, tracking calendar, assignments, assessments and grading scheme, plus guidelines for your success.

Semester Credit Hours: 3	Instructional Hours: 3	Term: Winter 2014
Proficiency Available: NO	Prerequisite(s):	Co-requisite(s):
		Date of Last Revision: 11/2013

COURSE CATALOG DESCRIPTION:

In this course students will design, execute and present the outcomes of a capstone project conducted during a practicum field experience. Students will be challenged to use their knowledge, skills and behaviors developed over the course of their program studies to solve real-world problems in their career discipline. Students will be evaluated from both academic and professional standards. The capstone project will be a portfolio development exhibit.

LEARNING OUTCOMES

Bryant & Stratton College seeks to develop lifelong learning competencies in all students through the development of information literacy skills that assist students to formulate essential questions, research and apply the answers, and communicate the results within the dynamic communities of college, career, and life.

Course Outcomes: Upon completion of this course, students will be able to:

- Secure a career-related practicum site at which the student provides authentic problem solving services to meet both academic and employer goals.
- Demonstrate understanding and apply ethical behavior/responses to; situations, case studies and simulations.
- Conduct research related to the problem.
- Establish a network of experts and partners to strategize solutions to the problem.
- Analyze and synthesize information to solve the problem.
- Present written and oral solutions in a consultative format to the decision-makers at the practicum site.
- Evaluate project progress through the use of periodic reflective journals.
- Process the feedback and assessment results to complete a multi-media presentation to peers detailing the problem, research, and recommendations for a solution.

Institutional Outcomes:

- **Information Literacy and Communication** - Utilize appropriate current technology and resources to locate and evaluate information needed to accomplish a goal, and then communicate findings in visual, written and/or oral formats.
- **Relational Learning** - Transfer knowledge, skills and behaviors acquired through formal and informal learning and life experiences to new situations.
- **Thinking Abilities** - Employ strategies for reflection on learning and practice in order to adjust learning processes for continual improvement.
- **Quantitative and Scientific Reasoning** - Follow established methods of inquiry and mathematical reasoning to form conclusions and make decisions.
- **Community and Career** - Participate in social, learning, and professional communities for personal and career growth.

MEDIA/EQUIPMENT/SOFTWARE REQUIREMENTS:

Instructors at Bryant & Stratton College, are content-area experts, select the textbooks and media associated with all courses. The supplemental syllabus identifies the resources students must acquire for this specific course.

SKILLS ASSISTANCE: The instructor will be available for Skills Assistance hours. The times and locations are published in the supplemental syllabus.

Bryant & Stratton College – Course Syllabus

TOPICS TO BE COVERED MAY INCLUDE:

INTRODUCTION TO PRACTICUM

- Course overview
- Expectations
- Required assignments
- Evaluation criteria

CAPSTONE PROJECT

- Selection of Problem-based assignment
- Field Experience to support Capstone Project
- Action plan and measurable outcomes

ETHICAL RESPONSIBILITIES FOR THE STUDENT SERVING AS CONSULTANT

PERFORMANCE EVALUATION

- Host Site Supervisors Feedback on Project
- Presentation and Recommendations
- Reflective Journal Entries
- Final Evaluation of Capstone Project

VALUE THE FIELD EXPERIENCE AND PROJECT OUTCOMES FOR EVIDENCE IN A CAREER PORTFOLIO

Bryant & Stratton College – Course Syllabus

HTHS 470 HEALTH SERVICES ADMINISTRATION PRACTICUM			
This course syllabus is a contract between you and Bryant & Stratton College. It represents the minimum expected learning outcomes for this course. Your instructor will also provide a supplemental syllabus describing the approach to the course, instructional methods, tracking calendar, assignments, assessments and grading scheme, plus guidelines for your success.			
Semester Credit Hours: 3	Instructional Hours: 3	Term: Winter 2014	
Proficiency Available: NO	Prerequisite(s):	Co-requisite(s):	Date of Last Revision: 11/2013
<p>COURSE CATALOG DESCRIPTION: In this course students will design, execute and present the outcomes of a capstone project conducted during a practicum field experience. Students will be challenged to use their knowledge, skills and behaviors developed over the course of their program studies to solve real-world problems in their career discipline. Students will be evaluated from both academic and professional standards. The capstone project will be a portfolio development exhibit.</p>			
<p>LEARNING OUTCOMES Bryant & Stratton College seeks to develop lifelong learning competencies in all students through the development of information literacy skills that assist students to formulate essential questions, research and apply the answers, and communicate the results within the dynamic communities of college, career, and life.</p> <p>Course Outcomes: Upon completion of this course, students will be able to:</p> <ul style="list-style-type: none"> • Secure a career-related practicum site at which the student provides authentic problem solving services to meet both academic and employer goals. • Demonstrate understanding and apply ethical behavior/responses to; situations, case studies and simulations. • Conduct research related to the problem. • Establish a network of experts and partners to strategize solutions to the problem. • Analyze and synthesize information to solve the problem. • Present written and oral solutions in a consultative format to the decision-makers at the practicum site. • Evaluate project progress through the use of periodic reflective journals. • Process the feedback and assessment results to complete a multi-media presentation to peers detailing the problem, research, and recommendations for a solution. <p>Institutional Outcomes:</p> <ul style="list-style-type: none"> • Information Literacy and Communication - Utilize appropriate current technology and resources to locate and evaluate information needed to accomplish a goal, and then communicate findings in visual, written and/or oral formats. • Relational Learning - Transfer knowledge, skills and behaviors acquired through formal and informal learning and life experiences to new situations. • Thinking Abilities - Employ strategies for reflection on learning and practice in order to adjust learning processes for continual improvement. • Quantitative and Scientific Reasoning - Follow established methods of inquiry and mathematical reasoning to form conclusions and make decisions. • Community and Career - Participate in social, learning, and professional communities for personal and career growth. 			
<p>MEDIA/EQUIPMENT/SOFTWARE REQUIREMENTS: Instructors at Bryant & Stratton College, are content-area experts, select the textbooks and media associated with all courses. The supplemental syllabus identifies the resources students must acquire for this specific course.</p>			
<p>SKILLS ASSISTANCE: The instructor will be available for Skills Assistance hours. The times and locations are published in the supplemental syllabus.</p>			

Bryant & Stratton College – Course Syllabus

TOPICS TO BE COVERED MAY INCLUDE:

INTRODUCTION TO PRACTICUM

- Course overview
- Expectations
- Required assignments
- Evaluation criteria

CAPSTONE PROJECT

- Selection of Problem-based assignment
- Field Experience to support Capstone Project
- Action plan and measurable outcomes

ETHICAL RESPONSIBILITIES FOR THE STUDENT SERVING AS CONSULTANT

PERFORMANCE EVALUATION

- Host Site Supervisors Feedback on Project
- Presentation and Recommendations
- Reflective Journal Entries
- Final Evaluation of Capstone Project

VALUE THE FIELD EXPERIENCE AND PROJECT OUTCOMES FOR EVIDENCE IN A CAREER PORTFOLIO

Bryant & Stratton College – Course Syllabus

HTHS 410 HEALTH RESEARCH METHODS			
This course syllabus is a contract between you and Bryant & Stratton College. It represents the minimum expected learning outcomes for this course. Your instructor will also provide a supplemental syllabus describing the approach to the course, instructional methods, tracking calendar, assignments, assessments and grading scheme, plus guidelines for your success.			
Semester Credit Hours: 3	Instructional Hours: 3	Term: Winter 2014	
Proficiency Available: NO	Prerequisite(s): COMM150 Introduction to Information Literacy and Research MATH 309 Statistics	Co-requisite(s):	Date of Last Revision: 11/2013
COURSE CATALOG DESCRIPTION:			
<p>This course provides a foundation in the essential components of health care research. Included is background information regarding the evolution of health care research, the current status of research in health care, and the challenges health care research will face in the future. Students learn about the various methods of research, how to develop a research question and review current literature on their chosen topic, as well as how to evaluate existing case studies and write a research proposal. The various methods of data collection and data management are discussed and students learn to design and conduct a study.</p> <p>This course then discusses data analysis and interpretation, generating reports for various venues, and the impact of health-related research. Students will also consider the challenges of health services research.</p>			
LEARNING OUTCOMES			
Bryant & Stratton College seeks to develop lifelong learning competencies in all students through the development of information literacy skills that assist students to formulate essential questions, research and apply the answers, and communicate the results within the dynamic communities of college, career, and life.			
Course Outcomes: Upon completion of this course, students will be able to:			
<ul style="list-style-type: none"> • Describe health care research and the purpose of health research. 2. Examine the methods of research used in health research to inform practice. 3. Demonstrate how to develop a research question. 4. Demonstrate how to choose, analyze, and evaluate existing literature on a health research topic. 5. Explain the significance of case reports, case studies, and case control studies in health care research. 6. Incorporate the major components of a research proposal and the criteria used to evaluate its merits when writing a research report. 7. Analyze the ways in which data is collected and managed during a research project to inform practice. 8. Design and conduct a health care study using data analysis and interpretation and effectively communicate research findings in a written report. 9. Illustrate the various outcomes that health research may have on consumers, providers, policymakers, and health care managers. 10. Identify other disciplines that may be related to or involved with a health care study. 11. Analyze the challenges for health services research for possible solutions. 			
Institutional Outcomes:			
<ul style="list-style-type: none"> • Information Literacy and Communication - Utilize appropriate current technology and resources to locate and evaluate information needed to accomplish a goal, and then communicate findings in visual, written and/or oral formats. • Relational Learning - Transfer knowledge, skills and behaviors acquired through formal and informal learning and life experiences to new situations. • Thinking Abilities - Employ strategies for reflection on learning and practice in order to adjust learning processes for continual improvement. • Quantitative and Scientific Reasoning - Follow established methods of inquiry and mathematical reasoning to form conclusions and make decisions. • Community and Career - Participate in social, learning, and professional communities for personal and career growth. 			
MEDIA/EQUIPMENT/SOFTWARE REQUIREMENTS:			
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SKILLS ASSISTANCE: The instructor will be available for Skills Assistance hours. The times and locations are published in the supplemental syllabus.			

Bryant & Stratton College – Course Syllabus

TOPICS TO BE COVERED MAY INCLUDE:

Introduction to Health Research

- Overview of Health Research
 - Historical Perspectives
 - Purpose of Health Services Research
 - Scope
- Scope of Health Services Research
- Ethics in Research
 - Development of Ethical Codes and Guidelines
 - Ethical Concepts
 - Justice
 - Beneficence
 - Right to privacy
 - Respect for human dignity
 - Freedom from exploitation
 - Protection of human and animal subjects
 - Elements of informed consent
 - Vulnerable populations and Bioethics
 - IRB and research review
 - The role of the researcher in ethics
- Epidemiological and Causal Thinking

Research Design in Health Services

- Quantitative Research
 - Experimental designs
 - Quasi-experimental design (non-experimental)
- Qualitative Research
 - Mixed Methods

Developing the Research Question

- Identifying the Research Question
 - Evaluate Needs
 - Review Existing Practice
 - Challenge Accepted Ideas
 - Look for Conflicting Views
 - Investigate Geographical Variations
- Stating the Research Question
 - Distilling the Question
 - Select the Key Question
- Refining the Research Question
 - Review the Criteria
 - Review the Analysis

Designing and Conducting a Study

- Planning and Initial Design
- Consulting Specialists
- Develop the Design
 - Write the Protocol
 - Obtain Ethical Approval
 - Obtain Funding
 - Inform Interested Parties
 - Register under the Data Protection Act
 - Develop the Data Processing
 - Plot All the Stages
 - Review the Design
- Monitoring and Conducting the Study
 - Maintain Adequate Supervision
 - Stick to Design
 - Keep a Study Log

Review the Literature

- Conduct a Search; library and online sources
- Read the Literature
- Read Literature Reviews
- Critique Published Research

Case Reports and Case Studies

- Case Reports
 - Uses
 - Advantages
 - Weaknesses
- Extending Case Reports: Case Series
- Analysis and Interpretation

Case Control Studies

- Range of Uses
- Design Matters
 - Identify Cases
 - Identify Controls
 - Sample Size
 - Data Collection
- Analysis and Interpretation

Research Proposal

- Abstract
- Specific Aims
- Background and Significance
- Preliminary Studies and Proposed Research
- Study Design and Methods
- Findings
- Discussion
- Human Subjects
- Literature Cited

Data Collection and Management

- Identify the Data to Collect
 - Study Aims
 - Important Factors
- Decide on Method of Measurement
 - Convert General to Specific
 - Indirect Measures
 - Reliability and Validity
- Select Method of Collection
 - Abstracting from Records
 - Prospective Recording
 - Interviews and Questionnaires
 - Observation
- Methods of Sampling
 - Calculating the Sample Size
 - Statistical Significance of Sample
 - Random Sampling
 - Quota Sampling
 - Sampling for Qualitative Research
 - Sampling for Telephone Interviews
- Coding Schedule
 - Allocate Subject Identifier
 - Ensure Fixed Sequence
 - Use Numerical Codes
 - Coding Conventions
 - Avoid Free Text

Bryant & Stratton College – Course Syllabus

Data Analysis and Interpretation

- General Concepts
 - Chance
 - Probability
 - Confidence Intervals
 - Hypothesis Testing
 - P-values and Confidence Testing
- Beginning Analysis
 - Choosing a Statistical Package
 - Data File Set Up
 - Preliminary Recoding
- Analysis
 - Display Data
 - Annotate Printouts
 - Missing Value Codes
 - Logging Findings
 - Avoid Data Torturing
 - Knowing When to Stop
- Interpretation
 - Identify the Serendipitous
 - Interpret with Caution
 - Review Statistical Significance
 - Look for Other Explanations
 - Put the Findings in Context

Report Generation and Communication

- Preparing to Publish
 - List the Key Findings
 - Prepare Tables and Graphs
 - Clarify the Wider Implications
 - Edit First Draft
- Writing a Paper
 - Select a Journal
 - Write Paper in Sections
 - Expect Rejections
- Preparing a Lecture
- Preparing a Poster
 - Planning the Layout
 - Designing the Content
- Report to the Funding Body

Outcomes/Impact of Health Research

- Consumers (Individual, Family)
- Providers (Organizational, Institutional)
- Policymakers (Community, Population)
- Using Health Care Research in Managerial Decision-Making
 - Evidence Based Management in Decision-Making
 - Evidence Based Medicine in Decision-Making
- Utilization-Driven Research

Related Disciplines

- Health Economics
- Health Psychology
- Medical Sociology
- Health Promotion

Challenges for Health Services Research

- Organizing and Financing Care
- Measuring Outcome
- Monitoring and Accountability
- Informatics and Clinical Decision-Making
- Populations and Communities
- Ethics
- Governmental Influences on What Gets Researched
- Health Care Personnel: Work Force and Training Issues
 - Current Work Force: Professionals Trained in Health Services Research
- Future Work Force: Education and Training

Bryant & Stratton College – Course Syllabus

HTHS 405 Long Term Care Management			
This course syllabus is a contract between you and Bryant & Stratton College. It represents the minimum expected learning outcomes for this course. Your instructor will also provide a supplemental syllabus describing the approach to the course, instructional methods, tracking calendar, assignments, assessments and grading scheme, plus guidelines for your success.			
Semester Credit Hours: 3	Instructional Hours: 3	Term: Winter 2014	
Proficiency Available: NO	Prerequisite(s): AHLT 111 Introduction to Healthcare	Co-requisite(s):	Date of Last Revision: 11/2013
COURSE CATALOG DESCRIPTION:			
This course is an introduction to management in the long-term care system. Students develop knowledge of the various segments of the system, how the system developed to its current state, compares it to an ideal system, and projects future trends. This course covers the full continuum of long-term care. The increasingly important topics of the aging of American society, the impact of the "baby-boomers", consumer choice, and the growing diversity in long-term care are covered extensively and from a variety of perspectives.			
LEARNING OUTCOMES			
Bryant & Stratton College seeks to develop lifelong learning competencies in all students through the development of information literacy skills that assist students to formulate essential questions, research and apply the answers, and communicate the results within the dynamic communities of college, career, and life.			
Course Outcomes: Upon completion of this course, students will be able to:			
<ul style="list-style-type: none"> • Examine the influences that impacted the development of long-term care as it exists today and analyze elements useful in improvement toward an ideal system. • For each of the following long-term care providers, define and describe how they developed, where they fit in the continuum of care, the services they offer, and who uses them. <ul style="list-style-type: none"> ▪ Nursing facilities ▪ Subacute and postacute care ▪ Assisted living ▪ Senior housing ▪ Community-based services • For each of the above listed long-term care providers (a-e) examine the impact of the following: financial aspects, staffing, legal and ethical issues, and management challenges and opportunities for purposes of applying this knowledge to health care managerial settings. • Examine the impact of external controls, both governmental (federal and state) and non-governmental (accreditation and certification). • Analyze the role of competition, cooperation, and integration as they influence effectiveness in the field of long-term care. • Identify necessary leadership skills for long-term care and evaluate their effective application. • Identify future trends that are likely to affect the long-term care field and the impact of these trends. 			
Institutional Outcomes:			
<ul style="list-style-type: none"> • Information Literacy and Communication - Utilize appropriate current technology and resources to locate and evaluate information needed to accomplish a goal, and then communicate findings in visual, written and/or oral formats. • Relational Learning - Transfer knowledge, skills and behaviors acquired through formal and informal learning and life experiences to new situations. • Thinking Abilities - Employ strategies for reflection on learning and practice in order to adjust learning processes for continual improvement. • Quantitative and Scientific Reasoning - Follow established methods of inquiry and mathematical reasoning to form conclusions and make decisions. • Community and Career - Participate in social, learning, and professional communities for personal and career growth. 			
MEDIA/EQUIPMENT/SOFTWARE REQUIREMENTS:			
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SKILLS ASSISTANCE: The instructor will be available for Skills Assistance hours. The times and locations are published in the supplemental syllabus.			

Bryant & Stratton College – Course Syllabus

TOPICS TO BE COVERED MAY INCLUDE:

Overview of Long-Term Care

- Current long-term care system
 - Development
 - Challenges
 - Strengths
- Continuum of care
- Consumers and providers of long-term care
- Institutional and non-institutional care
 - Strengths
 - Challenges
- Changes in long-term care today

Ideal Long-term Care System

- Characteristics
 - Accessibility
 - Quality
 - Cost
- Consumers' rights and responsibilities
- Roles of informal and formal caregivers

Nursing Facilities

- Definition
- Development
- Place in continuum of care
- Services offered
- Consumers
- Sources of financing
- Regulations affecting nursing facilities
- Ethical issues affecting nursing facilities
- Future trends and impact of these trends

Subacute and Postacute Care

- Definition
- Development
- Place in continuum of care
- Services offered
- Consumers
- Sources of financing
- Regulations affecting subacute and postacute care
- Ethical issues affecting subacute and postacute care
- Future trends and impact of these trends

Assisted Living

- Definition
- Development
- Place in continuum of care
- Services offered
- Consumers
- Sources of financing
- Regulations affecting assisted living facilities
- Ethical issues affecting assisted living facilities
- Future trends and impact of these trends

Senior Housing

- Definition
- Development
- Place in continuum of care
- Regulations affecting senior housing providers

External Control of Long-Term Care

- Need for and problems of external control
- Quality and costs controls
- Roles of federal and state governments in regulating long-term care
- Non-governmental controls
 - Accreditation
 - Certification

Long-term Care Reimbursement

- Current public reimbursement options
 - Medicare
 - Medicaid
- Current private reimbursement options
 - Private pay
 - Private long-term care insurance
- Managed care and its impact on long-term care
- Future trends affecting long-term care reimbursement

Long-term Care Quality

- Quality improvement
- Quality assurance
- Continuous quality improvement
- Outcomes based and process based measures
- System-wide approach to the management of quality
- Government and private resources available for quality improvement

Ethical Issues in Long-term Care

- Social and emotional impact
- Access to care
- Autonomy, independence and self-determination
- End of life issues
- Management ethics

Governance and Administration

- Elements
- Differences of governance in profit, nonprofit, and government organizations
- Roles and responsibilities of governing boards
- Roles and responsibilities of administration

Leadership in Long-term Care

- Role of leadership in long-term care
- Components of leadership
- Role of culture change in long-term care
- Components of culture change in long-term care

Technology in Long-term Care

- Potential application of an information technology system
- Privacy and access to information
- Benefits of technology to long-term care providers, consumers, and the system
- Barriers to successful use of information technology
- Options for acquiring and using information technology

Marketing and Community Relations

- Relationship between strategic planning and market planning

Bryant & Stratton College – Course Syllabus

- Financial and managerial issues facing senior housing providers
- Ethical issues affecting senior housing providers
- Future trends and impact of these trends

Community-Based Services

- Definition
- Development
- Regulations affecting community-based services
- Financial and managerial issues facing community-based services
- Ethical issues affecting community-based services
- Future trends and impact of these trends

Competition, Cooperation, and Integration

- Competitive forces acting on long-term care organizations
- Various forms of cooperation and integration
- Benefits of integration
- Components of integrated systems and networks
- Management, financing, and quality issues related to integration
-

- Development of marketing plan
- Maintaining a marketing plan

Future Trends

- Future directions
- Changing consumer demographics
- Focus on quality and outcomes
- Changes in the organization and delivery of long-term care
- Technological advances
- More and better clinical applications
- Innovative delivery methods
- New organizational relationships
- Changes in financing and reimbursement
- Health system reform

Managing for the Future

- Challenges and opportunities facing managers
- Leadership skills
- Change agent

Bryant & Stratton College – Course Syllabus

HTHS 410 HEALTH RESEARCH METHODS

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Semester Credit Hours: 3	Instructional Hours: 3	Term: Winter 2014	
Proficiency Available: NO	Prerequisite(s): COMM150 Introduction to Information Literacy and Research MATH 309 Statistics	Co-requisite(s):	Date of Last Revision: 11/2013

COURSE CATALOG DESCRIPTION:

This course provides a foundation in the essential components of health care research. Included is background information regarding the evolution of health care research, the current status of research in health care, and the challenges health care research will face in the future. Students learn about the various methods of research, how to develop a research question and review current literature on their chosen topic, as well as how to evaluate existing case studies and write a research proposal. The various methods of data collection and data management are discussed and students learn to design and conduct a study.

This course then discusses data analysis and interpretation, generating reports for various venues, and the impact of health-related research. Students will also consider the challenges of health services research.

LEARNING OUTCOMES

Bryant & Stratton College seeks to develop lifelong learning competencies in all students through the development of information literacy skills that assist students to formulate essential questions, research and apply the answers, and communicate the results within the dynamic communities of college, career, and life.

Course Outcomes: Upon completion of this course, students will be able to:

- Describe health care research and the purpose of health research.
2. Examine the methods of research used in health research to inform practice.
3. Demonstrate how to develop a research question.
4. Demonstrate how to choose, analyze, and evaluate existing literature on a health research topic.
5. Explain the significance of case reports, case studies, and case control studies in health care research.
6. Incorporate the major components of a research proposal and the criteria used to evaluate its merits when writing a research report.
7. Analyze the ways in which data is collected and managed during a research project to inform practice.
8. Design and conduct a health care study using data analysis and interpretation and effectively communicate research findings in a written report.
9. Illustrate the various outcomes that health research may have on consumers, providers, policymakers, and health care managers.
10. Identify other disciplines that may be related to or involved with a health care study.
11. Analyze the challenges for health services research for possible solutions.

Institutional Outcomes:

- **Information Literacy and Communication** - Utilize appropriate current technology and resources to locate and evaluate information needed to accomplish a goal, and then communicate findings in visual, written and/or oral formats.
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MEDIA/EQUIPMENT/SOFTWARE REQUIREMENTS:

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SKILLS ASSISTANCE: The instructor will be available for Skills Assistance hours. The times and locations are published in the supplemental syllabus.

Bryant & Stratton College – Course Syllabus

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- Overview of Health Research
 - Historical Perspectives
 - Purpose of Health Services Research
 - Scope
- Scope of Health Services Research
- Ethics in Research
 - Development of Ethical Codes and Guidelines
 - Ethical Concepts
 - Justice
 - Beneficence
 - Right to privacy
 - Respect for human dignity
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 - Protection of human and animal subjects
 - Elements of informed consent
 - Vulnerable populations and Bioethics
 - IRB and research review
 - The role of the researcher in ethics
- Epidemiological and Causal Thinking

Research Design in Health Services

- Quantitative Research
 - Experimental designs
 - Quasi-experimental design (non-experimental)
- Qualitative Research
 - Mixed Methods

Developing the Research Question

- Identifying the Research Question
 - Evaluate Needs
 - Review Existing Practice
 - Challenge Accepted Ideas
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- Stating the Research Question
 - Distilling the Question
 - Select the Key Question
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 - Review the Criteria
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Designing and Conducting a Study

- Planning and Initial Design
- Consulting Specialists
- Develop the Design
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 - Obtain Ethical Approval
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 - Inform Interested Parties
 - Register under the Data Protection Act
 - Develop the Data Processing
 - Plot All the Stages
 - Review the Design
- Monitoring and Conducting the Study
 - Maintain Adequate Supervision
 - Stick to Design
 - Keep a Study Log

Review the Literature

- Conduct a Search; library and online sources
- Read the Literature
- Read Literature Reviews
- Critique Published Research

Case Reports and Case Studies

- Case Reports
 - Uses
 - Advantages
 - Weaknesses
- Extending Case Reports: Case Series
- Analysis and Interpretation

Case Control Studies

- Range of Uses
- Design Matters
 - Identify Cases
 - Identify Controls
 - Sample Size
 - Data Collection
- Analysis and Interpretation

Research Proposal

- Abstract
- Specific Aims
- Background and Significance
- Preliminary Studies and Proposed Research
- Study Design and Methods
- Findings
- Discussion
- Human Subjects
- Literature Cited

Data Collection and Management

- Identify the Data to Collect
 - Study Aims
 - Important Factors
- Decide on Method of Measurement
 - Convert General to Specific
 - Indirect Measures
 - Reliability and Validity
- Select Method of Collection
 - Abstracting from Records
 - Prospective Recording
 - Interviews and Questionnaires
 - Observation
- Methods of Sampling
 - Calculating the Sample Size
 - Statistical Significance of Sample
 - Random Sampling
 - Quota Sampling
 - Sampling for Qualitative Research
 - Sampling for Telephone Interviews
- Coding Schedule
 - Allocate Subject Identifier
 - Ensure Fixed Sequence
 - Use Numerical Codes
 - Coding Conventions
 - Avoid Free Text

Bryant & Stratton College – Course Syllabus

Data Analysis and Interpretation

- General Concepts
 - Chance
 - Probability
 - Confidence Intervals
 - Hypothesis Testing
 - P-values and Confidence Testing
- Beginning Analysis
 - Choosing a Statistical Package
 - Data File Set Up
 - Preliminary Recoding
- Analysis
 - Display Data
 - Annotate Printouts
 - Missing Value Codes
 - Logging Findings
 - Avoid Data Torturing
 - Knowing When to Stop
- Interpretation
 - Identify the Serendipitous
 - Interpret with Caution
 - Review Statistical Significance
 - Look for Other Explanations
 - Put the Findings in Context

Report Generation and Communication

- Preparing to Publish
 - List the Key Findings
 - Prepare Tables and Graphs
 - Clarify the Wider Implications
 - Edit First Draft
- Writing a Paper
 - Select a Journal
 - Write Paper in Sections
 - Expect Rejections
- Preparing a Lecture
- Preparing a Poster
 - Planning the Layout
 - Designing the Content
- Report to the Funding Body

Outcomes/Impact of Health Research

- Consumers (Individual, Family)
- Providers (Organizational, Institutional)
- Policymakers (Community, Population)
- Using Health Care Research in Managerial Decision-Making
 - Evidence Based Management in Decision-Making
 - Evidence Based Medicine in Decision-Making
- Utilization-Driven Research

Related Disciplines

- Health Economics
- Health Psychology
- Medical Sociology
- Health Promotion

Challenges for Health Services Research

- Organizing and Financing Care
- Measuring Outcome
- Monitoring and Accountability
- Informatics and Clinical Decision-Making
- Populations and Communities
- Ethics
- Governmental Influences on What Gets Researched
- Health Care Personnel: Work Force and Training Issues
 - Current Work Force: Professionals Trained in Health Services Research
- Future Work Force: Education and Training

Bryant & Stratton College – Course Syllabus

HTHS 400 DISASTER PLANNING AND MANAGEMENT			
This course syllabus is a contract between you and Bryant & Stratton College. It represents the minimum expected learning outcomes for this course. Your instructor will also provide a supplemental syllabus describing the approach to the course, instructional methods, tracking calendar, assignments, assessments and grading scheme, plus guidelines for your success.			
Semester Credit Hours: 3	Instructional Hours: 3	Term: Winter 2014	
Proficiency Available: NO	Prerequisite(s): AHLT 111 Introduction to Healthcare	Co-requisite(s):	Date of Last Revision: 11/2013
COURSE CATALOG DESCRIPTION:			
This course explores the principles of disaster planning for hospitals and other health care facilities. Students consider the various types of disasters that must be planned for and learn the six primary phases of disaster response. This course then builds upon that basic understanding and leads students to consider how health care facilities can best plan for disasters. In addition to the broad considerations of both internal and external planning, the specifics of developing a documented disaster plan are demonstrated.			
LEARNING OUTCOMES			
Bryant & Stratton College seeks to develop lifelong learning competencies in all students through the development of information literacy skills that assist students to formulate essential questions, research and apply the answers, and communicate the results within the dynamic communities of college, career, and life.			
Course Outcomes: Upon completion of this course, students will be able to:			
<ul style="list-style-type: none"> • Articulate the importance and challenges disaster planning for hospital and other healthcare facilities. • Classify the various types of disasters found in hospitals and healthcare facilities. • Examine the major principles involved in disaster planning and response for effective application. • Articulate phased disaster responses and the significance of after-action reviews. • Examine the key elements in both external and internal planning, including responsibility to the community at large. • Analyze how and why disaster responses fail, and apply this information to decision making processes to revise current plans. • Assess the key components of a hospital disaster and document a plan for a healthcare setting. 			
Institutional Outcomes:			
<ul style="list-style-type: none"> • Information Literacy and Communication - Utilize appropriate current technology and resources to locate and evaluate information needed to accomplish a goal, and then communicate findings in visual, written and/or oral formats. • Relational Learning - Transfer knowledge, skills and behaviors acquired through formal and informal learning and life experiences to new situations. • Thinking Abilities - Employ strategies for reflection on learning and practice in order to adjust learning processes for continual improvement. • Quantitative and Scientific Reasoning - Follow established methods of inquiry and mathematical reasoning to form conclusions and make decisions. • Community and Career - Participate in social, learning, and professional communities for personal and career growth. 			
MEDIA/EQUIPMENT/SOFTWARE REQUIREMENTS:			
Instructors at Bryant & Stratton College, are content-area experts, select the textbooks and media associated with all courses. The supplemental syllabus identifies the resources students must acquire for this specific course.			
SKILLS ASSISTANCE: The instructor will be available for Skills Assistance hours. The times and locations are published in the supplemental syllabus.			

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TOPICS TO BE COVERED MAY INCLUDE:

Introduction to Disaster Planning: The Nature and Scope of the Problem

- The Emergency Department and Public Health Syndromic Surveillance
- Evolution of Emergency Management Planning
- U.S. Department of Health and Human Services: Critical Benchmarks for Bioterrorism Preparedness

Goals of the Organization for Mass Admission of Patients in the Hospital (OMP)

Classifying Disasters

- Natural versus technological disasters
- War and terrorism
- Classifying Disasters Levels
 - Level I
 - Level II
 - Level III

Phases of Disaster Response

- Prevention Focus
- Mitigation
- Interdiction
- Planning
- Response
- Activation
 - Notification and initial response
 - Organization of command and scene assessment
- Implementation
 - Search and rescue
 - Extrication, triage, stabilization, and transport
 - Definitive scene management
- Recovery
 - Debriefing

External and Internal Planning

- Community Interaction
- Incident Command System
- Rehearsal
- Organization
 - Staffing
 - Pharmaceutical Services

The Disaster Plan of a Hospital

- Basic Requirements
- Organization and Structure of Management in the Hospital
- Alarm and Mobilization
- Competencies and Emergency Rights
- Admission and Treatment Capacities
- Admission and Registration of Patients
- Predefined Patient Transportation Routes
- Medical Measures Including Sorting
- Areas
- Communication
- Protective Measures
- Medical, Operational and General Resources

- Internal and External Information
- Care
- Traffic Control and Cordoning Off
- Substitute Measures and Redundancies
- Task-Books and Checklists
- Training Concept
- Particularities of Internal Disasters
- Evacuation in the Hospital

The Documented Disaster Plan

- Purpose
- Situations and Assumptions
- General Considerations
 - Lines of Authority
 - Communications
 - Supplies and Equipment
 - Valuables and Clothing
 - Public Communication Center
 - Managing Public Response
 - Morgue Facilities
- Responsibilities of Individuals and Departments within a Healthcare Agency
 - Administration
 - Clinical Personnel
 - Medical Staff
 - Ancillary Staff
 - Support Services
 - Laboratory
 - Medical Records
 - Pharmacy
 - Security
 - Public relations
 - Infection Control
 - Triage
- Plan Development and Maintenance
- Standard Operating Guidelines for a Hospital or Healthcare Facility: Disaster Plan
 - Internal Disasters
 - Evacuation Plan
 - Severe Thunderstorm/Tornado Protocol
 - Civil Disturbance or VIP Admission Protocol
 - Bomb Threat Protocol
 - Hazardous Material Incidents Protocol
 - Release of Information to the News Media

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HTHS 310 HEALTHCARE INFORMATION SYSTEMS MANAGEMENT

This course syllabus is a contract between you and Bryant & Stratton College. It represents the minimum expected learning outcomes for this course. Your instructor will also provide a supplemental syllabus describing the approach to the course, instructional methods, tracking calendar, assignments, assessments and grading scheme, plus guidelines for your success.

Semester Credit Hours: 3	Instructional Hours: 3	Term: Winter 2014
Proficiency Available: NO	Prerequisite(s): COMM 150, Introduction to Information Literacy and Research	Co-requisite(s): Date of Last Revision: 11/2013

COURSE CATALOG DESCRIPTION:

This course provides an overview of the information systems used in the health care industry and establishes a framework for understanding the administration and delivery of health services using information systems. This course examines the use of technology in warehousing and mining health care data, communicating health care data, and safeguarding health care data, including discussion of electronic health records. This course explores the issues, benefits, and challenges of health care information systems as well as the future of health information management systems.

LEARNING OUTCOMES

Bryant & Stratton College seeks to develop lifelong learning competencies in all students through the development of information literacy skills that assist students to formulate essential questions, research and apply the answers, and communicate the results within the dynamic communities of college, career, and life.

Course Outcomes: Upon completion of this course, students will be able to:

- Examine the history of health care information systems to demonstrate an understanding of current trends.
- Articulate the purpose and effectiveness of different the types of health care information systems.
- Analyze the roles, responsibilities, and accountabilities of information technology personnel.
- Propose a health information system using appropriate strategies and methods.
- Evaluate the hardware, software, and network components of a health care information system for implementation.
- Examine the transformation of data to information and then to knowledge and demonstrate knowledge management.
- Describe the types of communication technologies used in health care information systems for appropriate effective applications.
- Analyze an electronic health record, list its advantages and disadvantages, and review the challenges of implementing electronic health records for possible solutions.
- Identify ways in which health care data can be both compromised and secured.
- Examine the issues of confidentiality, ethics, and governmental regulation and influence as they relate to safeguarding health care information.
- Employ processes for evaluating health care information system investments.
- Analyze the advantages and barriers of evolving and emerging health care information systems.

Institutional Outcomes:

- **Information Literacy and Communication** - Utilize appropriate current technology and resources to locate and evaluate information needed to accomplish a goal, and then communicate findings in visual, written and/or oral formats.
- **Relational Learning** - Transfer knowledge, skills and behaviors acquired through formal and informal learning and life experiences to new situations.
- **Thinking Abilities** - Employ strategies for reflection on learning and practice in order to adjust learning processes for continual improvement.
- **Quantitative and Scientific Reasoning** - Follow established methods of inquiry and mathematical reasoning to form conclusions and make decisions.
- **Community and Career** - Participate in social, learning, and professional communities for personal and career growth.

MEDIA/EQUIPMENT/SOFTWARE REQUIREMENTS:

Instructors at Bryant & Stratton College, are content-area experts, select the textbooks and media associated with all courses. The supplemental syllabus identifies the resources students must acquire for this specific course.

SKILLS ASSISTANCE: The instructor will be available for Skills Assistance hours. The times and locations are published in the supplemental syllabus.

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TOPICS TO BE COVERED MAY INCLUDE:

Overview of Health Care Information Systems

- History of Health Care Information Systems
 - Early Health Record Systems
- Types of Information Systems Used in Health Care
 - Corporate Information Systems Used in Health Care
 - Financial Management Information Systems (FMISs)
 - Human Resource Management Information Systems (HRMISs)
 - Facilities and Materials Management systems (FMMSs)
 - Clinical Information Systems
 - Primary Health Care Information Systems
 - Acute Care Health Management Information Systems
 - ❖ Coding and Classification Systems
 - Diagnosis Related Groups (DRGs)
 - Inpatient Coding
 - Outpatient Coding
 - ❖ Registries
 - Cancer Registries
 - AIDS Registries
 - Diabetes Registries
 - Organ Transplant Registries
 - Related Health Information Systems
 - ❖ Nursing Administration
 - ❖ Pharmacy Systems
 - ❖ Computer-Enhanced Radiology
 - Issues with Integrating Corporate and Clinical Information Systems

Managing Health Information Systems and Services

- Information Technology Department Organization
 - Chief Information Officer (CIO)
 - CIO Accountability
 - CIO Competencies
 - Informatics Nursing Specialist (INS)
 - INS Accountability
 - INS Competencies
- Portfolio Management Office (PMO)
 - Planned Initiatives
 - Projects
 - IT Services (applications)
- Managerial Accountability
 - Role of the CIO

Communicating Health Care Data

- Communication Technologies Used in Health Care
 - Multiplexed Systems and Fiber Optics
 - Wireless Systems
 - Bar Coding
 - Mobile Health Systems (M-Health Systems)
 - Internet
 - Online Health Resources
 - Intranets
 - Extranets
- Computerized Physician Order Entry (CPOE)
- Telehealth
 - Transmission of Medical Data and Images (Store-and-Forward Telehealth)
 - Remote Monitoring
 - Patient-Centered e-Health and Personal Health Informatics
 - Consumer Informatics

Electronic Health Records (aka Electronic Medical Records)

- Information Contained in an EHR
 - Text (such as notes and reports)
 - Data for Calculations and Decision Making (such as lab reports)
 - Multimedia (such as medical images)
 - Documentation (such as signed consent forms)
- Advantages
 - Reduce Costs
 - Improve Quality of Care
 - Promote Evidence-Based Medicine
- Disadvantages
 - Costly for Providers
 - Poor Functionality of Existing EHR Software and Systems
 - Lack of Interoperability between Systems
- Issues with Implementing EHR
 - Ownership and Maintenance of Records

Safeguarding Health Care Information: Security and Ethics

- Health Care Information Standards and Regulations
- Data Integrity
 - Mistakes in Data Entry
- Computer Crime
 - Access Control
 - Use of Biometrics
 - Security Plans/Procedures
 - Data Encryption
- Disaster Recovery
- Confidentiality of Health Information

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- Role of the CEO
- Management's Role in Major Health Care Information Technology Initiatives

Strategic Planning for Health Information Systems

- - Health System Planning
 - Need for Planning
 - Data Sources for Planning
 - Information Systems Planning
 - Information System Requirements
 - Strategies for HMIS Planning
 - Methods for HMIS Planning
 - Critical Success Factors
 - Ends/Means Analysis
 - Business Systems Planning
 - Soft Systems Methodology
 - Issues in HMIS Planning
 - Needs Assessment
 - Evaluate Current System
 - Identify Additional Capabilities
 - Document Workflows
 - Planning an Integrated Information System

Health Information System Architecture, Implementation, and Support

- Hardware Components
- Software Components
- User Interface
- Network Components and Topologies
- System Implementation

Data Warehousing and Data Mining

- Transforming Data into Information into Knowledge
- Sources of Health Care Data
- Quality of Health Care Data
- Knowledge Management
 - Knowledge-Based Workflows
- Analyzing Data

- HIPAA Compliance
- Confidentiality in Health Research
- Patient Rights

- Governmental Influence in Health Care Information Management
- HIPPA Regulation
- Security and Confidentiality Issues
- Ethical Considerations

Assessing the Health Care Information System and Realizing Value

- Evaluating the HCIS Investment
 - Tools for Evaluating HCIS Investments
 - Process for Evaluating HCIS Investments
- Issues in Evaluating the HCIS Investment and Challenges of Realizing Value

Evolving Health Care Information Systems

- Decision Support Systems (DSS) and Executive Information Systems (EIS)
- Integrating Delivery Systems
- Integrating Health Provider Organizations
- Emerging Forms of Health Management Information Systems
- Implementing a National Health Care Information Network
 - Advantages
 - Barriers
 - Standards
- Public/Community Health Systems
- Global Perspective for Health Information Technology

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HTHS 315 HEALTHCARE FINANCE AND ACCOUNTING MANAGEMENT			
<p>This course syllabus is a contract between you and Bryant & Stratton College. It represents the minimum expected learning outcomes for this course. Your instructor will also provide a supplemental syllabus describing the approach to the course, instructional methods, tracking calendar, assignments, assessments and grading scheme, plus guidelines for your success.</p>			
Semester Credit Hours: 3	Instructional Hours: 3		Term: Winter 2014
Proficiency Available: NO	Prerequisite(s): ACCT 110 Accounting Principles I, HTHS 301	Co-requisite(s):	Date of Last Revision: 11/2013
COURSE CATALOG DESCRIPTION:			
<p>This course provides foundational instruction in the financial management principles, practices, and techniques used in health care organizations. Students learn to examine and understand statements of operation, balance sheets, and cash flow statements in order to make administrative decisions. This course is designed to build upon the concepts introduced in basic accounting courses and develop proficiency in applying administrative financial techniques in health care decision making.</p>			
LEARNING OUTCOMES			
<p>Bryant & Stratton College seeks to develop lifelong learning competencies in all students through the development of information literacy skills that assist students to formulate essential questions, research and apply the answers, and communicate the results within the dynamic communities of college, career, and life.</p> <p>Course Outcomes: Upon completion of this course, students will be able to:</p> <ul style="list-style-type: none"> • Identify the factors that influence health care costs and evaluate the methods employed to control costs. • Describe the historical evolution of health care payment systems, the differences between private and public health insurance, and the relationship between payment systems and price setting for health care services. • Analyze and evaluate financial statements for health care organizations. • Plan and prepare budgets, including estimating cash flow, performing breakeven analyses, and calculating return on investment. • Articulate the strategic financial planning process and prepare revenue forecasts, constant growth forecasts, and real-world forecasts. • Calculate the time value of money and understand opportunity costs. • Describe strategies for managing working capital and identify sources of short-term cash and short-term investments. • Identify various ways to acquire capital. • Articulate the factors that influence mergers and acquisitions as they relate to the finances of affected health care organizations. • Articulate the methods used to allocate costs for effective application. • Identify the potential impact of proposed health care finance reform. 			
Institutional Outcomes:			
<ul style="list-style-type: none"> • Information Literacy and Communication - Utilize appropriate current technology and resources to locate and evaluate information needed to accomplish a goal, and then communicate findings in visual, written and/or oral formats. • Relational Learning - Transfer knowledge, skills and behaviors acquired through formal and informal learning and life experiences to new situations. • Thinking Abilities - Employ strategies for reflection on learning and practice in order to adjust learning processes for continual improvement. • Quantitative and Scientific Reasoning - Follow established methods of inquiry and mathematical reasoning to form conclusions and make decisions. • Community and Career - Participate in social, learning, and professional communities for personal and career growth. 			
MEDIA/EQUIPMENT/SOFTWARE REQUIREMENTS:			
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SKILLS ASSISTANCE: The instructor will be available for Skills Assistance hours. The times and locations are published in the supplemental syllabus.			

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TOPICS TO BE COVERED MAY INCLUDE:

Understanding Health Care Costs

- Current Expenditures in the U.S Health Care System
- Factors that Influence Health Care Costs
 - The Cost of Health Care Personnel
 - The Cost of Technology
 - The Cost of Prescription Drugs
 - The Cost of an Aging Population
 - The Cost of Chronic Diseases
 - The Cost of Legal Requirements and Obligations
 - Compliance Issues
 - Litigation Issues
 - The Cost of the Uninsured
- Methods to Control Costs
 - By Payors
 - Diagnosis-related Groups (DRGs)
 - Capitation
 - Ambulatory Payment Classifications (APCs)
 - By Providers
 - Growth in Outpatient Services
 - Use of Information Services
 - ❖ In Direct Care
 - ❖ In Back Office
 - Mergers/Acquisitions
 - By Consumers (consumer-directed health plans)
 - By Proposed Healthcare Finance Reform
- Issues and Ethics of Health Care Cost Control Measures
 - Does Prevention Pay?
 -

Understanding Health Care Revenue

- Financial Viability
- Sources of Revenue
- Health Care Payment Systems
 - Historical Timeline of Payment Systems
 - Early 1900s
 - ❖ "Sickness" Insurance vs. Health Insurance
 - ❖ Establishment of Blue Cross/Blue Shield
 - Mid 1900s
 - ❖ Growth in Demand for Health Insurance
 - ❖ Establishment of Medicare/Medicaid
 - Late 1900s and Early 2000s
 - ❖ Rising Costs
 - ❖ Managed Care
 - ❖ Risk Sharing

Understanding Health Care Financial Statements

- Developing Financial Statements
- Balance Sheet
 - Assets
 - Liabilities
 - Equity
- Statement of Operations
 - Revenue
 - Expenses
 - Direct Costs
 - Indirect Costs
 - Operating Income
- Statement of Cash Flows
- Reserves
- Analyzing Financial Statements
 - Horizontal Analysis
 - Trend Analysis
 - Vertical Analysis
 - Ratio Analysis
- Comparing Financial Statements of Various Types of Health Care Institutions

Budgeting and Management Control

- The Planning/Control Cycle
 - Strategic Planning
 - Controlling Activities
- Types of Budgets
 - Capital Budget
 - Estimating Cash Flow
 - Breakeven Analysis
 - Return on Investment
 - Cash Budget
 - Cash Inflows
 - Cash Outflows
 - Ending Cash Balance
 - Operating Budget
 - Statistics Budget
- Zero-Base Budgeting
- Benchmarking at the Department Level
- Actual and Static (Projected) Budget Variance Analysis

Strategic Financial Planning

- The Strategic Planning Process
- Revenue Forecasting
- Constant Growth Forecasting
- Real-World Forecasting
- Integrating the Financial Plan with Management Controls

Understanding the Time Value of Money

- Calculating Future Value (Compounding)
- Calculating Present Value (Discounting)
- Opportunity Costs

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- Private Insurance vs. Government-Sponsored Insurance
 - Setting Prices for Health Care Services
 - Payment Systems and Their Relationship to Price Setting
 - General Factors of Pricing
 - Justifying Health Care Prices
 - Denial Management Solutions
 - Payment Processing Solutions
 - Trade Credit/Payables/ Disbursement Policies
 - Bank Loans
 - Short-Term Cash Investments
 - Money Market Funds
 - Certificates of Deposits
 - Treasury Bills
 - Commercial Paper
 - Acquiring and Managing Capital
 - Equity Financing
 - Long-Term Debt Financing
 - Bank Term Loans
 - Conventional Mortgages
 - Bonds
 - The Bond Issuance Process
 - Lease Financing
 - Operating Lease
 - Capital Lease
 - Lease vs. Purchase Analysis
 - Endowments
- Annuities & Perpetuities
- Managing Working Capital**
- Working Capital Management Strategies
 - Asset Mix Strategy
 - Financing Mix Strategy
 - Cash Management
 - Sources of Short-Term Cash
- Revenue Cycle Management (Billing, Collections)**

Advanced Topics in Health Care Finance

- Mergers and Acquisitions
 - Motives for Mergers and Acquisitions
 - Types of Mergers
 - Friendly Takeover
 - Hostile Takeover
 - Corporate Alliances
 - Goodwill
 - Valuing the Business
 - Setting the Bid Price
 - Structuring a Takeover Bid
 - Due Diligence Analysis
 - Antitrust Considerations
 - Accounting for Combined Businesses
- Allocating Costs
 - Cost-to-Charge Ratio
 - Step-Down Method
 - Allocating Utility Costs
 - Allocating Administrative Costs
 - Allocating Laboratory Costs
 - Activity-Based Costing Method
- Future of Health Care Finance
- Changing Regulations
- Changing Reimbursement Methods
 - Pros & Cons of a Single-Payer System

The Reform Movement

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HTHS 305 LEGAL ASPECTS OF HEALTHCARE MANAGEMENT			
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Semester Credit Hours: 3	Instructional Hours: 3	Term: Winter 2014	
Proficiency Available: NO	Prerequisite(s): AHLT 111 Introduction to Healthcare	Co-requisite(s):	Date of Last Revision: 11/2013
COURSE CATALOG DESCRIPTION:			
This course explores in part the essential legal aspects ethical and bioethical components of the health care industry.. Included is background information regarding the evolution of the health care system as well as a primer in applicable health care laws. Students learn about the anatomy of a lawsuit as well as the responsibilities and liabilities of all health care professionals and organizations. Patient rights and responsibilities are discussed along with the ethical responsibilities of health care providers.			
LEARNING OUTCOMES			
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Course Outcomes: Upon completion of this course, students will be able to:			
<ol style="list-style-type: none"> 1. Debate the "right" to health care in the U.S. from a global perspective. 2. Analyze laws that apply to the health care environment. 3. Articulate the rights and recourse of a health care professional as it applies to the legal process for a lawsuit. 4. Examine the specific rights and responsibilities of health care professionals. 5. Analyze the liability issues for health care corporations, departments within a health care organization, as well as various occupations within the health care field to inform decision making. 6. Explain the meaning of "Informed Consent" and describe the various forms of consent. 7. Examine the rights and responsibilities of a patient. 8. Analyze the ways in which a patient's privacy is protected for effective healthcare records, and situations that mandate patient information reporting. 9. Examine acts by a health care professional or organization that would be considered criminal. 10. Explain the purpose of contracts and antitrust within the health care setting. 11. Articulate the ethical codes that govern health care providers. 12. Examine the rights of vulnerable populations in regards to biomedical ethical issues. 13. Explain the health care provider's role in end of life decisions, and the role of patient rights in end of life decisions. 			
Institutional Outcomes:			
<ul style="list-style-type: none"> • Information Literacy and Communication - Utilize appropriate current technology and resources to locate and evaluate information needed to accomplish a goal, and then communicate findings in visual, written and/or oral formats. • Relational Learning - Transfer knowledge, skills and behaviors acquired through formal and informal learning and life experiences to new situations. • Thinking Abilities - Employ strategies for reflection on learning and practice in order to adjust learning processes for continual improvement. • Quantitative and Scientific Reasoning - Follow established methods of inquiry and mathematical reasoning to form conclusions and make decisions. • Community and Career - Participate in social, learning, and professional communities for personal and career growth. 			
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SKILLS ASSISTANCE: The instructor will be available for Skills Assistance hours. The times and locations are published in the supplemental syllabus.			

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TOPICS TO BE COVERED MAY INCLUDE:

Introduction to Public Health, Ethics, and Human Rights

- Health Care Historical Perspective
- Ethics and Human Rights Perspectives

Health Care Law

- Introduction to Law
 - Sources of Law
 - Government Organization
- The Legal System
- Alternative Dispute Resolution
- Major Areas of Health Care Law
- Health Care Law vs. Public Health Law
- Reading the Law

Legal Process

- Attorney-Client Privilege
- Pleadings
- Liability of Selected Departments

Physicians and the Law

- Physician Supervision and Monitoring
- Physician Negligence
- Misrepresentation of Credentials
- Limitations of Requested Privileges
- Timely Diagnosis
- Misdiagnosis
- Medication Errors
- Surgery
- Failings
- Delaying Treatment
- Inadequate History and Examinations
- Choice of Treatment
- Efficacy of Test Questioned
- Imaging Studies/Radiology
- Aggravation of Pre-existing Condition
- Loss of Chance of Survival
- Possibility of Survival Destroyed
- Lack of Documentation
- Premature Discharge
- Infections
- Abandonment
- Improper Performance as a Physician
-

Nurses and the Law

- Broadening Scope of Practice
- Nursing Diagnosis
- Nurse Licensure
- Professional Organizations
- Nursing Negligence
- Fields of Nursing
- Medication Errors
- Failings
- Burns
- Infections
- Inappropriate Care
- Delay in Treatment
- Switching of Infants

Patient Rights and Responsibilities

- Patient Self-Determination Act
- Patient Rights
- Patient Responsibilities
- Patient Advocacy

Privacy and Confidentiality

- Health Insurance Portability and Accountability Act (HIPAA)
- Health Care Records Management
- Legal Reporting Requirement

Criminal Aspects of Health Care

- Criminal Law
- Criminal Procedure
- False Claims
- Kickbacks
- HIPAA and Health Care Fraud
- Medicare Fraud and Abuse
- Records Falsification
- Misuse and Theft of Drugs
- Physician Victims of Fraud
- Murder
- Petty Theft
- Sexual Assault

Contracts and Antitrust

- Purpose of a Contract
- Types of Contracts
- Elements of a Contract
- Breach of Contract
- Corporate Contract
- Partnerships
- Agents
- Independent Contractors
- Legality of Object
- Conditions
- Performance
- Nonperformance Defenses
- Statute of Limitations
- Remedies
- Employment Contracts
- Medical Staff Bylaws: A Contract
- Exclusive Contracts
- Restraint of Trade
- Federal Trade Commission
- Sherman Anti-Trust Act
- Hospital Staff Privileges
- Patient Transfer Agreement
- Insurance Contract
-

Health Care Ethics

- Codes of Ethics
- Morality
- Virtues and Values
- Situational Ethics
- Autonomy
- Organizational Ethics
- Professional Ethics

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- Patient Falls
- Restraints
- Surgery: Foreign Objects Left In Patients
- Improper Sterilization
- Monitor Alarm Disconnected

Liability

- Health Care Relationships
- Authority of Health Care Corporations
- Corporate Organizations and Committee Structure
- Doctrine of Respondeat Superior
- Corporate Negligence
- Duties of Health Care Corporations
- CEO Administrator's Role and Responsibility
- Medical Staff
- Theories of Liability
 - Non-intentional Torts
 - Intentional Torts
 - Breach of Contract
 - Breach of Warranty
 - Ostensible Agency
- The Tort System
 - Arbitration and Mediation
 - Structured Awards
 - Pretrial Screening Panels
 - Collateral Source Rule
 - Contingency Fee Limitations
 - Countersuits by Physicians
 - Joint and Several Liability
 - Malpractice Caps
 - No-Fault System
 - Peer Review
 - Professional Misconduct
 - Regulation of Insurance Practices
 - Require Implementation of Best Practices
 - Risk Management
 - Continuous Quality Improvement
 - National Health Care Reform
 - Alternatives to the Tort System
- Liability of Selected Health Care Profession
- Liability of Selected Departments
- Defenses and Limitations on Liability
- Certification of Health Care Professionals
- Licensing Health Care Professionals
- Suspension and Revocation of License

Patient Consent

- Informed Consent
- Assessing Decision-Making Ability
- Lack of Consent
- Information to be Disclosed
- Adequacy of Consent
- Consent
- Right to Refuse Treatment
- Release Forms
- Exculpatory Agreements
- Claims

- Paternalism
- Healthcare Ethics Committee
- Autonomy and Removal of Life Support
- Euthanasia
- Advance Directives
- Patient's Obligation to Make Medical Wishes Known
- Futility of Treatment
- Withdrawal of Treatment
- Do-Not-Resuscitate Orders
- Autopsy
- Organ Donations
- Research and Experimentation

Reproduction

- Fetal-Maternal Decision Making
- Abortion
- Assisted Conception
- Status of Gametes and Embryos
- Human Cloning
- Sterilization
- Wrongful Birth and Wrongful Life
- Ethical Challenges of New Reproductive Technology

End of Life Decisions

- Long Term Care Issues
- Respecting Autonomy of Elders
- Death, Medicine, and Family Decision Making
- Withdrawal of Fluids and Nutrition
- Removal of Life Support
- Do-Not-Resuscitate Orders (DNR)
- Advanced Directives
- Defining Death
- The "Right to Die"
 - United States Constitution
 - Patients with Decisional Capacity
 - Patients without Decisional Capacity
 - Children and Newborns
 - Criminal and Civil Liability
 - Ethical Issues of Physician-Assisted Death

Bryant & Stratton College – Course Syllabus

HTHS 302 HEALTH SERVICES MANAGEMENT II			
This course syllabus is a contract between you and Bryant & Stratton College. It represents the minimum expected learning outcomes for this course. Your instructor will also provide a supplemental syllabus describing the approach to the course, instructional methods, tracking calendar, assignments, assessments and grading scheme, plus guidelines for your success.			
Semester Credit Hours: 3	Instructional Hours:3		Term: Winter 2014
Proficiency Available: NO	Prerequisite(s): HTHS 301 Health Services Management I	Co-requisite(s):	Date of Last Revision: 11/2013
COURSE CATALOG DESCRIPTION: This course provides the student with advanced concepts and applications of the management process in health care. Perspectives from organizational theory and management provide a conceptual basis for understanding and analyzing the practice of management in health care organizations. An overview of the strategic management process is provided. Advanced principles of management in health service organizations, focusing on legal and ethical concepts, corporate compliance, long-range planning, growth through alliances and affiliations, and future trends are discussed.			
LEARNING OUTCOMES Bryant & Stratton College seeks to develop lifelong learning competencies in all students through the development of information literacy skills that assist students to formulate essential questions, research and apply the answers, and communicate the results within the dynamic communities of college, career, and life. Course Outcomes: Upon completion of this course, students will be able to: <ul style="list-style-type: none"> • Employ best practice management and effective leadership techniques to improve employee and organizational performance. • Recognize and respond to the complex legal and ethical concepts relating to the management of health care organizations. • Identify issues and evaluate strategies surrounding corporate compliance, conflicts of interest, fiduciary responsibility, fraud, and abuse in health care organizations. • Describe the relationship and responsibilities between and among management and the board of directors in health care organizations. • Explore and articulate effective process through which health care organizations develop and implement strategic and long-range planning and identify outcome measures. • Identify issues surrounding corporate strategic alliances, mergers, and affiliations. • Analyze future trends and challenges in health care. Institutional Outcomes: <ul style="list-style-type: none"> • Information Literacy and Communication - Utilize appropriate current technology and resources to locate and evaluate information needed to accomplish a goal, and then communicate findings in visual, written and/or oral formats. • Relational Learning - Transfer knowledge, skills and behaviors acquired through formal and informal learning and life experiences to new situations. • Thinking Abilities - Employ strategies for reflection on learning and practice in order to adjust learning processes for continual improvement. • Quantitative and Scientific Reasoning - Follow established methods of inquiry and mathematical reasoning to form conclusions and make decisions. • Community and Career - Participate in social, learning, and professional communities for personal and career growth. 			
MEDIA/EQUIPMENT/SOFTWARE REQUIREMENTS: Instructors at Bryant & Stratton College, are content-area experts, select the textbooks and media associated with all courses. The supplemental syllabus identifies the resources students must acquire for this specific course.			
SKILLS ASSISTANCE: The instructor will be available for Skills Assistance hours. The times and locations are published in the supplemental syllabus.			

Bryant & Stratton College – Course Syllabus

TOPICS TO BE COVERED MAY INCLUDE:

Organizational Structure and Behavior

- Organizational Theory and Design
- Organizational Structure and Staffing
- Teamwork
 - Who Is on the Team?
 - Team Communication
 - Managing Teams of Healthcare Professionals
- Intergroup Relationships
- Managing Under Difficult Circumstances
 - Cutbacks/Downsizing
 - Fluidity and Constant Change
- Committees
 - Purpose and Use of Committees
 - Limitations and Disadvantages
 - Enhancing Committee Effectiveness

Leadership

- Leadership vs. Management
- Leadership Styles
- Barriers and Challenges

Performance Improvement in Health Care

- Defining Quality in Health Care
- Role of the Manager in Creating High-Performance Health Care Organizations
- Quality Assurance
 - QA Assumptions and Actions
 - Managing Ongoing QA
- Peer Review and Quality Improvement
 - Professional Standards Review Organizations (PSROs)
 - Peer Review Organizations (PROs)
- Continuous Quality Improvement
 - CQI in Health Care
 - Applying CQI
- Other Quality Improvement Models
 - Benchmarking
 - Six Sigma Strategies
- Assessment of Healthcare System Improvement
- Adapting Customer Service Techniques to the Health Care Environment

Legal and Ethical Imperatives

- Ethical and Legal Concepts in Health Care
 - Biomedical Concerns
 - Research Hospitals
 - Beginning- and End-of-Life Care
- Role of the Health Care Manager in Legal Concerns
- Conflicts of Interest
- Torts

- Contracts
 - Elements of Contracts
 - Writing, Renewing, and Ending of Contracts Malpractice
- Safety and Security

Corporate Compliance, Fraud, and Abuse

- Fraud and Abuse in the Health Care System
- Medicare and Medicaid Fraud and Abuse
- Kickbacks and Self-Referrals
- OIG Advisory Opinions
- Management Responsibility for Compliance
 - Internal Controls
 - Corporate Compliance Programs
 - Model Compliance Plans
- Accreditation and Licensure
 - Managing the Accreditation Process
 - Maintenance of Licensure
- Managing HIPAA Compliance

Governance and the Board of Directors

- Governance Principles and Functions
- Roles and Responsibilities of the Board in Health Care
- Board Effectiveness
- Board/Management Relations
- Paying the Board

Strategic and Long-Range Planning

- Purpose and Importance of Strategic Planning
- The Role of the Healthcare Manager in Strategic Planning
- The Planning Process
 - Defining Core Values, Philosophy, and Mission Statements
 - Setting Goals and Objectives
- Environmental Analysis and Assessment
- Strengths and Weaknesses Analysis
- Rollout and Implementation
- Monitoring and Control

Growth through Strategic Alliances and Affiliations

- Alliances in Health Care
 - Purpose of Alliances
 - Types of Alliances
 - Ongoing Management of Alliances
- Mergers and Affiliations

Future Trends in Health Care

- The Globalization of Health Care
- The Aging U.S. Population
- Meeting the Needs of America's Recent Immigrant Population
- Competition from Emerging Health Care Delivery Options
- Information Transparency and its Effect on Patient Safety
- Terrorism and Disaster Management
- Consumer-directed Health Care

Bryant & Stratton College – Course Syllabus

HTHS 301 HEALTH SERVICES MANAGEMENT I

This course syllabus is a contract between you and Bryant & Stratton College. It represents the minimum expected learning outcomes for this course. Your instructor will also provide a supplemental syllabus describing the approach to the course, instructional methods, tracking calendar, assignments, assessments and grading scheme, plus guidelines for your success.

Semester Credit Hours: 3	Instructional Hours: 3	Term: Winter 2014
Proficiency Available: NO	Prerequisite(s):	Co-requisite(s):
		Date of Last Revision: 11/2013

COURSE CATALOG DESCRIPTION:

This course provides an overview of global health care systems and a review of the theoretical, conceptual foundations, and practices of health services management. The manager's role in planning, organizing, staffing, directing, and monitoring are introduced and discussed. Approaches to managing major functional areas of the health care organization are reviewed including communication, human resources, financing and budgeting, and legal/regulatory. Students will understand governance in an organization and learn about best practices for quality and ethical management and the importance of monitoring influences in the external environment.

LEARNING OUTCOMES

Bryant & Stratton College seeks to develop lifelong learning competencies in all students through the development of information literacy skills that assist students to formulate essential questions, research and apply the answers, and communicate the results within the dynamic communities of college, career, and life.

Course Outcomes: Upon completion of this course, students will be able to:

- Describe the current health care system from a global perspective.
- Assess the role, trends, and challenges in health care management
- Employ basic management techniques in health care organizations.
- Develop an understanding of and implementation strategies for motivation and conflict resolution in health care.)
- Evaluate the critical role that communication plays in a health care organization.
- Articulate the function and importance of human resources management.)
- Identify issues in staffing and organization of health care personnel.
- Identify the significant role of information technology in health care management.
- Identify future trends in legal, regulatory, and ethical issues.
- Demonstrate an understanding of financial responsibility and the budgetary process in health care

Institutional Outcomes:

- **Information Literacy and Communication** - Utilize appropriate current technology and resources to locate and evaluate information needed to accomplish a goal, and then communicate findings in visual, written and/or oral formats.
- **Relational Learning** - Transfer knowledge, skills and behaviors acquired through formal and informal learning and life experiences to new situations.
- **Thinking Abilities** - Employ strategies for reflection on learning and practice in order to adjust learning processes for continual improvement.
- **Quantitative and Scientific Reasoning** - Follow established methods of inquiry and mathematical reasoning to form conclusions and make decisions.
- **Community and Career** - Participate in social, learning, and professional communities for personal and career growth.

MEDIA/EQUIPMENT/SOFTWARE REQUIREMENTS:

Instructors at Bryant & Stratton College, are content-area experts, select the textbooks and media associated with all courses. The supplemental syllabus identifies the resources students must acquire for this specific course.

SKILLS ASSISTANCE: The instructor will be available for Skills Assistance hours. The times and locations are published in the supplemental syllabus.

Bryant & Stratton College – Course Syllabus

TOPICS TO BE COVERED MAY INCLUDE:

Overview of the U.S. Health Care System

- Classifying Health Care Systems
 - Hospitals
 - Ambulatory Care
 - Acute Care
 - Mental Health Services
 - Other Health Care Institutions and Providers
- The Profit Sector
- The Nonprofit Sector
- Government and the Health Care System
- The Changing Health Care System
 - Economic Influences
 - Social Influences
 - Political Influences
 -

Role of the Health Care Manager

- Career Opportunities in Health Care Management
 - Academic Requirements
 - Professional Affiliations
 - ACHE
 - MGMA
 - HFMA
 - AHIMA
 - ACHCA
- Managerial Authority and Rising through the Ranks
- Values and Ethics in Management
- Skills and Knowledge for Managers
 - Creating the Organization Chart
 - Line and Staff Relationships
 - Problem Solving
 - The Importance of Delegation
- Quality Management
 - Quality Indicators

Motivation and Conflict Management

- Attitude and Behavior
- Motivation and Employee Satisfaction
- Motivating Professionals
 - Physicians
 - Registered Nurses
- Motivating Semiprofessionals and Emerging Professionals
 - Licensed Practical Nurses/Licensed Vocational Nurses
 - Aides
 - Midlevel Practitioners
- Motivating Allied Health Professionals, Consultants, and Independent Contractors
- Approaches to Conflict Management
 - The Causes of Conflict
 - Levels of Conflict
 - Managing Conflict
 - Negotiation and Third-party Intervention
 - Organizational Motivation
 - Incentives and Rewards

Communication Function of the Manager

- The Critical Role of Communication

- Incentives and Rewards

Communication Function of the Manager

The Critical Role of Communication

- Effective Communication Skills
- Effective Negotiation Skills

Human Resources Management

- Key Functions of Human Resources Management
- Workforce Planning and Recruitment
- Employee Retention
 - Orientation
 - Training and Development
 - Mentoring
- Cultural Diversity
 - Diversity Staff Training
 - Cultural Competency in the Workplace
- Performance Management
- Legal and Contractual Responsibilities
- Employees as Drivers of Organizational Performance
- Downsizing

Information Technology and the Health Care Administrator

- Introduction to Information Technology in Health Care
- Health Information and its Users
- The Role of the Manager in Information Technology

Financial Management of Health Care Organizations

- Elements of Health Care Finance
- Financial Governance and Responsibility
- Understanding the Budgetary Process
- Managing Reimbursement
 - Private Health Plans
 - Medicare and Medicaid
 - The Uninsured
- Other Services
 - Pharmacy Service
 - Food and Nutrition Service
 - Housekeeping and Environmental Service

Current Trends and Issues in Health Care Management

- National Health Spending
- Paying for Health Care
 -
- Politics and Health Insurance
 - Major Legislation
 - Statistics on Health Insurance Coverage and Costs

Future Trends and Issues in Health Care Management

Bryant & Stratton College – Course Syllabus

HEALTH SERVICES ADMINISTRATION PROGRAM

CODE: HSAD-____-BS

NEW STUDENT

NAME: _____ ID#: _____

SEMESTER 1		Pre-Requisites
	AHLT 111/MAAT111 Introduction to Healthcare	AHLT 100
	COMM 150 Introduction to Information Literacy & Research	
	ENGL 101 Research and Writing I	Placement
	AHLT 100/ MAAT 100 Medical Terminology	
	SOSC 102 Principles of Sociology	

SEMESTER 2		Pre-Requisites
	AHLT 120/MAAT120 Anatomy & Physiology I	AHLT 100
	PSYC 101 Principles of Psychology	
	COMM 201 Public Speaking & Rhetorical Persuasion	COMM 150
	MATH 103 Survey of Math	Placement or MATH 097
	PHIL 250 Practices in Analytic Reasoning & Critical Thinking	

SEMESTER 3		Pre-Requisites
	AHLT 125/MAAT125 Anatomy & Physiology II	AHLT 100
	ECON220 Macroeconomics	
	AHLT 245/MAAT245 Medical Office Systems/Electronic Records	COMM150; AHLT 100
	AHLT 235/MAAT235 Healthcare Reimbursement/Billing Emphasis	COMM 150; AHLT 100
	ENGL 250 Research and Writing II	ENGL 101
	CMSM 001 Internship Prep Seminar	

SEMESTER 4		Pre-Requisites
	HTHS 270 Health Services Internship	CMSM001
	MATH 309 Statistics	MATH 103
	HTHS 301 Health Services Management I	
	ACCT 110 Accounting I	
	XXXX Social Science Elective	

Humanities Electives: LITR 120, LITR 320, ENGL 295, PHIL 317, HUMA 315 HUMA 316

Social Science Electives: SOSC 318, SOSC 330, HIST 300, HIST 315, ECON 325, INSM180

Last Revised Date: 1-2013

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HEALTH SERVICES ADMINISTRATION PROGRAM

CODE: HSAD-____-BS

SEMESTER 5		Pre-Requisites
	HTHS 305 Legal Aspects of Healthcare Management	AHLT 111
	HTHS 302 Health Services Management II	HTHS 301
	ENGL 305 Research & Writing III	ENGL 250
	PHIL 310 Logic and Reasoning	PHIL 250
	HTHS 315 Healthcare Finance & Accounting Management	ACCT 110; HTHS 301

SEMESTER 6		Pre-Requisites
	HTHS 405 Long-Term Care Management	AHLT 111
	SOSC 301 Interpersonal Relations and Group Dynamics	SOSC 102
	HTHS 310 Healthcare Information Systems Management	COMM150
	XXXX Arts & Humanities Elective	
	XXXX Open Elective	

SEMESTER 7		Pre-Requisites
	HTHS 410 Health Research Methods	COMM 150, MATH 309
	HTHS 400 Disaster Planning & Management	AHLT 111
	PSYC 310 Organizational Psychology & Communication	PSYC101
	XXXX Open Elective	
	XXXX Arts & Humanities Elective	

SEMESTER 8		Pre-Requisites
	BUSS 410 Performance Management	HTHS 302
	XXXX Open Elective	
	XXXX Arts & Humanities Elective	
	HTHS 470 Health Services Practicum	
	XXXX Social Science Elective	

Major Electives: None
1/2013

Last Revised Date: 1-2013

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Executive Briefing

**Bachelor of Science
Health Services Administration**

Bryant & Stratton College

**PERSONAL EDUCATION. LIFETIME SUCCESS.
SINCE 1854**

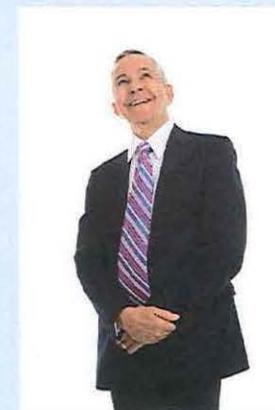
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PERSONAL EDUCATION. LIFETIME SUCCESS.



- ▶ Founded over 150 years ago to provide premier workplace education and work-ready graduates meeting and exceeding employer needs
- ▶ 18 campuses in New York, Ohio, Virginia, Wisconsin and Online Division
- ▶ A Premier Career College



Accreditation/Approval Status



Program Officially accreditation by
Middle States Commission on Higher Education
December of 2009





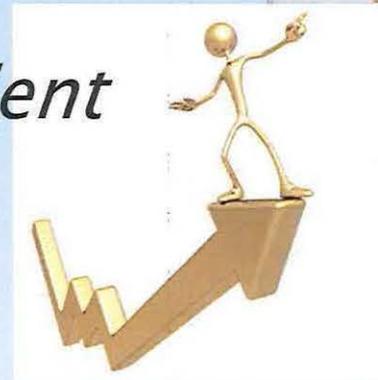
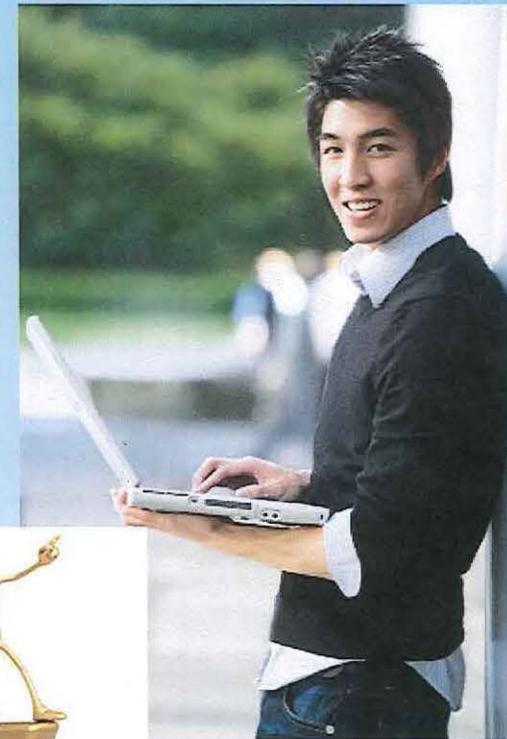
Guiding Each Student



What is the student's vision for their future?

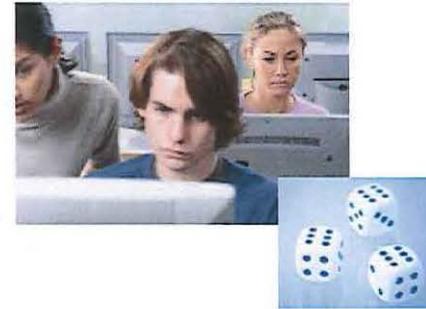
What are the student's strengths?

What will help the student reach their goal?



Intentions Vs. Reality

- ▶ 90% of high school seniors expect to go to college
- ▶ 70% expect to work in professional jobs
- ▶ 67% of high school seniors go on to college
- ▶ 50% finish college in five or more years – many with unproductive degrees
- ▶ 50% fail – no skills, no degree and most have student loans



We Will Not Roll The Dice

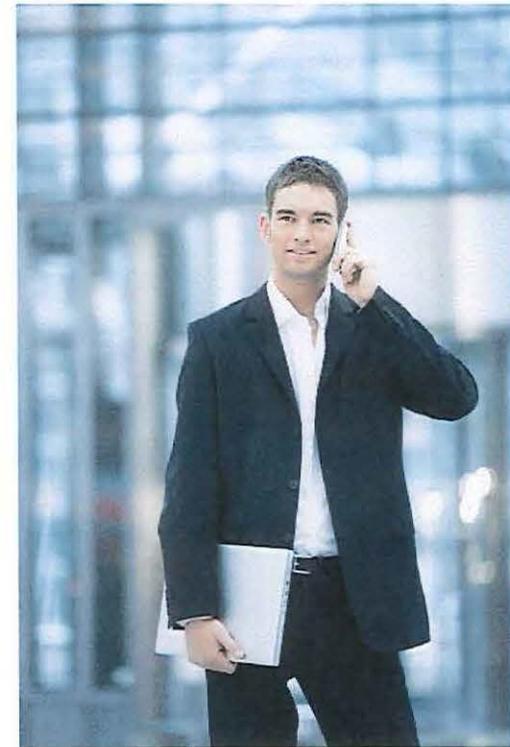
Bryant & Stratton College guides students to complete their degree on-time and attain a job in their field



Cooney, M. (2008, October). *Another Way to Win: Options and Choices in Post Secondary Education*. slide presentation at Bridge for Success, Bryant & Stratton College stakeholder event, Milwaukee, WI.

Why Bryant & Stratton College- Beating the Odds

- ▶ Career focused college
- ▶ Internship in the industry
- ▶ Market driven
- ▶ Placement rate
- ▶ Personalized attention
- ▶ Flexible course delivery



Why Bryant & Stratton College



Student Oriented

- ▶ Small class sizes
- ▶ Individualized attention from instructors
- ▶ Tutoring available on campus/online
- ▶ Academic advising is available to support the student
- ▶ Field experience/internship and job placement services
- ▶ A *Career Map* to plan their future: grow their career and their income

The Health Services Industry



Challenging economic times . . .

*What's really on the horizon
for this industry?*



The Health Services Industry



- ▶ Employment growth is expected between 2006 and 2016*
- ▶ Competencies and skills important – job competition expected*
- ▶ Milwaukee area healthcare employers consulted are excited about this program
- ▶ Energetic and focused individuals who are willing to listen and learn quickly, are in demand

*Bureau of Labor Statistics, U.S. department of Labor, *Occupational Outlook Handbook, 2008-09 Edition, Medical and Health Services Managers*, on the internet at http://www.bis.gov/ocos_014.htm (visited December 11, 2009).

Talent Traits

- ▶ Is ethical
- ▶ Enjoys a high degree of social contact with people of diverse backgrounds and education
- ▶ Enjoys constant communications by telephone, e-mail and in person
- ▶ Works as part of a team and independently
- ▶ Likes the idea of making decisions that greatly impact the provision of healthcare – likes to problem solve
- ▶ Enjoys learning about new ideas and technology applications
- ▶ Is not afraid of working more than 40 hours per week especially when starting out
- ▶ Is self-motivated



Competencies, Skills and Education in Demand *(A sampling)*

Competencies and Skills

- ▶ Communication skills (written and oral) with tact, diplomacy, and flexibility
- ▶ Ability to analyze contradictory data
- ▶ Open to different opinions
- ▶ Effective decision maker
- ▶ Leadership ability
- ▶ Business planning and building, may be responsible for 100s of employees and millions of dollars
- ▶ Adheres to strict compliance /regulatory requirements



Industry Focused Education

- ▶ Bachelor's degree
- ▶ Continuing education, certifications and other licenses after entering the field depending on career track

Program Content

- ▶ History & Practice of Information Systems
- ▶ Introduction to Information Literacy & Research
- ▶ Research and Writing I, II & III
- ▶ Medical Terminology
- ▶ Principles of Sociology
- ▶ Anatomy & Physiology I & II
- ▶ Introduction to Healthcare
- ▶ Public Speaking and Rhetorical Persuasion
- ▶ Survey of Math
- ▶ Practices in Analytic reasoning & Critical Thinking
- ▶ Principles of Psychology

Program Content Continued

- ▶ Healthcare Reimbursement/Billing Emphasis
- ▶ Medical Office Systems/Electronic Records
- ▶ Internship/Capstone
- ▶ Statistics
- ▶ Health Services Management I & II
- ▶ Accounting I
- ▶ Social Science Elective
- ▶ Legal Aspects of Healthcare
- ▶ Logic and Reasoning
- ▶ Healthcare Finance & Accounting Management
- ▶ Long-Term Care Management

Program Content Continued

- ▶ Interpersonal Relations and Group Dynamics
- ▶ Healthcare Information Systems Management
- ▶ Arts & Humanities Elective x 3
- ▶ Open Elective x 3
- ▶ Health Research Methods
- ▶ Disaster Planning & Management
- ▶ Organizational Psychology & Communication
- ▶ Performance Management
- ▶ Practicum and Capstone Project
- ▶ Social Science Elective

Employee Earnings Potential

Medical & Health Services Managers plan, direct, or coordinate medicine and health services in hospitals, clinics, managed care organizations, public health agencies or similar organizations

Employer	Median Earnings
General medical & surgical hospitals	\$78,660
Outpatient care centers	\$67,920
Offices of physicians	\$67,540
Nursing care facilities	\$66,730
Home health care facilities	\$66,720

Lowest 10% Earnings	Median Annual Earnings	Highest 10% Earnings
<\$45,050	\$57,240-\$94,780	\$127,830 <

Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook, 2008-09 Edition, Medical and Health Services Managers*, on the internet at <http://www.bls.gov/ocos/014.htm> (visited December 11, 2009).

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National Employment Projections

Occupational Title	Employment 2006	Projection 2016	Change #	Change %
Medical and health services managers	262,000	305,000	43,000	16%

□Hospitals will continue to employ the most medical and health services managers over the 2006–2016 decade. However the number of new jobs created is expected to increase at a slower rate in hospitals than in many other industries.

□Employment will grow fastest in practitioners’ offices and in home health care agencies.

□Many services previously provided in hospitals will shift to these settings as medical technologies improve.

□Demand in medial group practice management will grow as medical group practices become larger and more complex.

Bureau of Labor Statistics, U.S. department of Labor, *Occupational Outlook Handbook, 2008-09 Edition, Medical and Health Services Managers*, on the internet at http://www.bis.gov/ocos_014.htm (visited December 11, 2009).

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Further Projections

- ❑ Graduates with bachelor's degrees in health administration usually begin as administrative assistants or assistant department heads in larger hospitals. They also may begin as department heads or assistant administrators in small hospitals or nursing care facilities.
- ❑ Managers in all settings will be needed to improve quality and efficiency of health care while controlling costs, as insurance companies and Medicare demand higher levels of accountability.
- ❑ Though graduates with bachelor's degrees in health administration usually begin as administrative assistants or assistant department heads in larger hospitals they also may begin as department heads or assistant administrators in small hospitals or nursing care facilities.

Bureau of Labor Statistics, U.S. department of Labor, *Occupational Outlook Handbook, 2008-09 Edition, Medical and Health Services Managers*, on the internet at http://www.bls.gov/ocos_014.htm (visited December 11, 2009).

Positions and Employer Groups



Entry Positions

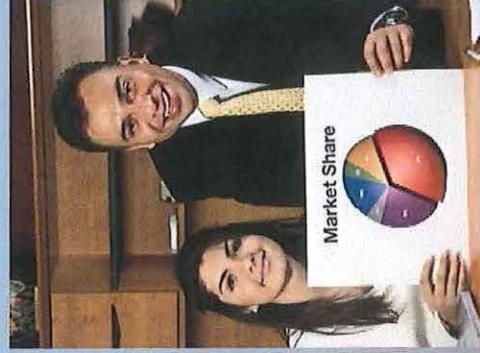
Leads

Clinical Coordinators

Trainers

Supervisors

Assistant Managers



Advanced

Managers

Directors



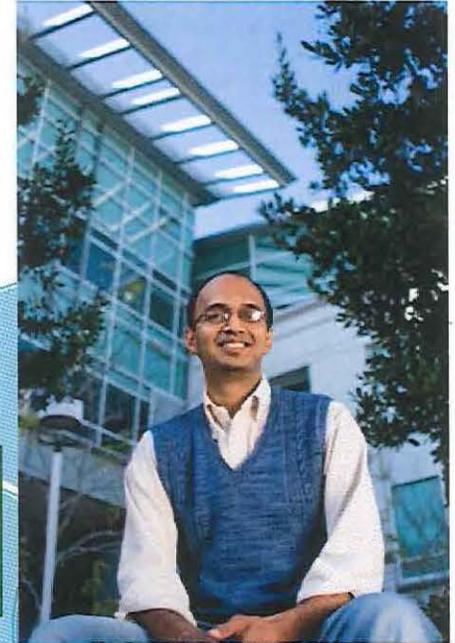
Employment Areas of Growth

- Employment will grow fastest in practitioners' offices and in home health care agencies. Many services previously provided in hospitals will continue to shift to these settings, especially as medical technologies improve. Demand in medical group practice management will grow as medical group practices become larger and more complex.
- Medical and health services managers also will be employed by health care management companies that provide management services to hospitals and other organizations and to specific departments such as emergency, information management systems, managed care contract negotiations, and physician recruiting.

Bureau of Labor Statistics, U.S. department of Labor, *Occupational Outlook Handbook, 2008-09 Edition, Medical and Health Services Managers*, on the internet at <http://www.bis.gov/ocos/014.htm> (visited December 11, 2009).

Bachelor of Science Health Services Administration

A comprehensive approach



Why the Internship?



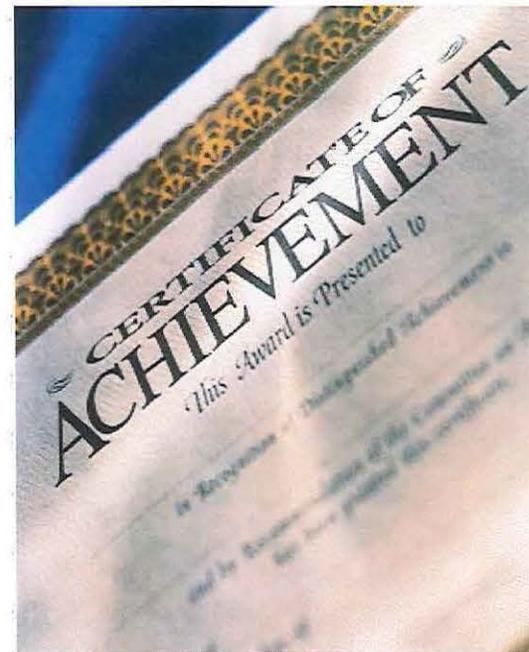
- ▶ Growing need for objective qualified managers
- ▶ Employee sophistication – knowledge
- ▶ Demonstrate proficient math & communication skills
- ▶ Ability to grow career
- ▶ Increased earning potential
- ▶ Improve delivery of healthcare



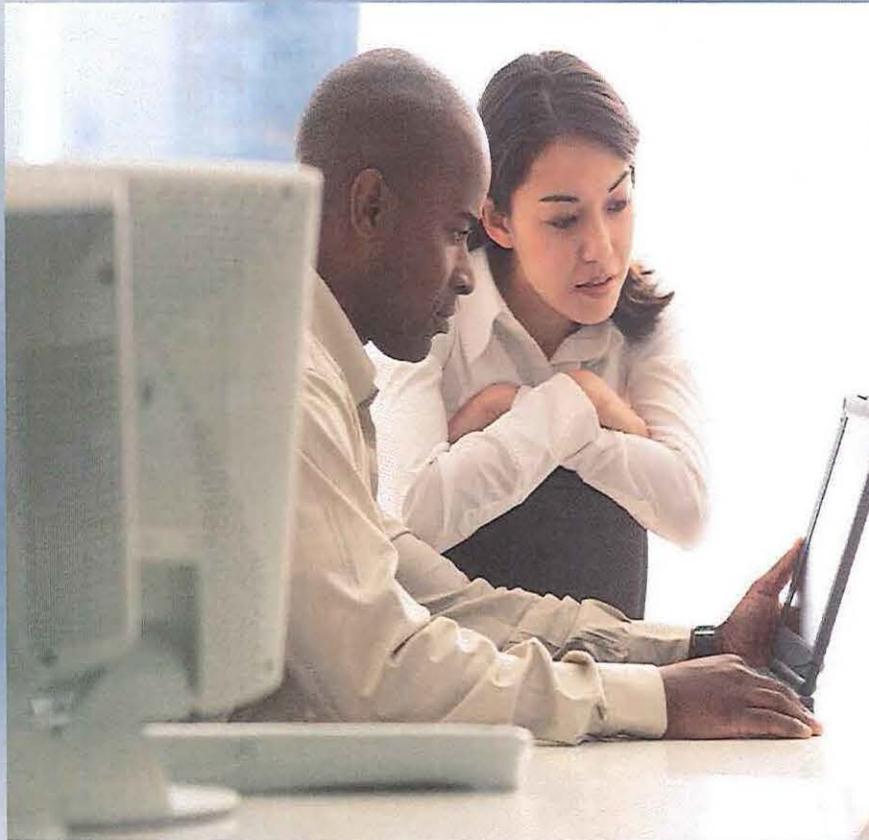


Outcomes of Internship

- ▶ Demonstrate program competence
- ▶ Determine areas of strengths and opportunities
- ▶ Work Experience
- ▶ Ethics



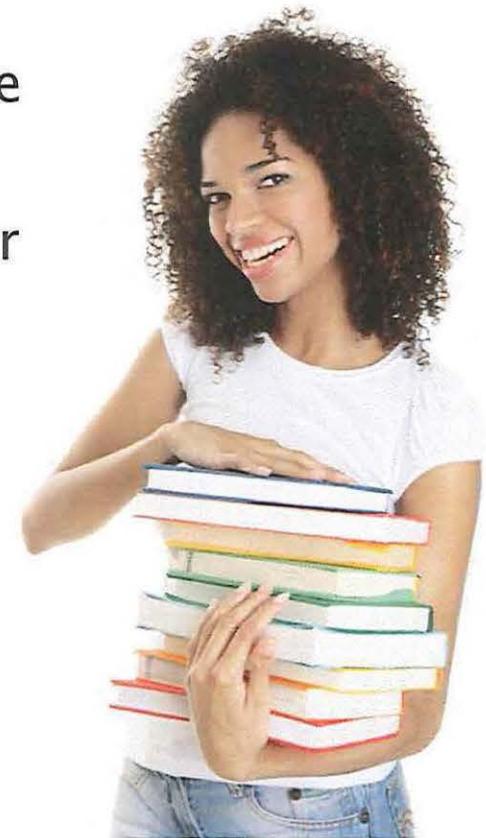
Internship Curriculum Component



Human relations,
conflict resolution,
stress management &
managing change
Ethics, integrity &
managing diversity
Self assessment &
feedback skills
A real world experience

Bachelor of Science Health Services Administration

- ▶ Program starts begin each semester
- ▶ Eight full-time semesters to complete degree (32 months)
- ▶ Courses offered year-round (3 semesters per yr)
- ▶ Admissions / application and acceptance process

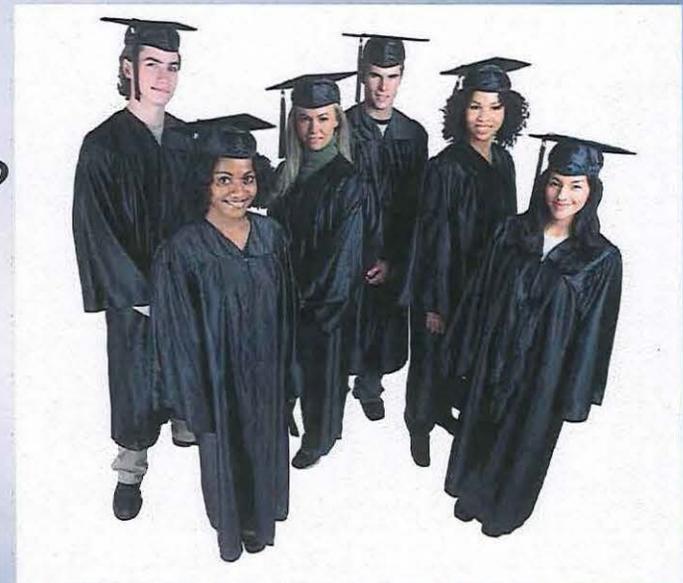


Thank you!



We look forward to preparing work-ready graduates for a lifetime of success

Questions?



**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

1) Name and Title of Person Submitting the Request: Daniel Agne, Bureau Assistant On behalf of Tom Ryan, Executive Director		2) Date When Request Submitted: 5/12/14 Items will be considered late if submitted after 12:00 p.m. on the deadline date: ▪ 8 business days before the meeting for paperless boards	
3) Name of Board, Committee, Council, Sections: Nursing Home Administrator Examining Board			
4) Meeting Date: 5/22/14	5) Attachments: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	6) How should the item be titled on the agenda page? National Association of Long Term Care Administrator Boards 2014 Annual Meeting, June 4-6, 2014 – Consider Attendance, Designate Delegate and Alternate	
7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both	8) Is an appearance before the Board being scheduled? <input type="checkbox"/> Yes (Fill out Board Appearance Request) <input checked="" type="checkbox"/> No	9) Name of Case Advisor(s), if required:	
10) Describe the issue and action that should be addressed: Consider delegating a Board Member and an Alternate to attend the 2014 NAB Annual Meeting, June 4-6, 2014 in Louisville, KY			
11) Authorization			
Daniel Agne			
Signature of person making this request			Date
Supervisor (if required)			Date
Executive Director signature (indicates approval to add post agenda deadline item to agenda)			Date
Directions for including supporting documents: 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline items must be authorized by a Supervisor and the Policy Development Executive Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Bureau Assistant prior to the start of a meeting.			

2014 ANNUAL MEETING THE SEELBACH HILTON LOUISVILLE, KENTUCKY JUNE 4-6



WELCOME TO LOUISVILLE

Situated on the Ohio River, Louisville is the home of the Kentucky Derby, Louisville Sluggers and mint juleps. Its geography lends to a confluence of midwestern and southern cultures, making Louisville one of the most cosmopolitan cities in the country. The downtown area has many dining and shopping venues within walking distance of the hotels, while its riverfront and urban parks offer convenient access for fitness and sightseeing activities.

The Louisville Slugger Museum and Factory, located in the downtown area, is dedicated to the history and production of America's premium baseball bats. Factory tours demonstrate the process of making bats, while the museum galleries showcase the bats used by Babe Ruth, Mickey Mantle, Cal Ripken and other famous players. You can also design a personalized bat for yourself or a future Major Leaguer in your family.

The Belle of Louisville is a restored steamboat that is moored at the downtown wharf and is billed as "the last true Mississippi riverboat still in operation." Cruises on the Ohio River can be purchased for either lunch or dinner buffets, though sightseeing-only tickets are also available. The *Belle* will celebrate her 100th birthday this October.

Churchill Downs is easily the most-famous race track in the world. The home of the Kentucky Derby is only 5 miles south of downtown Louisville and

The Muhammad Ali Center is a museum and cultural center dedicated to the legacy of the World Heavyweight Champion and Louisville's most famous son. Located downtown, the Center details Ali's triumphs in the ring and his extensive history of social and global activism. It also houses interactive exhibits and educational programming centered on Ali's core principles and which serve to "inspire young adults and adults to pursue greatness in their own lives, communities and countries."

Fourth Street Live is a restaurant and entertainment district adjacent to the Hilton. It is comprised of dozens of eateries, bars and shopping places, and there is live music in the summertime.

has races every afternoon Thursday-Sunday. **The Kentucky Derby Museum**, located at the entry of Churchill Downs, commemorates the 139-year history of the race and offers tours of the track, barns and training areas.

For those partial to fine whiskeys, the Louisville area offers several tours of Kentucky's famous bourbon distilleries.

The Urban Bourbon Trail offers a self-guided tour of downtown Louisville's restaurants and bars, at which you can sample from flights of bourbon, enjoy bourbon cocktails or partake of bourbon-based cuisine. You can pick up or download a "bourbon passport" and have it stamped by your server or bartender; visit www.bourboncountry.com for details.



FOR MORE INFORMATION ON LOUISVILLE'S VARIOUS ATTRACTIONS, VISIT WWW.GOTOLOUISVILLE.COM.

Introducing a New Vision for Long Term Care Leadership

The NAB is finalizing and will be presenting the results of an 18 month research project to update the Professional Practice Analysis (PPA). The results of this study will have a profound impact on how future long term care leaders are educated, trained and regulated. It will impact all NAB programs in the future and offers a unique opportunity for the profession, the industry and regulators to collaborate on a new competency model for future leaders.

Implementation Strategy. The PPA Steering Committee will meet in early March to develop a strategic plan of implementation to determine how to integrate the results of this study into existing examination programs, explore potential new examination programs, and assess the impact on existing academic and continuing education programs. The outcome of this session will be introduced through NAB's committee meetings during the Annual Meeting in Louisville for further discussion and action.

Engagement. NAB leadership has established task forces to engage long term care professionals and industry partners to explore how the PPA can support career progression, mobility and standardization of entry to practice. NAB member regulatory Boards and Agencies will play an important role in leading the changes necessary to achieve the full potential of this opportunity to evolve regulation of the profession to reflect contemporary practice and delivery of long term care services and supports.

You Are Invited to Shape the Future.

This may be one of NAB's most important meetings ever. Don't miss this opportunity to represent your state and bring your voice to the table as we engage in these important discussions and decisions that will shape the future of NAB and the regulation of the long term care profession.

2014 ANNUAL MEETING PROGRAM

All meetings and events, with the exception of the Thursday night social event, will take place at the Seelbach Hilton; times are subject to change.

Wednesday ■ June 4, 2014

8:30 am – 12:00 pm	Executive Committee Meeting
8:30 am – 5:00 pm	NHA Exam Committee Meeting* RC/AL Exam Committee Meeting*
1:00 pm – 3:00 pm	NAB Foundation Meeting
2:00 pm – 6:00 pm	Registration
3:00 pm – 4:00 pm	Orientation to NAB (<i>open to all – especially first time attendees</i>)
4:00 pm – 6:00 pm	State Executive Forum State Board Member Forum Academic Forum NCERS Forum
6:30 pm – 8:00 pm	Chairman's Reception

Thursday ■ June 5, 2014

7:00 am – 8:00 am	Breakfast Buffet
8:00 am – 10:00 am	Opening Session and Keynote Speaker Presentation: Larry Minnix, President & CEO of LeadingAge
10:00 am – 10:15 am	Break
10:15 am – 12:00 pm	Continuing Education Meeting Member Relations and Outreach Meeting
11:00 am – 12:00 pm	Exam Development Orientation (<i>If you are interested in serving on either the NHA or RC/AL Exam Committee or as an Item Writer, or want to learn more about the Exam development process, this orientation is a MUST attend</i>)
12:00 pm – 2:00 pm	Luncheon and Leadership Awards Presentation
2:00 pm – 4:00 pm	State Governance and Regulatory Issues Meeting Education Meeting
3:00 pm – 3:15 pm	Break
6:00 pm – 9:00 pm	Evening Social Event

Friday ■ June 6, 2014

8:00 am – 9:00 am	Breakfast Buffet
9:00 am – 12:00 pm	Board of Governors Meeting

*By invitation only



Hotel

The Annual Meeting will be held at the Seelbach Hilton, a Louisville landmark that appears on the National Register for Historic Places and which inspired scenes from F. Scott Fitzgerald's *The Great Gatsby*. The hotel melds the elegance of the early 20th century architecture with modern luxury hotel amenities. The Seelbach is located in the heart of downtown Louisville, next to the city's vibrant Fourth Street scene and within walking distance of many of its museums and attractions. For detailed information on the hotel, please visit www.seelbachhilton.com.

Reservations

A limited number of guestrooms have been reserved at a discounted nightly rate of \$169.00 single/double (additional

state and local taxes on room rates will apply, currently at 15.01%) for NAB attendees. To make reservations, call the Seelbach at 1-502-585-3200 by Tuesday, May 13, 2014. In order to receive this special rate, you must mention that you will be attending the NAB Annual Meeting. After May 13, or once the block has been filled (whichever comes first), reservations will be accepted on a space- and rate-available basis. Check-in time is 3:00 PM and check-out time is 12:00 Noon.

Transportation

Louisville International Airport (SDF) is located 7.5 miles south of downtown Louisville, or about a 10 minute ride. The Seelbach operates a complimentary shuttle from the airport every 30 minutes on the quarter-hour; contact the hotel prior to your departure to ensure a seat on the shuttle. Taxis are available outside the airport with a fare of approximately \$20.00 one-way. TARC (Louisville's public transportation system) runs a bus from the terminal to downtown; the Route 2-Second Street Bus leaves the airport every 35 minutes during rush hour and every 70 minutes between 9:30 AM and 2:00 PM. One-way bus fare is \$1.75, or 80 cents for seniors. Visit www.ridetarc.org/maps-schedule/ for bus timetables.

Dress

Business casual attire is appropriate for all meetings. The outdoor temperature and meeting rooms may vary. The average temperature for Louisville in June is in the mid 80's F during the day and in the mid 60's F in the evenings.

2014 ANNUAL MEETING THE SEELBACH HILTON LOUISVILLE, KENTUCKY JUNE 4-6

NAB National Association
of Long Term Care
Administrator Boards

1444 I Street, NW, Suite 700
Washington, DC 20005
Tel: 202-712-9040
www.nabweb.org



3 Easy Ways to Register

ONLINE Visit www.nabweb.org

FAX Fax completed form to 202-216-9646

MAIL NAB, 1444 I Street, NW, Suite 700, Washington, DC 20005 Attn: Jason Silberberg

1 ATTENDEE INFORMATION

Name: _____

Employer: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ Email: _____

2 BADGE INFORMATION

Name: _____

Affiliation: _____

City: _____ State: _____

State Board Member? Yes No Is this your first NAB Meeting? Yes No

Do you have any special dietary requirements or special accommodations? Yes No Describe: _____

3 ATTENDEE BINDER

NAB does not provide a hard copy of the meeting binder to attendees, unless they specifically indicate that they want one. All attendees will receive an electronic copy of the meeting binder prior to the meeting. **If you would like a hard copy of the meeting binder, please check here.**

4 REGISTRATION FEES

	By 5/11/14	After 5/11/14	Total
Designated State Board Delegate	\$0	\$0	
Additional State Board Members	\$350	\$425	
Associate and Subscribing Members	\$350	\$425	
Non-Member	\$450	\$525	
Additional Chairman's Reception Tickets (Wednesday)	\$75	\$75	
Additional Social Event Tickets (Thursday)	\$100	\$100	
Additional Breakfast Tickets (Thursday)	\$45	\$45	
Additional Breakfast Tickets (Friday)	\$45	\$45	
Additional Lunch Tickets (Wednesday)	\$60	\$60	
Additional Lunch Tickets (Thursday)	\$60	\$60	
		TOTAL	\$

The above registration fees include all meals and events listed on the meeting program. If you would like to bring a guest, you may purchase individual tickets for selected meals and events above.

5 PAYMENT METHOD NAB requires pre-payment for all meetings.

Check # _____ Mastercard Visa American Express

Card No. _____ Security Code _____ Exp. Date _____

Name on Card _____

Signature _____

All cancellations must be received in writing by NAB via mail, email or fax. A refund, less an administrative fee of \$25.00, will be issued if received by **May 18, 2014**. Due to financial obligations incurred by NAB, no refunds will be issued on cancellations received after **May 18, 2014**. Substitutions from the same company will be permitted at any time prior to the meeting start date without penalty.

COMMITTEES AND MEETINGS

Bylaws Committee

Chair: Gaylord "Z" Thomas, Oklahoma

The Bylaws Committee reviews the Association's bylaws, policies and procedures to ensure that they are designed to support current governance, operations and the attainment of NAB strategic goals.

Continuing Education Meeting

Co-Chairs: Mary Ellen Wilkinson, Nevada
Michael Hickey, Washington

Topics for discussion include how to determine the quality of continuing education course offerings, recommendations to Boards/Agencies regarding minimal standards for continuing education of licensed administrators, and maintaining the efficiency of the National Continuing Education Review Service (NCERS).

Education Meeting

Chair: Jennifer Johs-Artisensi, Wisconsin
Vice Chair: Marianna Kern Grachek, Michigan

Topics for discussion include evaluating educational materials for preparing candidates for the national exam and working with academic institutions on preparing the long term care administrators of tomorrow.

Member Relations and Outreach Meeting

Chair: Margaret McConnell, Nevada
Vice Chair: Tim Chesney, Ohio

Topics for discussion include increased participation by state boards in NAB programs and initiatives and devising marketing and communications messages to reach administrators, governing bodies and the general public on the issues facing long term care administration.

State Governance and Regulatory Issues Meeting

Chair: Lisa Hahn, Virginia
Vice Chair: Gaylord "Z" Thomas, Oklahoma

Topics for discussion include addressing federal and state regulatory issues and their impact on licensure Boards/Agencies and administrators, exploring new educational opportunities focused on ethics and standards of practice, member needs assessment, development of a mentoring program for non-participating and/or new board chairs/state executives and encouraging standardized practices.

Nursing Home Administrator Examination Committee

Co-Chairs: Jim Bennett, Washington
Jonathan Thomas, North Carolina

The NHA Examination Committee is responsible for the development and continuous review of the NAB Nursing Home Administrators Examination.

Residential Care/Assisted Living Administrator Examination Committee

Chair: Del Zook, Oregon
Vice Chair: Heather Anderson, Michigan

The RC/AL Examination Committee is responsible for the development and continuous review of the NAB RC/AL Examination.

State Executive Forum

Facilitator: Sally McKee, Missouri

The State Executive Forum assists state board executives and board secretaries in resolving problems and issues relating to regulation of the practice of long term care administration, discusses matters relating to licensure/reciprocity and shares best practices.

State Board Member Forum

Facilitator: Jonathan Thomas, North Carolina

The State Board Member Forum assists state licensing board members in resolving problems and issues relating to the regulation of the practice of long term care administration, discusses matters relating to licensure/reciprocity and shares best practices related to state board operations and governance.

Academic Forum

Facilitator: Jennifer Johs-Artisensi, Wisconsin

The Academic Forum is for members of the academic community with programs in long term care administration. The forum is designed to facilitate a conversation between educators and NAB on the latest trends in education for long term care administrators and as a forum for educators to provide feedback on NAB's Academic Accreditation Program and share best practices.

NCERS Forum

Facilitator: Mary Ellen Wilkinson, Nevada

The NCERS Forum is for sponsors of NAB-approved continuing education programs. The forum is designed to facilitate a conversation between NAB and approved sponsors on the latest trends in continuing education for long term care administrators and as a forum for sponsors to provide feedback on NCERS policy and procedure.

