



# State Board of Examiners of Nursing Home Administrators

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## *Message from the Board Chair and Executive Director*

Warmest greetings to all members of our licensed nursing home administrator community, the long term care community at large, and the citizens of Maryland. Fiscal Year 2018 was a very successful and productive year for the Board.

Many thanks to our Board Members. Your public service is appreciated and is making a difference. Preceptors, our hats are off to all of you. We could not continue to have AIT's without you and your willingness to serve. You are appreciated, and the work you do is essential to the profession. Thanks so much!

The Administrator-in-Training ("AIT") Meet and Greet is one of the highlights of the year. It was held on April 24, 2018. This initiative allowed for our current AIT's to come together and meet each other in-person and share a day of networking and informative, relevant presentations. Our very own Board Vice-Chair, Geriatrician Dr. Thomas Edmondson, served as a presenter, and Board Member, Pharmacist Dr. Patricia Cash, was the coordinator of this engaging event.

We are excited about all of the things that the Board is currently working on behind the scenes, all in support of its mission to protect the citizens of Maryland. We're looking forward to another great year, as the Board seeks to expand its partnership and cooperative efforts with all members of the long term care community. As always, please feel free to reach out to the Board Office if you have any questions, concerns, or ideas you'd like to share with the Board.

Sincerely,

*Felicia*

**Felicia W. Anthony, MPA, LNHA**  
**Board Chair**

*Ronda*

**Ronda Butler Washington, MPA**  
**Executive Director**



## Posting LNHA Jobs and AIT Openings on the Board's Website

The Board Office is happy to assist your facility by posting any LNHA job openings and AIT openings that you are looking to fill.

Please send the following details to Andrea Hill, Licensing Coordinator, at: [andrea.hill@maryland.gov](mailto:andrea.hill@maryland.gov):

1. Company name, location, contact person's name, e-mail/phone number
2. Position details and requirements
3. Date on which the position closes and should be REMOVED from the Board's website.

## Board-approved 100-hour Nursing Home Administrator Courses for Applicants

### AIT Resources, LLC

Flexible online course taught by an LNHA

Website: [www.aitcourse.com](http://www.aitcourse.com)

E-mail: [Hello@aitcourse.com](mailto:Hello@aitcourse.com)

### St. Joseph's College of Maine

Online courses

**Required courses:** LTC 210 and LTC 450

(800) 752-4723

Website: [www.sjcme.edu](http://www.sjcme.edu)

E-mail: [info@sjcme.edu](mailto:info@sjcme.edu)

## BENHA Spotlight on Customer Service

In June of 2016, Governor Larry Hogan launched the **Customer Service Initiative**, a continuous program designed to foster improvements in customer service across Maryland state agencies. The initiative focuses on three core deliverables: a renewed focus on a strong service culture in state agencies; improved customer service training for state employees; and the establishment of new service performance metrics, which will allow the administration and all Marylanders to track improvements in customer service over time.

In this regard, the Board is proud to maintain high levels of customer service through the Board Office, which consistently has:

- ◆ Typically less than one week turnaround time for license renewals.
- ◆ Typically less than 24-hour response to telephone and e-mail inquiries, including constituent inquiries forwarded to the Board Office from the Maryland Department of Health headquarters.
- ◆ Typically one week or less initial written response to consumer complaints received.

Within the past two years, the Board has continued to provide support to the Nursing Home Administrator Community by offering free posting of open Licensed Nursing Home Administrator positions on the Board website, and also posting open Administrator-in-Training positions on the Board website.

Finally, in support of the Governor's Customer Service Initiative, the Board's Executive Director and Licensing Coordinator have the Maryland Department of Health Customer Service Survey live link at the bottom of their e-mail signatures, to ensure that the Board supports Governor Hogan's focus on outstanding statewide customer service.





**Congratulations and Welcome**  
to our New Licensees for Fiscal Year  
2018 (7/1/2017-6/30/2018)

- Fernanda Azucena
- William Brawders
- LaVerne Buelto
- Michael Daichman
- Robert DiFilippo
- Christopher Fitzgibbons
- Lisa Gibson
- Jahiri Gunthorpe
- Fannie Halton
- Ari Levi
- Dean Mangione
- Maurice McIntyre
- Candace McMullen
- Valerie Nozea
- Elijah Ochung
- Steven Rothwell, Sr.
- Kristin Stoneberg
- Rebecca Travels

**NAB’s AIT and Preceptor Manuals and  
Preceptor Certification Course**

Please visit the following link on the National Association of Long Term Care Administrator Boards (“NAB”) website to find valuable training resources for Administrators-in-Training (“AIT’s”) as well as a free preceptor training program that is approved by the Board: <https://www.nabweb.org/ait/-preceptor-manuals>

Experienced administrators are encouraged to take the preceptor training to become certified preceptors. Quality preceptors are always needed, and this is a great way for you to give back to the profession.

**Statistical Snapshot – Fiscal Year 2018 (July 1, 2017 – June 30, 2018)**

|                                    |      |
|------------------------------------|------|
| New Licenses Issued                | 18   |
| Renewals Processed                 | 228  |
| Active Licensees                   | 512  |
| Inactive Licensees                 | 12   |
| AIT Applications Processed         | 18   |
| Endorsement Applications Processed | 17   |
| Reinstatements of Lapsed Licenses  | 5    |
| Applications for Inactive Status   | 12   |
| Reactivations of Inactive Licenses | 3    |
| Lapsed/non-renewed Licensees       | 267* |

**\*Annotated Code of Maryland**

Health Occupations Article § 9-312(b) states:

“The Board **may not reinstate** the license of a nursing home administrator who fails to apply for reinstatement of the license **within 5 years** after the license expires. However, the nursing home administrator may become licensed by meeting the current requirements for obtaining a new license under this title.”

There are currently 521 active licensees, 25 licensees on inactive status, 267 licensees in a lapsed/non-renewed status\*. There are currently 17 candidates in active AIT programs.

## Current Board Members

**FELICIA W. ANTHONY, MPA, LNHA**  
*Board Chair*, Nursing Home Administrator

**THOMAS EDMONDSON, M.D., CMD, AGSF, FACP**  
*Vice-Chair*, Physician Specializing in Geriatrics

**DEBRA K. BUCKALEW, LNHA**  
Nursing Home Administrator

**PATRICIA A. CASH, Pharm. D., BCGP, CCP**  
Related Health Professional

**STEVANNE A. ELLIS, LBSW**  
State Long Term Care Ombudsman

**KELLY SMITH FRIEDMAN, LNHA**  
Nursing Home Administrator - *Eden Alternative*

**JENNIFER L. GOLDSBOROUGH, RN, MSN, RNP**  
Related Health Professional

**MARGIE HEALD, MS**, Deputy Director, Federal Programs—Office of Health Care Quality

**CHARELL N. MCKENZIE, LCSW-C**  
Geriatric Social Worker

**PHILLIP PAWLUKOVICH, LNHA**  
Nursing Home Administrator

**ROY J. SAVOIE**, Consumer

**BELINDA B. STRAYHORN**, Consumer

**CALVIN E. VAIN, Jr., LNHA**  
Nursing Home Administrator

**VACANT**, Nursing Home Administrator



## Current Board Staff

**RONDA BUTLER WASHINGTON, MPA**  
Executive Director

**ANDREA L. HILL**, Licensing Coordinator

**DAVID WAGNER, Esq.**,  
Assistant Attorney General, Board Counsel

**DANIELLE VALLONE**, Health Occupations Investigator

**VACANT**, Health Occupations Investigator

**LILLIAN REESE**, Legislative & Regulations Coordinator

**LINDA BEYER**, Fiscal Officer

**HENRY HARLE**, Network Supervisor

**OLADUNNI AKINPELU**, Database Specialist

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## Contact Us

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**MARYLAND**  
Department of Health