



# DFS Newsletter

JULY 1, 2005

VOLUME 2, ISSUE 3

## SPECIAL POINTS OF INTEREST:

- Featured DFS Sections: Health Care Personnel Registry & Certificate of Need
- Public Notice: Proposed 2006 State Medical Facilities Plan
- A Note From Data Management
- Marion Lacewell's Farewell

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## Health Care Personnel Registry

The Health Care Personnel Registry Section was created in 1996 as a result of legislative action by the North Carolina General Assembly and reorganization within the Division of Facility Services. At that time, the responsibilities of the Section were expanded, from having limited regulatory authority for monitoring nurse aides working in nursing homes to include other unlicensed health care personnel working in other types of licensed health care facilities. In 1998, 1999 and again in 2000, legislative action broadened the scope of responsibility for the Division and expanded facility reporting requirements.

It is the purpose of the Section to review and determine federal and state compliance of all nurse aide training and competency evaluation programs, to maintain the Nurse



**HCPR INVESTIGATORS: (LEFT TO RIGHT) ROW 1: PAM ANDERSON, CHERYL GUINAN, & DEBBIE HOCKADAY. ROW 2: GINNY MARTIN, JANET JONES, & CONNIE CARSWELL**

Aide I and Health Care Personnel Registries and to conduct investigations of all allegations of resident abuse or neglect, misappropriation of resident or facility property, fraud against a resident or facility and diversion of resident or facility drugs when



**HCPR STAFF (LEFT TO RIGHT) ROW 1: LUWANDA KORNEGAY, SHELIA RAY, & PENNY VITACCO; ROWS 2 & 3: CHERYL RICHARDSON, LYN HAMMONDS, VICKIE FORE, BRENDA SANDERS, PAT KELLOGG, JAYNE BUNN, ASST. CHIEF & LESLIE CHABOT.**

personnel (nurse aides) or unlicensed health care personnel (nurse aides, in-home aides, in-home personal care aides, adult care home personal care aides or their supervisors). Further, the Section is responsible for taking administrative action, within the scope of its regulatory authority, against such individuals when it finds one of these acts has occurred.

Tracking and public awareness of unlicensed assistive personnel and unlicensed health care personnel is also a primary mission for the Section. The Section is responsible for providing a

registry of all nurse aides who have met federal and state training and competency requirements to perform Nurse Aide I tasks. Additionally, it maintains a listing of unlicensed assistive personnel and unlicensed health care personnel who are being investigated for or have been found to have caused harm to a resident or a facility. These listings are contained on the Nurse Aide I Registry and the Health Care Personnel Registry. These listings must be used by an employer for the purpose of screening prospective applicants for employment or reviewing the employment status of a current employee.

Information from both the Nurse Aide Registry and the Health Care Personnel Registry is made available to the general public and all health care providers via Internet access at [www.ncnar.org](http://www.ncnar.org) and through a 24-hour telephone voice response system. Additionally, the Section provides on-line assistance five days a week during normal business hours as a public service to employ-

## HCPR cont'd

ers and the general public for inquiries pertaining to the eligibility of an aide to practice in a health care setting in North Carolina.

HCPR Staff Not Pictured:

Jesse Goodman, Section Chief  
 Hazel Slocumb, Assistant Chief  
 Annie Dunston  
 Barbara Branon-Bissette  
 Teressa Banks  
 Gaynelle Rogers  
 Barbara Powell  
 Karen Durban  
 Stella Haynes  
 Pat Epps  
 Jean Miller-Levette  
 Rosemary Harrell  
 Sharon Moore  
 Rebecca Buck  
 Judy Adkins  
 Shirley Anderson  
 Catherine Allen

## A Note from Data Management...

*In light of recent phishing attacks, the NCMail Team would like to share this information from the ITS Security Sense Newsletter. We hope it helps to prevent NCMail users from getting hooked.*

### Half of Internet Users Are Phish Bait

“Nearly half of all Internet users have been the target of spam e-mails aimed at tricking them into revealing personal information such as their bank details. That’s the disturbing finding from the Phishing Trends study published by Harris Interactive and WebSense. And if you think of phishing as a threat to consumers only, think again: Frequently, phishing victims fall for the ruses at work and give away confidential corporate data, customer records, network passwords, or trade secrets, jeopardizing their employer’s intellectual property. Here are some numbers that jump out of the survey:

33. That’s the percentage of workers who have even heard of phishing. The number disturbs security analysts, who are surprised that two-thirds of all employees have no idea what phishing is.

4. That’s the percentage who admit to falling for the scam and clicking on a link in a phishing e-mail. While it may seem like a low number, experts say it’s far too high; after all, it only takes one employee to place all the company’s data at risk.

50. That’s the percentage of computer users who can’t tell a legitimate Web site from a fraudulent one set up by phishers, according to IT managers...In the past six months, phishing e-mails have grown much more sophisticated and difficult to spot. While early efforts were often unprofessional, typo-filled, and easy to identify, newer phishing scams tend to look extremely professional, and their e-mail messages are persuasive. Some studies find that even security experts may be fooled by 10% to 20% of phishing expeditions. As a result, if you receive an e-mail and have any doubt whatsoever about its legitimacy, do not reply or click on any links in it. Call the company’s 800 number instead and ask to speak with Customer Service.”

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## Upcoming Events



**Independence Day 2005** - The 4th of July is nearly upon us. As we celebrate our independence, let’s also celebrate the men and women who are responsible for maintaining that freedom.

Among your cookouts, pool parties, and celebrations, remember our troops, past and present, who have served this country.



**Employee Appreciation** - The tentative dates for Employee Appreciation Celebrations are September 22, 2005 for our Western Offices and September 26, 2005 for the Raleigh Offices. Remember, the DFS Employees of the Year will be announced at these celebrations. Please put these dates on your calendars and prepare to be appreciated!

Please submit your announcements and/or upcoming events to [sandra.tatum@ncmail.net](mailto:sandra.tatum@ncmail.net)

# Certificate of Need

**The Certificate of Need (CON) Section**, in the Division of Facility Services, is responsible for implementing the North Carolina Certificate of Need Law and ensuring that health care services are developed consistently with the annual State Medical Facilities Plan that is published by the Medical Facilities Planning Section. The purpose of the CON law is to contain health care costs by avoiding costly duplication of healthcare services and facilities while promoting access to services and facilities for medically underserved groups and communities. The law prohibits health care providers from acquiring, replacing, or adding to their facilities and equipment, except in specified circumstances, without the prior approval of the Department of Health and Human Services, which administers the CON law. All new hospitals, psychiatric facilities, chemical dependency treatment facilities, nursing home facilities, adult care homes, kidney disease treatment centers, intermediate care facilities for mentally retarded, rehabilitation facilities, home health agencies, hospices, diagnostic centers, oncology treatment centers, and ambulatory surgical facilities must first obtain a CON before initiating development. A certificate of need is also required before any upgrading or expansion of existing health service facilities or services, which involves a capital expenditure above specified minimums. Before a certificate of need can be awarded, the section staff must conduct a review and analysis of an application and



**CON STAFF (LEFT TO RIGHT) ROW 1: CRAIG SMITH, ASST. CHIEF, MARY EDWARDS, & MIKE MCKILLIP; ROW 2: LEE HOFFMAN, CHIEF & PAIGE STEVENS; ROW 3: MARTHA FRISONE & HELEN ALEXANDER; ROW 4: RHONDA BOGER, MARY HELEN BRINCEFIELD, & ANDREA PHILLIPS.**

develop a set of written findings. Most reviews for new services and equipment are competitive, meaning that more applications are received than can be approved. Often decisions in competitive reviews result in appeals to the Office of Administrative Hearings.

The staff of the CON Section currently consists of the Chief, Lee Hoffman; Assistant Chief, Craig Smith; six project analysts, Andrea Phillips, Helen Alexander, Martha Frisone, Mary Edwards, Mike McKillip, and Ron Loftin; an office manager, Mary Helen Brincefield; and two processing assistants, Paige Stevens and Rhonda Boger. Louise Beville, a career DFS employee, retired from the CON Section on July 1. The CON Section is always looking for promising employees, and is currently in the process of filling two project analyst vacancies. Many of you have seen the project analysts on their daily team-building walks around the Dix Campus or visiting your offices to check on a pro-

vider's quality of care record. We compensate for our monthly decision deadlines and litigation with occasional celebrations, featuring fantastic food. If you have questions about how the Certificate of Need law affects your program, give us a call or come to the CON Section.

# Safety First!



## DFS SAFETY COMMITTEE MEMBERS

- Chair:** Della Woollen, Interim, Construction
- Safety Officer:** Della Woollen, Construction
- Workers Compensation Representative:** Doris Kester, Personnel
- Management Representatives:** Ed Browning, OEMS (Council)  
Nick Rose, Mental Health (Asheville, Black Mountain)
- Employee Representatives:** Nancy Joyce, Acute Home Care (Lineberger/Edgerton)  
Allen Johnson, OEMS (Greenville)  
Barry Mayo, Division Office (Council)  
Diana Barbry, Adult Care (Council)  
Vacant (Broughton)  
Vacant, Mental Health



## Public Notice

Citizens are invited to attend public hearings on the Proposed 2006 State Medical Facilities Plan to be conducted by the North Carolina State Health Coordinating Council (SHCC) at the following times and locations:

Charlotte	July 19, 2005 (Tuesday)	1:30-2:30 p.m.	Carolinas College of Health Sciences Rankin Education Center, Auditorium 1200 Blythe Boulevard Charlotte, NC
Greenville	July 22, 2005 (Friday)	1:30-2:30 p.m.	Eastern AHEC Conference Center (Edwin W. Monroe Center—Pamlico Room) 2000 Venture Tower Drive Greenville, NC
Greensboro	July 27, 2005 (Wednesday)	1:30-2:30 p.m.	Greensboro AHEC Room 0029 Moses Cone Health System 1200 North Elm Street Greensboro, NC
Asheville	July 29, 2005 (Friday)	1:30-2:30 p.m.	Mountain Area Health Education Center (Between Mission St. Joseph's and entrance for Memorial Mission Emergency Room) 501 Biltmore Avenue Second Floor, Classroom #4 Asheville, NC
Wilmington	July 29, 2005 (Friday)	1:30-2:30 p.m.	Coastal Area Health Education Center--Auditorium New Hanover Regional Medical Center 2131 S. 17th Street Wilmington, NC
Raleigh	August 1, 2005 (Monday)	1:30-2:30 p.m.	Jane S. McKimmon Center (Check Front Desk for Room Number) Corner of Gorman St. & Western Blvd. Raleigh, NC

**All persons commenting on the Proposed Plan at the public hearings are asked to supply WRITTEN COPIES of their remarks.**

Persons with disabilities who need assistance to participate in the public hearing are requested to notify the Medical Facilities Planning Section in advance so that reasonable accommodations can be arranged.

The State Medical Facilities Plan projects need for acute care hospital beds, operating rooms, other acute care services, inpatient rehabilitation beds, technology services and equipment, nursing care beds, home health agencies, kidney dialysis stations, hospice home care programs and inpatient beds, psychiatric hospitals, substance abuse treatment facilities, adult care home beds, and intermediate care facilities for the mentally retarded.

Persons wishing to review or purchase the Proposed 2006 State Medical Facilities Plan or who want information about the Plan or the series of public hearings may call 919-855-3865, or write to: Medical Facilities Planning Section, Division of Facility Services, 2714 Mail Service Center, Raleigh, NC 27699-2714. Inquiries may be made to this same address about comments or petitions received regarding the Proposed Plan. The Proposed 2006 Plan and the list of public hearings will also be available for viewing on the Division of Facility Services' web site at:

<http://facility-services.state.nc.us>, then click on "What's New." In addition, copies of the Proposed Plan will be made available to all Area Health Education Centers and to all Lead Regional Organizations (Councils of Government) in the State. **ALL WRITTEN COMMENTS AND PETITIONS ON THE PROPOSED 2006 STATE MEDICAL FACILITIES PLAN MUST BE RECEIVED IN THE MEDICAL FACILITIES PLANNING SECTION OFFICE BY 5:30 P.M. ON FRIDAY, AUGUST 5, 2005.**

# Hello from Personnel!

We've been busy as usual in Personnel, see below list of DFS new employees since the last newsletter.

Mental Health L&C

- Michele Brandow**
- Yvonne Rouse**
- Alesia Mabe**
- Scott Conrad (Asheville office)**

Licensure and Certification

- Ann Modlin**
- Sandra Gentry**
- Mary Pinto—Welcome Back!**

Adult Care

- Beverly Stolarick**
- June Spears**
- Johanna Edwards**

HCPR

- Brenda Sanders**

Retirees

- Louise Beville**
- MayAnn Sawicki**
- Barbara White**

**Benefits Information:**

Where do I find a doctor? What drugs are covered? These were the two most common questions received from State Health Plan members "surfing" their Web site. In an effort to make pertinent information easier to find, the State Health Plan worked with their claims processing contractor, Blue Cross Blue Shield of North Carolina, to bring you a Web site full of the information you are looking for. Information is easier to find and the site is much easier to navigate. So catch the nearest wave to the new and improved site, [www.statehealthplan.state.nc.us](http://www.statehealthplan.state.nc.us), and give it a try. While there, check out the link to the prescription drug site, Medco, and register on their on-line website.

**As a registered user you can:**

- \* Refill and renew prescriptions easily
- \* View up to 18 months of prescription history
- \* Review pharmacy benefit plan highlights
- \* Compare prescription coverage and pricing
- \* And much more.

Do not forget to replace your old State Health Plan card with the new health card



**ADULT CARE NEW  
EMPLOYEE BEVERLY  
STOLARICK**

with Medco's name..... You can not fill your prescriptions without this new card!! If you did not receive a new card, please call our office or you can call the SHP directly at 800-422-4568.

Also, don't forget that the State Health Plan's deductible year is the fiscal year, from July 1 through June 30. This means starting July 1, 2005 you must start over meeting your \$350 deductible for employee only, and \$1050 for employee/children or employee/family coverage.

Coming soon is North Carolina HealthSmart, the State Health Plan's new healthy living initiative! Some services are available now and other, greatly expanded, services will be launched in late 2005! You can access this same SHP website and find information on the following :

- \* [Health promotion, health education and health risk assessment](#)
- \* [Risk reduction](#)
- \* [Worksite wellness](#)
- \* [Disease and case management](#)
- \* [Primary care and pharmacy clinics](#)
- \* [Incentives](#)

Recently the insurance committee for the 18,000 employees of DHHS renegotiated the disability / accident contract with our existing provider, GE through Pierce Insurance Agency. **This program has paid over \$2 million dollars in benefits to DHHS em-**

**ployees in the past two (2) years.** If you have a disability insurance plan purchased over five (5) years ago, do you know what you are paying for? The plan that your insurance committee negotiated has many features that were not previously available.

- \* Benefits do not reduce after three (3) months; benefit remains level
- \* Waiver of premium after ninety (90) days
- \* Partial disability
- \* First day hospitalization
- \* "Own Occupation" definition of disability
- \* Survivor benefit
- \* Pays in addition to any other benefit including sick leave
- \* Hospital and accident rider available to employee, spouse and children

Open enrollment for this plan is through July 31, 2005.

**Hospital Rider: Guarantee on the Family**—If you have questions regarding this plan or the State Health Plan, please call Doris Kester in our DFS HR office at 855-3862.

Have a happy and safe summer!!  
Debbie



**ADULT CARE NEW  
EMPLOYEE JOHANNA  
EDWARDS**



Division of Facility Services

## DFS Newsletter Committee

Sandra Tatum

Reggie Foster, Construction

Denis White, Construction

Wendy Williams, Adult Care

Debbie Souza, Personnel

Michiele Elliott, Adult Care

Kelli Fisk, Medical Facility Planning

Jeff Horton, Licensure & Certification

Lou Morton, Complaint Intake Unit

Joan Byrd, Data Management

Jessica Trembly, Office of EMS

**Special Thanks to Carl VanCott who donates his time and expertise as photographer for this newsletter.**



**MARION D. LACEWELL** WITH THE LICENSURE AND CERTIFICATION SECTION PASSED AWAY UNEXPECTEDLY THE MORNING OF MAY 19, 2005. MARION BEGAN WORKING FOR THE STATE IN 1977 AT CASWELL CENTER IN KINSTON, AND IN 1987 BEGAN WORKING FOR THE LICENSURE AND CERTIFICATION SECTION AS A FACILITY SURVEY CONSULTANT. FOR THOSE OF YOU WHO KNEW MARION, YOU KNOW WHAT I AM TALKING ABOUT WHEN I SAY

THAT WE WERE ALL VERY FORTUNATE TO HAVE WORKED WITH HER, LAUGHED WITH HER, AND GOT TO KNOW SOMEONE WITH A VERY UNIQUE, WARM AND GIVING PERSONALITY. SHE WAS A GREAT EMPLOYEE, A GREAT FRIEND TO MANY, SOMEONE WHO VOLUNTEERED AND GAVE HER TIME TO OTHERS, SOMEONE WHO LOVED LIFE, AND, OF COURSE, ALWAYS A PLEASURE TO BE AROUND. MARION WILL BE GREATLY MISSED BY ALL THOSE WHO KNEW AND LOVED HER, WHETHER ACQUAINTANCE OR FRIEND, AND FOR THOSE WHO DIDN'T KNOW HER, YOU REALLY MISSED A SPECIAL PERSON.

WRITTEN BY: JEFF HORTON, CHIEF LICENSURE & CERTIFICATION

## Recipes



### Pork Tenderloin

2 1/2 - 3 lb tenderloin

Marinate for 3 hrs. in 2/3 C. soy sauce, 1 tsp ginger, and 3 cloves of garlic (minced) or garlic salt.

Then, discard marinade and place tenderloin on grill.

While tenderloin starts to cook, combine:

1/4 C. firmly packed brown sugar

1/3C. honey, and 1 1/2 T. oil

Cook basting sauce over low heat until sugar dissolves (and keep on a low heat while using or it will set too thick). Baste meat while it is grilling.

This is the best tenderloin recipe I've ever sampled.

Submitted by: Ellen Walls