

Chapter 77. Nursing Staffing Agencies Licensing Standards

Subchapter A. General Provisions

§7701. Introduction

A. No nurse staffing agency (NSA) shall be required to obtain a license in accordance with these rules until the initial Rules, regulations, and licensing standards are promulgated by the department in accordance with the Administrative Procedure Act.

B. Any person, partnership, corporation, unincorporated association, or other legal entity operating an agency that meets the definition of an NSA shall submit an initial licensing application and fee to the department within 90 days of the promulgation of the initial rules, regulations, and licensing standards.

1. If the person, partnership, corporation, unincorporated association, or other legal entity is not licensed within 180 days after submission of its initial licensing application and fee, the person, partnership, corporation, unincorporated association, or other legal entity shall cease operations until such time as the person, partnership, corporation, unincorporated association, or other legal entity is licensed as an NSA by the department.

C. No person, partnership, corporation, unincorporated association, or other legal entity may establish, operate, maintain, or advertise as an NSA in Louisiana unless the person, partnership, corporation, unincorporated association, or other legal entity is licensed by the department.

D. Nurse staffing agencies are prohibited from requiring, as a condition of employment, assignment, or referral, that their employees or contracted staff recruit new employees for the NSA from among the permanent employees of the healthcare facility to which the NSA employees or contracted staff have been assigned or referred.

E. The healthcare facility that employs or contracts staff from the NSA is prohibited from requiring, as a condition of employment, its employees to recruit NSA employees or contracted staff to become permanent employees at the healthcare facility.

F. Nurse staffing agencies are prohibited from offering or providing financial incentives to their employees, or contracted staff, for the purpose of inducing permanent employees of healthcare facilities to which they are assigned to become employed or enter into a contract with the NSA.

G. Except as provided in Paragraphs 1. and 2. of this Subsection, an NSA shall not require, in any contract with an NSA employee or contracted staff, or a healthcare facility to which the employee or contracted staff is assigned, the payment of a fee if the employee or contracted staff is hired as a permanent employee of the healthcare facility.

1. An NSA may require the payment of a fee if the fee is payable solely by the healthcare facility and the contract with the healthcare facility specifies that the amount will be reduced pro-rata based on the length of time the NSA employee or contracted staff performs services for the healthcare facility while in the employment of the NSA. The fee shall be reduced to zero over a period of time not to exceed 18 weeks from the date of the NSA's initial assignment of the employee or contracted staff to the healthcare facility.

2. The NSA shall not charge a fee if an NSA employee or contracted staff was employed by a healthcare facility as a permanent employee less than 30 days immediately preceding the agency's initial assignment of the employee or contracted staff to the healthcare facility.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1728 (October 2023).

§7703. Definitions

Administrator or Director—the person who is in charge of the daily operations of the NSA.

Authorized Agency—a private entity authorized by the Office of State Police to conduct the criminal history checks provided for in these regulations. Nothing herein shall be construed as expanding the access to confidential law enforcement records of the state of Louisiana or its political subdivisions or authorizing access by said agency to the computerized records of law enforcement agencies.

Certified Nurse Aide (CNA)—an individual who has completed a Nurse Aide Training and Competency Evaluation Program approved by the state as meeting the requirements of 42 CFR 483.151 and 483.154, or has been determined competent as provided in 42 CFR 483.150(a) and (b) and is listed as certified and in good standing on the state's certified nurse aide registry.

Cessation of Business—provider is non-operational and/or has stopped offering or providing services in the state.

Change of Ownership (CHOW)—the addition, substitution, or removal, whether by sale, transfer, lease, gift, or otherwise, of a licensed NSA subject to this rule by a person, corporation, or other entity which results in a change of controlling interest of assets or other equity interests of the licensed entity may constitute a CHOW of the licensed entity.

Client—the licensed healthcare facility or agency to which the registered nurse, licensed practical nurse, or certified nursing assistant is assigned on a temporary basis.

DAL—Division of Administrative Law, or its successor.

Department—the Louisiana Department of Health (LDH) or any office or agency thereof designated by the secretary of the department.

Employee or Contracted Staff—person employed by the nurse staffing agency or contracted by the nurse staffing agency to perform healthcare services in a healthcare facility for compensation, such as wages or a salary. An employed person may be one who is contracted or one who is hired for a staff position. This definition does not include a person employed or contracted to provide solely consulting services.

Geographic Location—primary business location that the nurse staffing agency operates from, as indicated on the NSA license.

Healthcare Facility—any person, partnership, corporation, unincorporated association, or other legal entity licensed pursuant to R.S. 40:2006 (A)(2), or current law, and operating or planning to operate within the state.

HSS—the LDH, Office of the Secretary, Health Standards Section.

Licensee—any nurse staffing agency properly licensed in accordance with this Rule.

Licensed Practical Nurse (LPN)— a person who practices practical nursing and who is licensed to practice practical nursing in accordance with R.S. 38:961, or current law.

Line of Credit—a credit arrangement with a federally insured, licensed lending institution that is established to ensure that the NSA has available funds as needed to continue the operations of the agency. The line of credit shall be issued to the licensed entity. For purposes of NSA licensure, the line of credit shall not be a loan, credit card, or a bank balance.

Non-Operational—the NSA location is not open for business operation on designated days and hours as stated on the licensing application.

Nurse—a registered nurse as defined in R.S. 37:913, or current law, or a licensed practical nurse as defined in R.S. 37:961, or current law.

Nurse Staffing Agency (NSA)—any person, partnership, corporation, unincorporated association, or other legal entity, including a digital website/platform, that employs, assigns, or refers nurses or certified nurse aides to render healthcare services in a healthcare facility for a fee. For purposes of these regulations, NSA does not include the following:

1. An NSA that solely provides services in Louisiana under a contract or other agreement with the state of Louisiana, or any executive branch department or agency thereof, as a result of a declared disaster, emergency, or public health emergency.

2. The federal or state government department or agency that provides nursing staff or certified nurse aides to any healthcare provider setting, evacuation site, or shelter location as a result of a declared disaster, emergency, or public health emergency.

3. An entity that solely provides administrative or consulting services.

Registered Agent—the individual designated by the NSA as agent for service of process, notice, or demand required or permitted by Louisiana law to be served on the NSA business entity, and has a physical address in the state of Louisiana. If the registered agent is a corporation or other eligible business entity, service of process may be made on an individual, who is 18 years of age or older, and identified as authorized to receive service for the registered agent in a statement on file with the Louisiana Secretary of State.

Registered Nurse (RN)—any individual licensed in accordance with R.S. 37:911 et seq., or current law, to engage in the practice of nursing as defined in R.S. 37:913, or current law.

Secretary—the secretary of the Louisiana Department of Health, or his/her designee.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1729 (October 2023).

§7705. Licensure Requirements

A. All NSA providers shall be licensed by the LDH. It shall be unlawful to operate as an NSA without possessing a current, valid license issued by the department. The LDH is the only licensing authority for NSAs in Louisiana.

B. An NSA license shall:

1. be issued only to the entity, person, or persons named in the license application;

2. be obtained for each location from which an NSA is operated unless the NSA is owned and managed by the same entity, person, or persons;

3. be valid for two years from the date of issuance, unless revoked prior to that date, or unless a provisional license is issued;

4. expire on the last day of the twenty-fourth month after the date of issuance, unless timely renewed by the NSA;

5. not be subject to sale, assignment, donation, or other transfer, whether voluntary or involuntary; and

6. be posted in a conspicuous place on the licensed premises at all times.

C. In order for the NSA to be considered operational and retain licensed status, the NSA shall be open for business operations on designated days and hours as stated on the licensing application.

1. The business location shall not be located in an occupied personal residence.

2. The business location shall have at least one employee or contracted staff, on duty at the business location or available by telecommunication during the days and hours of operation as stated on the licensing application.

3. The NSA shall have at least one published business telephone number.

D. The licensed NSA shall abide by and adhere to any federal or state law, Rule, policy, procedure, manual, or memorandum pertaining to NSAs.

E. A separately licensed NSA shall not use a name which is substantially the same as the name of another NSA licensed by the department. A NSA provider shall not use a name which is likely to mislead an individual or individuals receiving services into believing it is owned, endorsed, or operated by the state.

F. The NSA shall maintain general and professional liability insurance, and worker's compensation insurance in effect at the time of initial license application and license renewal, and maintained and in effect throughout the term of the license.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1730 (October 2023).

§7707. Initial Licensure Application Process

A. An initial application for licensing as an NSA shall be made to the department on forms provided by the department. A completed initial license application packet for NSAs shall be submitted to and approved by the department prior to an applicant providing NSA services.

B. The initial licensing application packet shall include:

1. a completed NSA licensure application and the appropriate non-refundable licensing fee as established by statute. The license application shall contain the name and address of the person, partnership, corporation, unincorporated association, or other legal entity that is the applicant, and the name and address of the registered agent;

2. if applicable, a copy of the NSA's articles of incorporation or organization, a copy of its current bylaws, and the names and addresses of its officers, administrator/director, and shareholders owning more than 5 percent of the corporation's stock;

3. a copy of verification of current active business with the Secretary of State, or equivalent state business registry, which references the current registered agent;

4. a copy of the organizational chart of the NSA, including the names and addresses of the person or persons under whose management or supervision the NSA will be operated;

5. a statement detailing the experience and qualifications of the applicant to operate an NSA;

6. a statement of financial solvency, comprised of the following:

a. a line of credit issued from a federally insured, licensed lending institution in the amount of at least \$25,000 that is:

i. current and in effect at the time of submission of the application for licensure; and

ii. issued to and in the name of the applicant shown on the application for licensure;

b. general and professional liability insurance in an amount sufficient to provide coverage in accordance with the total amount recoverable for all malpractice claims as indicated in R.S. 40:1231.2, or current law; and

c. worker's compensation insurance that is in compliance with the Louisiana Workers' Compensation Law, R.S. 23:1020.1 et seq., or current law, with a minimum coverage in the amount of \$1,000,000 that is current and in effect at the time of submission of the license application;

7. proof that the LDH, HSS is specifically identified as the certificate holder on any policies and any certificates of insurance issued as proof of insurance by the insurer or producer (agent);

8. a copy of a statewide criminal background check including sex offender registry status, on all applicant(s), owner(s) with 5 percent or more ownership interest, and administrator/director, for any state lived in within the last five years;

9. a completed disclosure of ownership and control information form;

10. a statement of the days and hours of operation; and

11. any other relevant documentation or information required by the department for licensure.

C. A person convicted of one or more of the following felonies is prohibited from being the owner(s), or the administrator/director of an NSA. For purposes of these provisions, the licensing application shall be rejected by the department for any felony conviction relating to:

1. the violence, abuse, or negligence of a person;

2. the misappropriation of property belonging to another person;

3. cruelty, exploitation, or the sexual battery of the infirmed;

4. a drug offense;

5. crimes of a sexual nature;

6. a firearm or deadly weapon;

7. Medicare or Medicaid fraud; or

8. fraud or misappropriation of federal or state funds.

D. If the initial licensing packet is incomplete, the applicant shall be notified of the missing information and shall have 90 days from receipt of the notification to submit the additional requested information.

1. If the additional requested information is not submitted to the department within 90 days, the application shall be closed.

2. If an initial licensing application is closed, an applicant who is still interested in becoming an NSA shall submit a new initial licensing packet with a new initial non-refundable licensing fee to start the initial licensing process.

E. Once the initial licensing application packet has been approved by the department, the NSA applicant shall notify the department of readiness for an initial licensing survey within 90 days.

1. If an applicant fails to notify the department of readiness for an initial licensing survey within 90 days of approval, the initial licensing application shall be closed. After an initial licensing application is closed, an applicant who is still interested in becoming a NSA must submit a new initial licensing packet with a new initial non-refundable licensing fee to start the initial licensing process.

F. Applicant shall be in compliance with all federal, state, departmental, or local statutes, laws, ordinances, rules, and regulations, and all non-refundable fees shall be paid before the NSA provider will be issued an initial license to operate.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1730 (October 2023).

§7709. Initial Licensing Surveys

A. Prior to the initial license being issued to the NSA, an initial licensing survey shall be conducted to ensure compliance with the NSA licensing laws and standards. Except for existing NSAs who timely apply for a license under §7701 of this Chapter, no NSA services shall be provided by the NSA until the initial licensing survey has been performed, the NSA has been found in compliance, and the initial license has been issued to the NSA by the department. An existing NSA that timely applies for a license must receive a license within 180 days in order to continue to provide services.

B. In the event that the initial licensing survey finds that the NSA is compliant with all licensing laws, regulations, and any other required statutes, laws, ordinances, rules, regulations, and non-refundable fees, the department shall issue a full license to the provider. The license shall be valid until the expiration date shown on the license, unless the license is revoked.

C. In the event that the initial licensing survey finds that the NSA is noncompliant with any licensing laws, regulations, or any other required statutes, laws, ordinances, rules or regulations that present a potential threat to the health, safety, or welfare of an individual or individuals receiving services, the department shall deny the initial license.

D. In the event that the initial licensing survey finds that the NSA is deficient or noncompliant with any licensing laws, regulations, or any other required statutes, laws, ordinances, rules or regulations, but the department in its sole discretion determines that the deficiency or

noncompliance does not present a threat to the health, safety, or welfare of an individual or individuals receiving services, the department may issue a provisional initial license for a period not to exceed six months.

1. The provider shall submit an acceptable plan of correction to the department for approval, and the NSA shall be required to correct all such deficiencies or noncompliance(s) prior to the expiration of the provisional license.

a. If all such deficiencies or noncompliance(s) are corrected on the follow-up survey, a full license will be issued.

b. If all such deficiencies or noncompliance(s) are not corrected on the follow-up survey, or new deficiencies or noncompliance(s) affecting the health, safety, or welfare of an individual or individuals receiving services is cited, the provisional license shall expire and the provider shall be required to begin the initial licensing process again by submitting a new initial license application packet and the appropriate non-refundable licensing fee.

E. The initial licensing survey of a NSA shall be an announced survey. Follow-up surveys to the initial licensing surveys shall be unannounced surveys.

F. Once a NSA has been issued an initial license, the department shall conduct licensing and other surveys at intervals deemed necessary by the department to determine compliance with licensing standards and regulations, as well as other required statutes, laws, ordinances, rules, regulations, and fees.

1. A plan of correction may be required from an NSA for any survey where deficiencies or noncompliance(s) have been cited. Such plan of correction shall be approved by the department.

2. A follow-up survey may be conducted for any survey where deficiencies or noncompliance(s) have been cited to ensure correction of the noncompliant or deficient practice(s).

G. The department's surveyors and staff shall be given access to all areas of the NSA and all relevant files during any licensing or other survey or complaint investigation, and shall be allowed to interview any NSA staff as necessary to conduct the complaint investigation.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1731 (October 2023).

§7711. Types of Licenses and Expiration Dates

A. The department shall have the authority to issue the following types of licenses:

1. Full Initial License. The department shall issue a full license to the NSA when the initial licensing survey finds that the NSA is compliant with all licensing laws and regulations, and is compliant with all other required statutes,

laws, ordinances, rules, regulations, and all non-refundable fees have been paid. The license shall be valid until the expiration date shown on the license, unless the license is revoked.

2. **Provisional Initial License.** The department may issue a provisional initial license to the NSA when the initial licensing survey finds that the NSA is deficient or noncompliant with any licensing laws or regulations or any other required statutes, laws, ordinances, rules, regulations or non-refundable fees, but the department determines that the deficiencies or noncompliance(s) do not present a threat to the health, safety, or welfare of an individual or individuals receiving services.

3. **Full Renewal License.** The department may issue a full renewal license to an existing licensed NSA who is in substantial compliance with all applicable federal, state, departmental, and local statutes, laws, ordinances, rules, regulations, and non-refundable fees. The license shall be valid until the expiration date shown on the license, unless the license is revoked.

4. **Provisional Renewal License.** The department, in its sole discretion, may issue a provisional license to an existing licensed NSA for a period not to exceed six months.

a. The department will consider the following circumstances in making a determination to issue a provisional license:

i. compliance history of the NSA to include areas of deficiencies or noncompliance(s) cited;

ii. the nature and severity of any substantiated complaints;

iii. the existing NSA has more than six validated complaints in one biennial licensed period;

iv. the existing NSA has been issued a deficiency or noncompliance that involved placing an individual or individuals receiving services at risk for serious harm or death;

v. the existing NSA has failed to correct deficiencies or noncompliant practice(s) within 60 days of being cited for such deficiencies or noncompliant practice(s) or at the time of a follow-up survey; or

vi. the existing NSA is not in substantial compliance with all applicable federal, state, departmental and local statutes, laws, ordinances, rules, regulations, and non-refundable fees at the time of renewal of the license.

b. When the department issues a provisional license to an existing licensed NSA, the NSA shall submit a plan of correction to LDH for approval, and the NSA shall be required to correct all such deficiencies or noncompliant practice(s) prior to the expiration of the provisional license. The department shall conduct a follow-up survey of the NSA prior to the expiration of the provisional license.

i. If the follow-up survey determines that the NSA has corrected the deficiencies or noncompliant practice(s) and has maintained compliance during the period

of the provisional license, the department may issue a full license until the anniversary date of the NSA license.

ii. If the follow-up survey determines that all deficiencies or noncompliance(s) have not been corrected, or if new deficiencies or noncompliance(s) that are a threat to the health, safety, or welfare of an individual or individuals receiving services are cited on the follow-up survey, the provisional license shall expire. The NSA shall be required to begin the initial licensing process again by submitting a new initial license application packet and appropriate non-refundable fee.

iii. The department shall issue written notice to the NSA of the results of the follow-up survey.

B. If an existing licensed NSA has been issued a notice of license revocation and the NSA's license is due for biennial renewal, the department shall deny the license renewal application and shall not issue a renewal license.

1. If a timely administrative appeal has been filed by the NSA regarding the license revocation, suspension, or termination, the administrative appeal shall be suspensive, and the NSA shall be allowed to continue to operate and provide services until such time as the DAL or department issues a decision on the license revocation, suspension, or termination.

2. If the secretary of the department determines that the violations of the NSA pose an imminent or immediate threat to the health, welfare, or safety of an individual or individuals receiving services, the imposition of such action may be immediate and may be enforced during the pendency of the administrative appeal. If the secretary of the department makes such a determination, the NSA will be notified in writing.

3. The denial of the license renewal application does not affect, in any manner, the license revocation, suspension, or termination.

C. The renewal of a license does not affect, in any manner, any sanction, civil fine, or other action imposed by the department against the NSA.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1732 (October 2023).

§7713. Changes in Licensee Information, Location, or Key Personnel

A. Any change regarding the NSA's entity name, doing business as name, geographic address, mailing address, telephone number, or any combination thereof, shall be reported in writing to the HSS within five working days of the change.

B. Any change regarding the NSA's key administrative personnel or registered agent shall be reported in writing to the HSS within 10 working days subsequent to the change.

1. The NSA's notice to the department shall include the individual's:

- a. name;
- b. address;
- c. telephone number;
- d. facsimile (fax) number, if applicable;
- e. electronic mail address;
- f. hire date; and
- g. qualifications, if applicable.

C. If the NSA changes its name without a change in ownership, the NSA shall report such change to the department in writing five days prior to the change.

1. The change in the NSA name requires a change in the NSA license.

2. Payment of the applicable non-refundable, fee is required to re-issue the license.

D. If the NSA changes the physical address of its geographic location without a change in ownership, the NSA shall report such change to LDH in writing at least five days prior to the change. Because the license of a NSA is valid only for the geographic location of that NSA, and is not transferrable or assignable, the NSA shall submit a new licensing application.

1. A survey may be required prior to the issuance of the new license.

2. The change in the NSA's physical address results in a new license renewal anniversary date, and an additional full licensing non-refundable fee shall be paid.

E. Any request for a duplicate license shall be accompanied by the applicable non-refundable fee.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1733 (October 2023).

§7715. Change of Ownership of a Nurse Staffing Agency Provider

A. The license of an NSA is not transferable or assignable and cannot be sold. When an NSA is sold or ownership is transferred, the transferee shall notify the department and apply for a new license within 45 days prior to the transfer.

B. Before a license can be issued to the new owner, the new owner shall meet all licensing application requirements. The new owner shall submit to the department for approval, a change of ownership (CHOW) application packet that includes:

1. a completed CHOW application and the appropriate non-refundable licensing fee as established by statute. The CHOW application shall contain the name and address of the person, partnership, corporation, unincorporated association,

or other legal entity that is the applicant, and the name and address of the registered agent;

2. if applicable, a copy of the NSA's articles of incorporation or organization, a copy of its current bylaws, and the names and addresses of its officers, administrator/director, and shareholders owning more than 5 percent of the corporation's stock;

3. the legal CHOW document;

4. a copy of the organizational chart of the NSA, including the names and addresses of the person or persons under whose management or supervision the NSA will be operated;

5. a statement detailing the experience and qualifications of the applicant to operate an NSA;

6. a statement of financial solvency, comprised of the following:

a. a line of credit issued from a federally insured, licensed lending institution in the amount of at least \$25,000 that is:

i. current and in effect at the time of submission of the application for licensure; and

ii. issued to and in the name of the applicant shown on the application for licensure;

b. general and professional liability insurance in an amount sufficient to provide coverage in accordance with the total amount recoverable for all malpractice claims as indicated in R.S. 40:1231.2, or current law; and

c. worker's compensation insurance that is in compliance with the Louisiana Workers' Compensation Law, R.S. 23:1020.1 et seq., or current law, with a minimum coverage in the amount of \$1,000,000 that is current and in effect at the time of submission of the license application;

7. proof that the LDH, HSS is specifically identified as the certificate holder on any policies and any certificates of insurance issued as proof of insurance by the insurer or producer (agent);

8. a copy of a statewide criminal background check, including sex offender registry status, on all applicant(s), owner(s) with 5 percent or more ownership interest, and administrator/director, and for any state lived in within the last five years;

9. a completed disclosure of ownership and control information form; and

10. any other relevant documentation or information required by the department for licensure.

C. If the CHOW results in a change of geographic address, a survey may be required prior to issuance of the new license.

D. A CHOW of the NSA shall not be submitted at time of the biennial renewal of the NSA's license.

E. An NSA may not undergo a CHOW if any of the following conditions exist. The NSA:

1. licensure is provisional, under revocation or denial of renewal;
2. is in a settlement agreement with the department; or
3. has ceased to operate and does not meet operational requirements to hold a license as defined by §7739 and in accordance with §7723 of this Chapter.

F. The department may deny approval of the CHOW for any of the reasons a license may be revoked or denied renewal pursuant to these licensing provisions.

G. Once all application requirements have been completed and approved by the department, a new license shall be issued to the new owner. The transferor shall remain responsible for the operation of the agency until such time as a license is issued to the transferee.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1733 (October 2023).

§7717. Renewal of License

A. The NSA shall submit a completed license renewal application packet to the department at least 30 days prior to the expiration of the current license. The completed license renewal application packet shall include:

1. a completed NSA license renewal application and the appropriate non-refundable license renewal/delinquent fee as established by statute. The license application shall contain the name and address of the person, partnership, corporation, unincorporated association, or other legal entity that is the applicant(s), and the name and address of the registered agent;

2. a statement of financial solvency, comprised of the following:

- a. a line of credit issued from a federally insured, licensed lending institution in the amount of at least \$25,000 that is:

- i. current and in effect at the time of submission of the application for licensure; and

- ii. issued to and in the name of the applicant shown on the application for licensure;

- b. general and professional liability insurance in an amount sufficient to provide coverage in accordance with the total amount recoverable for all malpractice claims as indicated in R.S. 40:1231.2, or current law; and

- c. worker's compensation insurance that is in compliance with the Louisiana Workers' Compensation Law, R.S. 23:1020.1 et seq., or current law, with a minimum coverage in the amount of \$1,000,000 that is current and in effect at the time of submission of the license application;

3. proof that the LDH, HSS is specifically identified as the certificate holder on any policies and any certificates of insurance issued as proof of insurance by the insurer or producer (agent); and

4. any other relevant documentation or information required by the department for licensure.

B. The department may perform a survey and/or complaint investigation upon biennial renewal of a license.

C. Failure to submit a completed license renewal application packet prior to the expiration of the current license shall result in the voluntary non-renewal of the NSA license.

1. Upon expiration of the current license, the NSA provider shall cease providing services in accordance with this rule, or current law, and shall meet the requirements of §7725 of this Chapter.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1734 (October 2023).

§7719. Denial of Initial Licensure, Revocation of License, Denial of License Renewal, Operation without License and Penalty

A. Denial of an Initial License

1. The department may, after appropriate notice and hearing, deny issuance of an NSA license if the licensee or applicant fails to comply with any licensing laws or regulations, or any other required statutes or regulations that present a potential threat to the health, safety, or welfare of an individual or individuals receiving services.

2. The department may deny an initial license for any of the reasons stated in Subsection C of this Section for which a license may be revoked or a license renewal denied.

B. Voluntary Non-Renewal of a License. If an NSA fails to timely renew its license, the license expires on its face and is considered voluntarily surrendered. There are no appeal rights for such surrender or non-renewal of the license, as this is a voluntary action on the part of the NSA.

C. Revocation of License or Denial of License Renewal. A NSA license may be revoked or denied renewal for any of the reasons the following:

1. failure to comply with the statutory requirements and minimum standards set forth by regulations as promulgated by the department;

2. insufficient financial or other resources to operate the NSA in accordance with the requirements of these regulations and the minimum standards, rules, and regulations promulgated herein;

3. failure to establish appropriate personnel policies and procedures for selecting nurses and certified nurse aides for employment, assignment, or referral;

4. failure to perform criminal history checks as required by R.S. 40:1203.1 et seq., or current law;

5. failure to report hours worked by certified nurse aides to the certified nurse aide registry;

6. failure to comply with the terms and provisions of a settlement agreement with LDH or education letter;

7. knowingly making a false statement in any of the following areas, including but not limited to:

a. application for initial license or renewal of license;

b. data forms;

c. employee records;

d. matters under investigation by the department or the Office of the Attorney General, or any law enforcement agency;

8. knowingly making a false statement or providing false, forged, or altered information or documentation to LDH employees or to law enforcement agencies;

9. the use of false, fraudulent, or misleading advertising;

10. fraudulent operation of an NSA by the owner(s), officer(s), director(s), officer(s), board member(s), administrator/director, or other key personnel as defined by §7713 of this Chapter;

11. the applicant(s), owner(s), officer(s), member(s), administrator/director, or person(s) has been convicted of, or has entered a plea of guilty or nolo contendere (no contest) to or has pled guilty or nolo contendere to a felony, or has been convicted of a felony, as documented by a certified copy of the record of the court;

a. For purposes of these provisions, conviction of a felony involves any felony conviction relating to:

i. the violence, abuse, or negligence of a person;

ii. the misappropriation of property belonging to another person;

iii. cruelty, exploitation, or the sexual battery of the infirmed;

iv. a drug offense;

v. crimes of a sexual nature;

vi. a firearm or deadly weapon;

vii. Medicare or Medicaid fraud; or

viii. fraud or misappropriation of federal or state funds;

12. failure to comply with all reporting requirements in a timely manner, as required by the department;

13. failure to allow, or refusal to allow, the department to conduct a survey or complaint investigation or to

interview NSA staff or other individuals as necessary or required to conduct the survey or complaint investigation;

14. interference with the survey or complaint investigation process, including but not limited to, harassment, intimidation, or threats against the survey staff;

15. failure to allow or refusal to allow access to the NSA facility employee or contract staff's records by authorized department personnel;

16. failure to timely pay outstanding fees, fines, sanctions, or other debts owed to the department; or

17. failure to maintain current, and in effect, required insurance.

D. When a licensed NSA receives a notice of license revocation, the NSA shall notify in writing within 24 hours, all agencies or healthcare facilities for which the NSA provides employees or contracted staff, of the license revocation or suspension action. The notice shall:

1. include the following:

a. the action taken by the department; and

b. whether the NSA is appealing the action; and

2. be posted in a conspicuous place inside the licensed premises where an individual or individuals can access the notice.

E. In the event an NSA's license is revoked, renewal is denied, or the license is surrendered in lieu of an adverse action, any owner(s), board member(s), administrator/director, and any other person named on the license application of such NSA is prohibited from owning, managing, supervising, directing, or operating another NSA agency for a period of two years from the date of the final disposition of the revocation, denial action, or surrender.

F. Operation without License and Penalty

1. An NSA shall not operate without a license issued by the department.

a. Any such person, partnership, corporation, unincorporated associations, or other legal entity operating such an agency without a license shall be guilty of a misdemeanor and upon conviction shall be fined no less than \$250 for each day of operation without a license, up to a maximum of \$1,000. Each day of violation shall constitute a separate offense.

b. It shall be the responsibility of the department to inform the appropriate district attorney of the alleged violation to ensure enforcement.

2. If a person, partnership, corporation, unincorporated associations, or other legal entity is operating a NSA without a license issued by the department, the department shall have the authority to issue an immediate cease and desist order to that person, partnership, corporation, unincorporated associations, or other legal entity.

a. Any such NSA receiving such a cease and desist order from the department shall immediately cease operations until such time as that NSA is issued a license by the department.

3. The department shall seek an injunction in the Nineteenth Judicial District Court against any person, partnership, corporation, unincorporated associations, or other legal entity operating an agency that receives a cease and desist order from the department and who does not cease operations immediately.

a. Any such person, partnership, corporation, unincorporated association, or other legal entity operating an agency against whom an injunction is granted shall be liable to the department for attorney fees, costs, and damages.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1734 (October 2023).

§7721. Notice and Appeal of Initial License Denial, License Revocation and Denial of License Renewal

A. Notice of an initial license denial, license revocation, or denial of license renewal shall be given to the provider in writing.

B. The NSA has a right to an administrative reconsideration of the initial license denial, license revocation, or denial of license renewal. There is no right to an administrative reconsideration of a voluntary non-renewal or surrender of a license by the NSA.

1. The NSA shall request the administrative reconsideration within 15 calendar days of the receipt of the notice of the initial license denial, license revocation, or denial of license renewal. The request for administrative reconsideration shall be in writing and received by the department within 15 days from the NSA's receipt of the notice letter from the department.

2. The request for administrative reconsideration shall include any documentation that demonstrates that the determination was made in error.

3. If a timely request for an administrative reconsideration is received by HSS, an administrative reconsideration shall be scheduled and the NSA will receive written notification of the date of the administrative reconsideration.

4. The NSA shall have the right to appear in person at the administrative reconsideration and may be represented by counsel.

5. Correction of a deficiency or noncompliance which is the basis for the initial license denial, revocation or denial of license renewal shall not be a basis for administrative reconsideration.

6. The administrative reconsideration process is not in lieu of the administrative appeals process.

7. The NSA will be notified in writing of the results of the administrative reconsideration.

C. The NSA has a right to an administrative appeal of the initial license denial, license revocation, or denial of license renewal. There is no right to an administrative appeal of a voluntary non-renewal or surrender of a license by the NSA.

1. The NSA shall request the administrative appeal within 30 days of the receipt of the results of the administrative reconsideration.

a. The NSA may forego its rights to an administrative reconsideration, and if so, shall request the administrative appeal within 30 calendar days of the receipt of the written notice of the initial license denial, revocation, or denial of license renewal.

2. The request for administrative appeal shall be in writing and shall be submitted to the DAL, or its successor. The request shall include any documentation that demonstrates that the determination was made in error and shall include the basis and specific reasons for the appeal.

3. If a timely request for an administrative appeal is received by the DAL, or its successor, the administrative appeal of the license revocation or denial of license renewal shall be suspensive, and the NSA shall be allowed to continue to operate and provide services until such time as the department issues a final administrative decision.

a. If the secretary of the department determines that the violations of the NSA pose an imminent or immediate threat to the health, welfare, or safety of an individual or individuals receiving services, the imposition of the license revocation or denial of license renewal may be immediate and may be enforced during the pendency of the administrative appeal. If the secretary of the department makes such a determination, the provider will be notified in writing.

4. Correction of a violation or a deficiency or noncompliance which is the basis for the initial license denial, license revocation or denial of license renewal shall not be a basis for an administrative appeal.

D. If an existing licensed NSA has been issued a notice of license revocation, and the NSA's license is due for biennial renewal, the department shall deny the license renewal application. The denial of the license renewal application does not affect, in any manner, the license revocation.

E. If a timely administrative appeal has been filed by the NSA on an initial license denial, denial of license renewal or license revocation, the DAL, or its successor, shall conduct the hearing in accordance with the Administrative Procedure Act.

1. If the final agency decision is to reverse the initial license denial, denial of license renewal or license revocation, the NSA's license will be re-instated or granted upon the payment of any non-refundable licensing fees, outstanding sanctions, or other fees due to the department.

2. If the final agency decision is to affirm the denial of license renewal or license revocation, the NSA shall give written notice to all licensed healthcare facilities for which the NSA is providing staff.

a. Within 10 calendar days of the final agency decision, the NSA shall notify HSS, in writing, of the secure and confidential location where the employee or contracted staff's records will be stored and the name and contact information of the person(s) responsible for the employee or contracted staff's records.

F. There is no right to an administrative reconsideration or an administrative appeal of the issuance of a provisional initial license to a new NSA, or the issuance of a provisional license to an existing NSA. A NSA who has been issued a provisional license is licensed and operational for the term of the provisional license. The issuance of a provisional license is not considered to be a denial of initial licensure, denial of license renewal, or license revocation.

1. A follow-up survey may be conducted prior to the expiration of a provisional initial license issued to a new NSA or the expiration of a provisional license issued to an existing NSA.

2. A new NSA that is issued a provisional initial license or an existing NSA that is issued a provisional license shall be required to correct all deficiencies or noncompliance(s) at the time the follow-up survey is conducted.

3. If all deficiencies or noncompliance(s) have not been corrected at the time of the follow-up survey, or if new deficiencies or noncompliance(s) that are a threat to the health, safety, or welfare of an individual or individuals receiving services are cited on the follow-up survey, the provisional initial license or provisional license shall expire on its face and the NSA shall be required to begin the initial licensing process again by submitting a new initial license application packet and non-refundable fee.

4. The department shall issue written notice to the NSA of the results of the follow-up survey.

G. A NSA with a provisional initial license or an existing NSA with a provisional license that expires due to deficiencies or noncompliance(s) cited at the follow-up survey, shall have the right to an administrative reconsideration and the right to an administrative appeal, solely as to the validity of the deficiencies or noncompliance(s).

1. The correction of a deficiency or noncompliance after the follow-up survey shall not be the basis for the administrative reconsideration or for the administrative appeal.

2. The administrative reconsideration and the administrative appeal are limited to whether the deficiencies or noncompliance(s) were properly cited at the follow-up survey.

3. The NSA shall request the administrative reconsideration in writing, which shall be received by the

HSS within five calendar days of receipt of the written notice of the results of the follow-up survey from the department. The request for an administrative reconsideration must identify each disputed deficiencies or noncompliance(s) and the reason for the dispute and include any documentation that demonstrates that the determination was made in error.

4. The NSA shall request the administrative appeal within 15 calendar days of receipt of the written notice of the results of the follow-up survey from the department. The request for administrative appeal shall be in writing and shall be submitted to the DAL, or its successor. The request for an administrative appeal must identify each disputed deficiencies or noncompliance(s) and the reason for the dispute and include any documentation that demonstrates that the determination was made in error.

5. A NSA with a provisional initial license or an existing NSA with a provisional license that expires under the provisions of this Chapter shall cease providing services and provide written notice to all licensed healthcare facilities for which the NSA is providing staff unless the DAL, or its successor, issues a stay of the expiration.

a. The stay may be granted by the DAL, or its successor, upon application by the NSA at the time the administrative appeal is filed and only after a contradictory hearing and only upon a showing that there is no potential harm to an individual or individuals receiving services being served by the healthcare provider.

6. If a timely administrative appeal has been filed by a NSA with a provisional initial license that has expired, or by an existing NSA whose provisional license has expired under the provisions of this Chapter, the Division of Administrative Law, or its successor, shall conduct the hearing in accordance with the Administrative Procedure Act.

a. If the final agency decision is to remove all deficiencies or noncompliance(s), the NSA's license will be re-instated upon the payment of any outstanding sanctions and licensing or other fees due to the department.

b. If the final agency decision is to uphold the deficiencies or noncompliance(s) thereby affirming the expiration of the provisional license, the NSA shall give written notice to all licensed healthcare facilities for which the NSA is providing staff.

i. Within 10 calendar days of the final agency decision, the provider shall notify HSS in writing of the secure and confidential location where the employee or contracted staff records will be stored.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1735 (October 2023).

§7723. Cessation of Business

A. A license shall be immediately null and void if a NSA becomes non-operational.

B. A cessation of business is deemed to be effective the date on which the NSA ceased offering or providing NSA services and/or is considered non-operational in accordance with §7705.C.2.

C. Upon the cessation of business, the NSA shall immediately return the original license to the department, and shall meet the requirements of §7753.C.

D. Cessation of business is deemed to be a voluntary action on the part of the NSA. The NSA does not have a right to appeal a cessation of business.

E. If a NSA fails to follow these procedures, the owner(s), administrator/director, and officer(s) may be prohibited from opening, managing, directing, operating, or owning a NSA for a period of two years.

F. Once any NSA has ceased doing business, the NSA shall not provide services until the NSA has obtained a new initial NSA license.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1737 (October 2023).

§7725. Survey Activities

A. The department, or its designee, may conduct periodic licensing surveys, complaint surveys, and other surveys as deemed necessary to ensure compliance with all laws, rules and regulations governing NSA and to ensure the health, safety and welfare of an individual or individuals receiving services from employees or contracted staff of the NSA. These surveys shall be unannounced.

1. The department, or its designee, upon receiving a complaint from any interested person regarding allegations that a NSA is operating without a valid license issued by the department, may investigate any entity, person or persons.

B. Complaint investigations shall be conducted in accordance with R.S. 40:2009.13 et seq., or current law.

C. The department shall require an acceptable plan of correction from a NSA for any survey or complaint investigation where deficiencies or noncompliance(s) have been cited, regardless of whether the department takes other action against the healthcare facility for the deficiencies or noncompliance(s) cited in the survey or complaint investigation. The acceptable plan of correction shall be submitted within the prescribed timeframe to the department for approval.

D. A follow-up survey may be conducted for any survey or complaint investigation where deficiencies or noncompliance(s) have been cited to ensure correction of the deficient or noncompliant practice(s).

E. The department may issue sanctions, allowed under current state law or regulation, for deficiencies or noncompliance(s) and violations of law, rules, and regulations. Sanctions include, but are not limited to:

1. civil fines;
2. directed plans of correction;
3. license revocation; and/or
4. denial of license renewal.

F. LDH surveyors and staff shall be:

1. given access to all areas of the NSA agency, to all relevant administrative files during any survey as necessary or required to conduct the survey and/or complaint investigation, and all files relevant to monitor the usage of the NSA services to determine their impact. If the department conducts a survey as an administrative survey, the NSA shall provide all requested documentation and records to the department in electronic format by the end of the next business day from the request; and

2. allowed to interview any NSA employees or contracted staff or other persons as necessary or required to conduct the survey.

G. The NSA shall cooperate in any survey or complaint investigation conducted by the department. Failure to cooperate or timely produce any documentation for inspection or survey may result in action up to and including license revocation.

H. The department shall assess the NSA a survey or complaint investigation fee, not to exceed \$1,000 for any complaint survey or complaint investigation conducted by the department at which deficiencies are substantiated.

1. This survey or complaint investigation fee shall be imposed by the department only after the NSA has completed the administrative process which has upheld the deficiencies or noncompliance or the time for filing any administrative appeal has expired.

2. The survey or complaint investigation fee shall not exceed the cost of performing the survey.

3. This fee shall be in addition to any other sanctions.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1737 (October 2023).

§7727. Statement of Deficiencies/Noncompliance(s)

A. The following statements of deficiencies or noncompliance(s) issued by the department to the NSA shall be posted in a conspicuous place on the licensed premises:

1. the most recent biennial survey statement of deficiencies or noncompliance(s); and

2. any complaint survey statement of deficiencies or noncompliance(s).

B. Any statement of deficiencies or noncompliance(s) issued by the department to a NSA shall be available for disclosure to the public 30 days after the NSA submits an acceptable plan of correction to the deficiencies or noncompliance or 90 days after the statement of deficiencies or noncompliance is issued to the NSA, whichever occurs first.

C. Unless otherwise provided in statute or in these licensing provisions, a NSA shall have the right to an administrative reconsideration of any deficiencies or noncompliance(s) cited as a result of a survey or complaint investigation.

1. Correction of the deficiencies or noncompliance(s) shall not be the basis for the reconsideration.

2. The administrative reconsideration of the deficiencies or noncompliance(s) shall be requested in writing within 10 calendar days of receipt of the statement of deficiencies or noncompliance(s), unless otherwise provided in these standards.

3. The request for administrative reconsideration of the deficiencies or noncompliance(s) shall be made to the department's HSS and will be considered timely if received by HSS within 10 calendar days of the NSA's receipt of the statement of deficiencies or noncompliance(s).

4. If a timely request for an administrative reconsideration is received, the department shall schedule and conduct the administrative reconsideration.

5. The NSA shall be notified in writing of the results of the administrative reconsideration.

6. Except as provided for complaint surveys pursuant to R.S. 40:2009.13 et seq., or current law, and as provided in these licensing provisions for initial license denials, revocations and denial of license renewals, the decision of the administrative reconsideration team shall be the final administrative decision regarding the deficiencies.

7. The request for an administrative reconsideration of any deficiencies or noncompliance(s) cited as a result of a survey or complaint investigation does not delay submission of the required plan of correction within the prescribed timeframe.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1738 (October 2023).

Subchapter B. Administration and Organization

§7735. Governing Body

A. An NSA shall have an identifiable governing body with responsibility for and authority over the policies and activities of the agency.

1. An NSA shall have documents identifying all members and officers of the governing body, their addresses, and their terms of membership.

2. The governing body shall hold formal meetings at least twice a year.

3. There shall be written minutes of all formal meetings of the governing body and by-laws specifying frequency of meetings and quorum requirements.

B. The governing body of an NSA shall:

1. ensure the NSA's continual compliance and conformity with all relevant federal, state, local, and municipal laws and regulations;

2. ensure that the NSA is adequately funded and fiscally sound;

3. review and approve the NSA's annual budget;

4. designate a person to act as administrator/director and delegate sufficient authority to this person to manage the NSA agency;

5. formulate and annually review, in consultation with the administrator/director, written policies concerning the NSA's philosophy, goals, current services, personnel practices, job descriptions and fiscal management;

6. annually evaluate the administrator/director's performance;

7. have the authority to dismiss the administrator/director;

8. meet with designated representatives of the department whenever required to do so;

9. ensure federal and statewide criminal background checks on all unlicensed persons providing direct care and services to clients in accordance with R.S. 40:1203.1 et seq., or other applicable current state law upon hire;

10. ensure that the NSA does not hire unlicensed persons who have a conviction that bars employment in accordance with R.S. 40:1203.3 or other applicable current state law;

a. the NSA shall have documentation on the final disposition of all charges that bars employment pursuant to applicable state law; and

11. ensure that certified nurse aides (CNAs) comply with R.S. 40:1203.2 or other applicable current state law.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1738 (October 2023).

§7737. Policy and Procedures

A. The NSA shall develop, implement, and comply with NSA-specific written policies and procedures, approved by the owner(s) or governing body, related to compliance with

this Chapter, including but not limited to the following policies and procedures:

1. confidentiality and security of files;
2. publicity and marketing;
3. prohibition of illegal or coercive inducement, solicitation and/or kickbacks;
4. personnel policies;
5. employee or contracted staff grievance policy;
6. incidents and accidents, including medical emergencies;
7. records maintenance and retention;
8. compliance with memoranda issued by the department and applicable to NSAs;
9. a plan for recruitment, screening, personal interview, reference check, orientation, ongoing training, development, supervision, and at least annual performance evaluation of staff members;
10. written job descriptions for each employee or contracted staff position;
11. abuse reporting procedures that require all employees or contracted staff, to report any and all incidents of abuse or mistreatment of an individual or individuals receiving services from employees or contracted staff referred to a licensed healthcare facility by the NSA, whether that abuse or mistreatment or is done by another staff member, a family member, patient(s), client(s), or other person(s) when the staff person witnesses or becomes aware of such incident. Abuse reporting procedures shall be in accordance with R.S. 40:2199.11 et seq., or current applicable law;
12. a written policy to prevent discrimination in accordance with R.S. 40:2199.11 et seq., or current law;
13. a written policy to ensure that there is a final disposition of all charges that appear on the employee or contracted staff person's criminal background check, including the sex offender registry in accordance current law; and
14. a written policy to address prohibited use of social media. The policy shall ensure that all employees or contracted staff, receive training relative to the restricted use of social media and include, at a minimum ensuring preservation of dignity, respect, and confidentiality of an individual or individuals' receipt of healthcare services, and protection of an individual or individuals receiving healthcare services' privacy and personal and property rights.

B. An NSA shall comply with all federal, state, and local laws, rules, and regulations in the development and implementation of its policies and procedures.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1739 (October 2023).

§7739. Business Location

A. The NSA shall operate independently from any other business or entity, and shall not operate office space with any other business or entity.

B. The business location shall:

1. have a telephone number which is available and accessible 24 hours a day, 7 days a week, including holidays;
2. report to the HSS within five business days, any planned deviation of the NSA's days and hours of operation;
3. report to the HSS within two business days, any unplanned deviation of NSA's days and hours of operation;
4. have internet access and a working electronic mail address;
 - a. the electronic mail address shall be provided to the department as well as any changes to the electronic mail address within five working days to ensure that the department has current contact information; and
 - b. the electronic mail address shall be monitored by the NSA on an ongoing basis to receive communication from the department; and
5. have space for storage of personnel records either electronically or in paper form or both in an area that is secure, safe from hazards, and does not breach confidentiality.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1739 (October 2023).

§7741. Branch Offices and Satellites of Nurse Staffing Agency Providers

A. Nurse staffing agency providers with branch offices or satellite locations shall meet the following:

1. No branch office or satellite location may be opened without prior written approval from HSS. In order for a branch office or satellite location to be approved, the parent agency shall have maintained a full licensure for the previous 12-month period.
2. The department may consider the following in making a determination whether to approve a branch office or a satellite location:
 - a. compliance history of the NSA to include the areas of deficiencies or noncompliance(s) cited within the last 12 months;
 - b. the nature and severity of any substantiated complaints within the last 12 months;
 - c. if the existing NSA has more than six validated complaints in one biennial licensed period;

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- d. if the parent agency currently has a provisional license;
- e. if the parent agency currently is in a settlement agreement with the department;
- f. if the parent agency is currently under license revocation or denial of license renewal;
- g. if the parent agency is currently undergoing a change of ownership; and
- h. if any adverse action has been taken against the license of other agencies operated by the owner of the parent agency within the previous two-year period.

3. The branch office or satellite location shall be held out to the public as a branch office or satellite of the parent agency so that the public will be aware of the identity of the agency operating the branch office or satellite.

a. Reference to the name of the parent agency shall be contained in any written documents, signs, or other promotional materials relating to the branch office or satellite.

4. Personnel files shall be readily accessible at the branch office or satellite location.

5. A branch office or a satellite location is subject to survey, including complaint surveys, by the department at any time to determine compliance with minimum licensing standards.

6. A branch office or a satellite location shall:

- a. post and maintain regular office hours in accordance with §7739.B; and
- b. staff the branch office or satellite location with at least one employee or contracted staff, on duty at the business location or available by telecommunication during the days and hours of operation as stated on the licensing application.

7. Each branch office or satellite location shall:

- a. fall under the license of the parent agency; and
- b. be assessed the required fee, assessed at the time the license application is made and once every two years thereafter for renewal of the branch office or satellite license. This fee is non-refundable and is in addition to any other fees that may be assessed in accordance with applicable laws, rules, regulations and standards.

8. Existing branch office or satellite location approvals will be renewed at the time of the parent agency's license renewal, if the parent agency meets the requirements for licensure.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1739 (October 2023).

§7751. Core Staffing Requirements

A. Each NSA shall ensure that its employees or contracted staff meet the minimum licensing, training, and orientation standards for which those employees or contracted staff are licensed or certified.

B. Each NSA shall have a nurse serving as a manager or supervisor of all nurses and certified nurse aides.

C. The NSA shall not employ, assign, or refer for use in a healthcare facility in Louisiana, a nurse or CNA unless the nurse or CNA is certified or licensed in accordance with the applicable provision of state and federal laws or regulations, and meets the minimum mandatory qualifications and requirements for CNAs. Each nurse and CNA shall comply with all pertinent regulations of the department relating to the health and other qualifications of employees or contracted staff employed in healthcare facilities.

D. Administrator/Director Responsibilities. The administrator/director shall:

1. be a full time employee of the NSA provider and shall not be a contract employee;
2. be available in person or by telecommunication at all times for all aspects of agency operation or designate in writing an individual to assume the authority and control of the agency if the administrator/director is temporarily unavailable;
3. be responsible for the day-to-day management and supervision of the operations of the agency;
4. be responsible for compliance with all regulations, laws, policies, and procedures applicable to NSAs;
5. employ qualified employees or contracted staff and ensure adequate staff education;
6. ensure the accuracy of public information and materials;
7. act as liaison between employees or contracted staff, and the governing body;
8. implement an ongoing, accurate, and effective budgeting and accounting system;
9. ensure that all employees or contracted staff receive proper orientation and training on policies and procedures, as required by law or as necessary to fulfill each employee or contracted staff person's responsibilities; and
10. not serve as administrator for more than one licensed NSA.

E. Professional Staff

1. Professional staff employed or contracted by the NSA shall hold a current, valid professional license issued by the appropriate licensing board.

2. The NSA shall maintain proof of annual verification of current, valid professional licensure of all licensed professional staff.

3. All professional services furnished or provided shall be furnished or provided in accordance with professional standards of practice, according to the scope of practice requirements for each licensed discipline.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1740 (October 2023).

§7753. Record Keeping

A. Administrative Records. The NSA shall have an administrative record that includes:

1. a list of members and officers of the governing body, along with their addresses and terms of membership;
2. a copy of its articles of incorporation or organization, by-laws, and operating agreements, or partnership documents, if applicable;
3. a copy of the current NSA license issued by HSS;
4. the written policies and procedures approved annually by the owner/governing body that address the requirements listed in Subchapter B of this Chapter;
5. the minutes of formal governing body meetings;
6. the organizational chart of the NSA;
7. all leases, contracts, and purchase of service agreements to which the NSA is a party, which includes all appropriate credentials;
8. insurance policies;
9. annual budgets and audit reports; and
10. copies of incident/accident reports.

B. Personnel Records. An NSA shall maintain a personnel record for each employee or contracted staff. At a minimum, this file shall contain the following:

1. the application for employment, including the resume of education, training, and experience, if applicable;
2. a criminal history check, prior to an offer of direct or contract staff employment or contract, in accordance with federal and state law;
3. evidence of current applicable professional or paraprofessional credentials/certifications/licensure according to state law, rule, or regulation;
4. evidence of review of adverse action reports on the Louisiana certified nurse aide registry, upon hire and annually thereafter;
5. documentation including, but not limited to, any healthcare screening or immunizations that are required by the state, federally, or the client;

6. documentation of employees or contracted staff's hire and termination dates, and the number of hours worked per month;

7. documentation of orientation and annual training of staff, as required by the written contract between the NSA and the healthcare facility;

8. documentation of an employee or contracted staff person's name and state issued identification;

9. documentation of reference checks; and

10. annual performance evaluations.

C. Maintenance and Storage of Records

1. All records shall be maintained in an accessible, standardized order and format and shall be retained and disposed of in accordance with state laws. An NSA shall have sufficient space, facilities, and supplies for providing effective storage of records.

2. An NSA which is closing shall submit to the department for approval, 30 days prior to closure, a written plan for the disposition of employee or contracted staff records. The plan shall include:

- a. the effective date of the closure;
- b. provisions that comply with federal and state laws on storage, maintenance, access, and confidentiality of the closed NSA's employees or contracted staff's related records;
- c. the name and contact information for the appointed custodian(s) who shall provide the following:
 - i. access to records and copies of personnel records, upon presentation of proper authorization(s); and
 - ii. physical and environmental security that protects the records against fire, water, intrusion, unauthorized access, loss, and destruction; and
- d. to whom records may be released. Release shall be made in accordance with any and all federal and state laws.

AUTHORITY NOTE: Promulgated in accordance with R.S. 36:254.

HISTORICAL NOTE: Promulgated by the Department of Health, Bureau of Health Services Financing, LR 49:1740 (October 2023).