

## Health Standards Section

The mission of the Health Standards Section (HSS), housed within the Office of the Secretary's Legal, Audit, and Regulatory Compliance section, is to enforce regulatory compliance for licensed and certified healthcare facilities and providers in the State of Louisiana.

HSS mission is accomplished by:

- Periodic surveys/inspections of providers which are licensed and/or certified to operate in Louisiana, and
- Investigating complaints received regarding allegations of abuse, neglect, exploitation, and extortion, and noncompliance with federal and/or state facilities or programs.

### Leadership

**Cecile Castello, RN**, Interim Deputy Assistant Secretary for Health Standards Section

**Alisa Morris, RN**, Legislative Liaison for Health Standards Section

**Darren Guillory RN**, Operations Manager

**William Whatley RN**, Non-Long-Term Care Manager

**Cullen Brewer**, Long-Term Care Manager

**Steffan W. Rutledge, Esq.**, Emergency Preparedness Manager

### Section Overview and Responsibilities

- State licensing and federal certifications
- Complaint intake, triage, investigation, and follow-up for compliance
- Provider incidents of abuse and neglect, extortion, and exploitation (APS)
- Enforcement actions
- Informal appeals – informal dispute resolution (IDR) process; sanction; revocation; Certified Nursing Assistant (CNA) and Direct Service Worker (DSW)
- CNA, DSW, and Medication Assistant Certification (MAC) Registries and Adverse Action
- Nurse Aide Training Programs (NATP) approvals
- MAC program approval for Nursing Home and Adult Residential Care Providers (ARCP)
- Mandatory training for providers and staff
- Partnering with advocacy groups, quality improvement organizations, provider organizations, and the public
- Emergency Preparedness – statewide coordination of HSS emergency preparedness efforts
- Emergency Preparedness Plan (EPP) – review and approval of Nursing Facilities providers' EPP
- Rulemaking

## Health Standards Section

### Programs and Provider Types:

- Adult Brain Injury – **6**
- Adult Day Health Care – **31**
- Adult Residential Care – **164**
- Ambulatory Surgical Centers – **93**
- Behavioral Health Service Providers – **522**  
PSR, CPST, OTP, substance abuse facilities, addiction treatment facilities, mental health clinics, mental health rehab
- Case Management – **66**
- Community Mental Health Centers – **8**
- Comprehensive Outpatient Rehabilitation Facilities – **0**
- Crisis Receiving Centers – **1**
- End-Stage Renal Disease Centers – **170**
- Federally Qualified Health Center (FQHC) – **223 (complaints only)**
- Forensic Supervised Transitional Residential & Aftercare – **6**
- Free-Standing Birthing Center – **4**
- Home Community-Based Services (HCBS) – **606**  
Adult Day Care, Family Support Services, Personal Care Attendant, Respite care, Substitute Family Care Supervised Independent Living (SIL), Supported Employment, Monitored In-Home Care (MIHC)
- Home Health Agencies – **182**
- Hospice providers inpatient and outpatient – **126**
- Hospitals – **208**
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) – **471**
- Laboratories – **5269**
- Nurse Aide Training Programs – **177**
- Nurse Staffing Agencies – **212**
- Nursing Homes – **267**
- Outpatient Physical Therapy – **20**
- Pain Management Clinics – **4**
- Pediatric Day Health Care – **21**
- Portable X-ray – **15**
- Psychiatric Residential Treatment Facilities – **8**
- Rural Health Clinics – **255**
- Therapeutic Group Homes – **13**

## Health Standards Section

- Total number of License Providers – 3568
- Total number of Certified Providers – 7,548 (5,425 CLIA)
- Certified Laboratories – 5, 425
- Total licensed and certified providers 7301
- Total on-site surveys – 4101
- Certification Surveys – 1260
- Follow-up Surveys – 664
- Initial Licensing – 119
- Monitoring Surveys – 104
- Complaint Surveys – 1954
  - Administrative Review complaints – 4357
  - Total complaints received FFY 2025 – 6311
- Verification Of Operation (VOO) – 14