



# GOVERNOR OF VIRGINIA

Glenn Youngkin

STRENGTHEN THE SPIRIT OF VIRGINIA

**TOGETHER**



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# Governor Glenn Youngkin Highlights Progress on Initiatives to Strengthen Nursing Home Oversight, Modernize Operations, and Increase Transparency

*Targeted Actions Include Recruitment Efforts, New Leadership Team, and  
Technological Initiatives*

**RICHMOND, VA** — Governor Glenn Youngkin today highlighted substantial progress made in implementing [Executive Order 52](#), "Strengthening Oversight of Virginia's Nursing Homes," signed on August

11, 2025. In just four months, the administration has advanced key initiatives to strengthen nursing home oversight in the Commonwealth. Through this Executive Order, Governor Youngkin directed the Virginia Department of Health (VDH), through its Office of Licensure and Certification (OLC), to make significant advances toward increasing workforce capacity, strengthening nursing home oversight, modernizing operations, and enhancing transparency. These efforts will improve the quality of care for nearly 33,000 nursing home residents.

"Every Virginian deserves confidence that their loved ones in nursing homes are safe, respected, and receiving the care they deserve," **said Governor Glenn Youngkin**. "We are taking decisive steps to strengthen oversight, reinforce accountability, and ensure a system worthy of the families who rely on it. I'm grateful to the dedicated teams who are moving quickly and purposefully to deliver these improvements for Virginia."

"Families place profound trust in the people who care for their loved ones," **said Secretary of Health and Human Resources Janet V. Kelly**. "Our focus is on honoring that trust by strengthening the conditions for consistent, respectful care, and this progress reflects a system moving in the right direction for the people who depend on it."

### **Key Successes Include:**

#### **Recruitment and Filling of Vacancies**

Over the last several months, OLC initiated a targeted recruitment campaign focused on filling Long-Term Care (LTC) Medical Facility Inspector (MFI) positions, supervisors, and other key roles within OLC. Since August, more than 2,000 applications have been received for OLC positions, with the vast majority for MFIs. To date, OLC has hired 13 LTC MFIs, decreasing the LTC MFI vacancy rate from more than 40 percent to 9 percent. Interviews are ongoing, with the goal of filling all remaining LTC MFI roles or extending offers to qualified individuals by the end of the year.

Additionally, OLC has worked to bolster leadership roles specific to LTC. This includes filling two OLC senior leadership positions, the OLC Office Director and the LTC Division Director, as well as filling two supervisor roles, with more offers pending.

These recruitment efforts translated to success in other OLC divisions outside of LTC, including six additional Acute Care MFIs, an Acute Care Supervisor, a COPN Supervisor, a Complaint Coordinator, and a Training Manager.

In addition, OLC established a dedicated Northern Virginia regional office to house a Northern Virginia inspection team, reducing travel demands and incentivizing recruitment and retention efforts in the region. OLC is on track to fill all open medical facility inspector positions by December 31, 2025, significantly reducing vacancy rates and enabling more timely inspections and complaint resolutions.

### **Process Modernization Efforts**

A significant step forward in how OLC interacts with stakeholders is the launch of a newly created public Complaint Portal. Through the Complaint Portal, VDH will be able to accept complaints digitally from patients and families, nursing home staff, and other stakeholders, with the goal of increasing transparency for the industry and accountability to the public.

The Complaint Portal launched on December 16, 2025, and is accessible on the VDH OLC website at [www.vdh.virginia.gov/licensure-and-certification/](http://www.vdh.virginia.gov/licensure-and-certification/).

The portal replaces fax and email as the primary methods of receiving complaints and incidents. Intake by mail, phone, and in person will continue to be accepted. The portal automatically generates a complaint submission reference number that is shared with the complainant, enabling Virginians to reference their complaints and reported incidents.

### **Enhanced Transparency Measures**

Another improvement is the addition of a prominent link on the OLC website directing visitors to a federal nursing home information portal. This resource includes inspection histories, survey results, and facility performance metrics for nursing homes throughout Virginia.

"VDH takes its responsibility to protect the health and safety of nursing home residents in the Commonwealth very seriously," **said State Health Commissioner Karen Shelton, MD.** "They may be our parents, spouses, siblings, or children, and it's our job to ensure they're healthy, safe, and in an environment where they can thrive."

"This is a prime example of what a team running together in the right direction for the right reason—guaranteeing that there is proper oversight by professionals dedicated to ensuring Virginia's nursing homes are providing safe and high-quality care—can accomplish in a short amount of time," **said R. Christopher Lindsay, VDH Chief Operating Officer.** "I'm so proud of our HR team, these OLC leaders, our IT team, and VDH for coming together to make this happen."

### **Nursing Home Oversight and Accountability Advisory Board**

The Board, comprised of providers, geriatricians, advocates, and stakeholders, has been actively advising the Commissioner on ways to elevate standards and promote resident-centered care. The Board has held three productive meetings (September 15, October 23, and November 14, 2025), featuring discussions on value-based purchasing models, office transformations, and policy recommendations to address nursing home quality.

Virginia's OLC oversees the licensing and monitoring of nearly 300 nursing homes statewide, encompassing nearly 33,000 beds. Facilities undergo regular inspections to ensure compliance with state laws and—when certified for Medicare and Medicaid—federal requirements. OLC's team of long-term health care professionals, including physicians, registered nurses, dietitians, and social workers, conducts inspections and investigates consumer complaints. In addition to long-term care, OLC licenses and regulates hospitals, hospice services, and home care

organizations, and oversees the state's Certificate of Public Need (COPN) program and the Cooperative Agreement with Tennessee that guarantees access to health care services in Southwest Virginia.

Learn more about the Office of Licensure and Certification at [www.vdh.virginia.gov/licensure-and-certification/](http://www.vdh.virginia.gov/licensure-and-certification/).

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