4751-1-06   **Subjects for examination.**

Every applicant for a license as a nursing home administrator, after meeting the requirements for qualification for examination as set forth in these rules and regulations, shall successfully pass a written or oral examination or a combination thereof which shall include, but not be limited to, the following subject areas:

Core of knowledge in nursing home administration

(A) Customer care, supports, and services:

(1) Establish service policies and procedures regarding the persons served that comply with applicable federal and state laws, rules, and regulations.

(2) Ensure that plans of care are individualized, evidence-based, established, implemented, updated, and monitored based on the preferences and assessed needs of the persons served.

(3) Ensure the planning, development, implementation/execution, monitoring, and evaluation of admission/move-in process, including preadmission/premove-in information, to promote a quality experience for the persons served.

(4) Ensure the planning, development, implementation/execution, monitoring, and evaluation of discharge/move-out process promote a quality experience for the persons served.

(5) Ensure the planning, development, implementation/execution, monitoring, and evaluation of programs meet the psychosocial needs and preferences of the persons served.

(6) Ensure the planning, development, implementation/execution, monitoring, and evaluation of activities/recreation meet the social needs and preferences of the persons served.

(7) Ensure the planning, development, implementation/execution, monitoring, and evaluation of a health information management program meets documentation requirements in compliance with federal and state regulations.

(8) Ensure the planning, development, implementation/execution, monitoring, and evaluation of a medication management system that supports the needs of the persons served.

(9) Ensure the planning, development, implementation/execution, monitoring, and evaluation of a rehabilitation program to maximize optimal level of functioning and independence for the persons served.

(10) Ensure the planning, development, implementation/execution, monitoring, and evaluation of systems for coordination and oversight of contracted services

that meet applicable federal and state requirements.

(11) Ensure the planning, development, implementation/execution, monitoring, and evaluation of policies and procedures for responses to specific occurrences, incidents, accidents, and/or emergencies involving the persons served.

(12) Ensure the planning, development, implementation/execution, monitoring, and evaluation of housekeeping and laundry services for the persons served.

(13) Ensure the planning, development, implementation/execution, monitoring, and evaluation of education intended for the persons served and their support networks.

(14) Ensure the planning, development, implementation/execution, monitoring, and evaluation of systems to meet the nutritional needs and preferences of the persons served.

(15) Ensure the planning, development, implementation/execution, monitoring, and evaluation of dining experience that meets the needs and preferences of the persons served.

(16) Ensure the rights and individuality of the persons served are met within all aspects of care.

(17) Integrate the support network's perspectives to maximize the quality of life and care for the persons served.

(18) Ensure transportation options are available for the persons served.

(19) Ensure the provision of a customer service culture that leads to a quality experience for the persons served.

(B) Human resources:

(1) Ensure that human resource management policies and programs comply with federal and state rules and regulations.

(2) Establish the planning, development, implementation, monitoring, and evaluation of recruitment, selection, and retention practices.

(3) Establish the planning, development, implementation, monitoring, and evaluation of employee training and development programs.

(4) Establish the planning, development, implementation, monitoring, and evaluation of employee evaluation programs.

(5) Establish the planning, development, implementation, monitoring, and

evaluation of compensation and benefit programs.

(6) Establish the planning, development, implementation, monitoring, and evaluation of employee health and safety programs.

(7) Establish the planning, development, implementation, monitoring, and evaluation of employee satisfaction and organizational culture.

(8) Establish the planning, development, implementation, monitoring, and evaluation of employee disciplinary policies and procedures.

(9) Establish the planning, development, implementation, monitoring, and evaluation of employee grievance policies and procedures.

(10) Establish the planning, development, implementation, monitoring, and evaluation of leadership development programs.

(11) Promote a safe work environment (such as safety training and employee risk management).

(12) Promote a positive work environment (using techniques such as conflict resolution, stress management, diversity training, and staff recognition programs).

(13) Facilitate effective written, oral, and electronic communication among management and employees.

(14) Ensure employee records and documentation systems are developed and maintained in a confidentially appropriate manner.

(15) Establish a culture that encourages and ensures that employees embrace the rights of the persons served.

(C) Finance:

(1) Ensure that financial management policies, procedures, and practices comply with applicable federal and state rules and regulations.

(2) Develop, implement, and evaluate the service provider's budget.

(3) Oversee the billing and collections process and monitor the accuracy of charges and timely collection of accounts.

(4) Negotiate, interpret, and implement contractual agreements to optimize financial viability.

(5) Develop, implement, monitor, and evaluate financial policies and procedures

that comply with generally accepted accounting principles (GAAP).

(6) Monitor and evaluate the integrity of financial reporting systems and audit programs.

(7) Establish safeguards for the protection of the service provider's assets (such as insurance coverage, risk management).

(8) Develop, implement, monitor, and evaluate systems to improve financial performance.

(9) Manage and adjust expenses with fluctuations in census/occupancy levels (such as staffing ratios).

(10) Monitor and address changes in the industry that may affect financial viability.

(D) Environment:

(1) Ensure that physical environment policies and practices comply with applicable federal, state, and local laws, rules, and regulations.

(2) Ensure the planning, development, implementation, monitoring, and evaluation of a safe and secure environment.

(3) Ensure the planning, development, implementation, monitoring, and evaluation of an infection control and sanitation program.

(4) Ensure the planning, development, implementation, monitoring, and evaluation of emergency and disaster preparedness program, including linkage to outside emergency agencies.

(5) Ensure the planning, development, implementation, monitoring, and evaluation of environmental services, including housekeeping, and laundry.

(6) Ensure the planning, development, implementation, monitoring, and evaluation of maintenance services for property, plant, and all equipment, including preventative maintenance.

(7) Ensure the planning, development, implementation, monitoring, and evaluation of appropriate HIPAA-compliant technology infrastructure.

(8) Establish, maintain, and monitor a physical environment that provides clean, safe, and secure home-like surroundings for the persons served, staff, and visitors.

(9) Identify opportunities to enhance the physical environment to meet changing market demands.

(10) Establish, maintain, and monitor an environment that promotes choice, comfort, and dignity for the persons served.

(11) Assess the environment of the persons served for safety, security, and accessibility and make recommendation for referral or modification.

(E) Management and leadership:

(1) Ensure compliance with applicable federal and state laws, rules, and regulations.

(2) Promote ethical practice throughout the organization.

(3) Develop, implement, monitor, and evaluate policies and procedures that comply with directives of governing body.

(4) Develop, communicate, and champion the service provider's mission, vision, and values to stakeholders.

(5) Develop, implement, and evaluate the strategic plan with governing body's endorsement.

(6) Promote and monitor satisfaction of the persons served and their support networks.

(7) Identify, foster and maintain positive relationships with key stakeholders.

(8) Educate stakeholders on services provided, regulatory requirements, and standards of care.

(9) Solicit information from appropriate stakeholders for use in decision making.

(10) Manage the service provider's role throughout any survey/inspection process.

(11) Develop and implement an intervention(s) or risk management program(s) to minimize or eliminate exposure.

(12) Identify and respond to areas of potential legal liability.

(13) Implement, monitor, and evaluate information management and technology systems to support service provider's operations.

(14) Develop, implement and monitor comprehensive sales, marketing, and public relations strategies.

(15) Ensure that written agreements between the persons served and the service

providers protect the rights and responsibilities of both parties and meet any pertinent related requirements.

(16) Develop, implement, and evaluate the organization's quality assurance and performance improvement programs.

(17) Lead organizational change initiatives.

(18) Facilitate effective internal and external communication strategies.

(19) Promote professional development of all team members.

Replaces: 4751-1-06

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CERTIFIED ELECTRONICALLY

Certification

04/18/2016

Date

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