

## TO BE RESCINDED

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 this chapter, 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.

Effective: 11/2/2020

Five Year Review (FYR) Dates: 8/18/2020

CERTIFIED ELECTRONICALLY

---

Certification

10/23/2020

---

Date

Promulgated Under: 119.03  
Statutory Authority: 4751.04; 42 U.S.C. 1396g(c)(1); 42 C.F.R. 431.707,  
431.708  
Rule Amplifies: 4751.15; 42 U.S.C. 1396g(c)(1); 42 C.F.R. 431.707,  
431.708  
Prior Effective Dates: 09/29/1970, 10/01/1974, 06/01/2014, 05/01/2016