

10/27/09

## ASSISTED LIVING ADMINISTRATOR'S COURSE CURRICULUM

It has been determined that in order to obtain department approval, an assisted living administrator's training course must consist of a minimum of 60 classroom hours of training in the following six core competency areas. All required hours of training must be conducted in the physical presence of the approved trainer. The training curriculum must include the topics specified in each of the six core areas.

### 1. Leadership/Management Skills (minimum of 12 hours of training)

- Philosophy & Concept of Assisted Living
- Licensure, Regulations, Survey Process
- Administrative Responsibility and Accountability
- Effective Delegation and Supervision
- Organizational Skills
- Decision Making Skills
- Public Relations
- Problem Solving
- Resolving Grievances
- Communication Skills
- Ethics
- Customer Service
- Quality Assurance/Quality Improvement

### 2. Resident Care & Services (minimum of 18 hours of training)

#### A. Physical Needs

- ✓ Body Systems (Metabolic, Circulatory, Respiratory, Neuromuscular, Central Nervous System, GI System, Immune System, Skin Integrity, Urinary System, etc.)
- ✓ Activities of Daily Living/Personal Care
- ✓ Health Conditions (i.e. diabetes, heart disease, arthritis, seizure disorders, asthma, COPD, renal failure, etc.)
- ✓ Individual Needs (dental, vision, hearing, terminal illness, hospice, etc.)
- ✓ Changes in Condition & Interventions
- ✓ Gerontology – Aging Process
- ✓ Standards of Care
- ✓ Nurse Delegation

#### B. Psychosocial Needs

- ✓ Social Services
- ✓ Alternatives to Restraints
- ✓ Individualized Activities
- ✓ Quality of Life
- ✓ Mental Health Issues (i.e. depression, anxiety, etc.)
- ✓ Behavioral Issues

- ✓ Death & Dying, End of Life Issues
- C. Food Service & Nutrition
  - ✓ Special Diets
  - ✓ Dietary Guidelines for Americans
  - ✓ Cultural Preferences
  - ✓ Personal and Client Related Needs
- D. Infection Control
  - ✓ CDC Standards
  - ✓ Policies and Procedures
  - ✓ Communicable Disease Reporting
- E. Community & Support Services for Residents
  - ✓ Family Involvement & Participation
  - ✓ Community Involvement
- F. Nurse Delegation
  - ✓ Chapter N6
- G. Medications & Medication Administration
  - ✓ Basics of Medication Administration
  - ✓ Self-Administration of Medications
  - ✓ Storage of Medications
  - ✓ Disposal of Medications
  - ✓ Communication with Pharmacist and Physician
  - ✓ Drug Interactions
  - ✓ Common Medications/Uses
- H. Admissions/Residency/Discharge
  - ✓ Pre-admission Assessment
  - ✓ Limitations on Admissions
  - ✓ Admission Agreement
  - ✓ Family Care Referral for Pre-admission Consultation
  - ✓ Temporary Service Plan
  - ✓ Criteria for Discharge
- I. Assessment
  - ✓ Identification of Resident's Needs
  - ✓ Areas of Assessment
  - ✓ On-going Assessment
  - ✓ Change of Condition
- J. Development of an Individualized Service Plan
  - ✓ Services Provided Based on Assessed Needs
  - ✓ Measurable Goals
- K. Program Services
  - ✓ Services Adequate to Meet Resident's Needs
  - ✓ Teaching Residents Skills to Maintain Functioning
  - ✓ Services for Special Populations
  - ✓ Customer Service & Satisfaction
- L. Communication with External Health & Social Service Providers
  - ✓ Physicians, Dentists
  - ✓ Hospitals, Clinics, Rehab Centers

- ✓ Pharmacists
- ✓ Case Managers/MCOs
- ✓ Day Service Providers

### 3. Resident Rights, Advocacy and Legal Issues (minimum of 8 hours of training)

- Resident Rights
  - ✓ DHS 83, Chapter 50 and DHS 94 Resident Rights
  - ✓ Grievances
- Advocacy
  - ✓ Adult Protective Services
  - ✓ Ombudsman
  - ✓ Disability Rights Wisconsin
- Surrogate Decision Making
  - ✓ Guardianship
  - ✓ Power of Attorney for Health Care
  - ✓ Advance Directives
- Abuse/Neglect/Misappropriation
  - ✓ Prevention
  - ✓ Wisconsin Caregiver Law
  - ✓ Adult Protective Services
  - ✓ Role of Law Enforcement

### 4. Physical Environment/Life Safety (minimum of 8 hours of training)

- Creating a Home-Like Environment
- Safe, Clean Environment
  - ✓ Housekeeping
  - ✓ Laundry
  - ✓ Oxygen Storage
  - ✓ Equipment Maintenance
- Fire Safety
- Emergency & Evacuation Procedures
  - ✓ Resident Evacuation Assessments
  - ✓ Disaster Preparedness
- Infection Control
- Food Sanitation & Safety
- Maintenance of Building & Grounds
- Building Systems (fire alarm system, sprinkler system, heating, cooling, ventilation, etc.)
- Other Regulation & Standards
  - ✓ Department of Commerce
  - ✓ Local Fire, Zoning and Building Authority
  - ✓ Department of Natural Resources
  - ✓ Americans With Disabilities Act

5. Human Resources Management (minimum of 8 hours of training)

- Recruiting & Retention of Staff
- Hiring
  - ✓ Background Check Requirements
  - ✓ Communicable Disease Screening
- Employee Orientation
- Personnel Policies
- Staff Training – Initial and Ongoing
- Supervision of Staff
- Disciplinary Action
- Payroll
- Job Descriptions
- Evaluation of Staff Performance
- Termination
- Personnel Records
- Reporting of Caregiver Misconduct
  - ✓ Chapter DHS 13
- Labor Laws/OSHA
- Worker's Comp/Insurance/Liability Issues

6. Financial Management (minimum of 6 hours of training)

- Marketing/Sales
- Setting & Negotiating Rates
- Maintaining Census
- Funding Sources
- General Accounting/Bookkeeping Principles
- Budgeting & Fiscal Documentation
- Management of Resident Funds
- Fraud & Ethical Practices

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## TRAINER REQUIREMENTS

for 8315 Admin course

To be approved as a trainer in any of the six core competency areas, individuals must meet the following requirements:

1. Have a thorough knowledge of DHS 83 in the core competency area being taught.
2. Have a thorough knowledge of the core competency area, including current standards of practice.
3. Have a minimum of 2 years experience in the core competency area being taught.
4. Have a minimum of 6 hours of instruction related to teaching or training OR 2 years of experience teaching or training.
5. To maintain trainer approval status, trainers must receive a minimum of 6 hours of documented continuing education in the core competency area being taught every 2 years.