

National Administrator Board (NAB)

NHA 5 DOMAINS

10 RESIDENT CENTERED CARE AND QUALITY OF LIFE

- 10.01 Ensure the development, implementation, and review of resident care policies and procedures.
- 10.02 Ensure that nursing services are planned, implemented, and evaluated to maximize resident quality of life and quality of care.
- 10.03 Ensure that the admission process is planned, implemented, and evaluated to promote communication with residents and realistic expectations.
- 10.04 Ensure that social service programs are planned, implemented, and evaluated to meet resident psychological and social needs and preferences to maximize resident quality of life and quality of care.
- 10.50 Ensure that the food service program and dining experience are planned, implemented, and evaluated to meet the nutritional needs and preferences of residents to maximize resident quality of life and quality of care.
- 10.60 Ensure that medical services are planned, implemented, and evaluated to meet resident medical care needs and preferences to maximize resident quality of life and quality of care.
- 10.70 Ensure that therapeutic recreation/activity programs are planned, implemented, and evaluated to meet the needs, and interests of residents to maximize resident quality of life and quality of care.
- 10.80 Ensure that a health information management program for resident care is planned, implemented, and evaluated to meet documentation requirements to maximize resident quality of life and quality of care.
- 10.90 Ensure that pharmaceutical services is planned, implemented, and evaluated to support medical care for residents to maximize resident quality of life and quality of care.
- 10.10 Ensure that a rehabilitation program is planned, implemented, and evaluated to maximize residents' optimal level of functioning and independence.
- 10.11 Identify, monitor, and ensure that quality indicators and quality assurance programs are utilized to maximize effectiveness in resident care and services and quality of life.
- 10.12 Ensure the integration of Resident Rights and resident individuality with all aspects of resident care and quality of life.
- 10.13 Ensure the integration of stakeholders' perspectives to maximize resident quality of life and quality of care.
- 10.14 Ensure that resident care services comply with federal and state standards and regulations

Knowledge of:

Federal and state standards and regulations; Aging process (psychosocial); Aging process (physiological); Basic principles and concepts of nursing; Basic principles of restorative nursing; Basic principles of rehabilitation; Basic principles of infection control; Basic principles and regulations for handling, administration, labeling, record keeping, and destruction/disposal of drugs and biologicals; Basic principles of pain management; Basic principles of wound prevention and skin care management; Basic principles of chemical and physical restraints; Resident Assessment Instrument (RAI) and interdisciplinary care plan requirements and process; Admission, transfer, bed hold, and discharge

requirements and regulations; Techniques for auditing resident care and service outcomes; Roles and relationship of resident care staff and consultants; Emotional, psychosocial, spiritual, financial, and legal service needs of residents; Interpersonal relationships and group dynamics; Available resources (e.g., community, social, financial); Basic principles of hospice and palliative care; Grieving process; Death and dying; Resident Rights; Advance directives; Basic nutritional requirements; Basic principles of food storage, handling, preparation, and presentation; Resident dining experience; Meal frequency; Therapeutic or specialized 5 diets; Principles of dietary sanitation; Nutritional supplements; Basic medical terminology; Provision of basic specialty medical services (e.g., optometry, podiatry, dental, psychiatry, psychology, audiology); Physician services (e.g., frequency of visits, physician/resident relationship, accessibility); Role of Medical Director; Provision of emergency medical services; Quality assurance processes as they relate to resident care and services; Basic elements of a therapeutic recreation/activity program; Basic elements of a social services program; Medical record content, format, and documentation requirements; Confidentiality and safeguarding medical record information; Center for Medicare and Medicaid Services (CMS) quality indicators and measures; Multi-cultural needs of residents; resident/person centered care; Transportation requirements for residents; Disaster preparedness; Ethical decision making

Skill in:

Recognizing whether or not resident needs are met; Utilizing basic counseling methods and crisis intervention techniques; Relationship building; Analyzing and interpreting customer satisfaction data; Interpreting Center for Medicare and Medicaid (CMS) quality indicators; Analyzing and interpreting effectiveness of quality assurance data related to resident care and service outcomes; Interpersonal communication (e.g., individuals from diverse backgrounds, cognitively impaired residents)

20 HUMAN RESOURCES

- 20.01 Facilitate effective communication among management and staff.
- 20.02 Develop, implement, and monitor recruitment, staff development, evaluation, and retention programs to maximize resident quality of life, quality of care, and staff job satisfaction (e.g., recognition programs, staff continuing education, work culture).
- 20.03 Ensure that human resource programs are planned, implemented, and evaluated to address diversity.
- 20.04 Develop, implement, and monitor compensation and benefit programs.
- 20.05 Ensure the development and implementation of employee health and safety programs.
- 20.06 Ensure that human resource management policies and programs are planned, implemented, and evaluated to comply with federal and state standards and regulations.

Knowledge of:

Federal and state standards and regulations (e.g., Family Medical Leave Act, Occupational Health and Safety Act, Americans with Disabilities Act, Equal Employment Opportunity Commission, immigration law, Health Information Portability and Accountability Act); Methods of communication (e.g., formal and informal, verbal and non-verbal); Technology (e.g., e-mail, voice mail, computer software); Criminal background checks/nursing assistant registry; Employee interview techniques; Facility staffing needs and requirements; Staff position qualifications; Staff licensure requirements; Staff education/in-service requirements; Confidentiality requirements; Recruitment and retention methods; Employment history and verification methods; Drug-free workplace program; Mandatory reporting requirements; Staff development requirements, resources, and models; Employee discipline and grievance process;

Staff recognition and appreciation programs; Employee evaluation process; Safety programs and requirements; Worker's compensation rules and procedures; Professional ethics; Compensation and benefit programs (e.g., employee assistance programs, insurance, salary, retirement); Disaster preparedness; Diversity (e.g., cultural, spiritual, ethnic, socioeconomic, sexual); Succession planning /leadership development; Union and labor relations

Skill in:

Written and oral communication; Coaching, counseling, and teaching; Facilitating group meetings (e.g., departmental staff meetings); Negotiating; Interviewing (e.g., pre-employment, investigations, exit); Analyzing and interpreting employee performance; Team-building; Motivating employees; Analyzing and interpreting human resource programs

30 FINANCE

- 30.01 Develop annual operating and capital budgets to effectively forecast fiscal requirements.
- 30.02 Manage annual operating and capital budgets to effectively use fiscal resources.
- 30.03 Generate and collect revenue to ensure financial viability of the facility. 6
- 30.04 Negotiate, interpret, and implement contractual agreements (e.g., organized labor, managed care, vendors, consultative services).
- 30.05 Ensure the integrity of financial audit programs and reporting systems.
- 30.06 Ensure protection of the facility's financial assets (e.g., insurance coverage, risk management).
- 30.07 Ensure that financial practices are planned, implemented, and audited to comply with federal and state standards and regulations.

Knowledge of:

Federal and state regulations affecting nursing home reimbursement; Budgeting methods and financial planning; Accounting methods (e.g., Generally Accepted Accounting Practices [GAAP], cash and accrual) and regulatory requirements); Financial statements (e.g., income statement, balance sheet, statement of cash flows) and measures (e.g., operating margin, days cash on hand, per patient day [PPD] analysis); Reimbursement sources and methods (e.g., Centers for Medicare and Medicaid Services [CMS], managed care, Resource Utilization Groups [RUGS], Prospective Payment Systems [PPS]); Additional revenue sources (e.g., fund raising, grants, ancillary services); Internal controls (e.g., segregation of duties, reconciliation, audits); Payroll procedures and documentation; Billing, accounts receivable, and collections management; Accounts payable procedures; Eligibility and coverage requirements from third party payors; Resident trust fund; Importance of integration of clinical and financial systems (e.g., MDS, case mix); Contracts (e.g., pharmacy, hospice, managed care, therapy); General and professional liability insurance (e.g., property, clinical, governing body, workers compensation)

Skill in:

Analyzing and interpreting budgets and financial statements; Interpreting financial regulations as they apply to reimbursement; Managing cash flow; Analyzing and identify trends in financial performance of facility

40 ENVIRONMENT

- 40.01 Ensure that a comprehensive system for maintaining and improving buildings, grounds, and equipment is planned, implemented, and evaluated.
- 40.02 Ensure that the facility provides a clean, attractive, and home-like environment for residents, staff, and visitors.
- 40.03 Ensure the planning, implementation, and evaluation of an environmental safety program that will maintain the health, welfare, and safety of residents, staff, and visitors.
- 40.04 Ensure the planning, implementation, and evaluation of an emergency preparedness program that protects the safety and welfare of residents, visitors, staff, and property.
- 40.05 Ensure that quality assurance programs are implemented to maximize effective environmental services.
- 40.06 Ensure residents are provided with an environment that fosters choice, comfort, and dignity.
- 40.07 Ensure development, implementation, and review of environmental services policies and procedures.
- 40.08 Ensure that facility complies with federal and state standards and regulations (e.g., ADA, OSHA, CMS, Life Safety Code).

Knowledge of:

Federal and state standards and regulations for buildings, grounds, equipment and maintenance including ADA, OSHA, Life Safety Codes, and NFPA; Preventative maintenance programs for buildings, grounds, and equipment; Roles of environmental staff (e.g., housekeeping, maintenance, laundry); Waste management, including infectious waste; Basic sanitation and infection control concepts and procedures (e.g., personal protective equipment, universal precautions); Potential hazards (e.g., biohazards, blood-borne pathogens, hazardous materials); Basic housekeeping, maintenance, and laundry requirements; Pest control; Resident and facility security measures (e.g., elopement prevention, monitoring devices, access control); Fire and disaster preparedness; Community emergency resources; In-house emergency equipment; Evacuation resources and requirements (e.g., transfer agreements, transportation); Design principles that create a home-like atmosphere

Skill in:

Analyzing physical plant needs; Recognizing environmental impact on residents; Analyzing and interpreting effectiveness of quality assurance data related to environmental service and safety outcomes; Interpreting and applying safety codes; Interpreting and implementing life safety codes; Crisis management; Interpersonal communication

50 LEADERSHIP AND MANAGEMENT

- 50.01 Ensure that policies and procedures are developed, implemented, monitored, and evaluated to comply with directives of governance (e.g., owner, board of directors, corporate entity).
- 50.02 Promote and monitor resident's and family's/responsible party's satisfaction with quality of care and quality of life.
- 50.03 Manage the facility's role throughout the entire survey process
- 50.04 Educate stakeholders with regard to interpretation of and compliance with regulatory requirements.

- 50.05 Identify areas of potential legal liability, and develop and implement an administrative intervention or risk management program to minimize or eliminate exposure.
- 50.06 Develop and/or direct the strategic planning process.
- 50.07 Participate in and promote professional development activities.
- 50.08 Develop leadership skills of management team and key staff.
- 50.09 Ensure that information management systems support facility operations.
- 50.10 Ensure sufficient resources (e.g., supplies, medical equipment, technology, trained staff) to provide resident care and to promote quality of life.
- 50.11 Develop and implement comprehensive marketing and public relations strategies.
- 50.12 Foster and maintain relationships between the facility and other community resources (e.g., educational institutions, hospitals, vendors).
- 50.13 Ensure that policies and procedures are developed, implemented, monitored, and evaluated to comply with federal and state standards, regulations, and guidelines (e.g., facility/NHA license, professional responsibility).

Knowledge of:

Federal and state regulations, agencies, and programs (e.g. Centers for Medicare and Medicaid Services (CMS), Occupational Safety and Health Administration (OSHA), Americans with Disabilities Act (ADA), Fair Labor Standards Act (FLSA), Equal Employment Opportunity Commission (EEOC), Safe Medical Devices Act (SMDA), Health Information Portability and Accountability Act [HIPAA]);

Corporate compliance;

Legal liability of the facility; Legal and criminal liability of administrator; Legal and criminal liability of other staff members; Legal and criminal liability of governing entities; Roles and responsibilities of governing entities; Codes of ethics and standards of practice; Quality improvement models (e.g., continuous quality improvement [CQI], quality assurance [QA], total quality management [TQM]); Facility licensing requirements; Types of surveys (e.g., certification, annual, extended, complaint, life safety); Survey process (e.g., scope and severity grid, acceptable plan of correction, Informal Dispute Resolution [IDR], appeals process, remedies); CMS quality indicators reports, on-line survey certification reports (OSCAR), and other available systems/reports for outcome measurement; Management information systems; Technology to support facility operations (e.g., medical, security, environmental, workplace safety); Services available in the healthcare continuum; Role of the facility in the healthcare continuum; Resource management; Functions of all departments and services provided; Management principles and philosophies; Leadership principles and philosophies; Methods for assessing and monitoring resident's and family's/responsible party's satisfaction with quality of care and quality of life; Grievance procedures for residents and families/ responsible parties; Internal investigation protocols and techniques; Resident Rights; The role of the resident ombudsman; Risk management principles; Public relations and marketing techniques; Culture change concepts for providing resident/person-centered care

Skill in:

Interpreting rules and regulations, and policies and procedures; Managing the change process; Analyzing facility compliance; Identifying relevant information; Prioritizing alternative solutions; Using basic counseling methods; Negotiating techniques; Problem solving; Time management; Conflict resolution and mediation; Oral and written communications skills; Cultivating effective relationships; Managing organizational behavior