

Oklahoma State Board of Examiners for Nursing Home Administrators

Stephen Dudley, President / H.E. "Ed" Hendrix, Executive Director

Continuing Education Program Approval

The following is a Sponsor Packet for your use in submitting programs to the Oklahoma State Board of Examiners for Nursing Home Administrators (OSBENHA). The purpose is to provide a standard and uniform method of evaluating the continuing education activities required by Oklahoma for maintenance of licensure of nursing home administrators. One copy of the application form must be submitted with each program request. All information requested must be submitted and the application must be signed and dated.

Programs must be received 30 days in advance. We encourage sponsors to submit programs as early as possible. Administrators are notified of approved programs; therefore, advance information of offering to these administrators will increase participation in your program. We strongly recommend that the applications be mailed to OSBENHA as early as 60 days in advance.

All materials submitted become the property of OSBENHA.

Application – Continued

14. Background continuing education _____

15. Background in nursing home administration and long term care administration _____

16. Describe nursing home administrator involvement in program planning _____

17. Specify length of time records kept _____

18. Describe method for recording attendance during the program (attendance must be monitored throughout the entire day) and attach each form used _____

19. How are evaluations utilized? _____

20. Our organization agrees to have periodic OSBENHA monitoring of individual programs.

21. Attach an example of the Certificate of Attendance to be issued to attendees.

Signature of person submitting application

Title

Date

OFFERING EDUCATION SESSION APPROVAL WORKSHEET

Program Application (copy form as needed)

Instructions: Provide Information to meet criteria fir Objectives, Content, Time Frames, Faculty, and Teaching Methods

TITLE OF SESSION:

OBJECTIVES – (List Objectives Operational/Behavioral terms)

CONTENT – (Topics)

TIMEFRAME – (State the time frame for the topic area)

FACULTY – (List the faculty person or presenter for each topic)

TEACHING METHOD – (Describe the teaching method(s) used for each)

BIOGRAPHICAL DATA FORM

Instructions: Make as many copies of this form as necessary to provide information required to document adherence to the criteria. Do not send curriculum vitae.

Name: _____

Address: _____

Phone: _____

Present Position: Title: _____

Agency: _____

PROFESSION and ACADEMIC PREPARATION

Institution	Degree	Major	Year

Please submit a brief overview (a few sessions) of YOUR CURRENT RESPONSIBILITIES:

List pertinent experiences (no more than three) that you believe qualify you to speak on the subject of you presentation:

DOMAINS OF PRACTICE, 2003

10. RESIDENT CARE AND QUALITY OF LIFE

- 10.01 Ensure that nursing services are planned, implemented, and evaluated to maximize resident quality of life and quality of care.
- 10.02 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.
- 10.03 Ensure that the food service program is planned, implemented, and evaluated to meet nutritional needs of resident to maximize resident quality of life and quality of care.
- 10.04 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.
- 10.05 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.
- 10.06 Ensure that a health information management program for resident care is planned, implemented, and evaluated to meet documentation requirements.
- 10.07 Ensure that a pharmaceutical program is planned, implemented, and evaluated to support medical care for residents to maximize resident quality of life and quality of care.
- 10.08 Ensure that a rehabilitation program is planned, implemented, and evaluated to maximize residents' optimal level of functioning.
- 10.09 Identify, monitor, and ensure that quality indicators and quality assurance programs are utilized to maximize effectiveness in resident care and services.
- 10.10 Ensure the integration of Resident Rights with all aspects of resident care.
- 10.11 Ensure development, implementation, and review of resident care policies and procedures.
- 10.12 Ensure that the facility complies with applicable federal, state, and local standards and regulations.

Knowledge of:

- Federal, state, and local standards and regulations
- Aging process (psychological)
- Aging Process (physiological)
- Definition, concept, and basic principles 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 of drugs and biologics
- Resident care needs
- Resident Assessment Instrument (RAI) and interdisciplinary care plan requirements and process
- Admission, transfer, and discharge requirements/regulations
- Techniques of auditing resident care staff and consultants
- Physiological, social, emotional, psychological, spiritual, financial, and legal service needs of resident and their families
- Communication techniques
- Dynamics of interpersonal relationships
- Available resources (for example, community, social, financial)
- Grieving process
- Death and dying
- Group dynamics
- Resident rights
- Advances directives

Knowledge of:

- Basic nutritional requirements
- Basic principles of food storage, handling, preparation, and presentation
- Resident dining experience
- Meal frequency
- Therapeutic or specialized diets
- Principles of dietary sanitation
- Food service delivery
- Nutritional supplements
- Basic medical terminology
- Provision of basic specialty medical services (for example, optometry, podiatry, dental, psychiatry, psychology)
- Role of physician services
- Role of medical director
- Frequency of physician visits
- Provision of emergency medical services
- Physician/resident relationship(s)
- Quality assurance processes as it relates to resident care services
- Basic therapeutic recreation/activity needs of residents
- Clinical medical records content and format
- Federal documentation requirements
- Chemical and physical restraints
- Confidentiality and safeguarding clinical record information
- Center for Medicare and Medicaid (CMS) quality indicators

Skill in:

- Recognizing whether or not resident needs are met
- Utilizing basic counseling methods and crisis intervention techniques
- Relationship building
- Analyzing and interpreting effectiveness of quality assurance data related to resident care and service outcomes
- Interpersonal communication (for example, individuals from diverse backgrounds, cognitively impaired residents)

20. HUMAN RESOURCES

- 20.01 Facilitate the process of communication between management and staff (for example, coaching, counseling)
- 20.02 Develop, implement, and monitor recruitment, development, evaluation, and retention programs to provide quality resident care and services (for example recognition programs, job satisfaction surveys)
- 20.03 Ensure that human resources programs are planned, implemented, and evaluated to meet resident and staff cultural diversity needs.
- 20.04 Develop, implement, and monitor compensation and benefit program for staff
- 20.05 Ensure that human resource management policies and programs are planned, implemented, and evaluated in compliance with governmental entities, laws, and regulations (for example, job descriptions, education programs, union relations)
- 20.06 Ensure the development and implementation of employee health and safety programs to provide a safe work place environment (for example, risk management, OSHA, wellness programs)

Knowledge of:

- Methods of communication
- Communication technology (for example, e-mail, voice mail, computer software)
- Criminal background checks/nursing assistant registry
- Employee interview procedures
- 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 programs
- Staff development requirements, resources and models
- Staff correction action methods
- Employee evaluation process
- Staff scheduling techniques
- Federal, state, and local labor and civil rights laws
- Federal and state rules and regulations (for example, Family Medical Leave Act, Occupational Health and Safety Act, Americans with Disabilities Act, Equal Employment Opportunity Commission)
- Safety programs and requirements
- Worker's compensation rules and procedures
- Injury-prevention and return-to-work program
- Ethical behavior of staff

Skill in:

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

30. FINANCE

- 30.01 Develop and manage annual operating and capital budgets to effectively
- 30.02 Develop and implement financial policies, procedures, and systems to monitor financial performance (for example, accounts payable/receivable, resident trust)
- 30.03 Ensure adequate revenue (for example, new sources/services, fund raising, borrowing sources)
- 30.04 Negotiate, interpret, and implement financial aspects of contractual agreements (for example, organized labor, managed care, vendor, consultative services)
- 30.05 Manage financial audit and reporting systems (for example, corporate compliance, charity, information systems)
- 30.06 Ensure protection of facility assets (for example, insurance coverage, risk management)
- 30.07 Ensure training and education of staff regarding financial management

Knowledge of:

- Budgeting methods and financial planning
- Accounting methods (for example, Generally Accepted Accounting Practices, cash and accrual) and regulatory requirements
- Financial statements
- Reimbursement sources and methods (for example, Medicare, Medicaid, managed care)
- Federal, state, and local regulations affecting nursing home reimbursement
- Potential revenue sources
- Internal controls (for example, purchasing, inventory, accounting, departmental)
- Payroll procedures and documentation
- Accounts receivable, collection, and billing procedures
- Accounts payable procedures
- Risk management
- Eligibility and coverage requirements from third party payers

Skill in:

- Analyzing and interpreting budgets and financial statements
- Interpreting financial regulations as they apply to reimbursement
- Managing cash flow

- Analyzing and identify trends

40. PHYSICAL ENVIRONMENT AND ATMOSPHERE

- 40.01 Ensure that a 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 program that protects the safety and welfare of residents, visitors, staff, and property.
- 40.05 Identify, monitor, and ensure that quality assurance programs are utilized to maximize effectiveness in environmental services.
- 40.06 Ensure the integration of resident rights with all aspects of the facility environment.
- 40.07 Ensure development, implementation, and review of environmental policies and procedures.
- 40.08 Ensure that facility complies with applicable federal, state, and local standards and regulations (for example, ADA, ASHA, HCFA, Life Safety Code).
- 40.09 Ensure a comprehensive preventative maintenance program is developed and implemented.

Knowledge of:

- Preventative maintenance systems
- Equipment needs and management
- Local, state, and federal codes, rules, and regulations for buildings, grounds, equipment, and maintenance including ADA, ASHA, Life Safety Codes, and NFPA
- Roles of environmental staff (such as housekeeping, maintenance, laundry)
- Waste management, including infectious waste
- Basic housekeeping concepts and procedures
- Basic sanitation concepts and procedures
- Basic infection control concepts and procedures
- Pest control
- Basic concepts regarding personal protective equipment (PPE)
- Potential hazards (for example, biohazards, blood-borne pathogens, hazardous materials)
- Security measures
- Elements of fire and disaster programs
- Community emergency resources
- In-house emergency equipment
- Evacuation resources and requirements
- Emergency procedures (for example, elopements, personal injuries)
- Quality assurance as it relates to environmental services

Skills 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 in order to maintain compliance with directives of governing entities.
- 50.02 Ensure that policies and procedures are developed, implemented, monitored, and evaluated in order to maintain compliance with federal, state, and local rules and regulations.

- 50.03 Observe, monitor, and evaluate outcomes of all of the facility's programs, policies, and procedures, to ensure effectiveness, and to fulfill administrative responsibility (for example, facility license) and professional responsibility (for example, personal NHA license).
- 50.04 Promote residents and families/responsible parties satisfaction with quality of care and quality of life.
- 50.05 Ensure administrative oversight of the survey process.
- 50.06 Conduct administrative review of survey outcomes to develop appropriate response (for example, no response, preparation of plan correction, preparation of documentation for Informal Dispute Resolution (IDR)).
- 50.07 Educate staff/residents/families/responsible parties and other key groups in regards to interpretation of and compliance with regulatory requirements.
- 50.08 Educate nursing home board and/or governing entity regarding their roles and responsibilities, and monitor their actions to ensure adherence to by-laws and regulations.
- 50.09 Identify areas of potential legal liability, and develop and implement an administrative intervention or risk management program to minimize or eliminate exposure.
- 50.10 Develop or influence a strategic planning process to ensure viability of facility.
- 50.11 Participate in professional development activities.
- 50.12 Develop leadership skills of management team and key staff.
- 50.13 Ensure that information management systems are in place to support facility operations.
- 50.14 Ensure that resources (for example, supplies, medical equipment, technology, trained staff) are in place to provide resident care and to promote quality of life.
- 50.15 Develop and implement a comprehensive marketing and consumer education program.
- 50.16 Develop and implement a media relations program including proactive (for example, promoting positive images about the facility and/or industry) and reactive programs (for example, situation-specific responses to adverse incidents).
- 50.17 Plan, implement, and provide integration between the facility and other community resources (for example, educational institutions, hospitals, vendors).
- 50.18 Monitor the political climate and formulate action to affect the political process.

Knowledge of:

- Federal, state, and local laws, regulations, agencies, and programs such as Medicare, Medicaid, 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)
- Corporate compliance
- Potential legal liability of the facility
- Potential legal and criminal liability of administrator
- Codes of ethics of professional associations and standards of practice of state boards
- Quality improvement models (for example, continuous quality improvement (CQI), quality assurance (QA), total quality management (TQM), performance improvement (PI))
- Facility licensing requirements
- Certification survey tasks
- Quality indicators reports and on-line survey certification reports (OSCAR)
- Survey process including scope and severity grid as well as remedies and acceptable plan of correction
- Management information systems
- Technology to support facility operations (for example, medical, security, environmental, work-place safety)
- The role of each component of long-term care in the healthcare continuum
- Functions of all departments and services provided
- Management principles and philosophies
- Methods for assessing and monitoring resident and responsible parties' satisfaction with quality of care and quality of life
- Techniques if conflict resolution
- Grievance procedures for residents and families/responsible parties
- Resident rights
- The role of the resident ombudsman
- Oral and written communications techniques
- Risk management principles
- Public relations and marketing techniques

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

OKLAHOMA STATE BOARD OF EXAMINERS
FOR NURSING HOME ADMINISTRATORS

OAC 490:1

490:1-3-6. Training and instruction

(a) In order to receive OSBENHA recognition and continuing education credit (CEU), continuing education programs shall be submitted to the Board for consideration prior to presentation as indicated at 490:1-3-6.(e)(4). All continuing education programs submitted to the OSBENHA for recognition and continuing education credit hours will be submitted with a \$55.00 per credit hour non-refundable approval fee. Approval will be granted only for specific programs for specific dates of presentation. The Board shall not be bound to granting specific continuing education credit should subsequent information come to its attention that program content differed from that approved. Sponsors shall be responsible for obtaining satisfactory documentation of attendance. All programs approved by the National Association of Boards of Examiners of Long Term Care Administrators (NAB) that receive a NAB approval number will be accepted presumptively by OSBENHA for CEU credits.

(b) If the Board finds that programs of training and instruction conducted within the state are not sufficient in number or content to enable applicants for nursing home administrators' licenses and nursing home administrators to meet requirements established by this Board, it shall institute and conduct or arrange with others to conduct one or more such programs and shall make provision for their accessibility to appropriate residents of this state. The Board may approve and conduct programs sufficient to meet educational and training requirements established by the Board.

(c) The Board reserves the right to monitor any or all approved programs.

(d) Criteria for Board program approval:

(1) Relevance of subject matter and adequate facilities:

- (A) Must relate to Nursing Home Administration.
- (B) Must be designed to promote continued knowledge, skills and attitudes with current standards in nursing home administration.
- (C) Assist administrators in the improvement of their professional competencies.
- (D) Programs which deal specifically with internal affairs of an organization do not qualify for credit.
- (E) Programs must be open and available to all qualified nursing home administrators in Oklahoma.
- (F) Program location (facilities) must provide adequate space to accommodate potential attendees and have the ability to provide needed equipment, sound, projectors, etc.

- (2) Faculty qualifications:
 - (A) Must have experience in long term care, supervision and administration or,
 - (B) Must have expertise in teaching and instructional methods suitable to subject presented or,
 - (C) Must have suitable academic qualifications and experience for subject presented.
- (3) Learning objectives:
 - (A) Must be reasonable and clearly stated.
 - (B) Must be stated in behavioral terms, which define the expected outcomes for participants.
 - (C) Must demonstrate the consistency of content (objectives).
 - (D) Must identify mechanism by which learning objectives are shared with participants.
- (4) Teaching methods:
 - (A) Must be clearly stated.
 - (B) Must be appropriate to subject matter, and allow suitable time.
 - (C) Must describe instructional aids and resource materials utilized.
- (5) Sponsors must have expertise in the subject matter presented and should be from one of the following categories:
 - (A) Accredited educational institutions.
 - (B) Professional association and/or trade association.
 - (C) Private educational group.
- (6) Registration fee for programs:
 - (A) Must be published clearly on promotional material.
 - (B) Fees will be reviewed by OSBENHA.
- (7) Evaluation of program:
 - (A) Sponsor must allow OSBENHA to evaluate program.
 - (B) OSBENHA will provide evaluation form for each program participant's responses.
 - (C) OSBENHA will provide a summary of evaluations for each program.
 - (D) Copies of actual evaluations will be provided to sponsor at additional cost upon request.
- (8) Certification of attendance:
 - (A) Must state method to be used.
 - (B) To receive full credit, attendees must attend the full program. Partial credit with a minimum of two clock hours may be earned in a divisible program. Program content will be considered by the Board in determining whether partial credit will be granted.
 - (C) The maximum number of hours which can be earned shall be seven clock hours per day.
 - (D) Must provide list of participants to OSBENHA.
- (9) Instructional hours:
 - (A) Must be based upon clock hours (60 minutes = 1 clock hour).
 - (B) Schedule must show registration, meal times (not included in credit hours), and breakdown of daily educational activities.

- (10) Target group for programs:
 - (A) Nursing Home Administrators.
 - (B) Other disciplines.
- (11) OSBENHA reserves the right to evaluate any or all approved programs.
 - (e) Review process:
 - (1) All programs will be reviewed by the Education Committee.
 - (2) The Education Committee will make recommendations to the full Board for approval/or denial.
 - (3) Types of programs to be reviewed shall be appropriately designed for Nursing Home Administrators.
 - (4) Sponsors must submit program to OSBENHA 30 days in advance of program, provided however, that should the Board fail to meet through lack of a quorum or other circumstance, the application will be reviewed at the next meeting of the Board and if approved, hours will be awarded retroactively.
 - (5) If a program is disapproved, the sponsor is to be notified in writing including the reasons for rejection.
 - (6) If a program is disapproved, the sponsor has 30 days to appeal in writing. The appeal must include a copy of the original application package and any additional information which the sponsor feels is needed for further clarification.
 - (7) The committee may recommend approval of a submitted program content or a portion of the program content even though it has been determined that the same content or a portion of the program content has been previously approved by the Board during the current calendar year; however, licensed nursing home administrators who have attended and received credit for such previously approved program that falls into this category shall be denied credit for attending subsequent duplicate programs during the same calendar year.
 - (8) All programs approved by the NAB will be presumptively approved by the Board.

[Source: Amended at 9 Ok Reg 2125, eff 6-11-92; Amended at 10 Ok Reg 3797, eff 7-12-93; Amended at 12 Ok Reg 2854, eff 7-14-95; Amended at 15 Ok Reg 1764, eff 7-15-98; Amended at 20 Ok Reg 1741, eff 07-01-03]