

ASSISTED LIVING ADMINISTRATOR TRAINING COURSE CURRICULUM CRITERIA

- 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.
- The training curriculum must include the topics specified in each of the six core areas.
- All required hours of training must be conducted in the physical presence of the approved trainer.

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

- Philosophy and 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 and 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 (diabetes, heart disease, arthritis, seizure disorders, asthma, COPD, renal failure, etc.)*
- *Individual Needs (dental, vision, hearing, terminal illness, hospice, etc.)*
- *Changes in Condition and 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 (depression, anxiety, etc.)*
- *Behavioral Issues*
- *Death and Dying, End of Life Issues*

- C. Food Service and 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 and Support Services for Residents
 - *Family Involvement and Participation*
 - *Community Involvement*
- F. Nurse Delegation
 - *Chapter N6*
- G. Medications and 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 and Satisfaction*
- L. Communication with External Health and Social Service Providers
 - *Physicians, Dentists*
 - *Hospitals, Clinics, Rehabilitation 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 and Evacuation Procedures
 - *Resident Evacuation Assessments*
 - *Disaster Preparedness*
- Infection Control
- Food Sanitation and Safety
- Maintenance of Building and Grounds
- Building Systems (fire alarm system, sprinkler system, heating, cooling, ventilation, etc.)
- Other Regulation and 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 and 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, Wis. Admin. Code*
- Labor Laws / Occupational Health and Safety Administration (OSHA)
- Workers' Compensation / Insurance / Liability Issues

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

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