

# **CAHF CHAPTER TRAINING HANDBOOK**

## **CAHF Chapter President and Education Chairperson's Guide**

**Prepared by Quality Health Care Foundation  
Revised January, 2009**

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## **INTRODUCTION**

Thank you for your willingness to serve as the Education Chair for your local CAHF Chapter. Your role is an important one. Not only does quality Chapter education improve the capabilities of your regional long term care professionals, but it is also directly linked to the vitality of the Chapter itself. A Chapter that features a regular offering of well-planned, pertinent trainings is more likely to have well attended meetings and a membership that takes an active interest in issues that impact the industry.

This Handbook was written to (1) help you with the process of applying for continuing education credits for new classes and (2) help you locate pre-approved classes that will meet the educational needs of your Chapter. CAHF and QCHF are dedicated to working hand-in-hand with the Chapters to provide the highest quality educational offerings possible. With that commitment in mind, our goals for all CAHF Chapters are:

- To promote the timely scheduling of trainings as far ahead of schedule as possible;
- To increase the number of trainings which also offer RCFE (assisted living) continuing education credit as well as NHAP (Nursing Home Administrators Program) and BRN (Board of Registered Nursing) credit;
- To better utilize the pre-approved trainings that are available;
- To increase opportunities for associate members and allied services to bring state-of-the-art information to administrators and staff;
- To increase the opportunities to produce joint trainings and rap sessions with important state and federal entities and/or professional organizations; and
- To better utilize CAHF staff as class presenters.

**According to Licensure Board Guidelines for course approvals, CEUs requested through QCHF can only be obtained for CAHF/QCHF sponsored programs. Guidelines quoted as follows:**

"Course approval numbers are non-transferable. Only the Board-approved provider who is submitting a course for approval is authorized to offer and advertise the course as being Board-approved"

We look forward to working closely with you to meet your Chapter needs for training credit and coordinating those with the timeframes needed to achieve approvals. Please feel free to contact us whenever you need assistance regarding Chapter education.

Again, thank you for your service to the Chapter and to the Association.

Jim Koontz, Executive Director,  
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### Other Important Contacts

Joan Caspar, QCHF CEU/Accounts Manager 916 441-6400 ext 211

## THE PAPERWORK

### *The Request Form:*

Reproduce the master copy of the **Chapter Training Module Request in this book** and fill out the copy completely when you request a class. You can also download the request form from the QCHF website at <http://www.qchf.org/chapterpage 1.php>.

### *When requesting a new class:*

- Be as brief and concise as possible, especially in the course description and objectives.
- Attach a current and legible resume' or curriculum vitae for each class presenter. The legibility factor is especially important if you are faxing in your request.
- Under the categories that ask for the presenter's educational credentials, years of teaching experience and years in long-term care, you can write "SEE ATTACHED" if the attached resume' or CV makes that information apparent.
- Be sure to fill out the description, objectives and agenda section. CEU approval agencies will not consider an application without this information completed.

### *When requesting a pre-approved class:*

Fill in the first page of the request form as usual. Then go to the second page and fill in the program title, date and name of speaker. After that, you can write "ON FILE" in the remaining categories

***FOR ALL CLASSES:*** Submit requests as early as possible. Timing is everything. CEU approval agencies **require between 30 and 60 days** for processing class approvals. In addition QCHF must have time to process the requests prior to those 30/60 day timeframes. Approval agencies can and will deny a training request solely on the basis of late submission. The timeframe required to accomplish all this is now 45 days (NHAP, BRN, MCLE) and 75 days (RCFE) to QCHF.

While we try to keep Chapters aware of submission deadlines via *Chapter Chat*, the Chapter Presidents newsletter, and *CAHF News*, it is ultimately the responsibility of the Chapter to heed those deadlines and to promptly submit training requests. Last-minute requests limit the Chapter's options because a pre-approved class becomes the only solution when there is no time to process a new class. And even a pre-approved presenter will have more trouble finding time to present your class when the timeframe is short.

### *Payment of submission fees:*

New class submission fee is \$100.00, pre-approved class submission fee is \$45.00. You may send payment for the class when you send in the request or the QCHF accounting department will deduct the amount directly from your Chapter dues.

### *QCHF Response to Chapter Requests:*

Within 2 business days of the date the request is received by QCHF, you will receive a confirmation by phone, e-mail or Fax. Once the course is approved, you will receive a blank sign-in sheet, certificates and evaluations. Pre-approved class notice will be sent within one week of receipt by QCHF. You may request to receive these documents by e-mail or in the regular mail. Make your selection on the Training Request form. Chapter requests are processed at least each Friday or more frequently.

## At the Presentation

**Roster** - Make sure everyone signs the roster (sign-in sheets). This is a must -- QCHF is required to keep them on file.

**Evaluations and Certificates** - After the presentation, make sure all attendees complete an evaluation form and hand it in before receiving their certificate. This is also a requirement.

If any attendee leaves early (for whatever reason), especially from a multi-hour class, do not give them a certificate. To do so would be in violation of continuing education provider requirements. An amended certificate for the correct (lesser) amount of time of attendance can be issued by QCHF if the attendee gives you his/her name, address and time spent in attendance. The attendee must also fill out an evaluation before leaving. Please send in the information for the amended certificate along with the material you return to QCHF (see next item).

**Document Collection** - At the end of the presentation/Chapter meeting, collect all the roster sheets and completed evaluations and promptly return them to QCHF. All unused evaluations and certificates may be discarded.

**SUGGESTION:** Some Education Chairs make a copy of the roster pages for their own files before sending the originals back to QCHF. This is a great idea -having your own record of attendance can really come in handy when attendees lose their certificates and need to know what classes they attended.

**Substitute Education Chair/Class Monitor** - If you (the Chapter Education Chair) will not be attending the meeting, please note the following:

(1.) Let QCHF know if we should send the class materials (evaluations, rosters and certificates) to another Chapter person who will be there; and

(2.) Be sure that a Chapter person is assigned to monitor the presentation, see that the rosters and evaluations are completed, and distribute the certificates at the end of the presentation. (See Page 12 for the attached job description for Chapter Education Chair).

Note: All materials, CEU certificates, sign-in sheets, evaluations sheets can be emailed as "pdf" documents to expedite the process.

## New Classes: Hints for Developing Topics & Locating Speakers

Issues that affect the operation of a facility such as legislation, regulations, reimbursement, and labor, will always be popular and timely Chapter training topics. "Rap sessions" with panels and/or presenters from state and federal agencies are a great way to impart information about such issues. **A "rap session" that includes district representatives from state agencies such as DHS or DSS is a valuable annual offering for your Chapter.**

**Trends** are also good topics for class presentation. For example, if you see an item in the CAHF News that says citations for dietary violations are on the rise, you may want to schedule a class on a dietary issue such as food borne pathogens.

**CAHF Associate Members** can also be a great source of topics and presenters. They can provide presentations containing the latest in technical expertise or that help facility personnel with operational problems or compliance issues. *Make sure that when you plan a presentation by an associate member or a business entity of any kind, that they are aware that the presentation is strictly educational in nature and is not intended as a promotional opportunity for any specific goods or services.*

**Non-profit organizations or foundations** are another good source of topics and speakers. Any number of associations dealing with diseases and conditions common to long term care residents now maintain speakers' bureaus that Chapters may access. Your local units of organizations such as the American Heart Association, the Arthritis Foundation or the American Diabetes Foundation can be valuable resources, along with groups dealing with Alzheimer's, Parkinson's or Huntington's Disease. The American Red Cross or United Way may also have topics of interest to your Chapter.

**Professional organizations** such as the California Medical Association, the California Association of Medical Directors or the California Rehabilitation Association are other sources of topics and presenters.

**Consultants, therapists and other healthcare professionals** that routinely serve long term care/assisted living facilities can also be valuable resources. Medical records experts, podiatrists, dentists, registered dietitians, rehabilitation and occupational therapists, respiratory therapy providers, pharmacists and attorneys can also present a wide variety of topics.

Finally, don't forget the considerable expertise available to your Chapter in the form of presenters from the CAHF staff. **CAHF program directors and senior staff** can address such areas as state and national issues, regulations, legislation, reimbursement, **quality improvement, disaster preparedness, communications, media relations**, government relations, managed care, developmental services, special care/mental health services, leadership training, marketing and much more. Consult your current CAHF Membership Directory for more information on staff members and their areas of expertise, or call QCHF for assistance.

## How to get more credits - RCFE

RCFE credits are frequently requested for classes for which NHAP and BRN credits are also requested. If you have a class that you'd like to have approved for NHAP, BRN and RCFE credits, you need to make sure that the topic is applicable to both skilled nursing and RCFE/assisted living facilities.

**For example:** Since RCFEs are not licensed to provide a high degree of medical care, a class topic such as *Enteral Feedings* or *Wound Care Guidelines* would not generally be approved for RCFE continuing education credits.

However, topics that "cross-over" (or are common denominators) between the two types of operations stand a good chance of approval. For instance, topics such as *Alcoholism in the Elderly*, *Indoor Air Pollution* or *Ingenuity in Activities* are applicable to both kinds of facilities. Classes dealing with employee regulations, interpersonal communication or problematic behaviors in residents would also be good examples of the many topics that are applicable to both.

Another good source of topics potentially applicable to assisted living/RCFE are medical conditions or diseases common to the elderly population, such as Alzheimer's, Parkinson's or Huntington's disease or cardio-pulmonary disease and diabetes. Many people in both skilled nursing and assisted living settings have such conditions. Those in early or uncomplicated stages may be served by assisted living, while those with more advanced conditions might require the higher level of care provided by a skilled nursing facility. (See section called "New Classes: Hints for Developing Topics and Locating Presenters").

**HINT:** If you are applying for NHAP, BRN & RCFE credits, it's a good idea to actually work "assisted living" or "RCFE" into the title and course description. Many times, a course title just needs to have "and Assisted Living" added, as in the course we processed for *New Laws Affecting Long Term Care*. We merely changed the title to *New Laws Affecting Long Term Care and Assisted Living*, and made a corresponding change in the course description.

Another suggestion is to be aware of how the course description does or does not show the connection to assisted living/RCFE. For example, a course description that states, "This course is an overview of serious mental disorders in the long term care resident", may not be approved for RCFE, but if you change it to read, "This course discusses identification of serious mental illness in the assisted living or long term care resident and appropriate treatment and living situations," there is a better chance of receiving continuing education credit approval for RCFE.

If you need help finding a topic applicable to RCFE/assisted living, call QCHF or your CAHF Los Angeles or San Diego Regional Offices for assistance. Regional Office addresses, phone numbers and fax numbers are listed at the end of this Handbook.

## FAQs (Frequently Asked Questions)

### *Who approves the classes for continuing education credit?*

Nursing home administrator credits are approved by the Nursing Home Administrator Program (NHAP formerly called BNHA, the Board of Nursing Home Administrators).

Assisted Living - Residential Care for the Elderly (RCFE) administrator credits are approved by the Administrator Certification Section of the California Department of Social Services.

Registered nurse credits are provided by the Board of Registered Nursing (BRN) via the Quality Care Health Foundation.

### *Why do I have to submit new classes for approval so far ahead of the class date?*

The approval agencies set their own timelines **and must have on their desks at least 30 days (60 for RCFE) in which to process class approvals**. This means QCHF must receive requests 45 and 75 days in advance in order to process the requests. Accrediting agencies will deny approval solely on the basis of late submission. Also, once QCHF receives your request and instructor information, we still need time to fill out the particular forms required by the approval agencies and to produce checks for processing fees, etc.

Classes that are approved well ahead of time also enable QCHF to have more time to create your class certificates, rosters and evaluations. When time is short, we often have to rush to ready the class material and ship it via expensive overnight delivery. Planning your class as far ahead as possible means you have the best chance it will be approved and you'll get the class materials in plenty of time.

### *What is a "pre-approved" class?*

A pre-approved class is a class that has already been submitted and approved for continuing education credits and whose approval has not yet expired. All classes are approved for a certain length of time; when classes expire, they must be re-submitted for a new approval before they may be presented again.

### *For pre-approved classes, can I substitute instructors or alter the length of the class?*

No, on both counts. Once classes are approved, a repeat presentation must be made by the original instructor(s), the length of the class may not be lengthened or shortened, and the course content may not be changed. The certification agencies require this to ensure that classes consistently provide exactly what was originally approved. If you want to restructure a class and/or change instructors, the new version of the class must be submitted for approval as an entirely new class.

## FAQs

### (Frequently Asked Questions, cont.)

#### *Why do the rosters (sign-in sheets) now require us to list our birth dates?*

This is a new requirement of the certification agencies that helps them establish identification when two or more persons have the same or very similar names.

#### *Why do some classes I submit get approved for the NHAP and BRN credit I request, but not for RCFE?*

The most common reason is that the class topic is pertinent to skilled nursing facilities, but not applicable to assisted living/RCFE providers. For example, a class about OHRA regulations, wound care or restraint reduction would not apply to RCFEs. See the section on "How to Get More RCFE Credits" in this Handbook.

#### *What do I do when a presenter has to cancel shortly before the class date?*

Call QCHF immediately for assistance in finding a pre-approved class. If you are located in Southern California, Lenora Holt and Joe Diaz at the CAHF Regional Offices in Los Angeles and San Diego can also assist you. We know that people depend on their Chapter for continuing education and we'll make every effort to help you find a replacement presentation.

#### *After the class, what do I do with the completed evaluations, rosters and unused certificates?*

Please send them promptly back to QCHF. We are required to tally the evaluations and keep the rosters on file. Unused certificates and evaluations can be discarded (See the section titled "At the Presentation").

#### *What do I do when the class material (certificates, etc.) that QCHF sent has been misplaced and there is no time for even overnight shipment of any replacements?*

Occasionally, QCHF will get an emergency call from a Chapter saying that they remember receiving the package of certificates, rosters and evaluations for their upcoming class, but somehow, they cannot locate the package and the class is scheduled for later the same day! In such instances, it may be possible to fax you a master copy of the roster, evaluation and certificate, which you can then reproduce quickly in numbers sufficient for your presentation. Also, see note bottom of page 6.

## End Notes

We hope that this Handbook proves useful to you. If you have any questions regarding Chapter education or the information contained in this publication, please feel free to call or email QCHF.

Jim Koontz, Executive Director (916) 441-6500 ext. 102 or  
Cheyenne Merced, Education Assistant (916) 441-6400, ext 210

You can also reach us at [cmerced@cahf.org](mailto:cmerced@cahf.org) or by FAX at (916) 446-4454

Good luck with your Chapter educational presentations!

## Glossary

<b>Assisted Living:</b>	Same as Residential Care Facility for the Elderly - RCFE.
<b>BNHA :</b>	Board of Nursing Home Administrators – now called NHAP (Nursing Home Administrators Program) – the licensing authority for long-term care administrators in California
<b>CAHF :</b>	California Association of Health Facilities – the AHCA affiliate trade association in California
<b>Certificate:</b>	The certificated of completion presented to a class attendee at the conclusion of the class.
<b>CEU:</b>	Continuing Education Unit. 1 unit is earned for each hour of education completed.
<b>Chapter Training Module Request :</b>	The request form that must be used when scheduling either a new or pre-approved class for a Chapter presentation.
<b>CV:</b>	Curriculum vitae: a short account (similar to a resume') of a person's career history and qualifications. A current resume' or CV for each presenter must accompany any request for a new class.
<b>DHS:</b>	The California Department of Health Services, the licensing and certification agency for skilled nursing facilities.
<b>DSS:</b>	The California Department of Social Services, the licensing and certification agency for residential care facilities for the elderly (RCFE/assisted living).
<b>Evaluation:</b>	The written, post-class questionnaire that must be completed by each attendee. Chapter Education Chairs collect the completed evaluations and return them to QCHF.
<b>NHAP:</b>	The Nursing Home Administrator Program, the licensure agency for nursing home (skilled nursing facility) administrators. NHAP was formerly known as the Board of Nursing Home Administrators (BNHA).
<b>Pre-approved class:</b>	A class that is already approved for CEUs. Pre-approved classes may be presented repeatedly until the time of their expiration of approval.
<b>QCHF:</b>	Quality Care Health Foundation – the not for profit, educational arm of CAHF.
<b>RCFE:</b>	Residential Care Facility for the Elderly (assisted living).

- Roster:** The sign-in sheet that all class attendees must sign. The rosters along with class evaluations must be returned to QCHF after the class has been presented.
- QCHF:** Quality Care Health Foundation, the educational arm of CAHF.
- RCFE:** Residential Care Facility for the Elderly (Assisted Living)
- Roster:** The sign-in sheet which requires all attendee's signatures.

# QUALITY CARE HEALTH FOUNDATION

2201 K Street, Sacramento, CA 95816  
P.O. Box 537004, Sacramento, CA 95853-7004  
Phone: (916) 441-6400 Ext. 210 or 211  
Fax : (916) 446-4454

## CAHF CHAPTER TRAINING MODULE REQUEST

PLEASE FAX OR MAIL TO QCHF

<b>Fees are:     \$ 100.00 if submitting a new request</b> <b>                   \$ 45.00 if using a pre-approved class</b> <b>Check Enclosed</b> <input type="checkbox"/> <b>Deduct from Chapter Dues:</b> <input type="checkbox"/>
---

Date of Request: \_\_\_\_\_ Date of Program: \_\_\_\_\_

New Program:  (date of program must be at least 30 days away)

Pre-Approved Program:

Title of Program: \_\_\_\_\_

Chapter Name: \_\_\_\_\_

Chapter Contact Person: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Facility Name: \_\_\_\_\_

Facility Address: \_\_\_\_\_

Location of Program: (City & State) \_\_\_\_\_

Number of Hours Requested: \_\_\_\_\_ (Length of Program rounded to the nearest hour)

Indicate Mailing Preference:  U.S. Mail     E-Mail

### CREDITS DESIRED: (Licensure boards make final approval on all categories of credits approved).

NAHP (BNHA)     NHAP with/P     BRN     RCFE\*

● If applying for RCFE, please make sure your topic applies to RCFE (assisted living).

● If applying for RCFE, Please make sure your request is in the QCHF office 75 days prior to program date.

### FOUR QCHF OFFICE USE ONLY:

Processed By: \_\_\_\_\_

Date Sent to Chapter: \_\_\_\_\_

Invoice Date: \_\_\_\_\_

FEE PAID \$ \_\_\_\_\_ CK.# \_\_\_\_\_

NHAP# \_\_\_\_\_

BRN# \_\_\_\_\_

RCFE# \_\_\_\_\_

**COURSE INFORMATION**

Program Date: \_\_\_\_\_

Program Title: \_\_\_\_\_

**SPEAKER/INSTRUCTOR INFORMATION**  
***(Must include resume or curriculum vitae)***

**PLEASE NOTE: All information must be complete for continuing education credit approval.**

Instructor Name: \_\_\_\_\_

Educational Credentials (degree and field) of speaker/instructor: \_\_\_\_\_

**If requesting RCFE's (Please include the following)**

Social Security #: \_\_\_\_\_ License #: \_\_\_\_\_

Years of teaching experience: \_\_\_\_\_ Years in long term care: \_\_\_\_\_

**BRIEF DESCRIPTION OF COURSE**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**OBJECTIVES**

(e.g., At the completion of this program participants will be able to describe, identify, understand, list, evaluate, demonstrate, etc.)

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_

**AGENDA**

(Must be completed in one hour increments)

First Hour: \_\_\_\_\_

Second Hour: \_\_\_\_\_

Third Hour: \_\_\_\_\_

Fourth Hour: \_\_\_\_\_

# COURSE OUTLINE

Course Title:

**I. Teaching Methods:**

- Didactic Presentation
- Overheads and Slides
- Video Tape
- Group Discussion
- Question & Answer Periods
- Handouts

**II. Method of Course Evaluation by Participants:**

- Written
- Oral

**III. Method of Evaluating Participants:**

- Pre-Test
- Post-Test
- Q&A Discussion

Other Evaluation Methods \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**IV. Records Maintained:**

- Copies of course outlines
- Course handouts
- Course sign-in sheets
- Course Evaluations
- Course Flyers
- Course Approvals