

## DOMAINS OF PRACTICE

### 10.00 RESIDENT CARE MANAGEMENT

#### 10.10 Nursing Services

Knowledge of: The aging process (psychological); the aging process (physiological); definition, concept, and basic principles of nursing; basic principles of restorative nursing; basic principles of rehabilitation; principles of infection control related to resident care; basic principles of drug administration; basic pharmacological terminology; resident care needs; overall care plan requirements and process; techniques of auditing care outcomes; professional ethics of licensed nursing personnel.

Skill in: Assessing resident needs; auditing care management program for each resident and communicating results to appropriate individuals; auditing resident services with regard to resident care outcomes and communicating results to appropriate individuals.

#### 10.20 Social Services

Knowledge of: Social, emotional, psychological, spiritual and financial needs of residents and their families; basic principles of family consultation; dynamics of interpersonal relationships; social worker functions; community, local and state resources; grieving process; death and dying; group dynamics; care plan requirements; residents' rights; advanced medical directives (living wills, d.n.r., dn.i.); personalization of environment.

Skill in: Using basic counseling methods; using basic crisis intervention techniques; communicating with cognitively impaired residents; communicating with individuals with a wide variety of social, economic, economics, educational, and religious backgrounds; establishing and maintaining relationship with residents' families or legal representatives; auditing social service programs with regard to outcomes and communicating results to appropriate individuals.

#### 10.30 Food Service Program

Knowledge of: Basic nutritional requirements; effects of dining experience on residents; frequency of meals; types of therapeutic diets; principles of dietary sanitation including dishwashing technique and water temperature; dietary service audit techniques; role of registered dietician; food service delivery; food storage temperature; storage and serving; nutritional supplement requirements; adaptive feeding equipment; care plan requirements.

Skill in: Auditing residents' satisfaction with nutrition program; auditing nutritional outcomes of residents; auditing food service program and communicating results to appropriate individuals.

#### 10.40 Medical Services

Knowledge of: Basic medical terminology; physicians' role in the facility; frequency of physician visits; provision of emergency medical services; physician/resident relationship(s); quality assurance; medical director role in the facility; care plan requirements; information the physician needs from the facility.

Skill in: Communicating state and federal regulations to medical directors and physicians; auditing

communication between physicians and staff and communicating results to physicians and staff as appropriate; auditing delivery of medical services and communicating results to appropriate individuals.

#### 10.50 Recreational and Activity Programs

Knowledge of: Basic therapeutic recreational needs of residents; types of recreation and activity needs of residents; individual needs assessments; adaptive therapeutic equipment; volunteer resources; community resources; care plan requirements; basic confidentiality policies; techniques of activity program evaluation.

Skill in: Auditing residents' satisfaction with therapeutic recreational and activity programs; auditing the outcomes of therapeutic recreational and activity programs for residents; communicating results of program audits to appropriate individuals.

#### 10.60 Medical Records Program

Knowledge of: Basic medical record-keeping systems, including automation; clinical medical record content and format; federal documentation requirements including minimum data sets; basic confidentiality policies; safeguarding clinical record information.

Skill in: Auditing medical record-keeping systems and communicating results to appropriate individuals.

#### 10.70 Pharmaceutical Program

Knowledge of: Basic drug administration terminology (e.g., b.i.d., p.r.n); drug categories (e.g., psychotropic medication); drug regulations for handling, administration, labeling of drugs and biologicals, record-keeping, and drug destruction; systems of inventory controls; role of pharmaceutical consultant.

Skill in: Auditing pharmaceutical program and communicating results to appropriate individuals.

#### 10.80 Rehabilitation Program

Knowledge of: Basic resident rehabilitation needs; roles of all rehabilitation service disciplines; community rehabilitation resources; evaluation mechanisms for determining program success; rehabilitation care plan process; rehabilitation equipment; audit procedures for evaluation of rehabilitation program outcomes.

Skill in: Auditing rehabilitation program and communicating results to appropriate individuals.

### 20.00 PERSONNEL MANAGEMENT

#### 20.10 Communication

Knowledge of: Written and verbal communications to personnel; employee interview process; basic counseling procedures; grievance procedures.

Skill in: Conducting employment and exit interviews; using basic employee counseling techniques;

conducting group meetings; using basic negotiating techniques.

#### 20.20 Recruitment and Training

Knowledge of: Facility staffing needs; staff position requirements; job descriptions; labor laws; union organizing; negotiations and contracts; civil rights laws; recruiting procedures; employment history and verification procedures; basic staff development procedures; audit procedures to evaluate the effectiveness of training; procedures to analyze absenteeism and turnover; staff disciplinary procedures; legal liability; staff recognition and appreciation techniques; performance-based employee evaluation procedures; federal requirements for personnel files.

Skill in: Using interview techniques; using performance-based measurement techniques; using basic employee counseling techniques; using personnel recruiting techniques; developing wage scales; using team building techniques; negotiating wages, salaries, and benefits; matching qualifications of candidates to job requirements; auditing procedures to recruit, train, evaluate, and retain individuals to provide resident care and services and communicating results to appropriate individuals.

#### 20.30 Personnel Policies

Knowledge of: Labor laws; civil rights laws; federal rules and regulations; NLRB rules and regulations; federal and case law requirements for personnel files; work rules; employee benefits policies; performance-based evaluation procedures; staff grievance procedures; staff disciplinary procedures; safety procedures; basic management-union contracts.

Skill in: Developing clear and concise policies and procedures; establishing facility's wages and benefits in light of industry standards; predicting overall effect of personnel policies on the organization; auditing personnel policies and communicating results to appropriate individuals.

#### 20.40 Employee Health and Safety

Knowledge of: Basic safety training programs; federal rules and regulations governing employee health and safety, including OSHA; employee benefits insurance programs; worker's compensation; unemployment compensation; injury prevention procedures; incentives and discipline regarding safety rules and procedures; relationship between employees' health status and job performance.

Skill in: Implementing safety incentive and discipline programs; identifying and correcting potential safety hazards; implementing procedures for reporting injuries and follow-up; auditing employee health and safety programs and communicating results to appropriate individuals.

### 30.00 FINANCIAL MANAGEMENT

#### 30.10 Budgeting

Knowledge of: Generally accepted budget formats; budgeting methods; basic accounting and bookkeeping methods; basic computer operations for budgeting; techniques for determining costs; financial statements; reimbursement mechanisms and income sources; hours, wages, compensation, and fringe benefits; industry trends; consumer wants and needs; facility's capital needs; regulatory

requirements for budgeting; purchasing procedures and controls; need for reserve/profit.

Skills in: Preparing an integrated budget; interpreting financial statements; evaluating budget requests; forecasting operational changes; interpreting regulations.

#### 30.20 Financial Performance

Knowledge of: Internal controls; inventory controls; purchasing procedures; staffing hours and wages and relation to staffing schedule; financial planning process; programs and services offered by the facility; financial resources; financial analysis methods; fixed versus variable costs; industry financial standards; resident census ratios.

Skills in: Interpreting and using financial information; evaluating inventory controls; interpreting financial results for board and/or staff; auditing financial performance of facility and communicating results to appropriate individuals.

#### 30.30 Financial Audit and Reporting

Knowledge of: Cash flow procedures; cash flow needs and trends; basic property, liability, and casualty requirements; banking procedures; bookkeeping procedures; financial reports; payroll procedures and documentation; regulatory accounting requirements; collection procedures; billing procedures; resident financial assessment; resident banking procedures and account management; ancillary and other revenue-producing sources; account aging; purchasing methods and procedures; accounts payable control system; inventory control systems; CPA audit reports.

Skills in: Using audit report; evaluating the financial reporting system; analyzing variance between budget and actual financial performance.

### 40.00 ENVIRONMENTAL MANAGEMENT

#### 40.10 Building Maintenance

Knowledge of: Preventive maintenance systems; equipment and operating manuals; retention of blueprints, approved “as built drawings”, and original building documents; environmental design needs of nursing home residents; physical plant needs; equipment replacement program; codes, rules, and regulations for buildings, grounds, equipment, and maintenance.

Skills in: Anticipating physical plant needs of facility establishing maintenance procedures: evaluating environment’s impact on residents; auditing preventive maintenance program outcomes designed to maintain and improve buildings, grounds, and equipment and communicating results to appropriate individuals.

#### 40.20 Housekeeping

Knowledge of: Residents’ needs and wants to personalize their environment; basic housekeeping concepts and procedures; basic sanitation concepts and procedures; basic infection control concepts and procedures; pest control; federal rules and regulations.

Skills in: Auditing infection control outcomes and communicating results to appropriate individuals;

auditing program outcomes designed to provide a clean, attractive, and homelike environment for residents, staff, and visitors and communicating results to appropriate individuals.

#### 40.30 Safety Program

Knowledge of: Safe housekeeping and maintenance practices; basic concepts regarding safety devices; potential hazards; required lighting; security measures; hazardous chemicals; federal rules and regulations.

Skills in: Identifying and minimizing health risks; interpreting and applying safety codes; auditing safety program outcomes designed to ensure the health, welfare, and safety of residents, staff, and visitors and communicating results to appropriate individuals.

#### 40.40 Emergency Programs

Knowledge of: Elements of fire and disaster programs; National Fire Protection Association (NFPA) guidelines; life safety codes; community emergency resources; in-house emergency equipment; training resources; evacuation resources; emergency procedures; natural disaster preparedness.

Skills in: Interpreting and applying life safety codes; assigning responsibility for specific fire and disaster program duties; coordinating implementation of disaster plan; evaluating availability of community resources; auditing staff use of fire and disaster plan and procedures and communicating results to appropriate individuals.

### 50.00 GOVERNANCE AND MANAGEMENT

#### 50.10 Governing Entities

Knowledge of: Medicare; Medicaid; labor laws; life safety codes; building codes; OSHA; HCFA rules (including survey process); strategic planning principles, licensing boards, governing entities, mission statement, bylaws, legal aspects of types of ownership, legal liability of the facility, legal liability of administration, ethical policies of the governing entity, professional ethics of the nursing home administrator.

Skills in: Interpreting rules and regulations; implementing policies and procedures to achieve compliance with rules and regulations; auditing facility's compliance to rules and regulations and communicating results to appropriate individuals.

#### 50.20 Policies and Procedures

Knowledge of: community, social, educational and consumer organizations, role of ethics committees, functions of all departments and services provided, management principles and philosophies, information collection procedures, operational audit procedures.

Skills in: recognizing the need for change, recognizing significant problems, collecting relevant information, performing cost/benefit analysis for alternative solutions including new trends and services, prioritizing alternative solutions, organizing and directing all facility departments, assessing the

implication of change on each aspect of the operation, implementing change.

#### 50.30 Quality of Life

Knowledge of: Monitor and evaluate resident satisfaction with quality of care and quality of life, through communications with resident, representatives, family, staff volunteers, and governing entities to, maximize resident quality of life, basic techniques of conflict resolution, grievance procedures for residents and families, role of the resident ombudsman, resident and responsible parties' participation in the care planning process, oral and written communication practices, community, social, educational and consumer organizations.

Skills in: using basic counseling methods, honoring and safeguarding residents rights, reviewing each resident's total program of care, reviewing each resident's satisfaction with quality of care and quality of life, auditing procedures to enhance resident satisfaction with quality of care and quality of life and communicating results to appropriate individuals, using interpersonal communication techniques.

#### 50.40 Resident's Rights

Knowledge of: internal and external reporting procedures, monitoring systems, procedures, and information.

Skills in: collecting relevant information, integrating resident rights and services provided.

#### 50.50 Risk Management

Knowledge of: risk management principles, including legal liability issues.

Skills in: integrating all risk management programs to ensure effective outcomes.

#### 50.60 Resident Services

Knowledge of: basic public relations and marketing techniques.

Skills in: verbal and written communications.

#### 50.70 Community Resources

Knowledge of: basic contracts and agreements

Skills in: negotiating contracts and agreements.