

Home Care Administrator

Study Guide

Assessments:

8609 Oklahoma Home Care
Administrator Preparedness
Assessment (OHCAPA)



CTTC CareerTech Testing Center
Health and Professional Certifications Project

Overview

This study guide is designed to help candidates prepare for the Oklahoma Home Care Administrator Preparedness Assessment (OHCAPA). It includes information about the examination, the skills standards upon which the examination is based, resources that can be used to prepare for the examination, and test taking strategies.

Each section in this guide provides useful information for candidates preparing for the OHCAPA.

- OHCAPA Examination
 - ▶ Contact Quick Reference
 - ▶ Assessment Information
 - ▶ Standards and Test Content
 - ▶ Sample Questions
 - ▶ Abbreviations, Symbols and Acronyms
 - ▶ HCP Testing Policies
- Strategies for Test Taking Success
- Notes

This assessment was developed in partnership with the Oklahoma State Department of Health (OSDH), the state agency charged with licensing home care administrators and maintaining a registry of home care administrators. The examination measures the candidate's mastery of the knowledge and skills needed by those seeking employment in the home care industry.

This assessment is also recommended by the Oklahoma Association for Home Care and Hospice. The OAHC is a nonprofit organization that represents over one third of the licensed home care and hospice associations in Oklahoma. For more information about the OAHC, go to www.oahc.com.

Disclaimer

The Oklahoma Department of Career and Technology Education (ODCTE) cannot vouch for the accuracy of the information contained in any linked site. Our intent is to simply provide a list of sites that we feel may be useful to you. Some of the links presented here are commercial sites. We do not endorse these sites or their products, and we do not request or accept any fee for inclusion on this list. The Department makes no representations or warranties, express or implied, with respect to the document, or any part thereof, including any warranties of title, noninfringement of copyright or patent rights of others, merchantability, or fitness or suitability for any purpose.

Equal Opportunity/Non Discrimination Statement

The Oklahoma Department of Career and Technology Education (ODCTE) does not discriminate on the basis of race, color, national origin, sex/gender, age, disability, or veteran status. Inquiries concerning application of this policy may be referred to the ODCTE Compliance Coordinator, 1500 W. 7th Ave. Stillwater, OK 74074-4364, or call 1-800 522-5810 or (405) 377-2000.

CareerTech and Licensure Exams

Career and technology education uses industry professionals and certification standards to identify the knowledge and skills needed to master an occupation. This input provides the foundation for development of curriculum, assessments and other instructional materials needed to prepare candidates for wealth-generating occupations and produce comprehensively trained, highly skilled employees demanded by the work force.

Measuring Success

Certification assessments provide a means of evaluating the candidate's mastery of knowledge and skills. Coaching reports communicate assessment scores to candidates and provide a breakdown of assessment results by standard area. The coaching report also shows how well the candidate has mastered skills needed to perform major job functions and identifies areas of job responsibility that may require additional instruction and/or training.



QUICK REFERENCE

OKLAHOMA STATE DEPARTMENT OF HEALTH Home Care Administrator Registry

PO Box 268816
Oklahoma City, OK 73126-8816
(405) 426-8150
Hours of Operation: 8:00 a.m. to 5:00 p.m.

Call the OSDH to:

- Obtain information on official regulations and guidelines for home care administrators
 - Update name, address, or other personal information listed on the Registry
 - Obtain information regarding approved training programs
 - Renew care administrators licenses
-

OKLAHOMA DEPARTMENT OF CAREER & TECHNOLOGY EDUCATION Health & Professional Certification Project

1500 W. 7th Ave.
Stillwater, OK 74074
(405) 743-5160
FAX (405) 743-6885
Hours of Operation: 8:00 a.m. to 4:30 p.m.
www.okhcp.com

Visit the HCP website to:

- Obtain information regarding HCP test centers and testing
 - Download study guides for candidates
 - Access other coordinator resources
-

OKLAHOMA ASSOCIATION FOR HOME CARE & HOSPICE

310 NE 28th St, Ste 201
Oklahoma City, OK 73157
(405) 609-6160
FAX (405) 595-3908
Hours of Operation: 8:00 a.m. to 4:30 p.m.
www.oahc.com

Assessment Information

How are the assessments developed?

The assessment was developed by the CareerTech Testing Center in partnership with the Oklahoma State Department of Health (OSDH). Items for the exam were developed and reviewed by committees of subject matter experts. All subject matter experts are healthcare professionals who have many years of experience in the home care and hospice industry.

Who is eligible to take the OHCAPA?

Individuals who have completed an OSDH-approved training program and those who have received a training waiver from the OSDH are eligible to take the OHCAPA. Before registering for an examination, candidates must read the Testing Policies included in this Study Guide. These policies address testing accommodations, cancellations/no-shows, cheating, translation, misconduct, etc.

How much does the exam cost and how do candidates pay for the exam?

The test fee for the OHCAPA is \$100 and must be paid to the test site upon registration. Candidates are encouraged to contact the HPCP test site of their choice. A list of HPCP test sites can be found at www.okhcp.com.

How do I register for the OHCAPA?

At the time of registration, candidates must present all of the following documents:

- **Training Completion Certificate** issued by their training program, OR a letter from the OSDH waiving training, OR a provisional certificate issued by OSDH.
- **Original evidence of identity** — unexpired driver's license issued by a state in the United States OR other current photo identification issued by a U.S. government entity.
- **Photocopies of the documents above will not be accepted.**

What can candidates expect on the written examination?

The OHCAPA consists of 70 multiple choice items. The number of questions from each area is included in the skills standards that start on page 8 of this study guide. Candidates must score 70% or higher to pass the OHCAPA exam.

Candidates have the option of taking the written examination online. OHCAPA candidates may also request that the written examination be administered orally. Candidates who would like the written examination administered orally must notify the test site coordinator upon registration.

Is the written examination timed?

Yes. Candidates have 90 minutes to complete the OHCAPA. If the time allowed expires before the candidate is finished, the examination will automatically be submitted for scoring and all unanswered questions will be marked incorrect.

How are candidates notified of results?

All candidates receive a Coaching Report that provides the candidate with an overall result, but also shows the candidate's performance in each general area of the written test. Candidates who take the written examination online receive the Coaching Report immediately upon completion of the examination.

Can candidates retake the OHCAPA?

Candidates who do not pass the OHCAPA must wait at least three (3) days before retesting.

Candidates who have completed an approved training program have three attempts to pass the written examination. Candidates who are unable to pass the written examination after three (3) attempts must retrain in order to be eligible for additional testing.

Can candidates use a calculator on the written examination?

No, calculators may not be used on these exams. However, the test proctor will provide scratch paper upon request. This paper must be returned to the proctor upon completion of the test.

How long does it take to be listed on the Oklahoma Home Care Administrator Registry once the written examination is passed?

Typically, candidates who complete the certification requirements are added to the Oklahoma Home Care Administrator Registry within ten days of testing. Home care administrators who are not listed on the registry within 30 days should contact the Oklahoma Home Care Administrator Registry at (405)426-8150.



Standard and Test Content
Oklahoma Home Care Administrator
Preparedness Assessment (8609)
Time Limit: 90 minutes
70 Questions

Duty A: Demonstrate Administrative Skills — 49% (34 questions)

CODE	TASK
A.01	Perform managerial functions <ul style="list-style-type: none"> • Benchmarking • Fiscal • Information management • Negotiation skills • Strategic planning • Conflict resolution • Leadership • Delegation
A.02	Demonstrate knowledge of basic medical terminology
A.03	Demonstrate ability to use information technology <ul style="list-style-type: none"> • Research • Communication • Business functions • Electronic medical records
A.04	Demonstrate knowledge of legal and patient protection issues <ul style="list-style-type: none"> • Patient Rights • Adult protective services • Confidentiality • Fraud and abuse • Documentation • Business insurance (liability and other)
A.05	Demonstrate knowledge of state requirements for licensure <ul style="list-style-type: none"> • Licensing entities • Home Care Act • Insurance • Home Care Agency rules, Chapter 662 • Home Care Administrator certification rules, Chapter 664 • DHS waiver programs

A.06	<p>Demonstrate knowledge of federal certification requirements for home health</p> <ul style="list-style-type: none"> • Qualifying criteria • Coverage issues • OASIS Industry and Public Reporting • Billing Requirement <ul style="list-style-type: none"> ❑ PEPPER • Cost Reporting • Medicare Benefit Policy Manual • Conditions of Participation • CAHPS
A.07	<p>Demonstrate knowledge of national regulatory issues</p> <ul style="list-style-type: none"> • OSHA • Insurance (ACA) • Civil rights • ADA • EEOC • Cultural diversity • HIPAA
A.08	Demonstrate knowledge of survey entities and processes
A.09	Demonstrate knowledge of procedures to continually improve agency performance

Duty B: Demonstrate Supervisory/Human Relations Responsibilities — 21% (15 questions)

CODE	TASK
B.01	<p>Demonstrate knowledge of employment issues</p> <ul style="list-style-type: none"> • Documentation • Confidentiality • Recruiting/Onboarding <ul style="list-style-type: none"> ❑ National Background Check • Counseling/Progressing Discipline/Termination • Benefits • Employee rights • Workers Compensation <ul style="list-style-type: none"> ❑ Oklahoma option • Wage and hours issues • Unemployment
B.02	<p>Demonstrate knowledge of staff development processes</p> <ul style="list-style-type: none"> • Orientation <ul style="list-style-type: none"> ❑ In-Service Education • Continuing education • Academic
B.03	Demonstrate knowledge of the role of health care professionals involved in home health

B.04	Demonstrate knowledge of risk management <ul style="list-style-type: none"> • Information security • Infection control • Safety • Insurance
------	---

Duty C: Demonstrate Basic Financial Management Techniques — 13% (9 questions)

CODE	TASK
C.01	Demonstrate knowledge of General Accepted Accounting Principles (GAAP) <ul style="list-style-type: none"> • Budget • Reimbursement • Payroll • Purchasing • Inventory • Financial Reports
C.02	Demonstrate knowledge of audit processes <ul style="list-style-type: none"> • Internal/External

Duty D: Apply Principles of Ethical Behaviors — 16% (11 questions)

CODE	TASK
D.01	Identify and apply ethical behaviors <ul style="list-style-type: none"> • Marketing practices • Employee relationships • Oklahoma Association for Home Care Code of Ethics • Recruitment and retention in employees and patients • Client rights and responsibilities • Truth in advertising • Billing and accounting practices
D.02	Demonstrate knowledge of ethical dilemmas in service delivery <ul style="list-style-type: none"> • Standards of practice
D.03	Demonstrate knowledge of solutions to ethical dilemmas in service delivery <ul style="list-style-type: none"> • Ethics committees • Negotiation skills

Duty E: Promote and Maintain Effective Community Relations and Public Information — 1% (1 question)

CODE	TASK
E.01	Demonstrate knowledge of marketing practices/principles
E.02	Demonstrate knowledge of community resources

Sample Questions

- _____ 1. Which committee helps a home care agency make and update policies and procedures?
- a. accreditation
 - b. political action
 - c. QA/PI
 - d. professional advisory
- _____ 2. Benchmarking provides a means of:
- a. restricting the scope of licensure compliance inspections.
 - b. delivering consistent, high quality care among home care agencies.
 - c. assessing a home care agency's strengths and weaknesses.
 - d. determining employee turnover.
- _____ 3. A person who lacks the capacity to consent can be placed into:
- a. residential treatment.
 - b. protective services.
 - c. alternative protective services.
 - d. court-ordered guardianship.
- _____ 4. Information regarding advanced directives must be given to clients:
- a. both verbally and in writing.
 - b. verbally.
 - c. in writing.
 - d. only if requested.
- _____ 5. Which entity maintains a registry of unlicensed, nonskilled personal care providers for home care clients?
- a. Oklahoma State Department of Health
 - b. Oklahoma Association for Home Care
 - c. Oklahoma Association of Health Care Providers
 - d. Oklahoma Board of Nursing
- _____ 6. Client care policies must address infection control, safety assessment and teaching efforts to maximize autonomy, and:
- a. risk management.
 - b. emergency management.
 - c. cost of care coordination.
 - d. agency contact information.

- _____ 7. OBQI is an acronym that stands for:
- a. OASIS-Based Quality Initiative.
 - b. OASIS-Based Quantitative Intervention.
 - c. Outreach-Based Quantitative Implementation.
 - d. Outcome-Based Quality Improvement.
- _____ 8. Which statute established federal standards for the security of electronic protected health information?
- a. Health Information Portability and Accountability Act
 - b. Health Information Portability and Accessibility Act
 - c. Health Insurance Portability and Accountability Act
 - d. Health Insurance Portability and Accessibility Act
- _____ 9. What is the primary reason home health agencies demand complete documentation of client care?
- a. security
 - b. income
 - c. insurance
 - d. accuracy
- _____ 10. Which individual is an advocate for home health agency employees?
- a. employee benefits administrator
 - b. home health administrator
 - c. client
 - d. support staff



Sample Questions — Key

1. Which committee helps a home care agency make and update policies and procedures?
 - a. accreditation Wrong, but plausible
 - b. political action Wrong, but plausible
 - c. QA/PI Wrong, but plausible
 - d. professional advisory Correct
2. Benchmarking provides a means of:
 - a. restricting the scope of licensure compliance inspections. Wrong, but plausible
 - b. delivering consistent, high quality care among home care agencies. Correct
 - c. assessing a home care agency's strengths and weaknesses. Wrong, but plausible
 - d. determining employee turnover. Wrong, but plausible
3. A person who lacks the capacity to consent can be placed into:
 - a. residential treatment. Wrong, but plausible
 - b. protective services. Wrong, but plausible
 - c. alternative protective services. Wrong, but plausible
 - d. court-ordered guardianship. Correct
4. Information regarding advanced directives must be given to clients:
 - a. both verbally and in writing. Correct
 - b. verbally. Wrong, but plausible
 - c. in writing. Wrong, but plausible
 - d. only if requested. Wrong, but plausible
5. Which entity maintains a registry of unlicensed, nonskilled personal care providers for home care clients?
 - a. Oklahoma State Department of Health Correct
 - b. Oklahoma Association for Home Care Wrong, but plausible
 - c. Oklahoma Association of Health Care Providers Wrong, but plausible
 - d. Oklahoma Board of Nursing Wrong, but plausible
6. Client care policies must address infection control, safety assessment and teaching efforts to maximize autonomy, and:
 - a. risk management. Wrong, but plausible
 - b. emergency management. Correct
 - c. cost of care coordination. Wrong, but plausible
 - d. agency contact information. Wrong, but plausible

7. OBQI is an acronym that stands for:

- | | |
|--|----------------------|
| a. OASIS-Based Quality Initiative. | Wrong, but plausible |
| b. OASIS-Based Quantitative Intervention. | Wrong, but plausible |
| c. Outreach-Based Quantitative Implementation. | Wrong, but plausible |
| d. Outcome-Based Quality Improvement. | Correct |

8. Which statute established federal standards for the security of electronic protected health information?

- | | |
|--|----------------------|
| a. Health Information Portability and Accountability Act | Wrong, but plausible |
| b. Health Information Portability and Accessibility Act | Wrong, but plausible |
| c. Health Insurance Portability and Accountability Act | Correct |
| d. Health Insurance Portability and Accessibility Act | Wrong, but plausible |

9. What is the primary reason home health agencies demand complete documentation of client care?

- | | |
|--------------|----------------------|
| a. security | Wrong, but plausible |
| b. income | Wrong, but plausible |
| c. insurance | Wrong, but plausible |
| d. accuracy | Correct |

10. Which individual is an advocate for home health agency employees?

- | | |
|------------------------------------|----------------------|
| a. employee benefits administrator | Wrong, but plausible |
| b. home health administrator | Correct |
| c. client | Wrong, but plausible |
| d. support staff | Wrong, but plausible |

Abbreviations, Acronyms, and Symbols

The following is a list of abbreviations, acronyms, and symbols used on the Oklahoma Home Care Administrator Preparedness Assessment (OHCAPA).

AOA	Administration on Aging
ARDS	Acute Respiratory Distress Syndrome
CAD	Coronary Artery Disease
CAHPS	Consumer Assessment of Healthcare Providers and Systems
cc	Cubic Centimeter
CMS	Centers for Medicare & Medicaid Services
COPD	Coronary Obstructive Pulmonary Disease
CPR	Cardiopulmonary Resuscitation
DNR	Do Not Resuscitate
EOC	End of Care
ER	Emergency Room
GAAP	Generally Accepted Accounting Principles
HCIS	Health Care Information System
HHC	Home Health Care
HHRG	Home Health Resource Groups
HIPAA	Health Insurance Portability and Accountability Act
HPMS	Health Plan Management System
HUD	Housing and Urban Development
ICD	International Classification of Diseases
JCAHO	Joint Commission on Accreditation of Healthcare Organizations
LPN	Licensed Practical Nurse
mL	Milliliter
OASIS	Outcome and Assessment Information Set
OBQI	Outcome-Based Quality Improvement
OSDH	Oklahoma State Department of Health
OT	Occupational Therapist
PEPPER	Program for Evaluating Payment Patterns Electronic Report
PT	Physical Therapist
QA/PI	Quality Assurance/Performance Improvement
RN	Registered Nurse
ROC	Resumption of Care
SOC	Start of Care
TB	Tuberculosis
TQM	Total Quality Management

Testing Policies

Handling of Examination Materials

All examination materials are the copyrighted property of the Oklahoma Department of Career and Technology Education. Distribution of examination content or materials through any form of unauthorized reproduction or through oral or written communication is strictly prohibited. Individuals/entities that compromise the security of testing materials will be held responsible for the expense of developing replacement materials.

Security/Cheating

If a candidate is caught cheating during the clinical skills examination or written examination, testing will stop immediately. The candidate will receive a failing result and the incident will be reported to the Oklahoma State Department of Health for review. Testing fees will not be refunded and the candidate will not be able to test without a letter of approval from the OSDH. Each HPCP Test Center reserves the right to monitor and record all testing using audio, visual, and electronic devices.

Testing Accommodations

Requests to accommodate special needs during testing (i.e. oral test administration, special seating arrangements) must be made at the time of registration by completing the HPCP Form, Request for Testing Accommodations.

Electronic Devices

Cellular phones, beepers, or other electronic devices are not permitted and must be turned off during testing. Use of electronic devices during testing will be considered cheating and will be handled accordingly.

Study Aides

Personal belongings (i.e. briefcases, backpacks, books, etc.) are not allowed in the testing area. Personal belongings brought into the testing area will be collected by testing personnel and returned when the examination has been completed. The HPCP test center is not responsible for lost or misplaced items.

Calculators

Calculators are not permitted in the testing room. If needed, the test center will provide scratch paper and a pencil; however, these items will be collected at the end of the test by the testing proctor.

Translation

All certification examinations will be administered in English. Translators, translation devices, or translation dictionaries may not be used during the examination.

Eating/Drinking/Smoking

Candidates are not permitted to eat, drink, or smoke during the examination.

Misconduct

Candidates causing a disturbance of any kind or engaging in any kind of misconduct will be dismissed from the examination and reported to the Oklahoma Department of Health for disciplinary measures.

Guest/Visitors

No guests, visitors, pets or children are allowed at the testing site.

Use of Restrooms

Candidates must obtain permission from the clinical skills observer or the written test proctor to use the restroom during testing. All testing materials will be collected from the candidate. No additional testing time will be granted.

Test Taking Strategies

This section of the study guide contains valuable information for testing success and provides a common-sense approach for preparing for and performing well on any test.

General Testing Advice

1. Get a good night's rest the night before the test — eight hours of sleep is recommended.
2. Avoid junk food and “eat right” several days before the test.
3. Do not drink a lot or eat a large meal prior to testing.
4. Be confident in your knowledge and skills!
5. Relax and try to ignore distractions during the test.
6. Focus on the task at hand — taking the test and doing your best!
7. Listen carefully to the instructions provided by the exam proctor. If the instructions are not clear, ask for clarification.

Testing Tips

1. Read the entire question before attempting to answer it.
2. Try to answer the question before reading the choices. Then, read the choices to determine if one matches, or is similar, to your answer.
3. Do not change your answer unless you misread the question or are certain that your first answer is incorrect.
4. Answer questions you know first, so you can spend additional time on the more difficult questions.
5. Check to make sure you have answered every question before you submit the assessment for scoring — unanswered questions are marked incorrect.



NOTES

[illegible]