# Home Care Administrator

## Study Guide

**Assessments:**

**8609** **Oklahoma Home Care Administrator Preparedness Assessment (OHCAPA)**

Oklahoma Association
FOR HOME CARE & HOSPICE

careertech ✓
Testing
*The Provider of Online Testing Solutions*

H Oklahoma
State
Department
of Health

OKLAHOMA
WORKS

# 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**.

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# CareerTech and Competency-Based Education:
## A Winning Combination

Competency-based education uses learning outcomes that emphasize both the application and creation of knowledge and the mastery of skills critical for success. In a competency-based education system, students advance upon mastery of competencies, which are measurable, transferable outcomes that empower students.

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 students for wealth-generating occupations and produce comprehensively trained, highly skilled employees demanded by the work force.

## Tools for Success

CareerTech education relies on three basic instructional components to deliver competency-based instruction: skills standards, curriculum materials, and competency assessments.

**Skills standards** provide the foundation for competency-based instruction and outline the knowledge and skills that must be mastered in order to perform related jobs within an industry. Skills standards are aligned with national skills standards and/or industry certification requirements; therefore, a student trained to the skills standards is equally employable in local, state and national job markets.

**Curriculum materials and textbooks** contain information and activities that teach students the knowledge and skills outlined in the skills standards. In addition to complementing classroom instruction, curriculum resources include supplemental activities that enhance learning by providing opportunities to apply knowledge and demonstrate skills.

**Competency Assessments** test the student over material outlined in the skills standards and taught using the curriculum materials and textbooks. When used with classroom performance evaluations, written competency assessments provide a means of measuring occupational readiness.

Each of these components satisfies a unique purpose in competency-based education and reinforces the knowledge and skills students need to gain employment and succeed on the job.

## Measuring Success

Evaluation is an important component of competency-based education. Pre-training assessments measure the student's existing knowledge prior to receiving instruction and ensure the student's training builds upon this knowledge base. Formative assessments administered throughout the training process provide a means of continuously monitoring the student's progress towards mastery.

Written competency assessments provide a means of evaluating the student's mastery of knowledge and skills. Coaching reports communicate competency assessment scores to students and provide a breakdown of assessment results by standard area. The coaching report also shows how well the student 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

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**OKLAHOMA STATE DEPARTMENT OF HEALTH**
**Oklahoma Nurse Aide & Nontechnical Worker Registry**
1000 NE 10th St.
Oklahoma City, OK  73117-1299
1-800-695-2157
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

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**OKLAHOMA DEPARTMENT OF CAREER & TECHNOLOGY EDUCATION**
**Health Certification Project**
1500 W. 7th Ave.
Stillwater, OK  74074
(405) 743-5447
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

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**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 assessments were developed by the CareerTech Testing Center in partnership with the Oklahoma State Department of Health (OSDH). Items for the exams 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 HCP test site of their choice. A list of HCP test sites can be found at **www.okhcp.com**.

## How do I register for the OHCAPA?

Individuals seeking certification as a home care administrator can register for the exam by contacting a HCP test site. 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 or in paper/pencil format. OHCAPA candidates may also request that the written examination be administered orally. Candidates who wish to take the written examination in paper/pencil format or who would like the written examination administered orally must notify the HCP test site coordinator upon registration. (Note: The HCP test site reserves the right to charge up to $20 in addition to the regular OHCAPA testing fees for each oral test administration.)

## 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 not only 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. Candidates who opt for the paper/pencil form of the written examination will receive the Coaching Report within three (3) weeks of testing.

## 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 either the clinical skills evaluation or 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 (800)522-0203 or (405)271-6868.

# 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)

A.01    Perform managerial functions

- 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

- Research
- Communication
- Business functions
- Electronic medical records

A.04    Demonstrate knowledge of legal and patient protection issues

- Adult protective services
- Confidentiality
- Fraud and abuse
- Documentation
- Business insurance (liability and other)

A.05    Demonstrate knowledge of state requirements for licensure

- Licensing entities
- Home Care Act
- Insurance
- Home Care Agency rules, Chapter 662
- Home Care Administrator certification rules, Chapter 664
- DHS waiver programs

A.06    Demonstrate knowledge of federal certification requirements for home health

- Qualifying criteria
- Coverage issues
- OASIS
    - ❏ Home Health Compare, STAR, CASPER, QIES

- Billing Requirement
  - ❏ PEPPER
- Cost Reporting
- HIM-11
- Conditions of Participation
- CAHPS

A.07 Demonstrate knowledge of national regulatory issues

- 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)

B.01 Demonstrate knowledge of employment issues

- Documentation
- Confidentiality
- Recruiting/Onboarding
  - ❏ National Background Check
- Counseling/Progressing Discipline/Termination
- Benefits
- Employee rights
- Workman's compensation
  - ❏ Oklahoma option
- Wage and hours issues
- Unemployment

B.02 Demonstrate knowledge of staff development processes

- Cross training
- Continuing education

B.03 Demonstrate knowledge of the role of health care professionals involved in home health

B.04 Demonstrate knowledge of risk management

- Information security
- Infection control
- Safety

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

C.01   Demonstrate knowledge of General Accepted Accounting Principles (GAAP)

- Budget
- Reimbursement
- Payroll
- Purchasing
- Inventory
- Financial Reorts

C.02   Demonstrate knowledge of audit processes

- Internal/External

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

D.01   Identify and apply ethical behaviors

- 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

- Standards of practice

D.03   Demonstrate knowledge of solutions to ethical dilemmas in service delivery

- Ethics committees
- Negotiation skills

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

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 |
| HIM | Health Insurance Manual |
| 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 Patters Electronic Report |
| PPS | Prospective Payment System |
| 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 HCP 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 HCP Form, Request for Testing Accommodations.

## Cancellations/Tardiness

Candidates who cancel a testing appointment at an HCP test center with at least 48 hours' notice may receive a refund of testing fees. Candidates who arrive more than one (1) hour late for an examination will not be permitted to test. Testing fees will not be refunded to candidates who are more than one (1) hour late or fail to give the required notice for cancellation.

## 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 HCP 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

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