

**Oklahoma State Board of Examiners for  
Long-Term Care Administrators’  
Administrators University (AU)  
(Fall 2021)**

Welcome to the OSBELTCA’s Administrators University (AU). We look forward to helping you advance your dreams to being a valued contributor in the Long-Term Care healthcare field in Oklahoma as a professional Long-Term Care Administrator.

**IMPORTANT INFORMATION**

*(in case you missed it on our website)*

*RECENT CLASSES (due to the pandemic) were held in "hybrid" fashion with most attending virtually and some attending in person (to the extent physical distancing allowed).*

*With changes to the latest CDC guidance and the vaccines, **WE INTEND TO HOLD CLASSES IN PERSON THIS TERM!** EXPECT TO be required to attend physically for the most part.*

*Think of it as a return to normal...*

*If you have a pre-existing condition or wish to wear a mask, you certainly can (and should). But, you will be expected to attend in person... We MAY continue to "broadcast" the class and record them (and some instructors MAY have a reason to instruct virtually);*

*but attending virtually would be a*

*CLEAR EXCEPTION rather than the rule*

*as has been the case most recently...*

*and if your pre-existing condition(s) prevents you from being around people, it begs the question of how you expect to be able to perform in this profession where your presence in a facility will be expected and required (even to complete the AIT).*

*FAIR WARNING – You Know What You’ve Signed Up For*

All classes *usually* start at 8:30 am and *usually* end at around 4:00 pm with one 15-minute break scheduled in the morning, one 15-minute break in the afternoon and an hour for lunch, *normally* scheduled from 11:45am to 12:45pm. **There are, of course, exceptions** where these times will vary (if long, you will realize a shorter day another day) and where lunch, while still usually an hour, may start a few minutes sooner or later than the normal targeted 11:45 time we try to plan. **Classes this session are ALL on Thursdays and will be held primarily in our conference room (Suite 2H) in Shepherd Mall with the still NEW ability for some students to attend class via GoToMeeting.** Some days *may* be scheduled in alternate locations (not in Shepherd Mall) but for this term, MOST of our classes will be in our classroom. We do still plan to record and broadcast the classes as well, but students are expected to attend in person primarily. When broadcast, the **URL for the class will be the same *whenever it’s available* as an option at <https://www.gotomeet.me/OSBELTCA/au-online> with an option to dial in by phone at 1(646)749-3122 with Access Code 950-820-693, but, again, this will be the EXCPTION; most of the time, your physical attendance is required.** It is also still possible that some classes *may* have been pre-recorded and students will be given a URL for those classes (usually for instructor reasons) and will be expected to watch them on their own time (*not doing so is only cheating yourself in the near term...but perhaps also those you will serve in the long term*).

Some classes will NOT be available online – the offsite classes may not be broadcast nor recorded.

**HOW TO FIND US:** Our office (and classroom) is pretty much in the MIDDLE of Shepherd Mall...Entering from the front (23<sup>rd</sup> Street) main entrance (entrance “A” – you should notice a large black “OSBELTCA” sign vertically positioned on the corner of the building at this entrance...), you would go up the stairs or take the elevator to the 2<sup>nd</sup> floor there near the Security Desk. At the top of the stairs, you will go left and you will pass a glassed in “WIC” office on your right...with WIC behind you, you should see a door marked “Staff Entrance” straight ahead of you... turn to the right down that hall and you’ll see, in big gold letters, “OSBELTCA” there on the left wall. The next door on the left is the entrance. Come on in and go straight to the back to our conference room/classroom. We’re not hard to find. But, if you’re nervous, comes see us in advance so you’re ready for that first day of class.

Students are required to attend all sessions and attendance IS taken. If you cannot attend for some reason, you will be expected to attend the session(s) you missed during the following term. If you are going to be late, we do understand that as well, but please call (Pam’s number is (405)522-1619 in the office) and let us know but please don’t make it a habitual event or you may not be given credit for attendance of some of the sessions. It’s not only courteous to the instructors that you attend and be on time (even after lunch and other breaks), it really is in your best interest to not miss anything being covered in the classroom and your late entrance is disruptive for the other students as well.

**Speaking of courtesy, we always need to address cell phone use...** In class, it becomes an issue sometimes. While we understand that many of you have a job and from time to time a *bona fide* emergency may be occurring that necessitates input from you... so, 1) If you need to take such a call, step out of the classroom and take the call and get it over with, and 2) don’t let it become “routine.” We have noted that people who we do see in the hallway frequently struggle with the examination portion of the licensure process – they’ve missed too much in the classroom. Don’t let that happen to you – be selfish in this regard (for the benefit of those you lead and serve)! **You’re with us to learn, so make this time sort of “sacred” to the extent possible...** which also includes not “texting” during class which is also distracting to your classmates and rude to the presenters. Please, don’t do it. Sidebars with the person sitting next to you are also disruptive and distractive. **And for those who merely log in to the virtual meetings in their office and proceed to ignore the lectures and discussions, you’re not just cheating yourself but others in the long term.** Again, make this time sort of sacred to actively learn.

This course is designed with much more than the exams in mind, so **don’t expect to be spoon-fed to pass either the State or both NAB tests.** Most of the speakers are from various state agencies and will therefore naturally favor the state regulations which *may* better help prepare you for the State Standards Exam at the conclusion of the course (though NONE of the instructors are privy to the content of the State exams). **However, one of the largest hurdles to obtaining a license, historically, has been passing the NAB’s exams (and more particularly the NHA line of service exam).** To that end, you have, therefore, been given reading assignments for each class day...**and students are normally given additional handouts along the way to further supplement your reading and knowledge base... what you are given one week is generally intended to coincide with the class for the next week so you should try to read that material as part of the next week’s reading assignment** (with the obvious exception of sample/practice tests). **If you’re going to miss, try to arrange to pick up the handouts that are distributed on that day... have someone collect them for you and bring them to you or ask to have them set aside in our office so you can come pick them up.** The reading assignments are designed to **help** you prepare for the NAB NHA exams by giving you that background but also to prepare you for the discussions in class. **Don’t be afraid to go out and read more! In fact, DO IT!** And, when you bring up discussions with the instructors based on these readings, you will necessarily help broaden the scope of their instruction to include more “federal” aspects and better understand the issues that could be on the NAB (and perhaps the State Standards) Exam as well. As with any college level course, which this certainly is, you are expected to get the text book (in this case, we’ve selected from NAB’s reference list, “[The Principles of Health Care Administration](#)” by Joseph E. Townsend) and to keep up with the assigned readings. There are a number of avenues to get this text. either online or perhaps by ordering it through a local bookstore. **The currently referenced version is the 2020 edition, ...the page numbers referenced in this syllabus should reflect the 2020 edition.** NAB may not have yet updated the reference list to the 2020 version, but that is virtually a matter of time before they do that and for the most part, there is not much change... the 2020 version of the book does include PDPM which as of the publishing of this syllabus was not yet on the NAB Exam either (but could be

by the time you take the exam). When NAB next updates the reference list and their exams, these items MAY be included on future exams.

Please note, the reading assignments are not complete references to the material covered, *but good starting points*. You should seek out additional material on these various topics, even within this same book and to discuss the topics with your Preceptor. For example, the survey process is discussed in various places within the book but as it applies to each department, you can learn much more.

Mr. Townsend, the author of this book, also comes to us twice per year for 2-day NAB Review Seminars which are “optional” but very beneficial (according to feedback). The cost of the seminar is \$275 and you can sign up to attend online. Typically, we schedule those in February and late July/early August to correspond with the different AU completion dates. **We recommend you attend AFTER you’ve completed AU** and perhaps after you’ve completed your AIT. It should be like a “finishing course” before you go sit for the NAB exams. It is “optional” but we really do recommend it, highly.

**We look forward to this experience and also WANT to hear feedback from you...** not only what you choose to write on the class evaluations (it’s the only “pay” most of these instructors get, to be told how they did...please take the time to give them an honest evaluation after each class, in constructive words as well as the numeric rating you provide...often the words are more helpful) - which we hope you will take as seriously as we do - but also what you just feel like saying to us about what would improve the quality of the instruction and total educational experience. The course continues to undergo minor facelifts and we need to know where it is still falling short or could simply be improved. You can be part of that solution, and we thank you for your candor.

**Handy (and important) contact info:**

**Pam Duren:**  
405-522-1619  
Fax: 405-522-1625  
[Pam.duren@osbeltca.ok.gov](mailto:Pam.duren@osbeltca.ok.gov)

**Gaylord “Z” Thomas:**  
405-522-1616  
[Gz.thomas@osbeltca.ok.gov](mailto:Gz.thomas@osbeltca.ok.gov)

**Our website:**  
[www.ok.gov/osbeltca](http://www.ok.gov/osbeltca)



**ADMINISTRATORS UNIVERSITY  
SYLLABUS – FALL 2021**

All Reading Assignments are from “*The Principles of Health Care Administration*” by Joseph E. Townsend unless otherwise noted. The most current edition of Mr. Townsend’s book was revised and updated in 2020 and now has a RED cover. *If you’re using an older book, you may have to figure out the applicable pages to read on your own.* Some days will have heavier reading assignments and some lighter...therefore, **please look ahead and pace yourself** to stay up with these readings. You may not always be able to read it all the night before. The reading assignments are intended to help you study and prepare for the NAB more than to mirror the presentations on that day but will reflect some of the same topics and prepare you better for discussions in class. The entire book has not been assigned but you will probably want to read beyond what has been assigned (as well as read other books) and you may notice that we may also ask you to re-read or review some of the material along the way.

<b>Day</b>	<b>Time</b>	<b>Topic</b>	<b>Hours</b>	<b>Instructor</b>
<b>Day 1</b>		<b>Shepherd Mall OSBELTCA Conf Rm</b>		<b>Thursday, July 29<sup>th</sup></b>
Assigned Reading: From “Principles of Health Care Administration”				
Introduction: page 1-20				
Leadership and Management – page 323- 361 (to “Participating in Medicare and Medicaid”)				
<b><i>Introduction to Admin University</i></b>				
8:30	AM	Introduction to Admin U. Course Requirements Internet Resources & Study Guides	0.75	Gaylord “Z” Thomas

**Objectives:**

- Understand the overall objective of the course which is to *help* prepare them for the State Standards Examination and *help* to prepare them for the NAB exam
- Understand what is expected of them regarding attendance, “reading assignments” & basic classroom rules
- Become familiar with additional sources of study to help them prepare for the NAB exam

9:15	AM	Importance of Effective Leadership in Long Term Care	0.75	Gaylord “Z” Thomas
------	----	--	------	--------------------

**Objectives:**

- Students will gain a perspective on the importance of leadership in a long-term care facility
- Students will discuss the differences between leadership and management

10:00	AM	BREAK (target)		
10:15	AM	Understanding the Role of the Administrator In the Domains of Practice	1.5	Gaylord “Z” Thomas
11:45	AM	LUNCH BREAK (target) <b><i>Introduction to AIT*</i></b>		
12:45	PM	Preceptor requirements and selection Assessment of needs/Documentation	1.5	Gaylord “Z” Thomas & Pam Duren

**Objectives:**

- Understand the requirements of the Administrator-in-Training (AIT) Internship Program [Chapter 10-Subchapter 8];
- Understand the role of coaching and mentoring in the internship experience;
- Understand the reporting requirements of the Preceptor and the AIT;
- Review the Domains of Practice requirements for the 560 clock hours of training;
- “Expectation Management”

2:15 PM BREAK (target)

2:30 PM Wrap-up/Questions & Answer period

Gaylord “Z” Thomas

**Additional Background Reading**

The basis for licensing long term care administrators was laid in 1965 when President Johnson signed into law the Social Security Amendments which established the Medicare and Medicaid programs. Medicare contained provisions for nursing home benefits for extended care, and the Medicaid program broadened the scope of medical assistance that states could make available to the poor and the medically needy.

The Social Security Act was further amended in 1967. These amendments dealt primarily with skilled nursing facilities receiving payments under a state Medicaid plan and established a new class of facilities titled intermediate care facilities. It was to this legislation that Senator Edward M. Kennedy offered an amendment to require states to establish programs for licensing nursing home administrators.

Section 1903(a)(29) and 1908(42 USC 1396a(a)(29) and 1396g) of the Act stated that a state plan for medical assistance must include a state program for the licensing of administrators of nursing homes and spelled out the basic requirements for such licensing. Thus, every state has a law specifying the conditions for initial and renewal licensure of nursing home administrators.

While the present requirements may vary from state to state, Congress has taken steps which would lead to more uniform requirements. The Nursing Home Reform Amendments, passed by Congress in 1987, directed the Health and Human Services Secretary to “Develop. . .standards to be applied in assuring the qualifications of administrators” and then provided that “The administrator of a . . .nursing facility must meet standards established by the Secretary. . . .”

In 1990, Congress passed an amendment which provides for the repeal of the federal mandate for state licensure of administrators once the Secretary’s standards become effective.

On February 5, 1992, the Health Care Financing Administration published a Proposed Rule in the Federal Register concerning the qualifications of nursing home administrators. The main provisions of the Proposed Rule are:

- a baccalaureate degree
- an internship
- passing an examination
- 20 hours of continuing education each year

As of the printing date for the Fifth Edition of the NAB Study Guide, the proposed changes to the Federal standards have not been finalized.

In June 1998, the NAB Board of Governors unanimously passed a motion to recommend to each jurisdiction that a minimum of a baccalaureate degree be required for entry level administrators beginning June 30, 2001.

*Reference: Fifth Edition of the NAB Study Guide*

Assigned Reading: From “Principles of Health Care Administration”:

Start at “Participating in Medicare... – page 361-380 AND,  
 “Customer Care, Support, and Services “ – page 27 – 74 (to “Handling Resident and Family Concerns” AND

Read about “Resident Funds” – page 248-249

Social Security Issues 1.0

Sherry Richardson  
 Shannon Richey  
 Sharonda Gray

**Pre-Recorded:**

URL: <https://youtu.be/Mbq0v5nh6l4>

Additional Videos: [https://www.ssa.gov/payee/interdisciplinary\\_training.htm](https://www.ssa.gov/payee/interdisciplinary_training.htm)

[https://www.ssa.gov/payee/rep\\_payee\\_tech\\_training.htm](https://www.ssa.gov/payee/rep_payee_tech_training.htm)

[https://www.ssa.gov/payee/elder\\_abuse.htm](https://www.ssa.gov/payee/elder_abuse.htm)

**WATCH THESE VIDEOS PRIOR TO CLASS DAY** (roughly 1 hour total) as part of today’s class either during this time OR at some other time on your own time...

**Watch these videos on your own time.** We will NOT be showing them.

8:30 AM	Food Safety & Sanitation	1.5	Gary Rutherford
10:00 AM	Break		
10:15 AM	Disabilities System in Oklahoma	1.5	Michaela Bishop

**Objectives:**

- Provide students with a short history of the developmental disabilities services.
- Describe and discuss difference between community placements and ICFs/IID.
  - a. funding
  - b. eligibility (waivers)
  - c. objectives
- Describe community programs available through DHS/DDSD.

11:45 AM LUNCH

12:45 PM	Professionalism and the Code of Ethics LeadingAge Oklahoma	2.0	Mary Brinkley
----------	---	-----	---------------

**Objectives:**

Participants will:

- Learn the importance of Ethics in long term care.
- Understand the role of Ethics and how it can determine their success in the long term care profession.
- Learn the components of the Code of Ethics to guide their work in long term care.
- Understand their role as a licensed nursing home administrator and their responsibilities as a caregiver, an employer, and as a member of the community.
- Regulatory compliance requirements for Ethics in your operations

2:45 PM BREAK (per instructor)

**Objectives:**

- Increase the participants’ knowledge of how Oklahoma State government functions
- Identify how Oklahoma’s Political process works
- Convey the importance of active participation in the legislative process, engagement in grassroots advocacy and community outreach.

**Day 3 (Tulsa) University Village Theatre, 8555 S. Lewis Ave. Thursday, August 12<sup>th</sup>**

**THIS CLASS WILL BE HELD IN TULSA...**

Assigned Reading: From “Principles of Health Care Administration”:

“Environment” – pages 265-313

And from “The Eden Alternative” - pages 120-123

<i>Life Safety Code</i>				
8:30	AM	Life Safety Code	2.0	Vanessa Neal
10:30	AM	BREAK (per instructor)		
10:45	AM	Physical Plant Regulations	1.0	Vanessa Neal
11:45	AM	LUNCH (per instructor)		
12:45	PM	Emergency Preparedness	0.5	Vanessa Neal

**Objectives:**

- Discuss the contents of an emergency preparedness plan
- Determine when to evacuate vs. sheltering in place
- Understand how to deal with the media during a crisis
- Know what resources exist to help with emergency preparedness

1:15	PM	Culture Change (break per instructor)	2.5	Vanessa Neal
------	----	--	-----	--------------

**Day 4**                      **Shepherd Mall OSBELTCA Conf Rm**                      **Thursday, August 19<sup>th</sup>**

Reading Assignment: Review Res Care and AL rules and statutes

From “Principles of Health Care Administration,” start with “Residents Rights” - page 106-120 (to “The Eden Alternative”)

Note the slightly later start time:

9:30	AM	Assisted Living/OKALA	1.0	Melissa Holland
10:30	AM	BREAK		
10:45	AM	Licenses & Certificates of Need	1.0	Espa Bowen
11:45	AM	LUNCH ( <i>slightly longer</i> )		
1:00	PM	Medical Director	2.0	Dr. Peter Winn
3:00	PM	BREAK(S) (per instructor)		
3:15	PM	Infection control	0.5	Dr. Peter Winn
3:45	PM	Standards of Practice	0.5	Dr. Peter Winn

Assigned Reading:

Assigned Reading: From “Principles of Health Care Administration”:  
 Start at “Assessing and Care Planning” - pages 91-106 (to “Resident Rights”)  
 Review applicable statutes

8:30	AM	Scope & Severity Substantial compliance & Substandard Quality of Care Overview of Immediate Jeopardy	1.5	Lisa Calvin LeKenya Antwine
10:00	AM	BREAK		
10:15	AM	Sanctions/Enforcement Understanding & Writing a Plan of Correction	1.0	Lisa Calvin LeKenya Antwine

**Objectives:**  
 -Learn state and federal requirements for incident reporting.  
 -Understand the difference between “reportable” and “not reportable” incidents  
 -Be able to identify the required components for incident reports  
 -Learn how to access and use incident reporting forms available on OSDH website.  
 -Learn what to expect during complaint investigations

11:15	AM	LUNCH ( <i>slightly longer, slightly earlier</i> )		
12:45	PM	Long Term Care Investigations Unit	1.0	Jim Merritt
1:45	PM	Abuse Prevention, Identification, Reporting, Investigation	0.50	
2:15	PM	BREAK (per instructor)		
2:30	PM	Abuse Prevention, Identification, Reporting, Investigation	1.5	Jim Merritt

**Objectives:**  
 Participants will:

- learn basic adult abuse reporting requirements
- be able to identify incidents and responsibilities for reporting
- Learn the difference between community APS and Long term care investigations unit
- Learn how to access and use the Community Service Registry to do a complete background check on potential employees.

**Zarrow Pointe has this policy: Only vaccinated visitors without Covid symptoms can enter the campus (if you are NOT vaccinated or have Covid symptoms, do NOT go – this class will be offered via “ZOOM” only for those exceptions). Zoom link information will be forthcoming if needed.**

Assigned Reading: From “Principles of Health Care Administration”:  
 “Finance” – page 203-254

8:30	AM	Pharmaceutical Issues and Drug Diversion Consultant Pharmacist Drug Regime Review Overview & Issues of the Developmental	1.5	Garrett Huxall
10:00	AM	BREAK		
		<i>Finance</i>		
10:15	AM	Financial Management, Cost Reports, Budgeting	1.5	Chris Murphy
11:45	AM	LUNCH (per instructor)		
12:45	PM	Financial Management, Cost Reports, Budgeting (continued) 15 min BREAK (instructor’s prerogative)	3.0	Chris Murphy

**Objectives:**

- Describe basic concepts of Culture Change
- Know the F-tags related to Culture Change OR Know the F-tags that support and affect culture change efforts
- Discuss several models of Culture Change
- Discuss the role of HR in resident-centered care
- Encourage students to make changes now

8:30	AM	Comparing and Controlling Quality	1.0	Robert Lane
		15 minute AM Break per instructor ( <i>flexible</i> )		

**Leadership & Professionalism**

9:45	AM	Leadership (Roles & Styles)	1.25	Robert Lane
11:00	AM	LUNCH ( <i>also flexible...</i> )		

**Objectives:**

Understand the following concepts/skills applicable to NAB Administrator standards - Domain 50 (Leadership and Management):

- Time Management Skills
- Problem Solving
- Cultivating Effective Relationships
- Managing Organizational Behavior
- Managing the Change Process

12:00	PM	Communicating Across Generations & Dimensions	1.5	Robert Lane
-------	----	---	-----	-------------

15 minute PM Break per instructor (flexible)

1:45	PM	MDS & Medicare Reimbursement	1.5	Robert Lane
------	----	------------------------------	-----	-------------

**Objectives:**

At the conclusion of this lesson the participant will be able to:

- Describe three of the four factors that are required by CMS for a patient to use their skilled services in a Skilled Nursing Facility.
- Identify at least one of the required admission forms that CMS requires for an admission to a Skilled Nursing Facility.
- List the four Late Loss Activities of Daily Living that are used to help formulate a RUG score from the Minimum Data Set Assessment.
- Understand the basics of the MDS, including its purpose, uses, frequency and relationship to facility operations

Assigned Reading: From “Principle of Health Care Administration”:

Page 65-106 to “Resident Rights”

**Operations**

8:30	AM	Nutrition & Food Service	1.5	Beverly Clark or Susan Hays
------	----	--------------------------	-----	--------------------------------

**Objectives:**

At the conclusion of this presentation the participants will:

- Comprehend the main points of the guidance concerning the Nutrition requirement, F692;
- Describe and implement components of the Investigative Protocol for Nutrition, F692 to ensure compliance with the regulation;
- Identify compliance with the regulation for Nutrition, F692;
- Comprehend the main points of the guidance concerning the Kitchen Sanitation requirement, F812;
- Describe and implement components of the Investigative Protocol for Kitchen Sanitation, F812 to ensure compliance with the regulation;
- Identify compliance with the regulation for Kitchen Sanitation, F812; and
- Identify all Federal dietary related regulations for long term care and ICF/MR (ICF/IID) facilities.

10:00	AM	BREAK (per instructor)		
10:15	AM	Housekeeping/Laundry/Maintenance	1.5	Beverly Clark or Susan Hays

**Objectives:**

At the conclusion of this presentation the participants will:

- Identify all Federal regulations related to housekeeping, laundry and maintenance for long term care and ICF/MR (ICF/IID) facilities; and
- Comprehend how these regulations relate to the Quality of Life of residents/clients.

11:45	AM	LUNCH (per instructor)		
12:45	PM	Activities/Social Services	1.5	Beverly Clark or Susan Hays

**Objectives:**

At the conclusion of this presentation the participants will:

- Comprehend the main points of the guidance concerning Activities, F679 and Activities Director, F680;
- Identify compliance with F679 Activities and F680 Activities Director;
- Describe and implement components of the Investigative Protocol for F679 to ensure compliance with the regulation.
- Understand the regulations for Social Services

2:15	PM	BREAK (per instructor)		
2:30	PM	Admissions, Transfers & Discharges	1.0	Beverly Clark or Susan Hays

**Objectives:**

At the conclusion of this presentation the participants will:

- Understand transfer and discharge requirements
- Know what documentation is required
- Know when to give a notice before transferring a resident
- Know when to give a notice of the facility’s Bed Hold Policy
- Understand the readmission requirements

**7707 West Britton Road, Oklahoma City – PLANNED AT CONCORDIA – Still TBD  
(Park on the EAST side in either a STAFF or VISITOR parking spot; Meet in the gathering room...);**

Assigned Reading: From “Principles of Health Care Administration”:  
Review Pages 323-380 (previously assigned to read...)

We are still planning to do this at Concordia (STILL TBD) but it’s possible it could be held in the OSBELTCA Conference Room and in that case, a lot of the second half of the day involved a “tour” of the facility so we may end up with a short day and dismissing at lunch (TBD).

<i>Risk Management</i>				
8:30	AM	Medication Management	1.5	Derek Sanders
10:00	AM	BREAK (per instructor)		
10:15	PM	Medication Management	1.5	Derek Sanders
11:45	AM	<b>LUNCH</b>		
12:45	PM	Resident Falls: Risks and Prevention Use of Restraints	1.5	Danny Eischen
2:15	PM	BREAK (per instructor)		
2:30	PM	Introduction to Continuum of Care	1.5	Danny Eischen

Assigned Reading: From “Principles of Health Care Administration”:

Page 203-232 (to “Accounts Payable”)

Page 346-358

***Quality Assurance***

8:30	AM	Quality Improvement Methodology Project Design	1.5	Micki Reyman
10:00	AM	BREAK		
10:15	AM	Quality Improvement Methodology Project Design	1.5	Micki Reyman

**Objectives:**

Participants will be able to:

- Identify key components of Quality Improvement Fundamentals.
- List the three questions defined in the Model for improvement.
- Discuss the concepts of the communication tool Team STEPPS  
(Strategies and Tools to Enhance Performance and Patient Safety).
- Define root cause analysis and the “5 Whys” tool.
- Describe the Plan-Do-Study-Act Methodology.

11:45 AM LUNCH

12:45	PM	Resident’s Rights & the Ombudsman Program	1.5	Tony Fullbright
-------	----	--	-----	-----------------

**Objectives:**

- To learn the authority and role of the Long-Term Care Ombudsman Program.
- To learn the rights that residents are entitled to.
- To learn where to find laws and regulations governing long-term care.

2:15	PM	BREAK		
2:30	PM	Dementia: The Role of the Caregiver	1.5	Diane Wood

Assigned Reading:

Long-term Care Security Act (hyperlinked in the online version...)

[§ 1-1944. Short Title](#)

[§ 1-1945. Definitions](#)

[§ 1-1946. Registered Sex Offender or Violent Crime Offender Seeking Placement in a Long-Term Care Facility - Notification - Facility's Duty to Determine Registration Status of Applicants for Care, Residents, and Employees](#)

[§ 1-1947. Criminal History Background Check on Employees, Applicants, Contractors, etc. - Employment Screening](#)

[§ 1-1950.1. Criminal History Background Checks for Employees - Exemptions](#)

Title 310 - Oklahoma State Department of Health ; Chapter 2 - Procedures of the State Department of Health; Subchapter 29 - Criminal History Background Checks

[Section 310:2-29-5](#) [Appeals](#)

- [CMS State Operations Manual Appendix PP](#): F607 42 CFR 483.12(b)(1) related to screening. (Pages 135-137 of the pdf file)

**Resources:** Oklahoma Long Term Care National Background Check Program [onbc.health.ok.gov](http://onbc.health.ok.gov)

O.S. §63-1-1918 Rights and responsibilities-Violations-Penalties.

[http://www.ok.gov/health/documents/HRDS\\_Chapt675-NHCAct.pdf](http://www.ok.gov/health/documents/HRDS_Chapt675-NHCAct.pdf)

OBRA 87 Federal Nursing Home Reform Law

[http://www4.law.cornell.edu/uscode/html/uscode42/uscode42\\_00001396---r000-.html](http://www4.law.cornell.edu/uscode/html/uscode42/uscode42_00001396---r000-.html)

From “Principles of Health Care Administration”

Page 350-370

Title 490, Oklahoma Administrative Code – read the Board’s “Rules & Regulations” AND

Review applicable statutes (you were issued these on the first day)

8:30 AM Fingerprint/Background Program 1.0 Barry Edwards

**Objectives:**

- Learn the state and federal requirements for employment screening.
- Understand the definition of direct patient access and how this applies to who is screened for employment.
- Understand how exclusion registries are searched and used in employment screening in addition to criminal history record searches.
- Understand how criminal history monitoring is used to monitor all applicants cleared for employment
- Understand the criteria and process for employers and applicants to request a waiver of disqualifying criminal histories.

9:30 AM BREAK

9:45 AM OSDH Incident Reporting  
Complaint Investigations 1.5 Glenn Box or Susan Hays

**Objectives:**

- Learn state and federal requirements for incident reporting.
- Understand the difference between “reportable” and “not reportable” incidents
- Be able to identify the required components for incident reports
- Learn how to access and use incident reporting forms available on OSDH website.
- Learn what to expect during complaint investigations

11:15 AM LUNCH

12:15 PM Attorney General's Fraud & Abuse Unit 1.5 Thomas Siems

2:00 PM BREAK

2:15 PM OSBELTCA Rules & Regulations  
National Association of LTC  
Administrators Boards (NAB) 2.0 Gaylord "Z" Thomas

**Objectives:**

- Participants will review Oklahoma Statutes related to board (OSBELTCA) functions & responsibilities
- Participants will obtain a very general understanding of the Oklahoma administrative rule making process
- Participants will be familiarized with recent trends of the most common administrator violations and participate in a discussion about prevention
- Participants will be introduced to the National Association of Long Term Care Administrator Boards (NAB) and have a general understanding of the relationship between NAB and OSBELTCA

**Objectives:**

- Understand the role of the administrator in resident care management (nursing services)
- Describe the most common disease processes associated with aging
- Know what tools will assist the administrator in evaluating the nursing department
- Create a successful partnership with nursing director

<i>Resident Care Services I</i>				
8:30	AM	Purpose, Organization & Personnel		
		Understanding the Aging Process	1.5	Cheryl O'Neill Jacki Dunlap
10:00	AM	BREAKS (per instructor)		
10:15	AM	Diseases associated with Aging	1.5	Cheryl O'Neill Jacki Dunlap
11:45	AM	LUNCH		
12:45	PM	Nursing Policies & Procedures	1.5	Cheryl O'Neill Jacki Dunlap
		QA for resident care services		
2:15	PM	BREAKS (per instructor)		
2:30	PM	Creating the Ultimate partnership	1.5	Cheryl O'Neill Jacki Dunlap

Assigned Reading: From “Principles of Health Care Administration”:  
 Page 49-64 to “Resident Assessment”

8:30	AM	ICF/MR (ICF/IID) and Assisted Living Enforcement	1.25	Lisa Calvin LeKenya Antwine
9:45	AM	BREAK		
10:00	AM	PASRR	1.0	Karen Navarro
11:00	AM	BREAK		
11:15	PM	OBRA, PASRR & Specialized Services	1.0	Elizabeth Teet

**Objectives:**

Participants will be able to:

1. Identify public law and state and federal legislation establishing the PASRR process.
2. Identify who qualifies to receive a PASRR.
3. Identify when to request a PASRR and what happens next.
4. Identify how & why to implement Specialized Services & monitoring the program.

12:15	PM	LUNCH (a little later today...)		
1:15	PM	Federal Registry Rules & Statutes (including the Nursing Home Care Act, SOM and Internet Resources)	1.5	Beverly Clark Paula Terrel Pamela Anderson
		Overview of LTC Survey Protocol		
2:45	PM	BREAK		
3:00	PM	(Opportunity for a missed class to be reinserted/changed)		

**STILL TBD but Planned to be held at Methodist Manor in Tulsa**

**MORE THAN LIKELY WILL BE HELD AT OSBELTCA BUT TBD...**

Assigned Reading: Adult Day Care Rules and Statutes

From "Principles of Health Care Administration"

Page 103-123

Page 47-71 (to "Medical Records")

8:30	AM	Culture Change	2.0	Jacob Will
10:30	AM	Break (instructor flexible)		
10:45	AM	Techniques for Successful Admissions	1.0	Jacob Will
11:45	AM	LUNCH		
12:45	PM	ICF/MR (ICF/IID)	1.5	Stacie Ware
2:15	PM	BREAK (instructor flexible)		
2:30	PM	Adult Day Care	1.0	Stacie Ware
3:30	PM	Residential Care - ORALA	0.5	Denise Wilson

Assigned Reading: From “Principles of Health Care Administration”:

Page 346-380

Page 143-165 (to “I-9 Form”)

“Hospice Care/Palliative Care” – page 62-64 to “Preadmission Screening”

8 : 30	AM	Reportable Complaints:	1.0	Kevin McMahan
		What Next?		Jasmine Johnson
9:30	AM	BREAK		
9:45	AM	End of Life Issues		
		Hospice in LTC		
		Advance Directives & DNRs	1.5	Keisha Jackson

**Objectives:**

Participants will be able to:

- Define hospice and identify the scope of care
- State the general criteria in determination of hospice eligibility
- Differentiate between the responsibilities of the LTC facility and those of the hospice team when collaborating in caring for the terminally ill
- Know how to formulate a coordinated plan of care to be used by the skilled nursing facility and hospice

11:15 AM LUNCH

12:15 PM CMS Star rating system 2.0 Diane Henry

**Objectives:**

Participants will be able to:

- Understand the purpose of the CMS 5-Star Quality Rating System
- Identify the components of the 5-Star Rating System and understand how they are calculated to create the facility star rating
- Navigate the system to review your facility’s performance

**NO CLASS ON THURSDAY, NOVEMBER 11<sup>th</sup> (Veterans Day)**

From "Principles of Health Care Administration"

Read/Review Chapter on Human Resources – Page 143-194

**HUMAN RESOURCES... Please note: This is the only HR section you will have during AU and yet 14% of the NAB Exam questions (21 questions...Core and LOS combined) are on the HR Domain of Practice...**

8:30	AM	HR Topics	1.5	Sandra Brown
10:00	AM	BREAK		
10:15	AM	HR Topics	1.75	Sandra Brown
12:00	PM	LUNCH		
1:00	PM	Certified Medication Aide Rules	1.0	Jason Noreen
2:00	PM	BREAK		
2:15	PM	CMA Rules (cont) & LTC Registry Checks for Residents & Staff	1.75	Jason Noreen

**NO CLASS ON THURSDAY, NOVEMBER 25<sup>th</sup> (Thanksgiving Day)**

8:30 AM ***State Standards Review***

Gaylord “Z” Thomas

Alternative: If an instructor missed, this morning would be our last chance for them to re-present their material in which case, depending on the length of that presentation, the review would either follow or start in the afternoon... This does happen and delays the review...and we have even used this entire day for make-up purposes and slipped the review and testing a week... Flexibility is the key...

This “review” for the state exam generally lasts about 2-3 hours (give or take, depending mostly on AIT questions). We usually offer to ALLOW students to take the test after this review on this day, after the review, to save some of you the trouble of driving back for the exam. *IT’S AN OPTION*...but we expect SOME will take it on this day (sometimes, MOST take it...). But, some people will prefer the extra time to study. If you intend to take the exam on Day 17, please inform OSBELTCA staff in advance (we will be asking...) so enough exams will have been prepared for the early exam option.

*The question that inevitably comes up, “What if I fail?”*

*In that case, you would be required to pay the exam fee (\$100) to retake the exam. One exam fee is included in the AU fees you paid up front. Only one. But, if you have kept up with the practice exams and have actually looked up the answers to those questions AND pay attention during the review, you should pass.*

*There is also the option NOT to take the test with us at all – you can take it in a PSI Testing Facility (at your own additional expense). PSI administers the NAB exams.*

10:00 AM ***State Standards Exam (one hour limit) – results sent by email, usually same day***