

ASSISTED LIVING ADMINISTRATOR TRAINING COURSE CURRICULUM CRITERIA

Prerequisites to Take the Course

Students of the course must complete the following prerequisites prior to taking the course and be listed on the Wisconsin Community-Based Care and Treatment Training Registry (The Wisconsin Training Registry).

- Fire Safety
- First Aid and Choking
- Medication Administration
- Standard Precautions
- Assessment and Planning
- Licensing and Survey Process

Course Curriculum Criteria

- An assisted living administrator's training course must consist of a minimum of 60 classroom hours of training in the six core competency areas listed in course content.
- The training curriculum must include the topics specified in each of the six core areas.
- All required hours of training must be conducted in the physical presence of the approved trainer unless the program is approved for Distance Learning by the Wisconsin Training Registry.
- Programs must update their curriculum every two years; however, the curriculum may be updated more frequently. All updates must be approved by the Wisconsin Training Registry. Updates can be submitted during the program renewal process or can be emailed to registry@uwgb.edu.
- Curriculum updates should reflect any regulatory changes, Bureau of Assisted Living (BAL) memos, and changes to best practices. Programs are encouraged to review the top citations and adjust the curriculum focus based on the areas that facilities are cited statewide most frequently.
- Throughout the curriculum, the regulations that pertain to that section should be reviewed and included in the curriculum.
- Curriculum should also include sample policies and forms.

Course Content

1. Leadership and Management Skills (minimum of 12 hours of training)

- Philosophy and Concept of Assisted Living
- Leadership Models
 - *Effective Leader*
 - *Building Teams*
- Licensure, Regulations, Survey Process
 - *How to Find, Read, and Understand Regulations*
 - *Overview of all types of assisted living in Wisconsin and regulations*
 - *Memos and DHS ListServes*
 - *Licensure and Survey Process – Brief review of prerequisite training focusing on administrator's role and quality assurance*
 - *Reporting Requirements*
- Administrative Responsibility and Accountability
 - *Regulatory Responsibilities*
- Effective Delegation and Supervision

- *Operational Management and Contingencies*
- Organizational Skills
- Decision Making Skills
- Public Relations
- Problem Solving
- Communication Skills
 - *Business Communication*
 - *Difficult Conversations*
 - *Professional Communication Skills (verbal and written)*
- Ethics
- Customer Service
- Quality Assurance / Quality Improvement
 - *Give Examples of Programs and Systems*
 - *Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)*
- Resolving Grievances
 - *Include Quality Assurance and Quality Improvement Component*
 - *Communication*

2. Resident Care and Services (minimum of 18 hours of training)

- Physical Needs
 - *Body Systems (metabolic, circulatory, respiratory, neuromuscular, central nervous system, GI system, immune system, skin integrity, urinary system, etc.)*
 - *Activities of Daily Living / Personal Care*
 - *Health Conditions (diabetes, heart disease, arthritis, seizure disorders, asthma, COPD, renal failure, etc.)*
 - *Individual Needs (dental, vision, hearing, terminal illness, hospice, etc.)*
 - *Changes in Condition and Interventions*
 - *Gerontology – Aging Process*
 - *Standards of Care*
- Psychosocial Needs
 - *Social Services*
 - *Alternatives to Restraints*
 - *Applicable BAL Memos*
 - *Restrictive Measures*
 - *Individualized Activities*
 - *Quality of Life*
 - *Mental Health (depression, anxiety, etc.)*
 - *Behavioral Concerns*
 - *Crisis Situations*
 - *De-escalation*
 - *Staff Approach*
 - *Death and Dying and End of Life*
- Food Service and Nutrition
 - *Special Diets*
 - *“Dietary Guidelines for Americans” (<https://www.dietaryguidelines.gov>)*
 - *Cultural Preferences*
 - *Personal and Client Related Needs*
- Infection Control
 - *CDC Standards*

- *Policies and Procedures*
- *Communicable Disease Reporting*
- **Community and Support Services for Residents**
 - *Family Involvement and Participation*
 - *Community Involvement*
- **Nurse Delegation**
 - *Chapter N6*
 - *Policies and Procedures with Sample Forms*
 - *Plan for change in delegating nurse*
- **Medications and Medication Administration**
 - *Administrator Responsibilities*
 - *Quality Assurance/ Quality Improvement*
 - *Medication Errors*
- **Admissions / Residency / Discharge – Brief Review of Prerequisite Training**
 - *Pre-admission Assessment*
 - *Limitations on Admissions*
 - *Admission Agreement*
 - *Family Care Referral for Pre-admission Consultation*
 - *Temporary Service Plan*
 - *Criteria for Discharge*
- **Assessment – Brief Review of Prerequisite Training**
 - *Identification of Resident's Needs*
 - *Areas of Assessment*
 - *On-going Assessment*
 - *Change of Condition*
- **Development of an Individualized Service Plan – Brief Review of Prerequisite Training**
 - *Services Provided Based on Assessed Needs*
 - *Measurable Goals*
- **Program Services**
 - *Services Adequate to Meet Resident's Needs*
 - *Teaching Resident Skills to Maintain Functioning*
 - *Services for Special Populations*
 - *Customer Service and Satisfaction*
- **Communication with External Health and Social Service Providers**
 - *Physicians, Dentists, Audiologists, Optometrists, Podiatrists, and Other Medical Professionals*
 - *Hospitals, Clinics, Rehabilitation Centers*
 - *Pharmacists*
 - *Case Managers / Managed Care Organizations (MCOs)*
 - *Day Service Providers*

3. Resident Rights, Advocacy, and Legal Matters (minimum of 8 hours of training)

- **Resident Rights**
 - *DHS 83, Chapter 50, and DHS 94 Resident Rights*
 - *Grievances*
- **Advocacy**
 - *Adult Protective Services*
 - *Ombudsman*
 - *Disability Rights Wisconsin*

- Surrogate Decision Making
 - *Guardianship*
 - *Power of Attorney for Health Care*
 - *Advance Directives*
- Abuse / Neglect / Misappropriation
 - *Prevention*
 - *Wisconsin Caregiver Law*
 - *Resident protection*
 - *Investigation and Reporting Requirements*
 - *Role of the Office of Caregiver Quality*
 - *Role of the Bureau of Assisted Living*
 - *Role of Adult Protective Services*
 - *Role of Law Enforcement*
 - *Role of the Department of Safety and Professional Services*

4. Physical Environment and Life Safety (minimum of 4 hours of training)

- Creating a Home-like Environment
- Safe, Clean Environment
 - *Housekeeping*
 - *Laundry*
 - *Oxygen Storage*
 - *Equipment Maintenance*
 - *Pest Control*
- Administrator's Responsibilities Related to Fire Safety
- Emergency and Evacuation Procedures
 - *Resident Evacuation Assessments*
 - *Disaster Preparedness*
 - *Local and County Emergency Management*
- Infection Control
- Food Sanitation and Safety
- Maintenance of Building and Grounds
- Building Systems (fire alarm system, sprinkler system, heating, cooling, ventilation, etc.)
- Other Regulations and Standards
 - *Department of Commerce*
 - *Local Fire, Zoning, and Building Authority*
 - *Department of Natural Resources*
 - *Americans with Disabilities Act*

5. Human Resources Management (minimum of 12 hours of training)

- Recruiting and Retention of Staff
- Hiring
 - *Background Check Requirements*
 - *Communicable Disease Screening*
 - *Interview Techniques*
- Employee Orientation
- Scheduling
 - *Scheduling*
 - *Paper and Electronic Schedules*
 - *Tools for Determining Adequate Staff for Resident Needs and Acuity*

- *Qualified Caregiver*
- *Managing a Staffing Shortage*
 - *State and Federal Resources*
- Personnel Policies
- Staff Training – Initial and Ongoing
 - *The Wisconsin Community-Based Care and Treatment Training Registry*
 - *Orientation and Initial Training*
 - *Continuing Education Requirements*
- Payroll
- Job Descriptions
- Personnel Records
- Supervision of Staff
- Disciplinary Action
- Evaluation of Staff Performance
- Termination
- Reporting of Caregiver Misconduct
 - *Chapter DHS 13, Wis. Admin. Code*
 - *Conducting Investigations*
- Labor Laws / Occupational Health and Safety Administration (OSHA)
- Workers' Compensation / Insurance / Liability Issues

6. Financial Management (minimum of 6 hours of training)

- Marketing / Sales
- Setting and Negotiating Rates
- Maintaining Census
- Funding Sources
- General Accounting / Bookkeeping Principles
- Budgeting and Fiscal Documentation
- Management of Resident Funds
- Fraud and Ethical Practices