ASSISTED LIVING ADMINISTRATOR TRAINING COURSE
CURRICULUM CRITERIA

- It has been determined that, in order to obtain department approval, an assisted living administrator’s training course must consist of a minimum of 60 classroom hours of training in the following six core competency areas.
- 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.

1. Leadership / Management Skills (minimum of 12 hours of training)
   - Philosophy and Concept of Assisted Living
   - Licensure, Regulations, Survey Process
   - Administrative Responsibility and Accountability
   - Effective Delegation and Supervision
   - Organizational Skills
   - Decision Making Skills
   - Public Relations
   - Problem Solving
   - Resolving Grievances
   - Communication Skills
   - Ethics
   - Customer Service
   - Quality Assurance / Quality Improvement

2. Resident Care and Services (minimum of 18 hours of training)
   A. 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
      - Nurse Delegation
   B. Psychosocial Needs
      - Social Services
      - Alternatives to Restraints
      - Individualized Activities
      - Quality of Life
      - Mental Health Issues (depression, anxiety, etc.)
      - Behavioral Issues
      - Death and Dying, End of Life Issues
C. Food Service and Nutrition
   • Special Diets
   • Dietary Guidelines for Americans
   • Cultural Preferences
   • Personal and Client Related Needs

D. Infection Control
   • CDC Standards
   • Policies and Procedures
   • Communicable Disease Reporting

E. Community and Support Services for Residents
   • Family Involvement and Participation
   • Community Involvement

F. Nurse Delegation
   • Chapter N6

G. Medications and Medication Administration
   • Basics of Medication Administration
   • Self-Administration of Medications
   • Storage of Medications
   • Disposal of Medications
   • Communication with Pharmacist and Physician
   • Drug Interactions
   • Common Medications / Uses

H. Admissions / Residency / Discharge
   • Pre-admission Assessment
   • Limitations on Admissions
   • Admission Agreement
   • Family Care Referral for Pre-admission Consultation
   • Temporary Service Plan
   • Criteria for Discharge

I. Assessment
   • Identification of Resident’s Needs
   • Areas of Assessment
   • On-going Assessment
   • Change of Condition

J. Development of an Individualized Service Plan
   • Services Provided Based on Assessed Needs
   • Measurable Goals

K. Program Services
   • Services Adequate to Meet Resident’s Needs
   • Teaching Residents Skills to Maintain Functioning
   • Services for Special Populations
   • Customer Service and Satisfaction

L. Communication with External Health and Social Service Providers
   • Physicians, Dentists
   • Hospitals, Clinics, Rehabilitation Centers
   • Pharmacists
   • Case Managers / MCOs
   • Day Service Providers
3. **Resident Rights, Advocacy, and Legal Issues** (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
     - Adult Protective Services
     - Role of Law Enforcement

4. **Physical Environment / Life Safety** (minimum of 8 hours of training)
   
   - Creating a Home-like Environment
   
   - Safe, Clean Environment
     - Housekeeping
     - Laundry
     - Oxygen Storage
     - Equipment Maintenance
   
   - Fire Safety
   
   - Emergency and Evacuation Procedures
     - Resident Evacuation Assessments
     - Disaster Preparedness
   
   - Infection Control
   
   - Food Sanitation and Safety
   
   - Maintenance of Building and Grounds
   
   - Building Systems (fire alarm system, sprinkler system, heating, cooling, ventilation, etc.)
   
   - Other Regulation 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 8 hours of training)
   
   - Recruiting and Retention of Staff
   
   - Hiring
     - Background Check Requirements
     - Communicable Disease Screening
   
   - Employee Orientation
   
   - Personnel Policies
   
   - Staff Training – Initial and Ongoing
• Supervision of Staff
• Disciplinary Action
• Payroll
• Job Descriptions
• Evaluation of Staff Performance
• Termination
• Personnel Records
• Reporting of Caregiver Misconduct
  o Chapter DHS 13, Wis. Admin. Code
• 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