Program Description:

The Nursing Home Administration webinar series delivers a comprehensive review of key topics that affect how successfully administrators operate skilled nursing facilities. The modules relate to all aspects of facility management including financial, clinical, regulatory, and leadership. Under each of these overarching topics, are detailed webinars and resources that review important topics including:

- Payers;
- Revenue cycle management;
- PDPM;
- CMS 5-star quality measures;
- The history of long-term care regulations;
- How statutes, regulations, and guidance differ;
- Leadership and team building;
- Survey preparation; and,
- Post-survey actions, including writing plans of correction and QAPI.

This series builds upon training and education administrators received in their Administrator in Training programs and clarifies the rationale behind the actions nursing facility administrators should take each day to effectively manage their facilities. DONs will also gain valuable knowledge from this webinar series to help them successfully manage clinical operations.

Course Objectives:

Upon Successful completion of this program, the participants will:

- Understand various topics that are key in the management of skilled nursing facilities
- Explain the why behind regulations, and how to review them
- Feel empowered to successfully run their facility and advocate for their facility, if necessary, throughout the survey process

Credits Offered:

21.5 continuing education hours (CEs) from the National Association of Long Term Care Administrator Boards (NAB) and 21.5 contact hours through the Iowa Board of Nursing are available upon course completion.

Presenters:

- **Crystal Bowens, DHA, MSN, LNHA, RN, GERO-BC, PMP, CIC**

- **Hawley Hunt**
  Senior Director, Regulatory and Quality Services, American Health Care Association

- **Amy Miller RN, BSN, RAC-CT, CPC**
  Director, Clinical and Regulatory Services, American Health Care Association

- **Nisha Hammel, MSW**
  Vice President, Reimbursement Policy and Population Health, American Health Care Association

Welcome Video/Closing Videos by:

Clifton J. Porter II
President and CEO of AHCA/NCAL

- **Urvi Patel, MPH**
  Senior Director, Quality Improvement, American Health Care Association

---

Course Outline:

Below is a complete list of course contents for the program, outlined by module.

The modules are listed in the recommended order for viewing for CEs, but content may also be accessed a-la-carte as needed based on participants' current roles and responsibilities, mentor recommendations, and schedules.

Introduction from President & CEO of AHCA/NCAL, Clifton J. Porter II Video

Module 1- Regulation

- History of CMS Regulatory Presentation Slides
- History of CMS Regulatory Environment: Video
- OIG/GAO- Impact on Nursing Homes Presentation Slides
- OIG/GAO- Impact on Nursing Homes: Video
- Understanding the CMS State/Region/Location and National Structure: Who is Responsible for What? Presentation Slides
- Understanding the CMS State/Region/Location and National Structure: Who is Responsible for What?: Video
- Understanding Regulations: Video

Module 1.1 - Activities, Environmental, Dietary Regulations

- Activities: Video
- Activities Presentation Slides

- Environmental Regulations Presentation Slides
- Environmental: Video
- Dietary Regulations Part 1 Presentation Slides
- Dietary Regulations Part 1: Video
- Dietary Regulations Part 2 Presentation Slides
- Dietary Regulations Part 2: Video

Module 1.2 - Abuse, Neglect, and Misappropriation of Resident Property

- Part 1: Understanding the Regulation: Video
- Part 2: Reporting: Video
- Part 3: Investigating and PNC: Video

Module 1.3 – Accidents

- Accidents Presentation Slides
- Accidents: Video
- Accidents Resources

Module 1.4 - Facility Assessment

- Facility Assessment Presentation Slides
- Facility Assessment: Video
- Facility Assessment Checklist
- Facility Assessment § 483.71 Action Brief
- Facility Assessment Template Letter to Family Members
- Resident and Resident Representative Input Resource
- Recruitment and Retention Plan Sample
- Retention and Recruitment Plan Template
- Retention and Recruitment Plan Template – Interactive

Module 1.5 - Emergency Preparedness/Life Safety

- Emergency Preparedness/Life Safety: Video

Module 1.6 - Admission, Transfers, and Discharge

- Admission, Discharge, and Transfers Part 1: Video
- Navigating Admission, Transfer and Discharge Regulations in Nursing Homes Part 2: Video

Module 1.7 - Staff Competency and Training

- Staff Competency and Training: Video
- Improving Clinical Outcomes through Competent Gerontologic: Video

Module 1.8 - Payroll- Based Journal (PBJ)

- Payroll-Based Journal (PBJ): Video

Module 2 – Financial

- Accounts Receivable Management Presentation Slides

- Accounts Receivable Management: Video
- Contract Management Presentation Slides
- Contract Management: Video
- Labor Management Presentation Slides
- Labor Management: Video
- Payers Part 1 Presentation Slides
- Payers Part 1: Video
- Payers Part 2 Presentation Slides
- Payers Part 2: Video
- Expense Management Presentation Slides
- Expense Management: Video
- Admissions to Billing Presentation Slides
- Admissions to Billing: Video
- Cost Reports Presentation Slides
- Cost Reports: Video
- Audits Presentation Slides
- Audits: Video

Module 3- Clinical

- Pressure Injuries: Video

Module 3.1 - Falls Prevention Part 1: Regulatory Requirements

- Regulatory Requirements Presentation Slides
- Regulatory Requirements: Video
- Regulatory Requirements Handout
- Regulatory Requirements Transcript
- Regulatory Requirements Key Takeaways

Module 3.2 - Falls Prevention Part 2: Creating a Culture of Safety

- Creating a Culture of Safety Presentation Slides
- Creating a Culture of Safety: Video
- Creating a Culture of Safety Handout
- Creating a Culture of Safety Transcript
- Creating a Culture of Safety Key Takeaways

Module 3.3 - Falls Prevention Part 3: Falls Education

- Falls Education Presentation Slides
- Falls Education: Video
- Falls Education Handouts
- Falls Education Transcript
- Falls Education Key Takeaways

Module 3.4 - Falls Prevention Part 4: Maintaining Function

- Maintaining Function Presentation Slides

- Maintaining Function: Video
- Maintaining Function Handouts
- Maintaining Function Transcript
- Maintaining Function Key Takeaways
- Staff Education Presentation Slides
- Maintaining Function - Staff Education: Video
- Staff Education Handouts
- Staff Education Transcript

Module 3.5 - Falls Prevention Part 5: Post-Falls Management

- Post-Falls Management Presentation Slides
- Post-Falls Management: Video
- Post-Falls Management Handout
- Post-Falls Management Transcript
- Post-Falls Management Key Takeaways

Module 3.6 - Falls Prevention Part 6: Falls QAPI

- Falls QAPI Presentation Slides
- Falls QAPI: Video
- Falls QAPI Handouts
- Falls QAPI Transcript
- Falls QAPI Key Takeaways

Module 3.7 - Clinical, Infection Prevention

- Clinical Meeting Presentation Slides
- Clinical Meeting: Video
- Infection Prevention and Control Plan (IPCP) Presentation Slides
- Infection Prevention and Control Plan (IPCP): Video

Module 3.8 – PDPM, RAI and MDS 3.0

- PDPM High- Level Overview Presentation Slides
- PDPM High-Level Overview: Video
- An Introduction to the RAI and MDS Handout
- RAI and MDS 3.0: Video

Module 3.9 - Introduction to Five-Star, SNF QRP, and Trend Tracker

- Introduction to Five-Star: Video
- An Introduction to the SNF QRP: Video
- Trend Tracker Presentation Slides
- Trend Tracker: Video

Module 3.10 - Medical Director Toolkit

- Medical Director Toolkit

- Medical Director Toolkit: Video

Module 3.11 - Adverse Events

- Adverse Events Part 1 Presentation Slides
- Adverse Events Part 1: Video
- Adverse Events Part 2 Presentation Slides
- Adverse Events Part 2: Video

Module 3.12 - Legal Risk Management

- Legal Risk Management Presentation Slides
- Legal Risk Management: Video

Module 4- Leadership

- High Performing Orgs and Listening: Video
- Crucial Conversations Presentation Slides
- Crucial Conversations with Residents and Families: Video

Module 4.1 - Workforce - Retention and Engagement

- Workforce Presentation Slides
- Workforce- Retention and Engagement: Video

Module 4.2 - Leading Across Generations

- Leading Across Generations Presentation Slides
- Leading across Generations: Video

Module 4.3 - F835 Administration

- F835- Administration Presentation Slides
- F835- Administration: Video

Module 5 - Survey

- Preparing for Survey Presentation Slides
- Preparing for Survey: Video
- Post Survey Part 1 Presentation Slides
- Post Survey-Part 1: Video
- Post Survey Part 2 Presentation Slides
- Post Survey- Part 2: Video

Module 5.1 Past Noncompliance

- Past Noncompliance: Video

Module 5.2 - Training Staff on Survey and Why They Matter

- Surveys and Why They Matter: Video
- New Staff Education on Surveys
- Tips for Educating Dietary Staff on Survey

- Tips for Educating Housekeeping Staff on Survey
- Tips for Educating Staff on Infection Control
- Tips for Ongoing Survey Prep For Current Staff

Module 5.3 - CMP Calculator

- Tip Sheet for the CMP Analytical Tool
- CMP Analytical Tool Tutorial: Video
- Tip Sheet for QCOR
- QCOR Tutorial: Video

Module 5.4 - IDR/IIDR Toolkit

- IDR Presentation Slides
- Informal Dispute Resolution (IDR) Toolkit: Video
- IDR vs IIDR Decision Tool
- State Requirements to File an IDR
- Surveyor Actions
- IDR_IIDR Process
- IDR Process by State

Module 5.5 - Turning Complaints to Compliments

- Turning Complaints into Compliments: Video

Module 5.6 - QAPI

- QAPI Presentation Slides
- QAPI: Video

Closing Video: Urvi Patel, MPH, Senior Director of Quality Improvement

Final Test

Course Evaluation

Certificate of Completion: 21.5 continuing education hours (CEs) from the National Association of Long Term Care Administrator Boards (NAB) and 21.5 contact hours through the Iowa Board of Nursing are available upon course completion.