

General Administration, Organization and Management in Nursing Homes (Friday, September 11, 2009)

Course Number -- 310001:226

Faculty: Dawn Dobbs, MBA, MHA, NHA
Celeste Golonski, MBA, MHA, NHA

Program Outline

8:30 a.m. - Organizational Structure

- Duties and Responsibilities
- Governance and Committee Structure
- Organizational Structure
- Relationship Between Governing Body & Management
- Role in Quality/JCAHO Accreditation/CCAC

9:15 a.m. - Strategic Planning

- Mission/Values
- Goals and Objectives

9:45 a.m. - Medical Staff

- Type of Medical Staff Organization
- Role of the Medical Director
 - Agreement
 - Utilization of Services
 - Compliance

10:00 a.m. - Administrator's Duties

- Regulatory Definition
 - Certification and Licensure Requirement
 - Facility Committees
- Operations
 - Human Resources Management
 - Fiscal Management
 - Legal Compliance
 - Corporate Compliance
 - HIPPA
 - Marketing/Public Relations
 - Resource Development

11:30 a.m. - Lunch

12:15 p.m. - Introduction of Healthcare Management

- Management Theory
- Managerial Function
- Overview of Management & Administration
 - Levels of Management
 - Leadership Styles
 - Communication

1:45 p.m. - Quality

- Continuous Quality Improvement
- Quality Assurance
- Quality Indicators

2:30 p.m. - Reimbursement

- Case Mix Maximization

3:00 p.m. - Survey Process

- Tasks of the Survey 1-7
- Using Information
- Plan of Correction, Analysis and Follow-up
- Administrator's Perspective

4:00 p.m. - Emerging Trends

- Culture Change
- Complimentary on Hospice

4:15 p.m. - Questions and Answers

4:45 p.m. - Adjournment

Diseases of Aging and Gerontology (Friday, September 18, 2009)

Course Number -- 310005:228

Faculty: L. Fleming Fallon, MD, DrPH, MBA

Program Outline

8:30 a.m. - Diseases of Aging

- Decreases in Sensory Modalities
- Immune System
- Prevention

12:00 p.m. - Lunch

1:00 p.m. - Diseases of Aging Continued

5:00 p.m. - Adjournment

Government's Role in Health Policy, Regulation and Reimbursement (Saturday, September 26, 2009)

Course Number -- 310002:231

Faculty: Bruce G. Baron, JD

Program Outline

8:30 a.m. - Pre-test

8:45 a.m. - Overview of Government Agencies Involved in Health Policies Relating to Nursing Homes

9:00 a.m. - The Process of Policy Formation

9:30 a.m. - The Health Department's Role Including the State Health Plan and Data Center

10:00 a.m. - The Growing Role of the Department of Aging: More than Just Advocacy

10:30 a.m. - The Department of Public Welfare: The Agency that Pays Can Also Demand Much

11:00 a.m. - Oversight of the Structure and the People Who Work in It: Local, State and Federal
Concerns about the Workplace and Labor Relations

11:30 a.m. - Special Forms of Oversight: State and Federal Supervision and Enforcement Through
Licensing Boards, Civil Penalties and Criminal Law

12:00 p.m. - Lunch

1:00 p.m. - The Regulatory Process: How are Regulations Developed, Implemented and Applied
Including the Role of Associations and Individual Facilities and Personnel

1:30 p.m. - Public Benefits: The Increasing Role of Government Programs in Long Term Care and the
Efforts to Shift to Private Insurance

2:00 p.m. - The Reimbursement of Long Term Care: Where Does the Money Come From and How
Government Affects it Directly and Indirectly Including Regulation of Insurance and Forms of
Products (such as CCRC's)

2:30 p.m. - Pennsylvania's Case Mix Reimbursement System

3:00 p.m. - Budgets and Long Term Care: It's Not Only How Much but When You Get Paid and at What
Cost of Collection

3:20 p.m. - Interactions Between the Facility and the Government: The Survey and Inspection Process
and Visits by Advocates and Ombudspersons

4:00 p.m. - The Role of Documentation in the Regulatory Process Including the Need for Documentation
Quality Assurance

4:30 p.m. - Summary and Post-test

5:00 p.m. - Adjournment

Fiscal Management, Budgeting and Accounting (Friday, October 30, 2009)

Course Number -- 310015:240

Faculty: K. James Hunt, CPA

Program Outline

8:30 a.m. - Introduction: Topics and Goals

8:45 a.m. - Organizational Structure

9:00 a.m. - Nursing Home Accounting Overview

- Accounting Concepts & Theories
- Accrual Versus Cash Basis
- Debits & Credits
- Recording of Transactions
- Chart of Accounts
- Internal Controls
- Uniform Charge Structure
- Policies & Procedures

10:15 a.m. - Break

10:30 a.m. - Nursing Home Accounting Overview Continued

- Cost Centers
- Lost Accounting

11:00 a.m. - Budgeting

- Where to Begin
- Factors - Impact on Budget Development

12:00 p.m. - Lunch

1:00 p.m. - Budgeting Continued

- Utilization of Department Heads
- Cost Centers
- Maximum Utilization of Available Resources
- Other Considerations

2:45 p.m. - Break

3:00 p.m. - Fiscal Management

- Management Information Systems
- Financial Reports
- Assigning Responsibility
- Monitoring the System
- Cash Flow
- Financing

5:00 p.m. - Adjournment

Personnel Management and Labor Relations (Friday, October 23, 2009)

Course Number -- 310009:238

Faculty: Richard V. Sica, JD, MBA
Jeffrey R. Gordon, JD

Program Outline

8:30 a.m. - Equal Employment Opportunity Update, Race, Sex Age, Disability

10:30 a.m. - Unemployment compensation, Immigration, Reform, Pennsylvania Wage Payment, Occupational Safety and Health

11:45 p.m. - Lunch

12:30 p.m. - Recruitment and Hiring Issues, Recordkeeping and Employee Handbooks

2:15 p.m. - Workers' Compensation, National Labor Relations Act, Union Organizing

4:30 p.m. - Questions and Answers

4:45 p.m. - Adjournment

Third Party Reimbursement (Saturday, October 31, 2009)

Course Number -- 310016:241

Faculty: K. James Hunt, CPA

Program Outline

8:30 a.m. - Introduction: Topics and Goals

8:45 a.m. - Medicare and Medicaid:

- U.S. Department of Health & Human Services
- CMS
- Fiscal Intermediary
- PA Department of Public Welfare

9:30 a.m. - Medicaid Reimbursement

- Prospective Case Mix System
- Cost Reporting and Rate Setting

12:00 p.m. - Lunch

1:00 p.m. - Medicare Reimbursement

- Prospective Payment System
- Acuity Impact
- SNF Billing
- Negotiating Contracts with Ancillary Providers
- Proper Utilization of Therapy Services
- Regulatory Update

5 p.m. - Adjournment

Preparing For Licensure/Certification Surveys and Meeting Other Regulatory Requirements (Friday, October 16, 2009)

Course Number -- 310007:236

Faculty: Cindy Kreider, RN, C
Kathleen J. Derleth, RN

Program Outline

8:30 a.m. - Licensure and Certification

- Meaning of Licensure
- Meaning of Certification

9:00 a.m. - Overview of the Licensure Survey

- Preparing to Meet Licensure Requirements

9:30 a.m. - Overview of the Certification Survey

- Preparing to Meet Certification Requirements

10:00 a.m. - State Regulations

- Chapter 201 - Ownership and General Operations
- Chapter 203 - Life Safety Code
- Chapter 205 - Physical Plant and Equipment Standards
- Chapter 207 - Housekeeping and Maintenance
- Chapter 209 - Fire Protection and Safety
- Chapter 211 - Program Standards

12:00 p.m. - Lunch

1:00 p.m. - State Regulations Continued

2:00 p.m. - Federal Regulations

- 483.50 - Definitions
- 483.10 - Resident Rights
- 483.12 - Admission, Transfer & Discharge Rights
- 483.13 - Resident Behavior and Facility Practices
- 483.15 - Quality of Life
- 483.20 - Resident Assessment
- 483.25 - Quality of Care
- 483.30 - Nursing Services
- 483.35 - Dietary Services
- 483.40 - Physician Services
- 483.45 - Specialized Rehabilitation
- 483.55 - Dental Services
- 483.60 - Pharmacy Services
- 483.65 - Infection Control
- 483.70 - Physical Environment
- 483.75 - Administration

4:00 p.m. - Federal Survey Forms

- Understanding and Completing Survey Forms
- Utilizing Survey Forms for Survey Preparation

4:45 p.m. - Questions and Answers

5:00 p.m. - Adjournment

Understanding Regulations, Deficiencies, Plans of Corrections, and Quality Assurance (Saturday, October 17, 2009)

Course Number -- 310008:237

Faculty: Cindy Kreider, RN, C
Kathleen J. Derleth, RN

Program Outline

- 8:30 a.m. - Appendix P: Survey Protocol for Long Term Care Facilities Including Review of Survey Tasks, Types of Surveys and Investigative Protocols
- 11:00 a.m. - Understanding and Interpreting Regulations and Guidelines and Planning, Implementing, and Monitoring Policies and Procedures to Comply with Regulations
- 12:00 p.m. - Survey Preparation, OSCAR Reports and Quality Indicator Reports
- 12:30 p.m. - Lunch
- 1:30 p.m. - Understanding Components of a Citation, Plans of Corrections and Compliance with the Plan of Correction
- 2:30 p.m. - Adverse Actions, Scope and Severity, and Enforcement Actions
- 3:30 p.m. - Understanding and utilizing Informal Dispute Resolution (IDR)
- 4:30 p.m. - Developing and monitoring Quality Assurance and Assessment
- 5:00 p.m. - Adjournment

The Nursing Department and Resident Care Management (Friday, September 25, 2009)

Course Number -- 310003:230

Faculty: Janet Gerber, RNC

Program Outline

8:30 a.m. - Knowledge is the Foundation of Success (What You Don't Know About Your Nursing Department Can Hurt You and the Facility)

- Regulatory "Alphabet Soup"
- Start at the Beginning - Orientation
 - Overview of the Director of Nursing's
 - Orientation/Nursing Department
 - Fundamentals

10:30 a.m. - Nursing Department Structure and Staffing Patterns

- The Basics
- "Acuity Levels"/Staffing Ratios
- Learning to be Creative

12:00 p.m. - Lunch

1:00 p.m. - MDS 2.0: Friend or Foe? It All Depends on How Much YOU Know!

- Quality Measures/Indicators/Compliance

3:00 p.m. - MA Case Mix/Medicare PPS (Nursing Holds the Facility's Purse-Strings)

- Resource Utilization Groups (RUG Elements)
- Differences between PA MA Case Mix and Medicare PPS

5:00 p.m. - Adjournment

Therapeutic Care in Long Term Care Facilities (Friday, October 2, 2009)

Course Number -- 310011:232

Faculty: Susie Murtha, MS, CCC-SLP

Program Outline

8:30 a.m. - Pre-test

8:45 a.m. - The Advent of the Current Reimbursement System in Skilled Nursing Facilities

10:15 a.m. - Resource Utilization Groups

- RUGS and the MDS
- Changes in Therapy Practice

11:30 a.m. - The Rehab Team

12:00 p.m. - Lunch

1:00 p.m. - Employment of an Effective Therapy Team: What to Look For

1:30 p.m. - Wound Management and Positive Effects from the Clinicians

3:00 p.m. - Restraints and the Therapy Team Intervention

3:45 p.m. - Restorative Therapy

4:30 p.m. - Questions & Answers and Review of Pre-test

5:00 p.m. - Adjournment

Health Support Services: Pharmacy, Medical Records, and Diagnostic Services/Practical Applications in NHA Licensure (Saturday, October 10, 2009)

Course Number -- 310013:235

Faculty: Jeannine Powell, PhD, CGP, FASCP
Robert Etchells, MHS, NHA

Program Outline

Pharmaceutical Services

8:30 a.m. - Basic Drug Administration Terminology

9:00 a.m. - Common Drug Categories

9:30 a.m. - Geriatric Drug Therapy

- Food and Drug Interactions
- Polypharmacy and Geriatrics

10:00 a.m. - State and Federal Pharmacy Regulations

- Unnecessary Drugs - Chemical Restraints
- Medical Pass Observation Requirements
- Role of the Consultant Pharmacist
- Choosing a Pharmaceutical Provider

10:45 a.m. - State and Federal Pharmacy Regulations Medical Records

11:00 a.m. - State and Federal Documentation Requirements

11:30 p.m. - Basic Medical Record Systems

- Clinical Record Content and Format
 - What Surveyors look for on Medical Records

12:00 p.m. - Lunch

1:00 p.m. - Diagnostic Services

- Implementing and Evaluating Diagnostic Services

Practical Applications in NHA Licensure

2:00 p.m. - Requirements for Admissions to Licensing Examination

- Categories, Documentation, 39.5b 1-5

2:30 p.m. - Examination Applications

- Objectives, filing requirements, dates and times

3:00 p.m. - Subordinate Supervision

- Purpose and Guidelines, Work Experience

3:30 p.m. - Subject Matter for Examination

- Rules and Regulations, Preparation

4:00 p.m. - Examination Procedures

4:30 p.m. - Questions & Answers

5:00 p.m. - Adjournment

Facility Support Services: Building/Grounds, Housekeeping, Laundry, Central Supply (Saturday, September 19, 2009)

Course Number -- 310004:229

Faculty: Albert J. Raymond, BS

Program Outline

8:30 a.m. - Budgeting for Housekeeping Activities

- Labor Needs
- Complete Budgeting
- Time Analysis

9:30 a.m. - Effective Management Techniques

- Different "Hats of Management"
- Quality Assurance Program
- Employee Orientation

11:00 a.m. - Infection Control

- Bloodborne Pathogens
- OSHA Guidelines
- Isolation Procedures

12:00 p.m. - Lunch

1:00 p.m. - "HealthCare Manor"

- Par Hours
- Staffing Patterns
- Job Routines
- Laundry Procedures
- Inventory Control

2:30 p.m. - Hazard Communication

- Infectious Waste
- Material Safety Data Sheets
- Labels
- HMIS
- Personal Protective Equipment

3:30 p.m. - Federal and State Guidelines

4:00 p.m. - Operations Manual (Department Specific)

4:30 p.m. - Questions & Answers

5:00 p.m. - Adjournment

Dietary Department and Patient Nutrition (Saturday, September 12, 2009)

Course Number -- 310012:227

Faculty: Janet Sehn, RD, LDN

Program Outline

8:30 a.m. - Current Update OBRA

- Overview of Dietary Survey Process
- Severity and Scope of Deficiencies

10:30 a.m. - Nutrition and the Aging Process

- Diseases Common to Nutrition
- During Later Years
- Steps for Increasing Independence

12:00 p.m. - Lunch

1:00 p.m. - Overview of FTAGS

1:15 p.m. - Guideline 248

- Assessment
- Care Planning
- Interventions
- Program design and Implementation
- Case Studies

3:15 p.m. - Guideline 249

- Activity Professionals
- Recreation Therapists
- Counseling Services

4:30 p.m. - Questions & Answers

5:00 p.m. - Adjournment

Social Services, Family and Community Relationships, Patient Rights (Saturday, October 24, 2009)

Course Number -- 310010:239

Faculty: Sam Bellich, MEd, MA
Allen L. Morgan, BA

Program Outline

8:30 a.m. - Introduction, Overview

9:00 a.m. - Medical Social Services in Facility-Based Long Term Care

11:15 a.m. - Patient Rights in the Long-Term Care Facility

12:00 p.m. - Lunch

12:30 p.m. - Patient Rights in the Long-Term Care Facility Continued

2:15 p.m. - Family and Community Relationships

4:15 p.m. - Questions & Answers and Evaluation

4:30 p.m. - Adjournment

Risk Management, Safety and Insurance (Friday, October 9, 2009)

Course Number -- 310006:234

Faculty: Richard R. Cessar, ARM
William R. Santa, CSP

Program Outline

8:30 a.m. - Risk Management

- Managerial Process
- Definition of Risk Management
- Steps in Risk Management Decision Making Process

10:30 a.m. - Insurance

- Property/Casualty Coverages
- Strategic Planning with a broker or agent
- Services your broker or agent should offer

11:30 a.m. - Workers' Compensation Reform

12:00 p.m. - Lunch

1:00 p.m. - Safety and Loss Prevention

- Benefits of Safety Program
- Safety Policy Statements
- Safety Culture
- Safety Committees
- Compliance Issues
- Safety Training
- Supervisors and Safety
- Long Term Care Hazards
- Accident Procedures
- Evaluating Your Safety Program
- Safety Resources
- Information Exchange

5:00 p.m. - Adjournment

Strategic Planning and Administrative Practice/Death and Dying (Saturday, October 3, 2009)

Course Number -- 310014:233

Faculty: Nicholas Baron, MPH, NHA, FACHE
Rochelle Somerville, RN, BSN

Program Outline

8:30 a.m. - Strategic Planning

- Definitions
- Planning Process
- Brainstorming

9:45 a.m. - Group Brainstorming Activity

10:30 a.m. - Marketing and Advertising

- The Mission
- Role of Marketing versus Advertising
- Positioning Strategies

12:00 p.m. - Lunch

1:00 p.m. - Death and Dying

- Death and the Self
- The American Funeral
- Grief and Bereavement

4:00 p.m. - Adjournment