COURSE CURRICULUM

1 The Basics – Laws, Regulations, Licensing and Oversight

Become familiar with the laws and regulations authorizing the operation, inspection and licensing of assisted living communities. Details are provided not only on initial licensing but also on the survey and complaint process - including plans of corrections, enforcements and possible penalties. Information about the Life Safety Code will help ensure your Community is in compliance with fire safety requirements. You will also learn how to access the online assisted living web portal, as well as links to no-cost Colorado Department of Health/Health Facilities & Emergency Medical Services [HFEMS] online training. Multiple links to external resources included.

2 Business Operations

A crash course in basic principles of the planning process, different types of plans, and a regulatory overview of types of services you may and may not provide in assisted living. Information is provided on the three major components of financial management - accounting, financial reporting and how to create and manage a budget, along with key terms that are important for Administrators to understand.

3 Definitions, Philosophy, Training, Staffing and Nursing Services

Leaders must be familiar with both regulatory and common industry definitions. Discussion of fundamental concepts of assisted living and how it differs from more institutional settings will help you manage your community when the regulations don't specifically tell you what you can or cannot do. A review of Administrator roles and responsibilities includes details on qualifications, as well as the hiring, training and scheduling processes. Finally, you will get details on nursing services allowed in assisted living and whether or not this component fits your business model and level of care. Multiple links to external resources included.

4 Administrative Functions, Quality Management, Reporting Requirements, Investigating Abuse and Neglect

Personnel policies and records serve as the basis for providing quality care while resident records document how care is delivered. This discussion outlines regulatory requirements relative to record documentation, retention and the importance of ensuring accuracy and confidentiality. Creating a quality management program to evaluate the quality of resident care and safety is also required in the newly revised regulations. An outline for creating a successful program is included. The module ends with a review of types of incidents that must be reported to HFEMS along with a thorough discussion regarding abuse and neglect. You will again find links to no-cost HFEMS online training.

5 Understanding Resident Rights

Providing a safe and supportive environment for residents is the cornerstone for operations in assisted living. Understanding resident rights is one of the fundamental guides to making that happen. In addition to a detailed review of rights, this module lets you test yourself on common resident rights violations, provides a guide for resolving complaints, understanding why they may happen and how working with the Ombudsman can help lead to positive outcomes. Finish the lecture with a brief discussion of incorporating cultural competency into your operations and how it can elevate relations among your staff and residents.

6 Ethical Caregiving

You may not think that you need to be concerned about ethics because isn't "ethics" simply a matter of doing the right thing? Review surprising statistics regarding ethics in the workplace and navigate the regulations to help you develop a 'code of ethics' in your community. Several case studies provide examples of how unethical behavior can have a negative effect on your census! A sample Code of Ethics is included.

7 Understanding the Aging Body

It's no surprise that the effects of aging are different for everyone. Review the body's major systems and learn how to recognize normal changes associated with aging versus changes that may indicate serious issues. Tips are included to help you and your team respond appropriately when confronting the challenges your residents experience throughout the aging process.

8 Resident Care Services: Assessment, Person-Centered Care Planning & Medication Management

Assessing the needs of your residents serves as the foundation for your primary goal in an assisted living setting – determining the highest level at which a resident can function independently. A four-step care planning model will lead you through a process to help ensure that residents are appropriate for your community's level of care, and if so, assist in developing a plan that best meets their needs. You will also learn how to develop a safe medication administration program that meets regulatory requirements. Multiple links to external resources are included.

9 Creating a Safe Environment for Residents and Staff

This module covers a variety of topics and the regulations related to a safe and healthy environment. Detailed information is provided relative to building and life safety code requirements as well as an extensive review and discussion on emergency preparedness. A sample 'hazard communication' policy is provided as well as detailed information on infection control. Multiple links to external resources are included.

10 Health Emergencies and Fall Management

This course reviews Colorado regulations related to first aid certification, obstructed airway technique, cardiopulmonary resuscitation, and lift assistance. Examine some of the common medical emergency situations and injuries you may face as an administrator along with the most current techniques for responding to these events. Tips on developing a fall prevention program are included. Links to external resources are included.

11 Aging, Mental Health and Behavioral Expressions

This course will help you understand the definition of good mental health in older adults as well as signs of potential mental health disorders. Review common mental health disorders associated with aging and suggestions for appropriate response. Learn the principles of understanding and responding to common types of behavioral expressions, including regulations for discharging a resident whose behavioral expressions pose a risk to him/herself or others.

12 Nutritious, Delicious, Safe Food and Dining Services

It is probably no surprise to you that one of the most common complaints in assisted living residences involves food. After this course, you will understand how an aging body affects nutrition along with general nutritional guidelines for your residents. You will review dining challenges associated with aging and suggestions for overcoming those issues. A thorough review of regulations will help ensure your dining program meets required guidelines. No course on dining services would be complete without a discussion on foodborne illness, proper hygiene and ideas for creating a mouth-watering menu!

13 Resident Engagement and Enrichment Opportunities

'Engagement' and 'enrichment" may be used interchangeably with 'activities'. A multi-faceted, well-run engagement/activities program will enhance residents quality of life by responding to their preferences, expanding their interests, encouraging friendships and adjusting as interests, needs and capabilities change. Review statistics on the link between physical activity, disease and death along with the underlying philosophy in creating a successful program. Also included are references to engagement programming found throughout the Colorado assisted living regulations. Finally, there are creative ideas and links to resources that will help you get started. Multiple links to external resources are included.

14 Alzheimer's, Memory Care and Secured Environment Regulations

Did you know that estimates suggest that at least 50 percent of all residents in assisted living residences have some degree of dementia! Learn the basics about dementia-related diseases, with a particular emphasis on Alzheimer's, including possible causes and contributing factors. Four common cognitive assessment tools are reviewed as well as a discussion of tools physicians use to diagnose Alzheimer's disease, associated medications and special considerations for care. Included is an extensive review of regulations to make sure you understand details prior to making a decision to include a secured environment in your community. Multiple links to external resources are included.

15 Understanding Death & Dying: Compassion, Hospice & Palliative Care

In our work, we lose residents in our care many, many times over the course of our careers. This course will help you learn how to cope with those losses, to provide the emotional ability necessary to continue working in this field, and to avoid 'burning out' with emotional exhaustion. Tips are provided on understanding how to provide support for your team and improve quality of life for your residents and families. It is perfectly natural for you and your team to experience feelings of grief when you lose a resident; information is included on creating a strategy to use each time loss occurs. A review of regulations and strategies for hospice and palliative care programs is also included.

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16 Legal Basics for Administrators

Fundamental to what you do on a daily basis are applicable insurance, marketing, and labor laws that anyone in a leadership position must understand. Included in this course is brief overview of professional and general liability laws related to Assisted Living Residences, other types of insurance to consider and truth in advertising regulations and laws. There is an extensive discussion related to Colorado labor laws, Family and Medical Leave Act [FMLA], Occupational Safety and Health (OSH) Act, Workers' Compensation, Civil Rights and other employee-related laws and requirements. Wondering about social media, protected health/personal information and confidentiality? Colorado laws will answer those questions. Your resident agreement is protection for you and your residents; review the regulations to find out what must be included. A link to the "Employer's Guide" from the Division of Workers' Compensation under the Colorado Department of Labor and Employment is included.