



ICAL

IOWA CENTER FOR ASSISTED LIVING

**New ONE Week
Format with the
Most Current,
Up-To-Date Content**

Iowa Assisted Living Management Certification Program ©

Program
Approved by the
IA Department of
Inspections and
Appeals
(IAC 481-69.25)

With support from our
Assisted Living Education Partners

National Center for Assisted Living
Iowa Department of Inspections and Appeals
University of Iowa
American College of Health Care Administrators

**A 5 day on-site continuing education credit course designed to
define excellence in Assisted Living Administration**

March 8 – 12, 2010

IHCA ICAL Education Center
1775 90th St.
West Des Moines, IA
(800) 422-3106

Assisted Living Management Certification Program

AL Manager Program Description

The focus of this seminar is to provide the essential components of a well-balanced assisted living management program. This course is developed in an effort to within the profession to serve as a model for “best practice”.

The Iowa Center for Assisted Living Association provides this Iowa Assisted Living Manager certification program. This management course will prepare you to develop services and procedures that reflect assisted living values and comply with Iowa certification rules. Discussion of emerging issues will assure that your services comply with regulatory intent. Whether you are new to health care, or simply new to assisted living continuum, this course will give you the skills and confidence needed to manage your community successfully. Managers and Delegating Nurses from all levels of your community will benefit from this program.

This in-person five-day program offers a unique opportunity to learn about best practices from a variety of management companies, consultants, and State agencies (Dept Inspections & Appeals, Public Safety, Homeland Security) as well as industry and legal experts. It focuses on understanding values-based program concepts and practical implementation of critical resident services. This course will prepare you to develop services and procedures that reflect home and community based care values and comply with licensing rules.

The program material includes: a Comprehensive Resource Manual, Current Guide to Iowa’s AL Rules & Regulations, and CEUs for administrators and nurses, continental breakfast, and lunch each day.

What is the Iowa Center for Assisted Living?

The Iowa Center for Assisted Living Association (ICAL) is a non-profit trade association, whose members are comprised of assisted living, residential care facilities, and senior housing providers. Members include independently owned, corporately owned, proprietary, or nonprofit organizations. ICAL is dedicated to enhancing long term care in Iowa by providing leadership, promoting professionally recognized principles and standards, and offering advocacy, research, and educational services to the broad range of providers, consumers, government agencies, and others who comprise the long term care community. ICAL continuously strives to improve the quality of assisted living and alternative services for Iowa consumers.

ICAL is the assisted living and alternative services arm of the Iowa Health Care Association (IHCA), a non-profit trade association representing all types of long term care providers in the state. IHCA and ICAL are affiliates of the American Health Care Association and the National Center for Assisted Living, the largest long term care associations in the nation.

Continuing Education Credit Information

- **NH ADMINISTRATORS:** This continuing education activity meets the Iowa Board of Examiners for Nursing Home Administrators established criteria for 34 hours of continuing education credit.
- **NURSES:** This continuing education meets the Iowa Board of Nursing’s established criteria for 40 hours of continuing education credit. (IBON provider #166)
- **A.L. MANAGERS:** This continuing education meets the Iowa Center for Assisted Living criteria for 34 hours of continuing education credit, and the Iowa Administrative Code requirement for AL Managers per 481—69.25.

Iowa Center for Assisted Living

Assisted Living Management Certification Program

Why earning your certificate in Iowa Assisted Living Management is important:

- Provides comprehensive knowledge and resources on the role and process of Iowa's Assisted Living Administration.
- Validates your knowledge and recognizes your successful completion of this comprehensive curriculum in Assisted Living Management.
- Provides you with the latest information, both national and Iowa state specific from in-person experts.
- Advances your skills and knowledge in the critical components of Assisted Living Management in Iowa.
- Meets the Iowa regulatory requirements for AL Managers and Delegating Nurses.

Important benefits from earning your Iowa Assisted Living Management Certificate:

- A comprehensive understanding of the AL Management role, processes, and procedures in Iowa.
- Knowledge of current AL Management trends.
- A certification process that identifies and honors administrators and managers who are performing at an advanced level of skill and knowledge.
- Prepares you to develop services and procedures that reflect assisted living values and comply with certification rules.

Who Should Attend:

- Managers and delegating nurses from your community will benefit from this program.
- Whether you are new to health care, or simply new to the assisted living continuum, this course will give you the skills and confidence needed to manage your community successfully.

How do you earn the Iowa Assister Living Management Certificate?

Successful completion of the "Iowa Assisted Living Management Certification Program" 5-daye course requires attendance at all sessions and an 85 percent or higher score on the post-test.

Certification renewal:

In order to ensure continued competency, certified participants must renew their certification every two years. Certified participants will be notified when the renewal date is approaching. Renewal is accomplished by annually completing **10 hours of ICAL approved continuing education** in the area of assisted living management or administration.

Registration/Refund Policy:

All attendees must be registered and pay appropriate fees. No phone registrations will be accepted. Limited seating – registrations taken on a first-come, first-serve basis. Persons who have paid in full will have priority for available seats over those who register on site. Refunds will only be granted to those who cancel their registration **in writing** three business days prior to the date of the program. Cancellations after this time/date, no-shows due to weather, acts of God, or illness, will be charged the full registration fee. ICAL reserves the right to cancel any educational program; in the event of such a cancellation, all fees will be refunded.

Special Note:

Class will start promptly at the times mentioned in this brochure; credit for attendance will not be granted to those arriving after these times or leaving prior to the completion of the program. You must attend the entire program to receive CEU credit. Providership regulations do not allow for partial credit to be given for any portion of a session. Late arrival or early departure will result in forfeiture of credit. Please call ICAL at (800) 422-3106 with any questions regarding this meeting.

If you need any special aides or services identified in the ADA, please contact ICAL prior to the program.

Iowa Center for Assisted Living

Assisted Living Management Certification Program

IHCA ICAL Education Center
1775 90th St.
West Des Moines, IA
(800) 422-3106

March 8 – 10, 2010

PROGRAM CONTENT & SCHEDULE*

(*Schedule subject to change)

Day 1 – March 8, 2010 (Monday)

Leadership and Coaching as an AL Manager 9:00 – 10:15 (1.25)

Faculty: Dana Holland, Administrator, Ottumwa Good Samaritan

Successful assisted living facilities rely heavily on effective leaders who can guide their staff to deliver quality service to their residents. This session will review the techniques used by successful assisted living managers covering everything from communication, teamwork and coaching the staff.

Working with Alzheimer's Clients 10:30 – 12:00 (1.5)

Faculty: Connie Lucas, Iowa Alzheimer's Association

This session is designed to provide Assisted Living Managers with up to date information on Alzheimer's type dementia and the unique care and communication needs for those with the disease. Key concepts of dementia care services will be examined including: assessment, service plans, ongoing care, programming, staff qualifications and education and the environment.

Gerontology 12:30 – 2:00 (1.5)

Faculty: Lisa, Eick, LTC Resources

This section has been designed to help the AL managers better understand the geriatric client. Included will be the physical and mental symptoms of the aging process and sensory losses of the elderly. In addition, managers will learn the characteristics and symptoms of depression, loneliness, Alzheimer's disease, and other dementia plus gain an awareness of special diet and exercise needs.

Financial Management Overview 2:15 – 4:15 (2.0)

Faculty: Jeff Steggerda, Brighton Consulting Group

AL managers will not be effective without an understanding of basic accounting procedures, budgeting, analyzing financial statement. Learn from industry experts how to establish successful accounting and record keeping procedures for AL operations.

Day 2 – March 9, 2010 (Tuesday)

Assisted Living Compliance 8:30 – 10:30 (2.0)

Faculty: Ann Martin, RN, Bureau Chief in Adult Services, Iowa Department of Inspections and Appeals

An Iowa DIA overview of the Assisted Living certification law: Iowa Administrative Code 231C—Chapter 25, and the Code of Iowa 231C. This section will feature common areas of oversight and concern for AL managers.

Day 2 – TUESDAY continued

Assisted Living Monitoring Process 10:45 – 12:15 (1.5)

Faculty: Ann Martin, RN, Bureau Chief in Adult Services, Iowa Department of Inspections & Appeals

A first-hand account of Iowa's assisted living survey process. AL managers will discover key differences between assisted living and nursing home compliance issues and uncover best practices in preparing for the survey and plans of correction after a survey.

Residents Health Services: Role of the Nurse and Direct Care Workers, and Delegation of Responsibilities, Medication Management 12:45 – 2:15 (1.5)

Faculty: Cindi Kramer

Recognize how the delivery of health service in an assisted living facility differs from other delivery systems, including promotion of autonomy and independence. The role of the assisted living nurse and direct care workers will be discussed and how delegation can be used effectively.

Preparing for Survey 2:30 – 4:30 (2.0)

Faculty: Stacy Hejda, Consultant, Assisted Living Partners, LLC

The participants will be given a first-hand account of Iowa's assisted living facility survey process. The session will cover best practices for instituting pro-active strategies to meet and exceed state standards to assure continuous compliance and high standards of care.

Day 3 – March 10, 2010 (Wednesday)

Developing a Marketing Strategy for Assisted Living 8:30 – 10:00 (1.5)

Faculty: Jenny Knust, Assisted Living Consultant

Marketing is an increasing important role AL managers fulfill in their communities. This session explores the issues of high resident turnover, market proliferation and saturation, as well as "affordability" and gives managers some valuable insight into the science of marketing and developing a marketing plan.

Legal and Liability Issues in Assisted Living 10:15 – 11:45 (1.5)

Faculty: Kelly Meyers

This section provides an overview of the legal and liability issues that many assisted living facilities face including dependent adult abuse and tenant – landlord issues. A review of actual cases that have been brought to court will be discussed. Also during the session there will be a discussion on ways you and your staff can prevent legal and liability issues from happening at your facility.

Resident Rights 12:15 – 1:45 (1.5)

Faculty: Kelly Meyers,

This section provides an overview of the Residents Bill of Rights plus outlines types of advance directives including living wills, power of attorney, durable power of attorney and health care power of attorney. AL managers review the best ways to approach negotiated risk agreements in their communities.

Human Resource Management 2:00 – 4:00 (2.0)

Faculty: Ann Tippins, Director of Human Resource, Care Initiatives

This section will cover the important aspects of staff recruitment and retention. AL managers will learn interviewing techniques; hiring and evaluation processes; writing the job description, staff orientation and training, as well as, employee motivation techniques.

Performance Measures and QI in Assisted Living 8:30 – 10:30 (2.0)

Faculty: Julie Flaig Smith and Pat Giorgio

While there is significant variability in the services provided in assisted living communities, there is a core set of performance measures that have the potential for broad application. This session will explore some of the performance measures currently being used or considered and what quality improvement processes can assist in achieving desired performance goals.

Day 4 – March 11, 2010 (Thursday)

Funding Resources and Options for Assisted Living Tenants 10:45 – 12:15 (1.5)

Faculty: Stacy Hejda, Consultant, Assisted Living Partners, LLC

With more than half of Iowa's seniors 75 and older having incomes less than \$25,000 per year, many do not have access to assisted living as a long term care option. AL managers will review a variety of state and federal funding sources to pay for room, board, and services within affordable assisted living. AL managers will be able to structure their contract and service plans to allow access to government-funded programs.

Nutrition and Food Safety in A.L. 12:45 – 2:45 (2.0)

Faculty: Julie Halfpop, Registered Dietician, Martin Brothers Distributing Company and Dean Siem, Iowa Department of Inspections and Appeals

Food is probably one of the most important aspects of the assisted living experience. This section will introduce AL managers to the following: how to plan a balanced diet, preparing for special diets, purchasing and storing food, proper refrigeration in techniques, cooking, defrosting, and methods of cleaning and disinfecting food preparation areas.

Moving In/Moving Out of Assisted Living 3:00 – 4:30 (1.5)

Faculty: Lisa Uhlenkamp

This session will cover issues families and tenants face as they transition into an assisted living program. There will be a discussion on issues that families and tenants face as the tenant declines and needs to move to a higher level of care. How do you talk to tenants and families about discharge potentials and choosing a nursing facility if one is needed in the future. The session will also cover the applicable Iowa laws and regulations pertaining to occupancy, transfer, waiver, and involuntary discharges.

Day 5 – March 12, 2010 (Friday)

Disaster Planning for AL Settings 8:30 – 10:00 (1.5)

Faculty: A.J. Mumm

A crisis. Nobody wants to think it could happen to them, but when it does, AL managers must be prepared to handle their residents, their families, the community, referral sources, and the media. This session will provide AL managers a framework for a comprehensive crisis management plan. Managers will gain valuable insight plus get the tools needed to prepare themselves in the event of community crises.

Life Safety/Fire Safety - Building Standards 10:15 – 11:45 (1.5)

Faculty: Rob Van Pelt Iowa Fire Marshals office and Doran Pruisner, Iowa DIA

This section will explore fire safety precautions and inspections. Managers will discuss the recognition of fire hazards, fire suppression methods, fire drill instruction, alarm systems and notification of fire procedures. Managers will also learn how to develop an emergency evacuation plan, including special requirements for those with physical and mental disabilities.

Preventing OSHA Violations 12:15 – 1:45 (1.5)

Faculty: Mike Whitmore, Compliance Assistance Specialist, Iowa OSHA

This section will review the leading OSHA standards that have been cited in assisted living facilities around the country and in Iowa. AL managers will become aware of the hot new issues surrounding OSHA, plus will become educated on the New Recordkeeping Standard, Needle Safe Act, and the Ergonomic Issues in health care. Other OSHA standards to be covered include such things as: Bloodborne Pathogens, Hazard Communication, Electrical Systems, OSHA 200 Log. Means of Egress, Lock Out Tag Out, Medical Services and First Aid, OSHA 101 Form, Access to Medical Records, and more

Day 5 – FRIDAY continued

Responding to AL Survey Results: Your Rights for Reconsideration and Appeal 2:00 – 3:00 (1.0)

Faculty: Kelly Meyers

The Department of Inspections and Appeals has begun citing more insufficiencies and fines on Assisted Living Programs in 2008. While 47% of ALPs have no insufficiencies, there have been 85% more RIs so far in 2008. The one hour session will provide detailed information on the rules of enforcement and your appeal rights. Learn about your appeal rights and the process for appealing.

Post Test

3:00 – 4:00

About the Program Faculty

The Assisted Living Management Certification Program faculty are professionals, chosen for their expertise and knowledge - to make the ALMC program stimulating and challenging. They are leaders in health care administration, law, engineering, sociology, nursing, marketing, accounting, business, and community-based and human services.

Faculty bios are available on request and will be provided during the program.

Absentee/Make-Up Policy

In order to receive credit, participants must attend all five days of the training. If a day is missed, it must be made up by attending that day the next time the training is offered. It is the responsibility of the participant to make registration arrangements for the make-up day(s). There will be a \$50 charge for each make-up day.

Hotel Information

Iowa Health Care Association and Iowa Center for Assisted Living has negotiated special sleeping room rates for its members at several Des Moines area hotels. You can utilize these discounts whenever you need to stay in the Des Moines area.

To get the special room rate you must request the “Iowa Health Care Association room rate”.

Stay Bridge Suites

6905 Lake Dr.
(Interstate-80, exit 121)
West Des Moines, IA
(515) 223-0000

Room rate: \$79 plus tax – King Studio Suite
\$99 plus tax – 2 Queen Bed Suite

Best Western – Des Moines West

1450 N.W. 118th St.
(Interstate – 35/80, exit 124)
Clive, IA
(515) 221-2345

Room rate: \$65 plus tax - single/double

Sheraton Hotel

1800 50th St.
(Interstate – 35/80, exit 124)
West Des Moines, IA
(515) 223-1800

Room rate \$79 plus tax - single/double

Marriott – West Des Moines

Interstate 80 and Jordan Creek Parkway
(Interstate-80, exit 121)
West Des Moines, IA
(515) 267-1500 ASK for JENA

Room rate: \$99 plus tax - single/double

All hotels are located within 3 miles of the IHCA ICAL Office and Education Center.



Assisted Living Management Certification Program

Registration Form

March 8 – 12, 2010

Register Online and Save \$25

Registration fees:		<u>Online registration</u>	<u>Faxed, mailed or ON-SITE registrations</u>
	Members	\$525	\$550
	Non-Members	\$800	\$825

1. To register on line...go to www.iowahealthcare.org and click on the Assisted Living Certification Program education.
2. Select Register online. If you have not previously created a personal profile, you will need to do so before you register.
3. Complete the online registration and click Submit. A registration confirmation will be e-mailed to you.
4. To register another person, click on LOGOUT and repeat this process.

To register by fax or mail, complete the following and fax to (515) 978-2209 or mail to: **Iowa Health Care Association
1775 90th St.
West Des Moines, IA 50266**

Facility: _____

Address: _____

City: _____ Zip: _____

Phone #: _____ Fax #: _____

➤ **Registrants:**

Name: _____ Title: _____
(Include middle initial)

License #: _____ E-mail address: _____

Name: _____ Title: _____
(Include middle initial)

License #: _____ E-mail address: _____

➤ **Registration fees for faxed, mailed or on-site:** (Fee includes breaks, lunch, course handouts and CEUs)

\$550 member _____ **\$825 Non-Member** _____ (IHCA meeting #: 3000)

Cancellations/Refunds: Refunds will only be granted to those who cancel their registration **three business days** prior to the date of the program listed. Cancellations after this date or no-shows due to weather, acts of God or illness, will be charged the full registration fee. The IHCA reserves the right to cancel any education program in the event of such a cancellation, all fees will be refunded.