

## Operator Training Course Outline

Following is the complete outline for the operator training course. The course objectives are inserted as part of the outline, and are emboldened.

- I. **Discuss a conceptual, person-centered model for housing with services for older adults in licensed only facilities such as assisted living, home plus or adult day care.**
  - A. Introduction to the variety of housing and health care options in Kansas
  - B. Resident choice, autonomy and independence in a home-like environment.
- II. **Demonstrate a basic knowledge of needs which may develop as a result of the aging process and common chronic diseases found in older adults.**
  - A. Review of the normal aging process
  - B. Common chronic diseases found in older adults
  - C. Common reasons people seek supportive housing:
    1. Medication
    2. Memory
    3. Mobility
    4. Psychosocial support
    5. Nutrition
    6. ADLs and IADLs
- III. **Demonstrate a knowledge of Kansas laws and regulations which govern the operation of licensed only adult care homes, including the Operator's ongoing responsibility for the facility's compliance.**
  - A. Review of current regulations
    1. Home Plus
    2. Assisted Living and Residential Health Care
    3. Adult Day Care
  - B. Role of the Operator in overall facility compliance
- IV. **Show knowledge and demonstrate understanding of the rights of individuals who reside in long-term care facilities.**
- V. **Understand the role of the surveyor.**
  - A. Survey process

- B. What the Operator should expect
- VI. Identify other state regulatory entities to which the Operator may be responsible.**
- VII. Discuss the Operator's responsibilities for documentation, including charting and resident records.**
  - A. Review of regulations related to resident records
  - B. Documentation of all incidents, symptoms and other indications of illness or injury
- VIII. Demonstrate the Operator's responsibility for basic principles of management, including support personnel, staff and record keeping.**
  - A. Support personnel
    - 1. Outside providers
      - a. Contractual arrangements and availability of outside service providers
      - b. Operator's responsibility in communications
      - c. Support personnel's responsibility in communications
      - d. Documentation of support personnel
      - e. Advocating for residents with outside service providers
    - 2. Healthcare personnel and unlicensed staff
      - a. Nurse Practice Act
        - i. Operator's responsibility and relationship with the nursing staff
        - ii. Appropriateness of delegation
        - iii. Who can do assessments
          - a) Certified Nurse Aide
          - b) Certified Medication Aide
          - c) Activity Director
          - d) Social Service Designee
          - e) Paid Nutrition Assistant
  - B. Staff
    - 1. Development
    - 2. Inservices
    - 3. Qualifications
    - 4. Record keeping
      - a. Personnel files
      - b. Tracking licensure
      - c. TB testing
  - C. Services provided by family and friends

- D. Nuts and Bolts
  - 1. HR issues
  - 2. Teamwork and leadership
  - 3. Legal issues
  - 4. Marketing
  - 5. Finance

**IX. Know the procedures involved in admission, transfer and discharge of residents, and understand Advance Directives.**

- A. Review of regulations and statutes related to admission, transfer and discharge of residents
- B. Development of admission, transfer and discharge criteria
- C. Advance directives
  - 1. Review of guardianship statutes
  - 2. Review of statutes addressing durable power of attorney for health care decisions
  - 3. Strategies and resources for informing residents of advance directives

**X. Understand the role of the Operator in performing a "Functional Assessment Screen" and developing a "Negotiated Service Agreement."**

- A. The "Functional Capacity Screen"
  - 1. Understand the Operator's responsibility to review and insure that the Functional Capacity Screen and Negotiated Service Agreement is accurate and timely
  - 2. Regulatory requirements related to "Functional Capacity Screen"
  - 3. Item by item review of operational definitions to be used in performing the "Functional Capacity Screen"
  - 4. Determining when a "Health Care Plan" is needed
- B. Development of a "Negotiated Service Agreement"
  - 1. Intent of a "Negotiated Service Agreement"
    - a. Negotiated by the parties
    - b. Facilitated, not directed, by the facility
  - 2. What the agreement includes
    - a. Describe services provided

- b. Identify the provider(s)
- c. Identify party responsible for payment when services are provided by an outside provider

3. When to develop or revise

4. Who participates

5. Strategies for involving resident and others in the development of the negotiated service plan

6. Documenting the negotiated service plan

C. Designing systems for delivery of services

1. Factors affecting the decision to provide or coordinate a service

- a. Service needs of residents
- b. Cost of services to residents

2. Sufficient numbers of qualified personnel to ensure that residents receive services and care in accordance with the "Negotiated Service Agreement"

**XI. Understand issues involved in abuse, neglect and exploitation, including prevention and reporting requirements.**

A. Definitions

B. Staff treatment of residents

C. Review of statutes and regulations related to abuse, neglect and exploitation of residents

D. Mandatory investigating and reporting

E. Required posting of information

F. Educating staff on prevention of abuse, neglect and exploitation of residents

G. Family issues involved in abuse, neglect and exploitation of residents

**XII. Identify strategies for working effectively with family members.**

A. Listening skills

B. Effective communication techniques

- C. Assisting families to deal with grief and guilt
- D. Resident rights versus family concerns
- E. Developing family support groups and networking

**XIII. Discuss strategies for helping residents deal with behavioral symptoms, including those of dementia.**

- A. Training staff to care for residents with behavioral symptoms
  - 1. Identification of behavioral symptoms
  - 2. Staff response to the behavioral symptoms of residents
    - a. Resources available for staff training
    - b. Interventions
- B. Role of the licensed nurse in providing services to residents with behavioral symptoms
  - 1. Assessment of residents with behavioral symptoms
  - 2. Use of necessary (PRN) medications for the management of behavioral symptoms

**XIV. Identify basic principles in providing for the nutritional needs of older adults and safe food service management.**

- A. Basic nutritional needs of elders
- B. Monitoring the resident's nutritional status
- C. Meeting cultural, ethnic and regional food preferences
- D. Involving residents in development of menus
- E. Basic principles of food sanitation
- F. The role of the dietary manager and/or dietitian

**XV. Demonstrate a knowledge of infection control practices.**

- A. Safe, sanitary environment
- B. Policies and procedures to prevent and control the spread of infection

**XVI. Demonstrate a basic understanding of the Operator's responsibility in medication management.**

- A. Self-administration of medications
- B. Facility management of medications
- C. Role of the registered nurse, licensed practical nurse and certified medication aide
- D. Ordering, labeling and storage
- E. Drug regimen review

**XVII. Demonstrate a basic understanding of fire safety and emergency procedures.**

**XVIII. Demonstrate minimal competency as an Operator in an adult care home by successfully passing the Operator examination.**

