

RESIDENTIAL CARE/ASSISTED LIVING DOMAINS OF PRACTICE

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- 10 CLIENT/RESIDENT SERVICES MANAGEMENT**
- 10.01 Ensure client/resident service policies and procedures comply with applicable federal, state, and local laws, rules, and regulations.
 - 10.02 Ensure client/resident right to make autonomous healthcare decisions
 - 10.03 Plan, implement, and evaluate policies and procedures for the protection of client/resident rights and confidentiality.
 - 10.04 Coordinate the development and implementation of service plans based on client/resident preferences and assessed needs (e.g., nutritional, medication, psychosocial, medical, physical, socio-economic).
 - 10.05 Evaluate and update service plans periodically with client/resident and/or responsible party.
 - 10.06 Ensure that medication policies and procedures are compliant with regulations and consistent with client/resident needs and preferences.
 - 10.07 Provide transportation assistance for clients/residents.
 - 10.08 Provide and coordinate social-recreational services that are consistent with client/resident preferences and abilities.
 - 10.09 Plan, implement, and evaluate move-in/move-out criteria.
 - 10.10 Manage the establishment and maintenance of client/resident records and documentation systems (e.g., service notes, assessed needs).
 - 10.11 Plan, implement, and evaluate systems for oversight of services contracted by clients/residents (e.g., hospice, therapy, home health).
 - 10.12 Plan, implement, and evaluate policies and procedures for responses to client/resident-specific incidents, accidents, and/or emergencies.
 - 10.13 Plan, implement, and evaluate dining services designed to meet client/resident needs and preferences (e.g. presentation, quality of food, service, training, special diets).
 - 10.14 Plan, implement, and evaluate housekeeping services.
 - 10.15 Plan, implement, and evaluate laundry and linen services.
 - 10.16 Plan, implement, and evaluate principles of hospitality within the assisted living community.

20 HUMAN RESOURCES MANAGEMENT

- 20.01 Ensure human resources policies and practices comply with applicable federal, state, and local laws, rules and regulations.
- 20.02 Ensure that staff embraces assisted living philosophies (e.g., promoting compassion, privacy, choice, independence, dignity, individuality).
- 20.03 Plan, implement, and evaluate recruitment programs (e.g., applications, interviews, reference/criminal background checks).
- 20.04 Ensure that the assisted living community has appropriate staffing consistent with client/resident needs and acuity.
- 20.05 Plan, implement, and evaluate retention and development programs (e.g., pay, benefits, incentives, work schedules, staff recognition, regular performance appraisals, mentoring, team building).
- 20.06 Establish and maintain a safe and positive work environment (e.g., safety training, employee risk management, conflict resolution, diversity training).
- 20.07 Plan, implement, and evaluate staff training programs (e.g., orientation, training, skills enhancement, education) consistent with client/resident needs and preferences
- 20.08 Manage the establishment and maintenance of employee records and documentation systems.
- 20.09 Plan, implement, and evaluate employee disciplinary policies and procedures.

30 LEADERSHIP AND GOVERNANCE

- 30.01 Ensure compliance with applicable federal, state, and local laws, rules, and regulations.
- 30.02 Ensure that client/resident privacy, choice, independence, dignity, and individuality are supported within the assisted living community.
- 30.03 Develop and communicate the mission, vision, and values of the assisted living community to clients/residents, families, staff, and the public.
- 30.04 Ensure ethical practice throughout the assisted living community.
- 30.05 Involve clients/residents, family, and staff in assisted living community decision-making
- 30.06 Develop, implement and evaluate assisted living community's strategic plan in partnership with ownership or governing bodies.
- 30.07 Plan, implement, and evaluate a public relations program.
- 30.08 Plan, implement, and evaluate marketing initiatives to meet organizational goals and objectives.
- 30.09 Develop and maintain positive relations with key stakeholders (e.g., clients/residents, families, staff, regulators, legislators, community organizations, media, referral sources)

- 30.10 Plan, implement, and evaluate programs and procedures to ensure and document .informed choice in matters of client/resident risk.
- 30.11 Ensure written agreements between the client/resident and the assisted living community protect the rights and responsibilities of both parties (e.g., moving-out, financial obligations, full disclosure).
- 30.12 Negotiate contracts and agreements with suppliers, vendors, and professionals to legally formalize the delivery of goods and services (e.g., rehabilitation, pharmacy, maintenance, dining).
- 30.13 Plan, implement, and evaluate a quality improvement program.

40 PHYSICAL ENVIRONMENT MANAGEMENT

- 40.01 Ensure that physical environment policies and practices comply with applicable federal, state, and local laws, rules, and regulations (e.g., Occupation Safety and Health Administration [OSHA], Life Safety Code, Americans with Disabilities Act [ADA]).
- 40.02 Establish and maintain a physical environment that meets client/resident needs and preferences consistent with assisted living philosophies (including acuity and mobility/accessibility).
- 40.03 Develop, implement, and evaluate assisted living community fire, emergency, disaster, and client/resident safety/security plans.
- 40.04 Develop, implement and evaluate preventive and daily maintenance plans for all buildings, grounds, equipment and infrastructure.
- 40.05 Develop, implement and periodically evaluate a capital replacement plan regarding all buildings, grounds, furnishings, and equipment.

50 FINANCIAL MANAGEMENT

- 50.01 Ensure financial management policies and practices comply with applicable federal, state, local laws, rules, and regulations (e.g., IRS, Medicaid, Medicare, Health Insurance Portability and Accountability Act [HIPAA]).
- 50.02 Ensure financial policies and procedures comply with Generally Accepted Accounting Principles (GAAP) (e.g., accounts receivable and payable, payroll, client/resident funds)
- 50.03 Develop, implement, and evaluate the assisted living community's budget (e.g., revenues, expense, capital expenditures).
- 50.04 Develop long-term projections of revenue mix (e.g., private pay, insurance, SSI, Medicaid waivers) and expense in order to ensure continued financial viability of the assisted living

community.

- 50.05 Monitor and comply with the assisted living community's financing obligations (e.g., debt service, mortgage covenants).
- 50.06 Maintain appropriate insurance coverage to protect the assisted living community.
- 50.07 Develop and implement a system to periodically monitor and adjust financial performance.