### Care, Services, and Supports

#### Quality of Care
- 1A1 Medical and Nursing Care Practices
- 1A2 Medication Management and Administration
- 1A3 Disease Management (e.g., acute vs. chronic conditions)
- 1A4 Nutrition and Hydration (e.g., specialized diets)
- 1A5 Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs)
- 1A6 Rehabilitation and Restorative Programs
- 1A7 Care Recipient Assessment and Interdisciplinary Care Planning
- 1A8 Clinical and Medical Records and Documentation Requirements (e.g., storage, retention, destruction)
- 1A9 Medical Director
- 1A10 Emergency Medical Services (e.g., CPR, first aid, Heimlich maneuver, AED)
- 1A11 Transition of Care (e.g., admission, move-in, transfer, discharge, and move-out)
- 1A12 Basic Healthcare Terminology

#### Quality of Life
- 1B1 Psychosocial Needs (e.g., social, spiritual, community, cultural)
- 1B2 Person-Centered Care and Comprehensive Care Planning
- 1B3 Care Recipient Bill of Rights and Responsibilities
- 1B4 Care Recipient Safety (e.g., fall prevention, elopement prevention, adverse events)
- 1B5 Care Recipient (and Representative) Grievance, Conflict, and Dispute Resolution
- 1B6 Care Recipient Advocacy (e.g., Ombudsman, resident and family council)
- 1B7 Care Recipient Decision-Making (e.g., capacity, power of attorney, guardianship, conservatorship, code status, advance directives, ethical decision-making)
- 1B8 Care Recipient (and Representative) Satisfaction
- 1B9 Recognition of Maltreatment (e.g., abuse, neglect, exploitation)
- 1B10 Mental and Behavioral Health (e.g., cognitive impairment, depression, social support systems)
- 1B11 Trauma-Informed Care (e.g., PTSD)
- 1B12 Pain Management
- 1B13 Death, Dying, and Grief
- 1B14 Restraint Usage and Reduction
- 1B15 Foodservice (e.g., choice and menu planning, dietary management, food storage and handling, dining services)
- 1B16 Social Services Programs
- 1B17 Therapeutic Recreation and Activity Programs
- 1B18 Community Resources, Programs, and Agencies (e.g., meals on wheels, housing vouchers, Area Agencies on Aging, Veterans Affairs)

#### Ancillary Services
- 1C1 Hospice and Palliative Care
- 1C2 Specialized Medical Equipment (e.g., oxygen, durable medical equipment)
CORE Domains of Practice

1C3 Transportation for Care Recipients
1C4 Telemedicine (e.g., e-health)
1C5 Diagnostic Services (e.g., radiology, lab services)
1C6 Dental and Oral Care Services
1C7 Healthcare Partners and Clinical Providers (e.g., MD/DO, Nurse Practitioner, Psychiatrist, Podiatrist, Dentist)
1C8 Volunteer Programs

2 Operations

2A Financial Management
2A1 Budgeting and Forecasting
2A2 Financial Analysis (e.g., ratios, profitability, debt, revenue mix, depreciation, operating margin, cash flow)
2A3 Revenue Cycle Management (e.g., billing, accounts receivable, accounts payable, collections)
2A4 Financial Statements (e.g., income/revenue statement, balance sheet, statement of cash flows, cost reporting)
2A5 Revenue and Reimbursement (e.g., PDPM, PDGM, ACOs, HMOs, Medicaid, private payors)
2A6 Financial Reporting Requirements (e.g., requirements for not-for-profit, for-profit, and governmental providers)
2A7 Integration of Clinical and Financial Systems (e.g., EMR/HER, MDS)
2A8 Internal Financial Management Controls (e.g., segregation of duties, access)
2A9 Supply-Chain Management (e.g., inventory control)
2A10 Resident Trust Accounts for Personal Funds

2B Risk Management
2B1 OSHA Rules and Regulations
2B2 Workers’ Compensation
2B3 Ethical Conduct and Standards of Practice
2B4 Compliance Programs
2B5 Risk Management Process and Programs
2B6 Quality Improvement Processes (e.g., root cause analysis, PDCA/PDSA)
2B7 Scope of Practice and Legal Liability
2B8 Internal Investigation Protocols and Techniques (e.g., incidents, adverse events)
2B9 Mandatory Reporting Requirements (e.g., incidents, adverse events, abuse, neglect, financial exploitation, fraud)
2B10 Insurance Coverage (e.g., liability, property)
2B11 Healthcare Record Requirements (e.g., confidentiality, disclosure, safeguarding, HIPAA, HITECH)
2B12 Security (e.g., cameras, monitoring systems, locks, staff location reporting)
2B13 Contracted Services (e.g., roles, responsibilities, oversight, background checks)

2C Human Resources
2C1 Federal Human Resources Laws, Rules, and Regulations (e.g., ADA, FMLA, Wage and Hour, FLSA)
CORE Domains of Practice

2C2 Selection and Hiring Practices (e.g., EEOC, interviewing, adverse impact, protected classes, occupational qualifications)
2C3 Compensation and Benefits Programs (e.g., time off, healthcare insurance, employee pay and payroll)
2C4 Organizational Staffing Requirements and Reporting (e.g., PBJ)
2C5 Staff Certification and Licensure Requirements
2C6 Professional Development (e.g., maintenance of credentials, continuing education)
2C7 Employee Training and Orientation
2C8 Performance Evaluation
2C9 Human Resource Policies (e.g., drug-free workplace, discipline, job classification, photography and video, social media usage, mobile phone usage)
2C10 Employee Record-Keeping Requirements
2C11 Employee Grievance, Conflict, and Dispute Resolution
2C12 Employee Satisfaction, Engagement, and Retention
2C13 Cultural Competence and Diversity Awareness
2C14 Labor Relations (e.g., union, collective bargaining [CBA], contract/pool staff)

3 Environment and Quality

3A Care Setting
3A1 Federal Codes and Regulations for Building, Equipment, Maintenance, and Grounds
3A2 Person-Centered Environment (e.g., home-like environment)
3A3 Safety and Accessibility (e.g., ADA, safety data sheets)
3A4 Facility Management and Environmental Services
3A5 Information Systems Infrastructure (e.g., configurations, data security, technical controls)
3A6 Preventative and Routine Maintenance Programs (e.g., pest control, equipment, mechanical systems)
3A7 Infection Control and Sanitation (e.g., linens, kitchen, hand washing, healthcare-acquired infections, hazardous materials)
3A8 Disaster and Emergency Planning, Preparedness, Response, and Recovery (e.g., Appendix Z)

3B Regulatory Compliance
3B1 Federal Healthcare Laws, Rules, and Regulations
3B2 Government Programs and Entities (e.g., Medicare, Medicaid, waivers)
3B3 Certification and Licensure Requirements for the Organization

4 Leadership and Strategy

4A Leadership
4A1 Organizational Structures (e.g., departments, functions, systemic processes)
4A2 Organizational Change Management
4A3 Organizational Behavior (e.g., organizational culture, team building, group dynamics)
CORE Domains of Practice

4A4 Leadership Principles (e.g., communication, styles, mentoring, coaching, personal professional development)
4A5 Governance (e.g., board of directors, governing bodies, corporate entities, advisory boards)
4A6 Professional Advocacy and Governmental Relations

4B Organizational Strategy

4B1 Mission, Vision, and Value Statements
4B2 Strategic Business Planning (e.g., new lines of service, succession management, staffing pipeline)
4B3 Business Analytics (e.g., evidence-based practice, data analytics)
4B4 Business Development (e.g., sales, marketing, partnerships, ACOs, contracts and agreements, negotiations)
4B5 Public Relations and External Stakeholders (e.g., hospitals, referrals sources, local community, donors)