A. NHA/RCAL/HCBS Domains of Practice

10. Customer Care, Supports, and Services

10.01. Establish care recipient service policies and procedures that comply with applicable federal and state laws, rules, and regulations.

10.02. Ensure plans of care are evidence-based, established, implemented, updated, and monitored based on care recipient preferences and assessed needs.

10.03. Ensure the planning, development, implementation/execution, monitoring, and evaluation of admission/move in process, including preadmission/premove in information, to promote a quality experience for care recipients.

10.04. Ensure the planning, development, implementation/execution, monitoring, and evaluation of discharge/move out process to promote a quality experience for care recipients.

10.05. Ensure the planning, development, implementation/execution, monitoring, and evaluation of programs to meet care recipients’ psychosocial needs and preferences.

10.06. Ensure the planning, development, implementation/execution, monitoring, and evaluation of care recipients’ activities/recreation to meet social needs and preferences.

10.07. Ensure the planning, development, implementation/execution, monitoring, and evaluation of a health information management program to meet documentation requirements in compliance with federal and state regulations.

10.08. Ensure the planning, development, implementation/execution, monitoring, and evaluation of medication management that supports the needs of the care recipient.

10.09. Ensure the planning, development, implementation/execution, monitoring, and evaluation of a rehabilitation program to maximize optimal level of functioning and independence for care recipients.

10.10. Ensure the planning, development, implementation/execution, monitoring, and evaluation of systems for coordination and oversight of contracted services.

10.11. Ensure the planning, development, implementation/execution, monitoring, and evaluation of policies and procedures for responses to care recipient-specific incidents, accidents, and/or emergencies.

10.12. Ensure the planning, development, implementation/execution, monitoring, and evaluation of housekeeping and laundry services for care recipients.


10.14. Ensure the planning, development, implementation/execution, monitoring, and evaluation of nutritional needs and preferences of care recipients.

10.15. Ensure the planning, development, implementation/execution, monitoring, and
evaluation of dining experience that meets the needs and preferences of care recipients.

10.16. Ensure care recipients’ rights and individuality within all aspects of care.

10.17. Integrate support network’s perspectives to maximize care recipients’ quality of life and care.

10.18. Ensure transportation options are available for care recipients.

10.19. Ensure the provision of a customer service culture that leads to a quality experience for care recipients.

20. **Human Resource**

20.01. Ensure that human resource management policies and programs comply with federal and state rules and regulations.

20.02. Establish the planning, development, implementation, monitoring, and evaluation of recruitment, selection, and retention practices.

20.03. Establish the planning, development, implementation, monitoring, and evaluation of employee training and development programs.

20.04. Establish the planning, development, implementation, monitoring, and evaluation of employee evaluation programs.

20.05. Establish the planning, development, implementation, monitoring, and evaluation of compensation and benefit programs.

20.06. Establish the planning, development, implementation, monitoring, and evaluation of employee health and safety programs.

20.07. Establish the planning, development, implementation, monitoring, and evaluation of employee satisfaction and organizational culture.

20.08. Establish the planning, development, implementation, monitoring, and evaluation of employee disciplinary policies and procedures.

20.09. Establish the planning, development, implementation, monitoring, and evaluation of employee grievance policies and procedures.

20.10. Establish the planning, development, implementation, monitoring, and evaluation of leadership development programs.

20.11. Promote a safe work environment (such as safety training and employee risk management).

20.12. Promote a positive work environment (using techniques such as conflict resolution, diversity training, staff recognition programs).

20.13. Facilitate effective written, oral, and electronic communication among management and employees.

20.14. Ensure employee records and documentation systems are developed and maintained.

20.15. Establish a culture that encourages employees to embrace care recipients’ rights.
30.  **Finance**

30.01. Ensure that financial management policies, procedures, and practices comply with applicable federal and state rules and regulations.

30.02. Develop, implement, and evaluate the service provider’s budget.

30.03. Oversee the billing and collections process and monitor the accuracy of charges and timely collection of accounts.

30.04. Negotiate, interpret, and implement contractual agreements to optimize financial viability.

30.05. Develop, implement, monitor, and evaluate financial policies and procedures that comply with Generally Accepted Accounting Principles (GAAP).

30.06. Monitor and evaluate the integrity of financial reporting systems and audit programs.

30.07. Establish safeguards for the protection of the service provider’s assets (such as insurance coverage, risk management).

30.08. Develop, implement, monitor, and evaluate systems to improve financial performance.

30.09. Manage and adjust expenses with fluctuations in census/occupancy/care recipient levels (such as staffing ratios).

30.10. Monitor and address changes in the industry that may affect financial viability.

40.  **Environment**

40.01. Ensure that physical environment policies and practices comply with applicable federal, state, and local laws, rules, and regulations.

40.02. Ensure the planning, development, implementation, monitoring, and evaluation of a safe and secure environment.

40.03. Ensure the planning, development, implementation, monitoring, and evaluation of infection control and sanitation.

40.04. Ensure the planning, development, implementation, monitoring, and evaluation of emergency and disaster preparedness program, including linkage to outside emergency agencies.

40.05. Ensure the planning, development, implementation, monitoring, and evaluation of environmental services, housekeeping and laundry.

40.06. Ensure the planning, development, implementation, monitoring, and evaluation of maintenance services for property, plant and all equipment, including preventative maintenance.

40.07. Ensure the planning, development, implementation, monitoring, and evaluation of appropriate HIPAA compliant technology infrastructure.
40.08. Establish, maintain, and monitor a physical environment that provides clean, safe, and secure home-like surroundings for care recipients, staff, and visitors.

40.09. Identify opportunities to enhance the physical environment to meet changing market demands.

40.10. Establish, maintain, and monitor an environment that promotes choice, comfort, and dignity for care recipients.

40.11. Assess care recipients' environment for safety, security, and accessibility and make recommendation for referral or modification.

50. Management and Leadership

50.01. Ensure compliance with applicable federal and state laws, rules, and regulations.

50.02. Promote ethical practice throughout the organization.

50.03. Develop, implement, monitor, and evaluate policies and procedures that comply with directives of governing body.

50.04. Develop, communicate, and champion the service provider’s mission, vision, and values to stakeholders.

50.05. Develop, implement, and evaluate the strategic plan with governing body’s endorsement.

50.06. Promote and monitor satisfaction of the care recipients and their support networks.

50.07. Identify, foster, and maintain positive relationships with key stakeholders.

50.08. Educate stakeholders on services provided, regulatory requirements, and standards of care.

50.09. Solicit information from appropriate stakeholders for use in decision making.

50.10. Manage the service provider’s role throughout any survey/inspection process.

50.11. Develop and implement an intervention(s) or risk management program(s) to minimize or eliminate exposure.

50.12. Identify and respond to areas of potential legal liability.

50.13. Implement, monitor, and evaluate information management and technology systems to support service providers’ operations.

50.14. Develop, implement, and monitor comprehensive sales, marketing, and public relations strategies.

50.15. Ensure the written agreements between the care recipient and the service providers protect the rights and responsibilities of both parties.

50.16. Develop, implement, and evaluate the organization’s quality assurance and performance improvement programs.

50.17. Lead organization change initiatives.

50.18. Facilitate effective internal and external communication strategies.

50.19. Promote professional development of all team members.