

Assisted Living Management Certification Program



April 15 – 19, 2024

IHCA Education Center
1775 90th St.
West Des Moines, IA

PROGRAM SPONSOR



The program meets the Iowa Department of Inspections, Appeals & Licensing's (DIAL) regulation requirement for Assisted Living Program Managers.

All assisted living programs employing a new program manager shall require the manager, within six months of hire, to complete an assisted living management class whose curriculum includes at least six hours of training specifically related to Iowa rules and laws on assisted living programs.

PROGRAM SCHEDULE & CONTENT

Day 1 – April 15, 2024

Leadership and Coaching as an A.L. Manager

9:00 a.m. – 10:30 a.m.

Faculty: Brenda Irlbeck, VP of Quality Improvement & Clinical Affairs, Iowa Health Care Association

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.

Managing Behavioral Expressions in Dementia

10:45 a.m. – 12:15 p.m.

Faculty: Sarah Stanisz, Montessori Program Director, Integro Healthcare Services

This session will provide insights into the unique challenges posed by dementia and related conditions. You will be provided with the knowledge necessary to effectively understand, manage, and support tenants with dementia and behavioral health issues.

Risk Management in Assisted Living

12:45 p.m. – 2:15 p.m.

Faculty: Rebecca Brommel, Attorney, Dorsey & Whitney

This session will review areas of risk within assisted living communities. Common trends in claim data for A.L. communities will be discussed along with the severity and settlement value. Practical solutions for avoiding claims, suggestions for implementing interventions and systems for ongoing monitoring will be reviewed.

Financial Management Overview

2:30 p.m. – 4:00 p.m.

Faculty: Jeff Steggerda, President, Brighton Consulting Group

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

Day 2 – April 16, 2024

Developing a Marketing Strategy for You're A.L. Community

8:30 a.m. – 10:00 a.m.

Faculty: Kara Bernsee, Senior Living Consultant

Marketing is an increasingly important role for AL managers. 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.

Funding Resources and Options for Assisted Living Tenants

10:15 a.m. – 11:45 a.m.

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.

Improving Care in Assisted Living with QAPI

12:15 p.m. – 1:00 p.m.

Faculty: Julie Johnson, Nurse Consultant, Assisted Living Partners

QAPI is not just for nursing facilities! Tracking and trending data about your tenants is vital to assuring that you can manage systems in your program to improve the quality of care you deliver. This session will help you identify how to collect relevant data, conduct root cause analysis, set goals, charter performance improvement teams, and subsequently measure your progress in improving care.

Food Service, Nutrition, and Food Safety in Assisted Living

1:15 p.m. – 3:00 p.m.

Faculty: Julie Halfpop, Registered Dietician, Martin Brothers & Kim Miller, Food Safety Specialist, DIA

Food is 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.

Day 3 – April 17, 2024

Human Resource Management

8:30 a.m. – 10:00 a.m.

Faculty: Jennifer Benjamin, Human Resources Manager, Accura Health Care

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

Life Safety/Fire Safety - Building Standards

10:15 a.m. – 11:45 a.m.

Faculty: Kyle Gorsh, Iowa Department of Public Safety, Fire Marshal's Division

This session will explore fire safety precautions and inspections. Participants will discuss the recognition of fire hazards, fire suppression methods, fire drill instruction, alarm systems and notification of fire procedures. During the session there will also be a review of the assisted living fire safety building standards.

Preventing OSHA Violations

12:15 p.m. – 1:45 p.m.

Faculty: Chris Downs, Safety Consultant, Iowa OSHA Consultation & Education

This section will review the leading OSHA standards that have been cited in assisted living facilities around the country and in Iowa. All the hot new OSHA issues surrounding Recordkeeping Standards, Needle Safe Act, and the Ergonomic Issues in health care will also be discussed.

Disaster Planning for Assisted Living Settings

2:00 p.m. – 3:30 p.m.

Faculty: AJ Mumm, Director of the Polk County Emergency Management Agency

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 with a framework for a comprehensive crisis management plan.

Day 4 – April 18, 2024

Assisted Living Regulations Review and Monitoring Process

8:30 a.m. – 12:00 p.m.

Faculty: Catie Campbell, Bureau Chief, Iowa Department of Inspections & Appeals

A first-hand review of Iowa's assisted living survey process. The session will include an Iowa DIA overview of the Assisted Living certification rules: Iowa Administrative Code Chapters 67 and 69 and Code of Iowa 231C. This session will also feature common areas of oversight and concern for AL managers.

Medication Management in Assisted Living

12:30 p.m. – 1:30 p.m.

Faculty: Julie Johnson, Nurse Consultants, Assisted Living Partners

The routine use of high-risk drugs among the senior population found in today's assisted living facilities poses significant medical risk for tenants and significant regulatory risk for providers. This session will review best practices in the delivery of high-risk drugs and proper medication management policies and procedures.

The Role of the Nurse and Direct Care Worker in A.L.

1:30 p.m. – 2:15 p.m.

Faculty: Brenda Irlbeck, VP of Quality Improvement & Clinical Affairs, Iowa Health Care Association

During this session we will explore the role of the assisted living nurse and direct care workers and how delegation can be used effectively, including utilizing non-licensed staff for medication administration.

Operationalizing the A.L. Rules & Responding to A.L. Survey Results

2:30 p.m. – 4:30 p.m.

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. Also, you will learn about your rights to appeal and the process for appealing insufficiencies cited by the Department of Inspections and Appeals.

Day 5 – April 19, 2024

Tenant Rights and Occupancy Agreements

8:30 a.m. – 10:00 a.m.

Faculty: Ken Watkins, Attorney, Ken Watkins Law Firm

This session provides an overview of the tenant's Bill of Rights plus an outline of types of advance directives including living wills, power of attorney, durable power of attorney and health care power of attorney. There will also be a discussion on the Residents Occupancy Agreement. What must be included in the agreement, what's negotiable, amenity disclosures, and more.

Legal and Liability Issues in Assisted Living

10:15 a.m. – 11:45 a.m.

Faculty: Ken Watkins, Attorney, Ken Watkins Law Firm

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. There will also be a discussion on ways you and your staff can prevent legal and liability issues.

Moving In/Moving Out of Assisted Living

12:15 p.m. – 1:30 p.m.

Faculty: Brenda Irlbeck, VP of Quality Improvement & Clinical Affairs, Iowa Health Care Association

This session will cover issues families and tenants face as they transition into an assisted living program or a need 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. The session will also cover the applicable Iowa laws and regulations pertaining to occupancy, transfer, waiver, and involuntary discharges.

Post Test

1:30 p.m. – 2:30 p.m.

CONTINUING EDUCATION CREDIT

NURSES: 30.0 CONTACT HOURS

This continuing education activity meets the IBON established criteria for nurses, IBON provider #166

N.F. ADMINISTRATORS: 30.0 CONTACT HOURS

This continuing education program meets the Iowa Board of Examiners for Nursing Home Administrators criteria for nursing home administrators.

ASSISTED LIVING MANAGERS: 30.0 CONTACT HOURS

Meets the Iowa Center for Assisted Living criteria and Iowa Administrative Code requirements for assisted living managers.

REGISTRATION FEES

Members: \$575 per person

Non-Members: \$1,250 per person

Fee includes: access to handouts, CEUs, continental breakfast and lunch

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Iowa Health Care Association
Iowa Center for Assisted Living

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