

Assurance of Student Learning Report 2023-2024	
<i>College of Health and Human Sciences</i>	<i>Department of Public Health</i>
<i>Long Term Care Administration Certificate (1717)</i>	
<i>Nadia Houchens</i>	
Is this an online program? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Please make sure the Program Learning Outcomes listed match those in CourseLeaf . Indicate verification here <input type="checkbox"/> Yes, they match! (If they don't match, explain on this page under Assessment Cycle)
Assurance of Student Learning Report 2023-2024	
<i>College of Health and Human Services</i>	<i>Department of Public Health</i>
<i>Long Term Care Administration – LTCA 1717</i>	
<i>Nadia Houchens</i>	

<i>Use this page to list learning outcomes, measurements, and summarize results for your program. Detailed information must be completed in the subsequent pages.</i>				
Program Student Learning Outcome 1: Comprehensive knowledge of the Healthcare system of the United States.				
Instrument 1	Direct: Comprehensive exam			
Instrument 2				
Instrument 3				
Based on your results, check whether the program met the goal Student Learning Outcome 1.			<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Not Met
Program Student Learning Outcome 2: The ability of students to effectively interact with other health care professionals (such as clinicians, technicians, patients) in addressing managerial issues stemming from their daily experiences within their long term care settings.				
Instrument 1	HCA 345: Life History Project			
Instrument 2				
Instrument 3				
Based on your results, check whether the program met the goal Student Learning Outcome 2.			<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Not Met
Student Learning Outcome 3:				
Instrument 1				
Instrument 2				
Instrument 3				
Based on your results, check whether the program met the goal Student Learning Outcome 3.			<input type="checkbox"/> Met	<input type="checkbox"/> Not Met
Assessment Cycle Plan:				

We intend to review program learning outcomes to create a more detailed curriculum map and to connect with alignments for the HCA competency chart, and continue to update course materials and measuring tools in AY 24-25. As part of this process, the program learning outcomes will be added in CourseLeaf. (Note: For accreditation with NAB, students must complete the Long-Term Care Administration certificate and the BS in Health Care Administration.)

Student Learning Outcome 1			
Program Student Learning Outcome	Comprehensive knowledge of the Healthcare system of the United States. – This aligns with Domain 4 of HCA competency chart.		
Measurement Instrument 1	Direct: All LTCA students seeking the HCA degree are required to complete the HCA 448 course and the comprehensive exam, which is part of the requirements for the course. The exam consists of work in all HCA courses required for degree completion. The exam consists of closed-ended (multiple choice, true/false) and open ended questions. The HCA/LTCA faculty are required to submit several questions (and answers) from their subject area to be used in the exam.		
Criteria for Student Success	90% of LTCA students will attain a score 70% or higher on the long-term care component of the exam.		
Program Success Target for this Measurement	90% of LTCA students will attain a score 70% or higher on the long-term care component of the exam.	Percent of Program Achieving Target	(4/4) or 100% of the LTCA students who took the exam scored 75% or higher on the comprehensive exam.
Methods	Exams measure (objective closed response), which consists of true/false and multiple choice Exam also encompasses a short answer component. For this learning outcome, we are focusing on the areas of long term care quality and long term care administration.		
Based on your results, highlight whether the program met the goal Student Learning Outcome 1.		<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Not Met
Actions (Describe the decision-making process and actions for program improvement. The actions should include a timeline.)			
Starting in Summer 2024, the comprehensive exam will be a part of the Internship course. This will provide students more time to study for the exam and perform better, without the pressure of having to also complete requirements of the Healthcare Policy class that the exam is now a part of.			
Follow-Up (Provide your timeline for follow-up. If follow-up has occurred, describe how the actions above have resulted in program improvement.)			
The comprehensive exam will continue to be used as a measurement tool for Assurance of Student Learning. The next assessment will be during AY 24-25.			
Next Assessment Cycle Plan (Please describe your assessment plan timetable for this outcome)			
The comprehensive exam will not be a part of HCA 448 course. Beginning in Fall 2024 the exam will be administered through HCA 449: Internship in Healthcare Administration.			

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Student Learning Outcome 2				
Program Student Learning Outcome	The ability of students to effectively interact with other long term care professionals (such as clinicians, nurses, allied health professionals) in long term care organization setting. – This aligns with Domain 1 of HCA competency chart.			
Measurement Instrument 1	HCA 345 Life History Project			
Criteria for Student Success				
Program Success Target for this Measurement	80% of students would score 80% or above on the project	Percent of Program Achieving Target	48/50 students, or 96 % of all students received a score of 80% or higher on the project.	
Methods	Students meet with individual who has had experience with long term care facilities, may be a patient or employee, and interview to them. They will learn about their history and experience in the LTC industry and write a paper. They will also present their findings through a presentation to the class.			
Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 2.			<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Not Met
Actions (Describe the decision-making process and actions planned for program improvement. The actions should include a timeline.)				
No action required. The project will remain the same and we will continue to use it as a measurement tool for Assurance of Student Learning.				
Follow-Up (Provide your timeline for follow-up. If follow-up has occurred, describe how the actions above have resulted in program improvement.)				
Next Assessment Cycle Plan (Please describe your assessment plan timetable for this outcome)				
Results were satisfactory. No changes planned for next assessment cycle.				

Curriculum Map

Program name:	Long-Term Care Administration Certificate
Department:	Public Health
College:	CHHS
Contact person:	Nadia Houchens
Email:	nadia.houchens@wku.edu

KEY:

I = Introduced

R = Reinforced/Developed

M = Mastered

A = Assessed

			Learning Outcomes	
			LO1:	LO2:
			Comprehensive knowledge of the Healthcare System of the United States.	The ability of students to effectively interact with other health care professionals (such as clinicians, technicians, patients) in addressing managerial issues stemming from their daily experiences within their long term care settings.
Course Subject	Number	Course Title		
HCA 345		Long-term Care Administration	A	A
HCA 355		Nursing Facility Administration	R	R
HCA 340		Healthcare Organization and Management	I	I
HCA 488		Healthcare Analysis and Policy	A	A
HCA 353		Quality in Long-term Care Administration	R	R
HCA 499		Internship in Healthcare Administration	A	M

NAB Domains Chart

COLLEGE/UNIVERSITY NAME: WESTERN KENTUCKY UNIVERSITY	
CONTACT: Nadia Houchens	PHONE: (270) 745-3616

Curriculum Self-Assessment

1 CARE, SERVICES, AND SUPPORTS

1A Quality of Care

Knowledge Statements:

1A1 Medical and Nursing Care Practices

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Long-Term Care Administration, Nursing Facility Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1A2 Medication Management and Administration

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Nursing Facility Administration				x	
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1A3 Disease Management (e.g., acute vs. chronic conditions)

		A	B	C	D	N
	<i>Covered in course(s):</i> International Health Care Health and Aging, Introduction to Epidemiology, Quality and Patient Safety in LTC, Nursing Facility Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1A4 Nutrition and Hydration (e.g., specialized diets)

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to the Aging Experience, Nursing Facility Administration,		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1A5 Activities of Daily Living (ADLs) and Independent Activities of Daily Living (IADLs)

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-Term Care Administration, Nursing Facility Administration, Health and Aging, Introduction to the Aging Experience			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1A6 Rehabilitation and Restorative Programs

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-Term Administration, Nursing Facility Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1A7 Care Recipient Assessment and Interdisciplinary Care Planning

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1A8 Resident Assessment Instrument (RAI) and Interdisciplinary Care Planning Requirements and Process

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC				x	

	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1A9 Outcome and Assessment Information Set (OASIS) and Interdisciplinary Care Planning Requirements and Process

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC				x	
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1A10 Clinical and Medical Records and Documentation Requirements (e.g., storage, retention, destruction)

		A	B	C	D	N
	<i>Covered in course(s):</i> HC Informatics, Nursing Facility Administration, Quality and Patient Safety in LTC, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1A11 Medical Director

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Health Systems Management , Quality and Patient Safety in LTC, Nursing Facility Administration				x	
	<i>Covered in Internship/AIT:</i>			x		
Additional Comments:						

1A12 Emergency Medical Services (e.g., CPR, first aid, Heimlich maneuver, AED)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Health Systems Management			x		
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments: The basics and management of EMS is covered, not specific techniques.						

1A13 Transition of Care (e.g., admission, move-in, transfer, discharge, and move-out)

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-Term Care Administration, Nursing Facility Administration			x		
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

1A14 Basic Healthcare Terminology

		A	B	C	D	N
	<i>Covered in course(s):</i> Organization and Management, Medical Terminology	x				
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

1 CARE, SERVICES, AND SUPPORTS

1B Quality of Life

Knowledge Statements:

1B1 Psychosocial Needs (e.g., social, spiritual, community, cultural)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health and Aging, Introduction to the Aging Experience			x		
	<i>Covered in Internship/AIT:</i> Yes			x		

Additional Comments:

1B2 Person-Centered Care and Comprehensive Care Planning

		A	B	C	D	N
	<i>Covered in course(s):</i> HCA 344, 345, Quality and Patient Safety		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1B3 Care Recipient Bill of Rights and Responsibilities

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-Term Care Administration, Nursing Facility Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1B4 Care Recipient Safety (e.g., fall prevention, elopement prevention, adverse events)

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC, Health and Aging, Long-term Care Administration, Nursing Facility Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1B5 Care Recipient (and Representative) Grievance, Conflict, and Dispute Resolution

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, Long-Term Care Administration, Nursing Facility Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1B6 Care Recipient Advocacy (e.g., Ombudsman, resident and family council)

		A	B	C	D	N
	<i>Covered in course(s):</i> Legal Aspects of Health Care, Long-Term Care Administration, Nursing Facility Administration, Health Literacy for Consumers, Introduction to the Aging Experience		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1B7 Care Recipient Decision-Making (e.g., capacity, power of attorney, guardianship, conservatorship, code status, advance directives, ethical decision-making)

		A	B	C	D	N
	<i>Covered in course(s):</i> Legal Aspects of Health Care, Long-Term Care Administration, Nursing Facility Administration, Health Literacy for Consumers, Introduction to the Aging Experience		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1B8 Care Recipient (and Representative) Satisfaction

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Literacy for Consumers, Long-Term Care Administration, Nursing Facility Administration, Introduction to the Aging Experience		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1B9 Recognition of Maltreatment (e.g., abuse, neglect, exploitation)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Literacy for Consumers, Long-Term Care Administration, Nursing Facility Administration, Introduction to the Aging Experience		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1B10 Mental and Behavioral Health (e.g., cognitive impairment, depression, social support systems)

	A	B	C	D	N
<i>Covered in course(s):</i> Introduction to the Aging Experience, Health and Aging, Healthcare Organization and Management, Long-Term Care Administration, Nursing Facility Administration			x		
<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments: Basic principles and concepts are addressed in courses, not clinical or technical aspects.					

1B11 Trauma-Informed Care (e.g., PTSD)

	A	B	C	D	N
<i>Covered in course(s):</i> 340, 345, 344, PH 443, GERO Introduction to the Aging Experience, Health and Aging, Healthcare Organization and Management, Long-Term Care Administration, Nursing Facility Administration			x		
<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments: Basic principles and concepts are addressed in courses, not clinical or technical aspects.					

1B12 Pain Management

	A	B	C	D	N
<i>Covered in course(s):</i> Long-Term Care Administration, Nursing Facility Administration, Introduction to the Aging Experience			x		
<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments: Basic principles and concepts are addressed in courses, not clinical or technical aspects.					

1B13 Death, Dying, and Grief

	A	B	C	D	N
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	<i>Covered in course(s):</i> 345, PH 443, GERO, HCA 355 Long-Term Care Administration, Health and Aging, Introduction to the Aging Experience, Nursing Facility Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments: Basic principles and concepts are addressed in courses, not clinical or technical aspects.						

1B14 Restraint Usage and Reduction

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Quality and Patient Safety in LTC,			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments: Basic principles and concepts are addressed in courses, not clinical or technical aspects.						

1B15 Foodservice (e.g., choice and menu planning, dietary management, food storage and handling, dining services)

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1B16 Social Services Programs

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1B17 Therapeutic Recreation and Activity Programs

		A	B	C	D	N
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	<i>Covered in course(s):</i> Nursing Facility Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1B18 Community Resources, Programs, and Agencies (e.g., meals on wheels, housing vouchers, Area Agencies on Aging, Veterans Affairs)

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to Aging Process, Health and Aging, Health Care Organization and Management, LTC Administration				x	
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1 Care, Services, and Supports

1C Ancillary Services

Knowledge Statements:

1C1 Hospice and Palliative Care

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to the Aging Experience, Long-term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1C2 Specialized Medical Equipment (e.g., oxygen, durable medical equipment)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Health Systems Management				x	
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1C3 Transportation for Care Recipients

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1C4 Telemedicine (e.g., e-health)

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Organization and Management, Health Systems Management, Principles and Methods of Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1C5 Diagnostic Services (e.g., radiology, lab services)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1C6 Dental and Oral Care Services

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1C7 Healthcare Partners and Clinical Providers (e.g., MD/DO, Nurse Practitioner, Psychiatrist, Podiatrist, Dentist)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Human Resources Management for Healthcare Managers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		

Additional Comments:

1C8 Volunteer Programs

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Long-Term Care Administration, International Comparisons of Health Care Systems		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

Knowledge of:

1.K.01 Applicable federal and state laws, rules, and regulations

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Organization and Management, Health Systems Management, Legal Aspects of Health Care, Long-Term Care Administration, Nursing Facility Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.02 Government programs and entities

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Organization and Management, Health Systems Management, Legal Aspects of Health Care		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.03 Ethical decision-making

		A	B	C	D	N
	<i>Covered in course(s):</i> Contemporary Issues in Healthcare, Long-term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.04 Interpersonal relationships, dispute resolution, and group dynamics

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers, Health Systems Management	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.05 Psychosocial aspects of aging

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to the Aging Experience, Health and Aging	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.06 Physiological aspects of aging

		A	B	C	D	N

	<i>Covered in course(s):</i> Introduction to the Aging Experience, Health and Aging	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.07 Basic principles and concepts of nursing

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization Management, Health Systems Management, Nursing Facility Administration Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments: Again, basic principles and management are covered in these courses, not clinical or technical aspects.						

1.K.08 Basic medical terminology

		A	B	C	D	N
	<i>Covered in course(s):</i> Medical Terminology	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.09 Basic pharmaceutical terminology

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Organization and Management, Health Systems Management, AH or HIM 290 (Medical Terminology)	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.10 Basic principles and regulations for medication management/administration

		A	B	C	D	N
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	<i>Covered in course(s):</i> Health Systems Management, Nursing Facility Administration, Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.11 Basic principles and concepts of restorative/wellness programs

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Organization and Management, Long-term Care Administration, Nursing Facility Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.12 Basic principles of rehabilitation

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Organization and Management, Health Systems Management, Long-term Care Administration, Nursing Facility Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.13 Basic principles of acute and chronic diseases

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Organization and Management, Long-term Care Administration, Nursing Facility Administration, Health and Aging		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.14 Basic principles of infection control

		A	B	C	D	N
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	<i>Covered in course(s):</i> Healthcare Organization and Management, Quality and Patient Safety in Long-term care, Nursing Facility Administration, Long-Term Care Administration, International Comparisons of Health Care Systems	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.15 Basic principles of pain management

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to the Aging Experience, Long-term Care Administration, Nursing Facility Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.16 Basic principles of fall prevention

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in Long-term care, Nursing Facility Administration, Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.17 Basic principles of elopement prevention

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in Long-term care, Nursing Facility Administration, Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.18 Basic principles of creating a safe environment for care recipients

		A	B	C	D	N

	<i>Covered in course(s):</i> Quality and Patient Safety in Long-term care, Nursing Facility Administration, Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.19 Basic understanding of mental health issues

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Introduction to the Aging Experience, Health and Aging, Health Literacy for Consumers, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.20 Basic understanding of cognitive impairments

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to the Aging Experience, Health and Aging, Long-term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.21 Basic principles of behavior management

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to the Aging Experience, Health and Aging, Long-term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.22 Basic principles of restraint usage and reduction

		A	B	C	D	N

	<i>Covered in course(s):</i> Nursing Facility Administration LTC ADMIN???, Quality and Patient Safety in LTC		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.23 Basic elements of a social services program

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration Long-Term Care Administration, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.24 Basic elements of a therapeutic recreation/activity program

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.25 Basic principles of nutrition including specialized diets

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to the Aging Experience, Health and Aging, Nursing Facility Administration Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.26 Basic principles of dietary sanitation, food storage, handling, preparation, and presentation

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration Long-Term Care Administration		x			

	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.27 Basic principles of hospice and palliative care

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to the Aging Experience, Long-term Care Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.28 Grieving process

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to the Aging Experience, Long-term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.29 Death and dying

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to the Aging Experience, Health and Aging, Long-term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.30 Person-centered care concepts

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-term Care Administration, Nursing Facility Administration, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.31 Diversity of care recipients (was multi-cultural care recipient needs)

		A	B	C	D	N

	<i>Covered in course(s):</i> Introduction to the Aging Experience, Health Literacy for Consumers, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.32 Care recipients' support network interests, needs, and values

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-term Care Administration, Nursing Facility Administration, Health Literacy for Consumers, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.33 Care recipient Bill of Rights

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-term Care Administration, Nursing Facility Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.34 Resident Assessment Instrument (RAI) and interdisciplinary care plan requirements and process

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-term Care Administration, Nursing Facility Administration		x			
	<i>Covered in Internship/AIT:</i>			x		
Additional Comments:						

1.K.35 Care recipient assessment instruments (OASIS) and interdisciplinary care plan requirements and process

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-term Care Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		

Additional Comments:

1.K.36 Care recipient assessments and care plans other than RAI and OASIS

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-term Care Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.37 Admission/move-in, transfer, and discharge/move-out requirements

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.38 Bed-hold requirements (**NHA only**)

		A	B	C	D	N
	<i>Covered in course(s):</i> N/A					x
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments: N/A						

1.K.39 Roles, responsibilities, regulation and oversight of contracted providers and services

		A	B	C	D	N
	<i>Covered in course(s):</i> Principles and Methodology in Health Planning				x	
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.40 Services and resources available across the continuum of care (such as community, social, financial, spiritual)

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to the Aging Experience, Health Care Organization and Management, Long-term Care Administration, Health and Aging, Health Systems Management	x				

	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.41 Care recipient specific legal matters (such as power of attorney, guardianship, conservatorship, code status, Advance Directives)

		A	B	C	D	N
	<i>Covered in course(s): Introduction to the Aging Experience, Long-term Care Administration, Legal Aspects in Healthcare</i>	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.42 Activities of Daily Living (ADLs) and Independent Activities of Daily Living (IADLs)

		A	B	C	D	N
	<i>Covered in course(s): Introduction to the Aging Experience, Long-term Care Administration, Nursing Facility Administration, Health and Aging</i>		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.43 Role of Medical Director

		A	B	C	D	N
	<i>Covered in course(s): Health Care Organization and Management, Health Systems Management, Quality and Patient Safety in LTC, Nursing Facility Administration</i>	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.44 Role of healthcare partners and clinical providers

		A	B	C	D	N
	<i>Covered in course(s): Health Care Organization and Management, Health Systems Management, Principles and Methodology in Health Planning</i>	x				
	<i>Covered in Internship/AIT: Yes</i>			x		

Additional Comments:

1.K.45 Medical services, specialties, and equipment (such as oxygen, durable medical equipment, podiatry)

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration				x	
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.46 Emergency medical services and techniques (such as CPR, first aid, Heimlich maneuver, AED)

		A	B	C	D	N
	<i>Covered in course(s):</i> N/A (see comments)					x
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments: Most students go through these trainings during their internship. These are not taught explicitly in HCA/LTCA administration. However, the Department of Public Health does offer a Safety and First Aid course (SFTY 101) that is designed to teach students the symptoms and appropriate first aid for shock, wounds, heart problems, fractures, heat and cold injuries, poisons, and proper methods of transportation in an emergency situation.						

1.K.47 Center for Medicare and Medicaid Services (CMS) quality indicators and measures

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC, Nursing Facility Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.48 Quality assurance and performance improvement processes as related to care and services

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Quality and Patient Safety in LTC	x				
	<i>Covered in Internship/AIT: Yes</i>			x		

Additional Comments:

1.K.49 Techniques for auditing care recipient services and outcomes

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.50 Signs and symptoms of abuse, neglect, and exploitation

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to the Aging Experience, Quality and Patient Safety in LTC, Nursing Facility Administration, Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.51 Mandatory reporting requirements for incidents and adverse events

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Safety in LTC, Nursing Facility Administration, Long-Term Care Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.52 Medical record content, format, and documentation requirements

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Nursing Facility Administration, Long-Term Care Administration, Health Care Informatics, Information Systems Laboratory	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

1.K.53 Confidentiality, disclosure, and safeguarding medical record information requirements

	A	B	C	D	N
<i>Covered in course(s):</i> Health Care Organization and Management, Long-term Care Administration, Health Care Informatics	x				
<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:					

1.K.54 Transportation options for care recipients

	A	B	C	D	N
<i>Covered in course(s):</i> Nursing Facility Administration, Long-Term Care Administration		x			
<i>Covered in Internship/AIT:</i>			x		
Additional Comments:					

1.K.55 Environmental services (such as housekeeping and laundry)

	A	B	C	D	N
<i>Covered in course(s):</i> Health Systems Management, Nursing Facility Administration, Long-Term Care Administration	x				
<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:					

1.K.56 Hospitality services

	A	B	C	D	N
<i>Covered in course(s):</i> Health Systems Management, Nursing Facility Administration, Long-Term Care Administration, Health Systems Management	x				
<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:					

1.K.57 Basic technological advances in healthcare

	A	B	C	D	N

	<i>Covered in course(s):</i> Health Care Organization and Management, Health Care Informatics	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2 Operations

2A Human Resources

Knowledge Statements:

2A1 Federal Human Resources Laws, Rules, and Regulations (e.g., ADA, FMLA, Wage and Hour, FLSA)

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers, Legal Aspects/Health Care	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A2 Selection and Hiring Practices (e.g., EEOC, interviewing, adverse impact, protected classes, occupational qualifications)

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A3 Compensation and Benefits Programs (e.g., time off, healthcare insurance, employee pay and payroll)

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A4 Organizational Staffing Requirements and Reporting (e.g., PBJ)

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers , Health Systems Management, Principles and Methodology in Health Planning		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A5 Staff Certification and Licensure Requirements

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Human Resource Management for Healthcare Managers , Health Systems Management, Principles and Methodology in Health Planning , Nursing Facility Administration, Long-Term Care Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A6 Professional Development (e.g., maintenance of credentials, continuing education)

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management,		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A7 Employee Training and Orientation

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers , Health Systems Management, Quality and Patient Safety in LTC, Nursing Facility Administration, Long-Term Care Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A8 Performance Evaluation

		A	B	C	D	N

	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers , Nursing Facility Administration, Long-Term Care Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A9 Human Resource Policies (e.g., drug-free workplace, discipline, job classification, photography and video, social media usage, mobile phone usage)

	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers	A	B	C	D	N
	<i>Covered in Internship/AIT: Yes</i>	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A10 Employee Record-Keeping Requirements

	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers	A	B	C	D	N
	<i>Covered in Internship/AIT: Yes</i>		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A11 Employee Grievance, Conflict, and Dispute Resolution

	<i>Covered in course(s):</i> Health Care Organization and Management, Human Resource Management for Healthcare Managers , Health Systems Management	A	B	C	D	N
	<i>Covered in Internship/AIT: Yes</i>	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A12 Employee Satisfaction, Engagement, and Retention

		A	B	C	D	N
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	<i>Covered in course(s):</i> Health Care Organization and Management, Human Resource Management for Healthcare Managers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A13 Cultural Competence and Diversity Awareness

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers, Health Literacy for Consumers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2A14 Labor Relations (e.g., union, collective bargaining [CBA], contract/pool staff)

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers , Legal Aspects in Health Care, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2 Operations

2B Financial Management

Knowledge Statements:

2B1 Budgeting and Forecasting

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to Accounting, Health Care Finance	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2B2 Financial Analysis (e.g., ratios, profitability, debt, revenue mix, depreciation, operating margin, cash flow)

		A	B	C	D	N
	<i>Covered in course(s):</i> Fundamentals of Health Care Financial Management, Health Care Economics, Health Care Finance	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2B3 Revenue Cycle Management (e.g., billing, accounts receivable, accounts payable, collections)

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to Accounting, Health Care Finance, Health Informatics, Health Systems Management, Nursing Facility Administration, Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2B4 Financial Statements (e.g., income/revenue statement, balance sheet, statement of cash flows, cost reporting)

		A	B	C	D	N
	<i>Covered in course(s):</i> Fundamentals of Accounting, Fundamentals of Health Care Financial Management, Health Care Finance, Health Economics	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2B5 Revenue and Reimbursement (e.g., PDPM, PDGM, ACOs, HMOs, Medicaid, private payors)

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-term care administration, Health Systems Management, Health Care Finance, Health Systems Management	x				
	<i>Covered in Internship/AIT: Yes</i>			X		
Additional Comments:						

2B6 Financial Reporting Requirements (e.g., requirements for not-for-profit, for-profit, and governmental providers)

		A	B	C	D	N
	<i>Covered in course(s):</i> Fundamentals of Health Care Financial Management, Health Economics, Health Care Finance	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2B7 Integration of Clinical and Financial Systems (e.g., EMR/EHR, MDS)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Health Care Informatics, Nursing Facility Administration, Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2B8 Internal Financial Management Controls (e.g., segregation of duties, access)

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to Accounting, Health Care Finance		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2B9 Supply-Chain Management (e.g., inventory control)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Health Care Finance, Principles and Methods of Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2B10 Resident Trust Accounts for Personal Funds

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Long-Term Care Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		

Additional Comments:

2 Operations

2C Risk Management and Compliance

Knowledge Statements:

2C1 OSHA Rules and Regulations

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Human Resource Management for Healthcare Managers , Quality and Patient Safety in LTC, Legal Aspects/Health Care	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2C2 Workers Compensation

		A	B	C	D	N
	<i>Covered in course(s):</i> Legal Aspects in Healthcare, Human Resource Management for Healthcare Managers, Legal Aspects/Health Care	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2C3 Ethical Conduct and Standards of Practice

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Health Systems Management, Long-Term Care Administration, Contemporary Healthcare Issues, Legal Aspects/Health Care	x				
	<i>Covered in Internship/AIT: Yes</i>			x		

Additional Comments:

2C4 Compliance Programs

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2C5 Risk Management Process and Programs

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC, Nursing Facility Administration, Long-Term Care Administration, Health Care Finance		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2C6 Quality Improvement Processes (e.g., root cause analysis, PDCA/PDSA)

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2C7 Scope of Practice and Legal Liability

		A	B	C	D	N
	<i>Covered in course(s):</i> Legal Aspects in Healthcare	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2C8 Internal Investigation Protocols and Techniques (e.g., incidents, adverse events)

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2C9 Mandatory Reporting Requirements (e.g., incidents, adverse events, abuse, neglect, financial exploitation, fraud)

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Safety in LTC, Nursing Facility Administration Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2C10 Insurance Coverage (e.g., liability, property)

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management in Health Care, Legal Aspects in Health Care			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2C11 Healthcare Record Requirements (e.g., confidentiality, disclosure, safeguarding, HIPAA, HITECH)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Long-term Care Administration, Health Care Informatics	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2C12 Security (e.g., cameras, monitoring systems, locks, staff location reporting)

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Long-Term Care Administration, Quality and Patient Safety in LTC, Health Systems Management		x			

	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2C13 Contracted Services (e.g., roles, responsibilities, oversight, background checks)

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC, Health Systems Management, Principles and Methodology in Health Planning , Health Care Informatics				x	
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

Knowledge of:

2.K.01 Applicable federal and state laws, rules, and regulations

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Organization and Management, Health Systems Management, Legal Aspects of Health Care	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments: covered in multiple courses						

2.K.02 Licensure requirements and scopes of practice

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Human Resource Management for Healthcare Managers , Health Systems Management, Principles and Methodology in Health Planning , Nursing Facility Administration, LTC Internship	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.03 Service provider staffing requirements

		A	B	C	D	N
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	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers , Health Systems Management, Principles and Methodology in Health Planning			x		
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.04 Employee position qualifications, job analysis, job descriptions

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers , Health Systems Management, Nursing Facility Administration	x				
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.05 Employee recruitment, selection, interviewing, reference and background checks

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers	x				
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.06 Employee orientation, training and continuing education requirements, and resources

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers , Health Systems Management, Quality and Patient Safety in LTC, Nursing Facility Administration	x				
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.07 Compensation and benefit programs (such as employee assistance programs, insurance, salary, retirement)

		A	B	C	D	N

	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.08 Human resource policies and procedures (such as employee grievance, workplace rules, discipline, absenteeism, turnover, classification, exemption status)

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.09 Diversity training

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.10 Performance evaluation procedures

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers, Nursing Facility Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.11 Safety and injury prevention training

		A	B	C	D	N
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	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers , Quality and Patient Safety in LTC, Nursing Facility Administration		x			
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.12 OSHA rules and regulations

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Human Resource Management for Healthcare Managers , Quality and Patient Safety in LTC	x				
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.13 Worker's compensation rules, regulations, and procedures

		A	B	C	D	N
	<i>Covered in course(s):</i> Legal Aspects in Healthcare, Human Resource Management for Healthcare Managers	x				
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.14 Drug-free workplace programs

		A	B	C	D	N
	<i>Covered in course(s):</i> Resource Management for Healthcare Managers , Health Systems Management	x				
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.15 Methods for assessing, monitoring, and enhancing employee satisfaction

		A	B	C	D	N

	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.16 Employee recognition, appreciation, and retention programs

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.17 Leadership development

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Human Resource Management for Healthcare Managers , Long-term Care Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.18 Types and methods of communication

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers , Health Care Informatics, Principles and Methodology in Health Planning		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.19 Conflict resolution and team dynamics

		A	B	C	D	N
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	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers , Long-term Care Administration, Health Systems Management, Principles and Methodology in Health Planning , Nursing Facility Administration	x				
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.20 Information technology safeguards related to such issues as data security, social media, e-mail, voicemail, computer software, cell phones, photography, video, texting

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Informatics		x			
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.21 Union/management and labor relations

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers , Legal Aspects in Health Care		x			
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.22 Employee record-keeping requirements and procedures

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers		x			
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.23 Mandatory reporting requirements

		A	B	C	D	N
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	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers , Quality and Safety in LTC, Nursing Facility Administration		x			
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.24 Operational and capital budgeting and forecasting methods

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to Accounting, Health Care Finance		x			
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.25 Financial statements and reporting requirements for not for profit and for profit service providers

		A	B	C	D	N
	<i>Covered in course(s):</i> Fundamentals of Health Care Financial Management, Health Care Finance	x				
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.26 Service-related sources of revenue/reimbursement

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-term care administration		x			
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						

2.K.27 Reimbursement methods across the continuum of care

		A	B	C	D	N
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	<i>Covered in course(s): Healthcare Organization and Management, Fundamentals of Health Care Financial Management, Long-Term Care Administration, Health Care Informatics, Nursing Facility Administration, Health Care Finance</i>		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.28 Alternative sources of revenue

		A	B	C	D	N
	<i>Covered in course(s): Health Systems Management, Health Care Finance</i>		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.29 Integration of clinical and financial systems

		A	B	C	D	N
	<i>Covered in course(s): Health Systems Management, Health Care Informatics, Nursing Facility Administration</i>			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.30 Billing, accounts receivable, and collections

		A	B	C	D	N
	<i>Covered in course(s): Health Systems Management, Nursing Facility Administration, Health Care Finance, Principles of Financial Accounting</i>		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.31 Accounts payable procedures and management

		A	B	C	D	N
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	<i>Covered in course(s):</i> Introduction to Accounting, Principles of Financial Accounting		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.32 Revenue cycle management

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to Accounting, Principles of Financial Accounting, Health Care Finance, Fundamentals of Health Care Financial Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.33 Internal controls

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to Accounting, Health Care Finance				x	
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.34 Contracts and agreements

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Organization and Management, Fundamentals of Health Care Financial Management, Health Systems Management, Legal Aspects/Health Care		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.35 Financial analysis (such as ratios, profitability, debt covenants, revenue, depreciation, forecasting)

		A	B	C	D	N
	<i>Covered in course(s):</i> Fundamentals of Health Care Financial Management, Health Care Economics, Health Care Finance, Health Systems Management	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.36 Financial statements (such as income statement, balance sheet, statement of cash flows)

		A	B	C	D	N
	<i>Covered in course(s):</i> Fundamentals of Accounting, Fundamentals of Health Care Financial Management, Health Care Finance	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.37 Financial measures (such as operating margin, days cash on hand, staffing, expense analysis)

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to Accounting, Fundamentals of Health Care Financial Management, Health Care Finance	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.38 Risk management

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Safety in LTC, Nursing Facility Administration, Health Care Finance		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.39 Insurance coverage (such as property, liability)

		A	B	C	D	N

	<i>Covered in course(s):</i> Human Resources Management in Health Care, Legal Aspects in Health Care			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.40 Inventory control and management

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments: Basic concepts						

2.K.41 Payroll procedures and documentation

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Informatics, Health Care Finance, Human Resource Management for Healthcare Managers			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.42 Purchasing process and supply chain management (such as request for proposals, pricing, ordering, receiving, group purchasing organization [GPO])

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Health Care Finance			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

2.K.43 Resident trust accounts for personal funds

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3 Environment and Quality

3A Care Settings

Knowledge Statements:

3A1 Federal Codes and Regulations for Building, Equipment, Maintenance, and Grounds

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Health Systems Management, Principles and Methodology in Health Planning			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3A2 Person-Centered Environment (e.g., home-like environment)

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Health Systems Management, Principles and Methodology in Health Planning		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3A3 Safety and Accessibility (e.g., ADA, safety data sheets)

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Safety in LTC, Health Systems Management, Nursing Facility Administration, Long-Term Care Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3A4 Facility Management and Environmental Services

		A	B	C	D	N

	<i>Covered in course(s):</i> Health Systems Management, Nursing Facility Administration, Long-Term Care Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3A5 Information Systems Infrastructure (e.g., configurations, data security, technical controls)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Informatics		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3A6 Preventative and Routine Maintenance Programs (e.g., pest control, equipment, mechanical systems)

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Health Systems Management, Quality and Patient Safety in LTC,		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3A7 Infection Control and Sanitation (e.g., linens, kitchen, hand washing, healthcare-acquired infections, hazardous materials)

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Quality and Patient Safety in LTC, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3A8 Disaster and Emergency Planning, Preparedness, Response, and Recovery (e.g., Appendix Z)

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Quality and Patient Safety in LTC, Health Systems Management		x			
	<i>Covered in Internship/AIT: yes</i>			x		

Additional Comments:

3 Operations

3B Regulatory Compliance

Knowledge Statements:

3B1 Federal Healthcare Laws, Rules, and Regulations

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Organization and Management, Health Systems Management, Legal Aspects of Health Care	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3B2 Certification and Licensure Requirements for the Organization

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3B3 Government Programs and Entities (e.g., Medicare, Medicaid, waivers)

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Organization and Management, Health Systems Management, Legal Aspects of Health Care	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3B4 Centers for Medicare and Medicaid Services (CMS) Quality Measures

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Safety in LTC, Nursing Facility Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3B5 Quality Assurance and Performance Improvement (QAPI)

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3B6 Regulatory Survey and Inspection Process

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Nursing Facility Administration, Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3B7 Procedures for Informal Dispute Resolution (IDR)

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3B8 Bed-Hold Requirements

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration				x	
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3B9 Pre-Admission Screening Annual Review (PASSR)

		A	B	C	D	N
	<i>Covered in course(s):</i>					x
	<i>Covered in Internship/AIT: Yes</i>			x		

Additional Comments:

3B10 Facility Assessment

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Long Term Care Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

Knowledge of:

3.K.01 Federal, state, and local standards, codes and regulations for building, equipment, maintenance, and grounds

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Health Systems Management, Principles and Methodology in Health Planning			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.02 Environmental principles that promote care recipient rights

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Long-Term Care Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.03 HIPAA compliance

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Health Care Informatics, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.04 Community resources, programs, and agencies available to meet the care recipients' home needs

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to Aging Process, Health and Aging, Health Care Organization and Management, Long-Term Care Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.05 Design principles that create a safe, secure, and home-like atmosphere based on the needs of the individuals served

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-Term Care Administration, Nursing Facility Administration, Quality and Patient Safety in LTC, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.06 Safety and security procedures

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Quality and Patient Safety in LTC, Health Systems Management			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.07 Physical plant security principles

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC, Health Systems Management			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.08 Preventative and routine maintenance programs for buildings, grounds, and equipment

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Health Systems Management, Quality and Patient Safety in LTC		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.09 Contracted services for mechanical, electrical, plumbing, laundry systems, IT

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC, Health Systems Management, Principles and Methodology in Health Planning , Health Care Informatics		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.10 Compliance matters related to provision of contracted services

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC, Health Systems Management, Legal Aspects in Healthcare		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.11 Infection control and sanitation regulations/standards of practice

		A	B	C	D	N

	<i>Covered in course(s):</i> Nursing Facility Administration, Quality and Patient Safety in LTC, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.12 Pest control programs

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.13 Handling and disposal of potentially hazardous materials

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC, Health Systems Management, International Comparisons of Health Care Systems			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.14 Disaster and emergency planning, preparedness, and recovery

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Quality and Patient Safety in LTC, Health Systems Management			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.15 Community resources available in the event of emergency or disaster

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management			x		
	<i>Covered in Internship/AIT: Yes</i>			x		

Additional Comments:

3.K.16 The use, storage, and inspection of required emergency equipment

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Health Systems Management			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.17 Policies and procedures for housekeeping, maintenance, and laundry services

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, Nursing Facility Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

3.K.18 Technology infrastructure

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Informatics, Information Systems Laboratory			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4 Leadership and Strategy

4A Leadership

Knowledge Statements:

4A1 Organizational Structures (e.g., departments, functions, systemic processes)

	A	B	C	D	N

	<i>Covered in course(s):</i> Health Care Organization and Management, NF Administration, Health Systems Management, Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4A2 Organizational Change Management

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-Term Care Administration, Principles and Methodology in Health Planning , Quality and Patient Safety in LTC, Health Systems Management	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4A3 Organizational Behavior (e.g., organizational culture, team building, group dynamics)

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resource Management for Healthcare Managers, Health Systems Management, Principles and Methods of Health Planning		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4A4 Leadership Principles (e.g., communication, styles, mentoring, coaching, personal professional development)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, LTC Administration, Human Resources Management, Principles and Methodology in Health Planning, Health Systems Management	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4A5 Governance (e.g., board of directors, governing bodies, corporate entities, advisory boards)

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Quality and Patient Safety in LTC, Health Care Organization and Management, Health Systems Management, Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4A6 Professional Advocacy and Governmental Relations

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Economics, LTC Administration, Principles and Methodology in Health Planning		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4 Leadership and Strategy

4B Organizational Strategy

Knowledge Statements:

4B1 Mission, Vision, and Value Statements

		A	B	C	D	N
	<i>Covered in course(s):</i> Contemporary Issues in Healthcare, Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4B2 Strategic Business Planning (e.g., new lines of service, succession management, staffing pipeline)

		A	B	C	D	N
	<i>Covered in course(s):</i> Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		

Additional Comments:

4B3 Business Analytics (e.g., evidence-based practice, data analytics)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Informatics, Statistics, Health Care Economics		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4B4 Business Development (e.g., sales, marketing, partnerships, ACOs, contracts and agreements, negotiations)

		A	B	C	D	N
	<i>Covered in course(s):</i> Principles and Methodology in Health Planning , Health Care Economics, Health Care Organization and Management, Health Systems Management		x			
	<i>Covered in Internship/AIT:</i>			x		
Additional Comments:						

4B5 Public Relations and External Stakeholders (e.g., hospitals, referrals sources, local community, donors)

		A	B	C	D	N
	<i>Covered in course(s):</i> Principles and Methodology in Health Planning, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

XX

Knowledge of:

4.K.01 Applicable federal and state laws, rules, regulations, agencies, and programs

	A	B	C	D	N

	<i>Covered in course(s):</i> Contemporary Issues in Healthcare, Principles and Methodology in Health Planning,	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.02 Codes of ethics and standards of practice

		A	B	C	D	N
	<i>Covered in course(s):</i> Contemporary Issues in Health Care, Legal Aspects in Healthcare	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.03 Components and purpose of mission, vision, and value statements

		A	B	C	D	N
	<i>Covered in course(s):</i> Contemporary Issues in Healthcare, Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.04 Stakeholder roles, responsibilities, and limitations

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, Nursing Facility Administration, Legal Aspects in Healthcare, Principles and Methods of Health Planning, Health Systems Management	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.05 Roles and responsibilities of owners and governing bodies

		A	B	C	D	N

	<i>Covered in course(s):</i> Health Care Organization and Management, Health Systems Management, Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.06 Services available in the healthcare continuum

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Long-Term Care Administration, Health Care Economics, Health Systems Management, Health Literacy for Consumers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.07 Provider's role in the healthcare continuum

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Long-Term Care Administration, Principles and Methodology in Health Planning , HC Economics, Health Systems Management	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.08 Methods for assessing, monitoring, and enhancing care recipient satisfaction

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.09 Provider's certifications and licensing requirements

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Principles and Methodology in Health Planning, Health Systems Management	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.10 Regulatory survey and inspection processes, including the plan of correction process

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Nursing Facility Administration, Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.11 Grievance procedures

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, Nursing Facility Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.12 Procedures for Informal Dispute Resolution (IDR)

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration				x	
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.13 Compliance programs

		A	B	C	D	N
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	<i>Covered in course(s):</i> Human Resources Management, Health Systems Management, Legal Aspects/Health Care		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.14 Reportable outcome measurements

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC, Nursing Facility Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.15 Risk management principles and processes

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.16 Provider's legal and criminal scope of liability

		A	B	C	D	N
	<i>Covered in course(s):</i> Legal Aspects of Healthcare	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.17 Internal investigation protocols and techniques

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.18 Strategic business planning

		A	B	C	D	N
	<i>Covered in course(s):</i> Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.19 Management information systems

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Informatics	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.20 Technology to support operations

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Principles and Methodology in Health Planning , Health Care Informatics	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.21 Sales and marketing techniques

		A	B	C	D	N
	<i>Covered in course(s):</i> Principles and Methodology in Health Planning		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.22 Public relations and media relations

		A	B	C	D	N
	<i>Covered in course(s):</i> Principles and Methodology in Health Planning		x			

	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.23 Volunteer programs

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, Health Systems Management, Principles and Methodology in Health Planning		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.24 Elements of contracts and agreements

		A	B	C	D	N
	<i>Covered in course(s):</i> Principles and Methodology in Health Planning , Health Care Finance, Legal Aspects/Health Care		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.25 Care recipient's rights and responsibilities

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-Term Care Administration, Nursing Facility Administration, Introduction to the Aging Process, Contemporary Issues in Health Care	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.26 Role of care recipient advocates and advocacy groups

		A	B	C	D	N

	<i>Covered in course(s):</i> Long-Term Care Administration, Nursing Facility Administration, Introduction to the Aging Process, Health Literacy for Consumers, Principles and Methods of Health Planning		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.27 Mandatory reporting requirements

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.28 Quality assurance and performance improvement techniques and models

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in LTC	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.29 Organizational change management

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-Term Care Administration, Principles and Methodology in Health Planning , Quality and Patient Safety in LTC, Health Systems Management, Health Care Organization and Management	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.30 Organizational structures

		A	B	C	D	N
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	<i>Covered in course(s):</i> Health Care Organization and Management, Nursing Facility Administration, Health Systems Management, Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.31 Leadership and management principles and philosophies (such as planning, organizing, directing, delegating, motivating, evaluating)

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, LTC Administration, Human Resources Management, Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.32 Personality and leadership styles

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, Long-Term Care Administration, Nursing Facility Administration, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.33 Diversity awareness (such as culture, ethnicity, race, sexual orientation, gender, religion, language)

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, International Healthcare, Health Literacy for Consumers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.34 Workforce planning and education

		A	B	C	D	N
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	<i>Covered in course(s):</i> Human Resources Management, Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.35 HR management theory and principles

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.36 Governmental relations and advocacy

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Economics, Long-Term Care Administration, Principles and Methodology in Health Planning		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

4.K.37 Functions of all departments and services

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, NF Administration, Principles and Methodology in Health Planning	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

Core Skills Used Across All Domains:

S.01 Creating and communicating a vision

		A	B	C	D	N
	<i>Covered in course(s):</i> Nursing Facility Administration, Long-Term Care Administration, Principles and Methodology in Health Planning		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.02 Communicating effectively

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Literacy for Consumers, Principles and Methodology in Health Planning		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.03 Cultivating effective relationships

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, Principles and Methodology in Health Planning, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.04 Inspiring and motivating

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, LTC Administration, Principles and Methodology in Health Planning,		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S05 Demonstrating empathy

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-Term Care Administration	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.06 Group facilitation, consensus building, and team building

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Organization and Management, Human Resources Management, Long-Term Care Administration, Health Systems Management, Principles and Methodology in Health Planning, Health Literacy for Consumers	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.07 Delegating

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, Principles and Methodology in Health Planning			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.08 Coaching, teaching, counseling, and mentoring

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, Long-Term Care Administration, Health Literacy for Consumers			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.09 Negotiating, collaborating, and resolving disputes

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, Legal Aspects/Health Care		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.10 Problem solving

		A	B	C	D	N
	<i>Covered in course(s):</i> Human Resources Management, Long-Term Care Administration, Nursing Facility Administration, Principles and Methodology in Health Planning, Health Systems Management, Quality and Patient Safety in LTC, Statistics	x				
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.11 Analyzing and interpreting information/data

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Informatics, Statistics, Health Care Economics		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.12 Informed decision making/ critical thinking

		A	B	C	D	N
	<i>Covered in course(s):</i> Long-Term Care Administration, Nursing Facility Administration, Principles and Methodology in Health Planning, Quality and Patient Safety in LTC, Statistics, Health Care Economics, Contemporary Healthcare Issues, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.13 Recognizing and ensuring care recipients' holistic needs are being met

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Systems Management, Long-Term Care Administration, Nursing Facility Administration, Health Literacy for Consumers			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.14 Assessing and recognizing safety concerns and needs

		A	B	C	D	N
	<i>Covered in course(s):</i> Quality and Patient Safety in Long-Term Care, Nursing Facility Administration			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.15 Allocating and optimizing resources and programs

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Literacy, Introduction to Accounting, Health Care Organization and Management, Health Care Economics, Health Care Finance, Human Resources Management, Health Systems Management		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.16 Writing and evaluating policies and procedures

		A	B	C	D	N
	<i>Covered in course(s):</i> See comments				x	
	<i>Covered in Internship/AIT: See comments</i>			x		
Additional Comments: *Our students don't "write" policies and procedures in any course* nor is this common practice for an internship – however they do 'evaluate' policies & procedures in coursework and would typically do so during the internship in some capacity.						

S.17 Developing and evaluating systems

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Informatics, Principles and Methodology in Health Planning, Quality and Safety in LTC		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.18 Protecting and promoting financial viability

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to accounting, Fundamentals of Healthcare Financial Management, Health Care Finance			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.19 Managing regulatory and accreditation surveys, inspections, and audits

		A	B	C	D	N
	<i>Covered in course(s):</i> Introduction to Accounting, Quality and Safety in LTC, Nursing Facility Administration, Health Planning, Fundamentals of Healthcare Financial Management, Health Care Finance			x		
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments:						

S.20 Prioritizing and managing time

		A	B	C	D	N
	<i>Covered in course(s):</i> See comments		x			
	<i>Covered in Internship/AIT: Yes</i>			x		
Additional Comments: All courses include in-class and take-home assignments with assigned due dates. Additionally, various courses require group work on activities that require time management and prioritization.						

S.21 Utilizing technology

		A	B	C	D	N
	<i>Covered in course(s):</i> Health Care Informatics, Healthcare Biostatistics Lab		x			
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments: All courses utilize variety of technology but would not necessarily be basic office technology – this would come with LTC internship						

S.22 Utilizing social media

		A	B	C	D	N
	<i>Covered in course(s):</i> Healthcare Organization and Management, Principles and Methodology in Health Planning			x		
	<i>Covered in Internship/AIT:</i> Yes			x		
Additional Comments:						