



Certification for Assisted Living Leaders Program Objectives

Core

Resident Services and Supports
Operations
Environment and Quality
Leadership and Strategy

1. Attendees will develop, implement, and monitor resident services and support, resident care management and ancillary services policies and practices that not only promote positive quality of life experiences and resident satisfaction but will also ensure resident needs are being met.
2. Attendees will define resident quality of life services and supports, such as resident safety, resident rights, resident resources, food services, activity programs, mental and behavioral health, grievance, pain management, trauma informed care, restraint usage, maltreatment, death, satisfaction, advocacy, and decision making, and person-centered care planning.
3. Attendees will define resident care management concepts, such as services provided by medical staff, nurses, rehabilitation, dietary, and pharmacy.
4. Attendees will define ancillary services and supports such as, hospice care, palliative care, telehealth, diagnostic, and dental services that support residents quality of care and quality of life.
5. Attendees will describe regulatory compliance practices for resident services and support, and resident care management that promotes resident safety, accessibility, choice, and comfort.
6. Attendees will describe regulatory compliance practices for human resources management that promote employee safety and well-being.
7. Attendees will develop, implement, and monitor financial management policies and practices, such as revenue cycle management, financial analysis and financial performance improvement, census and expense management and budgeting and forecasting.
8. Attendees will define financial management concepts, such as accounting systems, budgeting, revenue cycle management, supply chain management, revenue and reimbursement, financial statements and analysis, financial reporting requirements, resident trust accounts, integration of software programs and internal financial controls.
9. Attendees will develop, implement, and monitor risk management policies and practices and list monitoring strategies for ensuring process integrity and continuity.
10. Attendees will define risk management concepts such as, compliance programs, internal investigation process, security, contracted services, record requirements, reporting requirements, insurance coverage, workers compensation, and quality improvement processes.
11. Attendees will review applicable OSHA rules and regulations and ensure applicable policies and practices are applied to community operations.
12. Attendees will define and describe the scope of practice, including ethical conduct, legal liability, and standards of practice.
13. Attendees will discuss and list workforce management strategies such as selection and hiring practices, employee retention, and labor relations and review how their leadership impacts culture.
14. Attendees will define human resources management concepts, including selection and hiring practices, compensation, and benefits programs, staffing requirements, staff certification and licensure requirements, professional development, employee orientation and training, performance evaluation, record keeping requirements, grievance, conflict and dispute resolution, cultural competence and diversity, and labor relations.



15. Attendees will identify Department of Labor rules and regulations and ensure applicable policies and practices are applied to community operations.
16. Attendees will develop, implement, and monitor physical plant management and environmental policies and practices to promote a safe, accessible, dignified, and comfortable environment for residents.
17. Attendees will review physical plant management and environmental service practices, including disaster and emergency preparedness, infection control, preventative maintenance, secure information systems, building codes, home-like, safe, and accessible environment.
18. Attendees will describe regulatory compliance practices for physical-plant and environmental services that promote resident safety, accessibility, choice, and comfort.
19. Attendees will locate, define, and interpret applicable federal healthcare laws, rules, and regulations, specify certification and licensure requirements for the organization and describe government programs and entities.
20. Attendees will locate, define, and interpret applicable regulatory compliance requirements, including federal healthcare laws, rules and regulations, government programs and entities, and certification and licensure requirements.
21. Attendees will identify National Fire Protection Association rules and regulations and ensure the applicable policies and practices are applied to community operations.
22. Attendees will identify Centers for Medicare and Medicaid Services rules and regulations and ensure applicable policies and practices are applied to community operations.
23. Attendees will apply learned leadership principles and behaviors into community operations to facilitate efficient and effective management.
24. Attendees will define leadership concepts, including organizational management and behavior, change management, and effective communication.
25. Attendees will develop, implement, and monitor operations management strategic planning such as, missions, business planning, business analytics, business development, and public relations.
26. Attendees will discuss resident services and support, resident care management and ancillary services strategies and list ways their leadership can impact resident quality of care and quality of life.
27. Attendees will define resident services and support in assisted living communities.
28. Attendees will review and develop strategies for elevating resident experience with focus on quality of life concepts by exploring quality standards by department.
29. Attendees will define resident care management in assisted living communities.
30. Attendees will define common ancillary services in assisted living communities.
31. Attendees will develop leadership strategies around financial management in assisted living communities.
32. Attendees will describe the Assisted Living Director's role and relate functions to external and internal stakeholders.
33. Attendees will develop leadership strategies around risk management in assisted living communities.
34. Attendees will develop leadership strategies around workforce management in assisted living communities.
35. Attendees will locate, define, and interpret selected regulations, laws and statutes related to human resources in assisted living communities.
36. Attendees will describe benefits and strategies for connecting person-centered environments to assisted living communities.



37. Attendees will locate, define, and interpret selected regulations, laws and statutes related to resident accessibility, safety, and disaster preparedness in assisted living communities.
38. Attendees will locate, define, and interpret state certification and licensure requirements, and the regulatory survey and inspection process in assisted living communities.
39. Attendees will locate, define, and interpret the regulatory survey and inspection process to ensure compliance with federal and state laws, rules, and regulations in assisted living communities.