Please Contact OHCA With Questions
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Oregon Health Care Association
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The Oregon Health Care Association was established in 1950 and has been the recognized advocate for long-term care professionals in Oregon, providing a thoughtful, reasoned voice heard by legislators, government officials, public opinion leaders, and the general public. OHCA is a private not-for-profit trade association representing over 600 nursing homes; assisted living, residential care, and senior housing facilities; and in-home care/home health agencies and their corporate offices statewide. Members provide care and services to over 30,000 frail, elderly, and disabled individuals, including profoundly disabled children and young adults. OHCA is the largest long term care association for proprietary and not-for-profit facilities in the state. OHCA provides professional development opportunities, technical assistance, and advocacy to association members.

OHCA staff has extensive experience developing curriculum and contracting with presenters as well as coordinating meeting logistics, marketing, and course evaluations.

Please use this catalog as a reference guide to learn more about educational opportunities OHCA can provide at your facility, company, and agency. These opportunities make learning important subjects and obtaining CEUs easier for professionals and can provide cost savings.

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CUSTOMIZATION

Select and Customize Training Specifically for Your Audience in Your Facility or Organization

Key topics and program goals for the programs listed in this booklet can be customized to fit the needs of your organization. For instance, if you decide to purchase the 40-hour ALF/RCF administrator training program and feel your organization needs additional focus or education on change of condition, the course agenda and timeline can be adjusted to fit the specific needs of the audience. A conference call or meeting can be arranged with presenter(s) to discuss the areas of focus that are most important to your organization.

If you do not see a topic in this booklet that meets your audience’s educational needs, please contact Melodie King, CMP, OHCA director of education, to discuss options. OHCA is constantly looking to enhance our educational offerings to meet our members’ training needs. We will make our best effort to accommodate your education requests.

Continuing Education Units
OHCA educational programs are approved for CEUs as appropriate for NF, ALF, RCF, and memory care unit administrator credits through the Oregon Health Licensing Agency, the Oregon DHS Office of Licensing & Regulatory Oversight, and the Washington State Board of Nursing Home Administrators. If you need the credits approved through another entity, just ask! We are happy to work with you to have our courses approved for the CEUs you need.
Pricing Includes

- Curriculum development and customization
- Preparation of meeting or conference call with presenter(s) as needed
- Class materials including material preparation time
- Presenter fee and instruction time
- Continuing education units and online CEU forms

Room rental fees and food and beverage fees are not included. If your company needs access to a meeting space and would like OHCA to arrange it for you, additional meeting space and food and beverage fees may apply.

If you would like these courses held outside of the Portland Metro area, additional fees for speaker travel and materials shipping may apply.

Pricing can be negotiated to fit your organization’s budget. Please contact us to discuss your options. We may be able to work with you to find a solution that enables your staff to get the education they need within your budget.

Contact Us

To schedule a training for your organization please contact Melodie King, CMP, OHCA director of education, at (503) 726-5227 or mking@ohca.com. We look forward to working with you!
ALF/RCF 40-HOUR ADMINISTRATOR TRAINING

Class Length: 5 Days, 8:30 AM-5:00 PM each day

Intended Audience
Assisted living facilities, residential care facilities, memory care communities
Administrators, executive directors, health services directors, resident care managers, and other staff who need to meet the administrator training requirements

40 CEUs

Description
The OHCA ALF/RCF 40-hour Administrator Training program meets administrator requirements outlined in OAR 411-054-0065(3)(a)(A) and offers a unique opportunity to learn about best practices in the community based care environment. It focuses on understanding values-based program concepts and practical implementation of critical resident services.

This training program is designed to balance information, resource materials, and interactive exercises. This course will prepare you to develop services and procedures that reflect community based care values and comply with licensing rules. You will discuss emerging issues that impact services and how to comply with regulatory intent. Management will gain insight necessary to guide corporate policy development and undertake local community oversight. Certificates of completion are awarded for successful completion of the course and final assignment.
ROLE OF THE RN IN COMMUNITY BASED CARE

Class Length: 2-3 Days, 9:00 AM-4:00 PM each day

Intended Audience
Assisted living facilities, residential care facilities, memory care communities
RNs, LPNs, health services directors, administrators, and RCMs

15-18 CEUs

Description
This three-day intensive orientation to the role of the nurse in community based care will benefit both new and experienced ALF and RCF nurses and administrators. Participants will learn the foundations and basic principles of CBC nursing in ALF/RCF and how to operationalize the critical roles and responsibilities. Health service directors will understand the scope of the settings and practice, health service related regulations including medication administration and regulatory focuses, delegation, service planning and RN oversight/assessment of residents’ health care needs, quality improvement systems, and documentation.

Learning Objectives
• Analyze key regulatory requirements governing health services, staffing, incidents, and abuse including ALF, RCF, and memory care regulations and Oregon State Board of Nursing regulations
• Define key responsibilities of the role of the nurse in CBC in assessment, monitoring, delegation, compliance, and leadership
• Summarize best practice systems for medication administration systems and monitoring
• Prepare for the survey process and how to manage the survey and resurvey process
• Demonstrations of resident assessments, evaluations, and service plans which are accurate, up-to-date, and meet resident needs
• Connect key tips for successful leadership and time management
• Develop criteria for monitoring and documenting short-term and significant changes of condition
• Examine the steps of a root cause analysis and the components of an effective communication system
• Demonstrate quality improvement criteria for monitoring compliance in key health service areas
• Understand the RN’s role in coordination of care with on-site and off-site providers
NEW PRECEPTOR TRAINING OR EXPERIENCED PRECEPTOR REFRESHER

Class Lengths*: New Preceptor Training - 3 Hours, Experienced Preceptor Refresher - 90 Minutes

*Trainings can be held in person or via Webinar

Intended Audience
Nursing facilities
Licensed nursing home administrators with 3+ years’ experience

Description
Both of these programs have been approved by the Oregon Nursing Home Administrators Board (NHAB). Nursing facility administrators who are new preceptors must take the full training to meet the training requirements in OAR 853-030-0030(3). Experienced preceptors must attend a board approved workshop for preceptors in Oregon every three years. The refresher webinar meets this requirement in accordance with OAR 853-030-0030(4)(b).

New Preceptor Training
This Oregon Nursing Home Administrators Board (NHAB) approved training will prepare you to take on this role and be a successful mentor for new nursing facility administrators. In this comprehensive one day program, participants will learn about the NHAB rules, requirements, and expectations of an Administrator in Training (AIT) program. Participants will learn tools for finding the right AIT to fit within company/facility culture and how to develop an AIT curriculum and training program which takes into account the experience, strengths, and weaknesses of the AIT. Participants will walk out of this course as certified preceptors and will be fully prepared with the tools necessary to create a comprehensive program that cultivates successful AITs.

Experienced Preceptor Refresher
In this 2-hour webinar, participants will learn about the NHAB rules, requirements, and expectations of an Administrator in Training (AIT) program. Participants will complete this webinar with the tools necessary to continue to cultivate successful AITs.
FALLS MANAGEMENT:
EVENT INVESTIGATION &
ROOT CAUSE ANALYSIS

Class Length: 1-Day, 9:00 AM-4:00 PM

Intended Audience
Nursing facilities, assisted living facilities, residential care facilities, memory care communities
Administrators, RNs, directors of nursing, health services directors, charge nurses, resident care
managers, and other quality improvement staff

6 CEUs

Description
It’s Mrs. Jones, on the floor, in the bathroom…but, why?!! Was it the outdated care plan? Was it the
missing grab bar? Was it her new medication? In this full-day workshop, participants will engage in the
investigation of a fall using the root cause analysis toolkit developed by the Patient Safety Commission’s
NF expert panel.

Participants will learn how to use event investigation tools to identify the root cause of the fall and
develop action plans that reduce the likelihood of future falls, especially those resulting in injury.
Instructors will use hands-on case studies to introduce concepts and help attendees to utilize this
information in their own communities. The falls management toolkit focuses on information gathering
by the entire multi-disciplinary team. Participants will get concrete concepts and tools to implement
immediately into facility protocols.

Learning Objectives
• Investigate an actual fall with fellow participants
• Utilize the falls management toolkit with guides specifically for the most common contributing
  factors to falls
• Illustrate and apply a continuous quality improvement processes (CQI)
• Determine why implementing CQI in your building will lead to an improved safety culture and
  regulatory compliance
AHCA/NCAL NATIONAL QUALITY AWARD BRONZE APPLICATION WORKSHOP

Class Length: 1 Day, 9:00 AM-4:00 PM

Intended Audience
Nursing facilities, assisted living facilities, residential care facilities
Administrators, RNs, LPNs, health services directors, resident care managers, and other interdisciplinary team members

6 CEUs

Description
The AHCA/NCAL National Quality Award Program provides a pathway for providers of long term care services to journey toward performance excellence. This seminar will cover the first level of the program: Bronze - Commitment to Quality.

Bronze Award applicants begin their quality journey by developing an organizational profile including vision and mission statements, an awareness of their environment and customers’ expectations, and a demonstration of their ability to improve a process. This session includes a full day of training and consultation on how to complete the AHCA/NCAL Bronze Quality Award application led by the administrator of the Quality Award program and a trained Quality Award examiner and award recipient.

This training will decipher the criteria, answer questions, clarify concepts, and guide participants through the process of writing an organizational quality award application. Participants will leave the workshop with their applications complete or with few areas to fill in.

Learning Objectives
• Gain knowledge on the AHCA/NCAL Bronze National Quality Award application process
• Understand the technical requirements of the application process and recertification policy of the awards program
• Review the Bronze Quality Award criteria and develop the framework of a Quality Award application

Helpful Items to Bring
Please note that all information you bring is for your use only; it will not be shared or given to others at the workshop. These items are necessary to completing the application:
• A copy of your mission statement (and your vision statement if you have one)
• A list of your major employee groups, with number of desired employees for each group and any
descriptions of minimum education levels for these groups that you have
• Summaries of resident, family, and other satisfaction surveys that have conducted in the last year
• An organizational chart of your parent company (if applicable)
• A basic geographical description of your local market area, defined as the area from which you
draw residents or other key customers and/or staff members
• The names of the data sources currently used to access comparative and competitive data
• A list of the steps of your process to fix problems or make improvements
• Identify one thing that you have improved or fixed using the steps you listed above. Include a
numerical measure of the improvement. If you are a SNF, this should be clinical in nature.
• If you are an assisted living provider, identify a second thing that you have improved or fixed
using the steps listed above. Include a numerical measure of the improvement.
RESIDENT CARE COORDINATOR TRAINING FOR COMMUNITY BASED CARE

Class Length: 2-Days, 9:00 AM-4:00 PM

Intended Audience
Assisted living facilities, residential care facilities
Resident care coordinators, resident care managers, nurses, administrators

12 CEUs

Description
Resident care coordinators in community based care are crucial to the success of the community and the well-being of the residents. The role is vital to the management of resident care and staff delivery of care. This course will familiarize attendees with the role of the resident care coordinator and the skills needed to perform this role, and pertinent regulations and processes will be examined.

Learning Objectives
After this course, attendees will be able to:
• Explain the role of the resident care coordinator in the residential care and assisted living setting
• Identify and discuss regulations pertinent to resident care and services
• Distinguish between a complete and incomplete service plan
• Examine change of condition and monitoring procedures
• Describe quality improvement practices
• Demonstrate effective communication and supervision techniques
• Assess and develop a leadership style for the success of the RCC and the staff

Contact Us
To schedule one of the trainings listed in this catalog, or to schedule a customized training, please contact Melodie King at (503) 726-5227 or mking@ohca.com. We look forward to working with you to create education sessions specifically designed for your facility and to find solutions that enable your staff to get the education they need within your budget.
SURVEY HAPPENS: PROACTIVE SURVEY PREPAREDNESS & ALF/RCF RULE REVIEW

Class Length: 1-Day, 9:00 AM-4:00 PM

Intended Audience
Assisted living facilities, residential care facilities
Administrators, RNs, and LPNs, health services directors, resident care managers, and other staff involved in the survey process

6 CEUs

Description
Regulatory compliance can present many challenges, and citations and non-compliance can be costly. Understanding the Oregon Administrative Rules (OARs), knowing the trends for CBC citations, and being prepared for your community’s survey are all important keys to having a successful compliance outcome. Being proactive in your preparation for surveys by incorporating quality improvement programs will improve your survey compliance and have a positive impact on quality of care for your residents.

This one-day seminar will teach participants how to proactively create survey management programs for their communities and examine tips for compliance. Quality improvement tools will be shared and each participant will leave this workshop with their own “survey file” and survey readiness action plan.

Learning Objectives
- Demonstrate systems thinking and the “compliance framework” to help you meet regulatory standards and move to a quality improvement culture
- Analyze the key OARs that are foundational to compliance and quality care
- Ascertain where to find CBC survey resources and the basic survey process
- Examine current survey trends and develop strategies for managing the survey process
- Apply the steps of the “compliance framework” to commonly cited issues and create strategies for implementing a plan in your community
- Identify post survey strategies for plans of correction or informal disputes
RESIDENT CHANGE OF CONDITION: INFORMATION & TOOLS FOR POSITIVE IMPACT

Class Length: 1 Day, 9:00 AM-4:00 PM

Intended Audience
Assisted living facilities, residential care facilities
Administrators, RNs, health services directors, resident care managers, and other quality improvement staff

6 CEUs

Description
This session will focus on the most frequently cited ALF/RCF OARs: resident change of condition and documentation. This session highlights often misunderstood aspects of these compliance standards and will discuss how to implement a quality improvement system designed to improve early identification, assessment, documentation, and communication about changes in the status of residents in ALFs/RCFs. Attendees will review regulatory and resident characteristic trends including specific survey citation issues addressed under resident change of condition.

Attendees will also review change of condition, assessment, service planning, and resident monitoring standards as well as hear suggestions for systems and practices to track resident acuity and conditions to keep residents at their best.

Learning Objectives
• Examine change of condition related to resident weight loss, pain, and documentation
• Describe the difference between short-term and significant changes of condition
• Interpret the baseline monitoring criteria for select short-term and significant changes of condition
• Analyze change of condition, monitoring, and suggested assessment criteria
• Restate the compliance regulations and guidelines related to change of condition
• Identify key operational strategies to enhance quality care related to change of condition
• Connect why documentation is important to quality care and simple practice strategies for documenting
COACHING SKILLS FOR LONG TERM CARE SUPERVISORS

Class Length: 1 Day, 9:00 AM-4:00 PM

Intended Audience
Nursing facilities, assisted living facilities, residential care facilities
Administrators, RNs, directors of nursing, health services directors, resident care managers, and other long term care leaders

6 CEUs

Description
The coaching approach to supervision is a relational approach to managing and supporting direct care workers that helps them to develop problem solving skills such as the ability to think critically, prioritize, and communicate effectively. This interactive training will provide supervisors of direct care workers the opportunity to learn the coaching approach to supervision and to begin practicing four important skills including: active listening, self-management, self-awareness, and presenting the problem. This training curriculum is based on curriculum developed by the Paraprofessional Healthcare Institute.

Learning Objectives

• Define coaching supervision
• Describe the differences between traditional and coaching approaches to supervision
• Demonstrate four coaching skills
• Implement the five steps of coaching supervision
RECRUIT, INTERVIEW, RETAIN: CULTIVATING YOUR EMPLOYEES

Class Length: 1 Day, 9:00 AM-4:00 PM

Intended Audience
Nursing facilities, assisted living facilities, residential care facilities, in home care and home health agencies
Administrators, HR managers, and corporate office staff

6 CEUs

Description
A stable and well-trained workforce is one of the keys to operational success and to quality resident care. A high rate of turnover not only decreases the quality of care due to potentially inefficient and inexperienced staff, but increases costs through continual recruiting and training. The direct and indirect costs per turnover can be extremely costly and can be avoided by hiring the right employees and retaining the quality workforce you already have.

In this training, participants will look beyond the barriers of wages and benefits and focus on organizational practices and policies to develop a direct care workforce which is satisfied, qualified, and highly motivated.

Learning Objectives
- Administer targeted and effective recruitment of staff
- Describe behavior based interviewing and write behavior based interview questions
- Coordinate and conduct behavior based interviews
- Evaluate candidates to better ensure the best applicant for the position is hired
- Determine how to cultivate and keep good, productive employees
- Summarize how to legally “weed out” the difficult or unproductive employees
- Explain the value of conducting staff satisfaction surveys
- Implement successful strategies and tools to help retain employees
HIRING THE RIGHT PEOPLE FOR THE JOB

Class Length: 1/2 Day (3.5 Hours)

Intended Audience
Nursing facilities, assisted living facilities, residential care facilities, in home care and home health agencies
Administrators, HR managers, and corporate office staff

3.5 CEUs

Description
Selecting the right workers for your community is an important part of your workforce development. This interactive training provides human resource managers, administrators, and others who hire staff with tools to effectively interview and select the best candidates for vacant positions.

Learning Objectives
- Describe behavior based interviewing
- Write and practice behavior based interview questions
- Coordinate and conduct behavior based interviews
- Evaluate candidates to better assure the best applicant for the position is hired

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OHCA OFFERS WEBINARS ON A VARIETY OF TOPICS

Length: 60-90 minutes (depending on topic)

Intended Audience (varies by topic)
Nursing facilities, memory care facilities, assisted living facilities, residential care facilities, in home care and home health
All disciplines

1-1.5 CEUs

Topics

- Home and Community Based Care Rule Updates
- Abuse Prevention: Understanding Risk Factors, Deploying Strategies
- Conflict Management
- Employment Law Issues and Updates
- Falls Management
- Grief Management
- Incident Reports and Abuse
- Pain Management
- Recreational Marijuana Use by Residents and/or Employees
- Resident Evaluation and Service Plans
- Resident Weight Loss & Change of Condition
- Safely Reducing the Off-Label Use of Antipsychotics
- Staff Training
- Survey Trends in Assisted Living/Residential Care

Don’t See a Topic You Need?
We are able to assist you with creating custom webinars on a variety of topics. Contact Melodie King at (503) 726-5227 or mking@ohca.com to discuss additional options.
AHCA/NCAL Gero Nurse Prep
This course is online and self-paced. AHCA/NCAL Gero Nurse Prep is the first step toward achieving ANCC certification. Nurses who complete the Gero Nurse Prep course experience a 96% pass rate on the ANCC exam. Gero Nurse Prep is affordable and comes with 30 expertly developed CEUs for RNs.
Go to geronurseprep.org to learn more.

AHCA Infection Preventionist Specialized Training (IPCO)
The AHCA Infection Preventionist Specialized Training (IPCO) course provides education for healthcare professionals who seek to serve as Infection Preventionists. Individuals who complete the course will be trained to effectively implement and manage an Infection Prevention and Control Program at their nursing facilities.

The course is an online, self-study program with 23 hours of training. It includes online lectures, case studies, and interactive components taught by subject matter experts who have real life experience working in long term/post-acute care. It addresses both clinical and organizational systems, processes, and cultural aspects of infection prevention and control that are fundamental to effectively leading and administering a successful infection prevention and control program. Upon successful completion of this program, participants will receive certificates including 23 ANCC contact hours.
Go to https://educate.ahcancal.org/p/ipcoto learn more and to register.
ACTIVITY DIRECTOR TRAINING COURSE

Class Length: Online and Self-Directed

Intended Audience
Nursing facilities
Activity directors

6 CEUs

Description
OHCA’s Activity Director Training Course is a self-paced, home study training. Attendees can enroll and begin this course at any time – making it the perfect training for busy professionals or people entering the field of long term care.

This course meets the 36-hour training requirements for nursing facility activity directors and the training requirements of OAR 411-086-0230(1)(a)(D) (Activity Services) for Nursing Facility Activity Directors. It covers all required topics under OAR 411-086-0230 Exhibit 86-1: 36-Hour Activities Workshop Required Curriculum.

Please note: This course is intended for activity directors in OREGON nursing homes only.

Activity directors can enroll and begin the training program any-time!

Program Includes
• Oregon state and federal requirements for activity services
• Activity program planning and analysis, including creative and meaningful activities for groups and individuals
• Activity services’ role in resident quality of life
• Resident care planning process and communication
• Medical terminology, documentation skills, orientation to medications, and behavior side-effects
• Clinical record documentation and taking histories
• Physical and behavioral changes associated with the aging process
• Ethics for the care provider; confidentiality
• Student forum for networking and support

View the course brochure and sign up today at bit.ly/OHCAActivityDirector.
CERTIFIED NURSING ASSISTANT (CNA) TRAINING

Description
OHCA has partnered with IPCed to provide the Online Certified Nursing Assistant Training program to long term care providers in Oregon. Dozens of in-facility nursing assistant training programs have been authorized by the OSBN to utilize the OHCA/IPCed Online Certified Nursing Assistant Training program. You can use this program to help create your own program within your facility or as an adjunct to enhance your current program. If you already have a nursing assistant training program, you may be able to lower your training costs by utilizing the Online Certified Nursing Assistant Training program.

Curriculum
OHCA Provides
• Assistance with applications for the OSBN initial approval or addendum to your currently approved program
• Available templates and resources to assist with OSBN approval
• Review of facility application documents prior to sending to OSBN for approval
• Resources for assistance with development of lab/clinical portions of CNA training program (available for an additional cost)

IPCed Provides
• Online training platform
• Technical assistance before, during, and after usage of the online training portal
• Assistance with questions regarding program usage

Facility/Community Provides
• Responsibility of their CNA training program
• A program director to oversee the training program
• An instructor for the programs
• Development of the required lab and clinical portions of a CNA training program

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