



**Day ONE a.m.**

**Introduction:** What is Assisted Living?

**Who Lives Here - Resident Characteristics in Washington**

- Typical Resident Characteristic
- Diversity

**Common Diseases of Assisted Living Residents:**

- Dementia
- Heart Disease, CHF
- Stroke CVA
- Diabetes
- Arthritis
- Mental Health

**Service Levels in Assisted Living:**

- Disclosure of Services
- Independent Residents
- Assisted Living Residents - required vs optional services
- Hospice, Palliative Care, Comfort Care
- Respite Care
- PT/OT/ Speech, Home Health
- Private Caregivers

**Customer Payment Options:**

- Private Pay
- Medicaid
- Veterans Administration
- Long Term Care Insurance

## **Policies and Procedures Regarding Residents/Care & Services**

### **Care and Services**

- Quality of Life
- Quality of Care
- Safety
- Resident Records

### **Preadmission/Move-In Information**

- Advanced Directives, POLST, Living Wills, Power of Attorney

### **Admission/Move-in Process**

### **Discharge/Move-out Process**

### **Documentation/Information Management**

### **Residents**

- Progress notes
- Care and Service Records
- Medication records
- Incident Reports, Investigations
- Mandatory Reporting
- Assessments
- Services Plans

### **Assessment and Service Plans:**

- Purpose
- Timelines
- Updates
- How They Relate to Care Cost
- Talking with Families/Residents about Services

### **Intermittent Nursing Services**

### **Medication Management:**

- Independent vs Assistance vs Administration
- Pharmacy Order, Delivery and Storage
- Family Assistance with Medication & Treatments
- Medication Records
- Medication Errors
- Returns, Destruction

**Activities/Lifestyles Opportunities:**

- Physical
- Psychosocial
- Community Participation/Volunteers

**Dining Experience:**

- Therapeutic Diets
- Meals, Snacks

**Transportation:**

- Different Kinds - Who Pays. Bus Safety

**Marketing:**

- Census Building (*Know Who You are Looking For*)

**Branding**

**Customer Services/Care**

**Staff – People:**

- Building a great team - Hiring
- Orientation and Safety Training
- Blood Borne Pathogens Training
- Basic Training
- Specialty Training
- CPR & First Aid
- Food Handler Cards
- Continuing Education
- Safety Training OSHA/WISHA Expectation

**Staff Policy and Procedures:**

- Workplace Rules
- Employee Disciplinary Steps
- Employee Grievances
- Absenteeism
- Classification
- Exemption Status

**Recruitment, Selection, Retention Practices**

**Employee Evaluation Programs**

**Employment Termination**

**Compensation and Benefits**

**Employee Health and Safety Programs**

**Evaluation of Employee Satisfaction**

**Engagement, Organizational Culture**

**Promoting a Safe Work Place:**

- Risk Management
- Workers Compensation Claims
- Drugs in the Workplace

**Employee Handbook**

**Communication Methods Among Management and Staff:**

- Verbal
- Written
- Electronic

**The STATE**

**The Department of Social and Health Services:**

- RCS
- HCS
- DDA

Types of Licensing, Inspections, Complaint Investigation

- Operating Procedures
- Regulation
- Pets
- Statement of Deficiencies
- Plans of Correction
- Enforcements
- IDR hearings

**Communication with the Department:**

- Dear Provider Letters
- List Serv
- Website
- Professional Organizations

**Get your team ready for an Inspection:**

- Departments
- Plan and prepare
- How to Communicate with Your Inspector

**Designed and Facilitated by:**

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Speakers will be announced as sessions get closer.

**Location:** Wesley Des Moines, The Terrace Education Center

**Dates:** October 27, Nov. 3, 10, 17