



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

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Speakers will be announced as sessions get closer.

Day FOUR March 9th - Deep Dives

Location: Wesley Des Moines (near SeaTac)

Dates: February 16, 23 and March 2 and 9th (Wednesday's)