Professional Certification

Purpose, Preparation & Passing

Sharon Colling, CSW,CNHA, CALA, FACHCA
Keith Knapp, PhD, CNHA, FACHCA

Speaker Disclosure:

- I have a commercial interest in the following organizations:

1. Lantern Health Services (President/CEO)
   - LHS provides comprehensive facility management, consulting and development services for post-acute, skilled nursing and assisted living facilities as well as senior housing communities.

Today:

- Definitions
- Professional Certification Overview
- History & Value
  - Evolution of Exam
  - Development Process
  - Reasons to Pursue
- Eligibility Requirements

Today:

- Application Process
- Application Procedure & Costs
- Exam Structure & Content
- Exam Preparation & Test-Taking Strategies
- Re-Certification
- Advancement to Fellow

ACHCA Annual Convocation 2018

4

Warm-Up:

Q: Why do hummingbirds hum?

Because they forgot the words.

Q: If H_2O is inside a fire hydrant, what is on the outside?

$K_9 P$

ACHCA Annual Convocation 2018

5

Definitions

Licensure:

- Mandatory. Government Requirement.
- May also be called Registration or Certification by some states
- Requires Assessment Testing
- Sets MINIMUM, entry-level competence
- Goal: Protect public from incompetence

ACHCA Annual Convocation 2018

6

Definitions

Certification:

- Voluntary. Non-Governmental
- Requires Assessment Testing
- Sets Advanced Professional Standards
- Identifies & Recognizes Those Who are Performing at an Advanced Level
- Results in an Advanced Professional Credential

Definitions

- Certificate:
  - Voluntary
  - Not regulated or standardized
  - A prescribed course or curriculum with a Certificate of Completion at the end
  - May or may not include any testing
  - Not to be confused with Professional Certification

Certification Overview & Purpose

- Mission
  - Visible & Tangible Evidence for Public Accountability
  - Leadership for Quality LTC Delivery
- Goal: Recognize Demonstration of *Advanced…*
  - Knowledge
  - Skills
  - Values
  - Judgment

History & Value

- Certified Nursing Home Administrator (CNHA) Exam established in 1978
- Brown University & LTCQ Study of 2000
- Independent Study of 2013. Published Soon
  - Both used Comparative Studies of Facilities with Certified vs. Non-certified Administrators

ACHCA Annual Convocation 2018

10

Findings

Certified Administrators

Operate Facilities With:

- ☑ *Higher* Quality of Care*
- ☑ *Fewer* Deficiencies
- ☑ *Higher* Medicare & Private Pay Mix
- ☑ *Greater* Functionally Dependent Residents

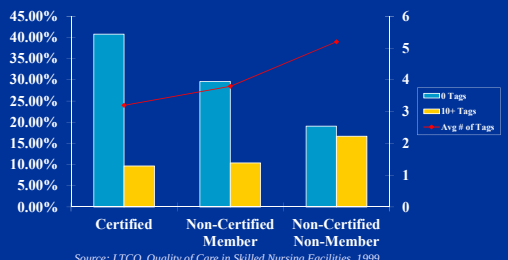
* Using QI Measures, # Deficiencies, 5-Star Data

ACHCA Annual Convocation 2018

11

Leadership

2000



Source: LTCQ, Quality of Care in Skilled Nursing Facilities, 1999

ACHCA Annual Convocation 2018

12

Reasons to Pursue Professional Certification

- Reflects Commitment to Residents, Families, Staff, and Organization
- Promotes Quality in Profession
- Improves Public Image of Administrators
- Personal Satisfaction & a Sense of Achievement
- Employer Recognition (Resume, Wages, CoH)
- ACHCA Recognitions (Five Separate Actions)

Reasons to Pursue Professional Certification

- 22* State LNHA Boards Recognize ACHCA CNHA certification, which in many cases "fast-tracks" NHA licensure
- 10 States in Review
- State Recognition

Reciprocity/Endorsement

- Alabama
- Arkansas*
- Arizona
- Georgia*
- Illinois*
- Iowa*
- Florida
- Kansas
- Kentucky*
- Louisiana*
- Maine*
- Massachusetts*
- Maryland
- Michigan*
- Missouri
- Minnesota*
- Nevada*
- New Hampshire
- New Jersey*
- New Mexico
- New York*
- North Dakota*
- Ohio*
- Oregon*
- Rhode Island*
- South Carolina*
- Tennessee*
- Utah*
- Vermont
- Washington*
- Washington, DC
- West Virginia*
- Wisconsin*

* Recognized now; White-Consideration

Eligibility Criteria

- Education & Experience
  - Two Years of Work Experience
  - Education: Varies by Discipline
  - Do NOT Need to be ACHCA Member
- Continuing Education
  - 40 Clock Hours Over Previous Two Years

⃠ Bias for Gender, Race, Religion or National Origin

ACHCA Annual Convocation 2018

16

Eligibility: NHA

- Experience: At least 2 Years LNHA
- CEU: 40 Hours Minimum in 2 Yr Prior to Application
- Education: Bachelor's Degree (if lic > 1/1/96)

Eligibility: ALA

- Experience: At least 2 Years ALA
- CEU: 40 Hours Minimum in 2 Yr Prior to Application
- Education: Bachelor's Degree + 2 Yrs OR
  RN or Associate Degree + 4 Yrs OR
  HS/GED, LPN/LVN + 6 Yrs

ACHCA Annual Convocation 2018

17

Development Process

- Selection of HumRRO
- Identification: Knowledge Area Experts
- Job Analysis & Training
- Ongoing Review Process
  - Replace
  - Modify

ACHCA Annual Convocation 2018

18

Evolution of Exam

- Early Stages
  - Multiple-Choice, Knowledge-Based Exam
  - Peer-Reviewed Simulated Exercise
- Current Model
  - Multiple-Choice, Knowledge-Based Exam
  - Two-Part Multi-Disciplinary Exam:
    110 General Administration Questions
    40 Facility-Specific Questions (SNF or AL)

Exam Structure

General Administration (110 Questions)

1. Resident Care (includes Clinical & Food Service) (26%)
2. Human Resources/Personnel Mgmt (16%)
3. Financial Management (20%)
4. Environmental Management (15%)
5. Leadership (24%)

Exam Structure

Nursing Home & Assisted Living
(40 Questions Each Section)

- Resident Care (27%)
- Human Resources (15%)
- Financial Management (25%)
- Environmental Management (11%)
- Leadership (23%)

Exam Preparation

- Review: Reading List (See ACHCA Website)
- Identify: Specific Areas of Review
- Consult: Experienced CNHA/CALA
- Trust: Yourself. Experience is a great teacher!
- Remember:
  - 150 Item Multiple-Choice Exam
  - 3 HOURS allowed for exam completion
  - One Additional Hour for 2nd Discipline Same Day

Test-Taking Strategies

- Good News: Correct Answer is *There*!
- Process of Elimination
  - Correct = Count
- Practice Timed Test
- Digital Exam (www.Lasergrade.com)
  - Content Review
  - Immediate score

Application Process

- Application Handbook & Packet
  - On ACHCA Website (www.achca.org)
  - Work Experience (Verification Statement)
  - Diploma or Transcript (if applicable)
  - License (for ALA, if applicable)
  - Proof of Continuing Education in Last 2 Years
  - Acknowledgement: Code of Ethics
  - Application Fee
  - Submit to ACHCA

Self-Investment: Exam & Credentials

Application – See Handbook Pages 18-19

	ACHCA Member	Non-Member
Single Credential Exam	$150	$150
2nd Discipline - *Same* Day	$135	$135
2nd Discipline - Diff Day	$150	$150
Single Credentialing Fee *	$250	$350
2nd Cred. Fee-Same Day *	$135	$135
2nd Cred. Fee - Diff Day *	$185	$235
*Paid when exam successfully passed	$400/$670	$500/$770

ACHCA Annual Convocation 2018

25

Exam Feedback

- Exam Feedback is Confidential
- Your Score is Kept for 3 Years
- Re-take Only the Failed Part Within 3 Years
  - I. General Administration: Pass/Fail
    - Proficiency in Each Domain
  - II. Discipline-Specific: Pass/Fail
    - Proficiency in Each Domain

ACHCA Annual Convocation 2018

26

Re-Certification

- Certification: Valid for 5 Years
- Renewal
  1. Pass the Certification Examination
  2. Complete an Executive Portfolio
  3. Completion of Executive Level Course

	Member	Non-Member
Renewal Fees	$339	$389

- $100 for 2nd Credential; Exam Option - Original Fees

ACHCA Annual Convocation 2018

27

Recap: Certification Promotes

- Professional Development
- Employer Recognition
- Customer Confidence
- National Recognition
  - Reciprocity / Endorsement / Mobility
  - Insurance
  - Quality Outcomes

ACHCA Fellow

ACHCA Fellow

- Peer Recognition as Leader in the Field
  - Highest Level of Achievement in ACHCA
  - "FACHCA"
- Qualify for Advancement:
  - 2 Years of current, voting ACHCA Membership
  - 165 Points on Application
  - Acknowledge ACHCA's Code of Ethics

ACHCA Fellow

Application

Visit www.achca.org under the Development section

$250 = Non-refundable Application Fee

(Same Application *Process* as Certification)

Certification & Advancement

You Owe it to Your:

Residents…

Staff…

Employer…

Community…

& **Self!**

Sample Questions

Sample Questions

Organizational Mgmt & Governance: Operations

In conflict resolution, "mediation" is defined as:

a. submitting the dispute to a neutral third party, who makes a decision for the parties to accept or reject.
b. utilizing a neutral third party, who assists in framing the issues, enhancing communication, and developing possible solutions.
c. submitting the dispute to a neutral third party who documents the solution.
d. a voluntary, informal process in which disputants reach a mutually acceptable agreement.

ACHCA Annual Convocation 2018 34

Sample Questions

Organizational Mgt & Governance: Operations

In conflict resolution, "mediation" is defined as:

b. utilizing a neutral third party, who assists in framing the issues, enhancing communication, and developing possible solutions.

ACHCA Annual Convocation 2018 35

Sample Questions

Financial

Accrual accounting provides a clear image of the current financial condition of the community by

a. Allowing current cash inflows to be combined with expected current cash outflows
b. Including depreciation and expenses
c. Measuring the performance by when the cash transactions occur.
d. Measuring revenues earned after expenses have been paid by matching revenues and expenses for each time period

ACHCA Annual Convocation 2018 36

Sample Questions
Financial

Accrual accounting provides a clear image of the current financial condition of the community by

d. Measuring revenues earned after expenses have been paid by matching revenues and expenses for each time period

ACHCA Annual Convocation
2018
37

Specialty Exam: Nursing Home
Client Services:
Knowledge of Codes, Rules & Regulations

What does the term "separately locked" in reference to drug storage mean?

a. Schedule II drugs do not need to be locked except when refrigerated.
b. the key to gain access to non-Schedule II drugs should be the same key used to lock Schedule II drugs on the medication cart.
c. Schedule II drugs do not need to have a separate key to lock them if an MD orders to self administer.
d. the key to lock Schedule II drugs cannot be the same key used to access non-Schedule II drugs.

ACHCA Annual Convocation
2018
38

Specialty Exam: Nursing Home
Client Services:
Knowledge of Codes, Rules & Regulations

What does the term "separately locked" in reference to drug storage mean?

d. the key to lock Schedule II drugs cannot be the same key used to access non-Schedule II drugs.

ACHCA Annual Convocation
2018
39

Specialty Exam: Assisted Living

Clinical Services
Knowledge of Client & Org. Outcomes

A standardized document that identifies areas and amounts of assistance in an assisted living facility is called:

a. Instrumental Activities of Daily Living.
b. Range of Services Provided.
c. Client or Resident Assessment.
d. Shared Responsibility.

Specialty Exam: Assisted Living

Clinical Services
Knowledge of Client & Org. Outcomes

A standardized document that identifies areas and amounts of assistance in an assisted living facility is called:

c. Client or Resident Assessment.

Certification Readiness Seminar Part II

- *30 Sample Exam Items*
  - Sneak Preview & Practice
  - Discussion
- Exam Environment
- References for Preparation

Time Remaining

15 minutes

Time Remaining

10 minutes

Time Remaining

5 minutes

Time Remaining

2 minutes

Time Remaining

STOP

Discount
for
Today's
Attendees !

Certification & Advancement

You Owe it to Your:

Residents…

Staff…

Employer…

Community…

& Self!

Thank You!

For More Info:

www.achca.org

(800) 561-3148

Or

professionaladvancement@achca.org