

Speaker Disclosure:

I have a commercial interest in the following organizations:

- Erickson Living, Linden Ponds
- National Association of Long Term Care Administrator Boards (NAB)


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December 10, 2016



Professional Certification
Purpose, Preparation & Passing

Philip Jean
CNHA, FACHCA

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Today:

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

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Today:

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

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Warm-Up:

- Q. What do you get when you cross a snowman with a vampire?
A. **Frostbite**
- Q. Why does Santa have 3 gardens?
A. **So he can ho-ho-ho!**
- Q. Where does a snowman keep his money?
A. **In a snow bank**

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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

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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

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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

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Certification Overview & Purpose

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

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History & Value

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

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Findings

Certified Administrators

Operate Facilities With:

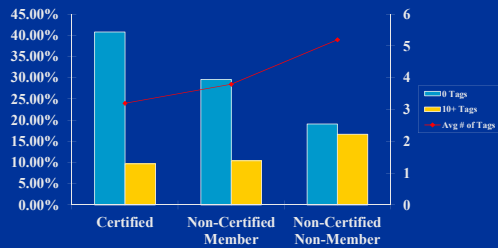
- ☑ **Higher** Quality of Care*
- ☑ **Fewer** Deficiencies
- ☑ **Higher** Medicare & Private Pay Mix
- ☑ **Greater** Functionally Dependent Residents

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

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Leadership 2000



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

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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)

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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

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Reciprocity/Endorsement

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

* Recognized now; White-Consideration


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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

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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


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Development Process

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

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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)

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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%)

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Exam Structure

Nursing Home & Assisted Living

(40 Questions Each Section)

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

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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

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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

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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**

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Self-Investment: Exam & Credentials

Application – See Handbook Pages 18-19

	<u>ACHCA Member</u>	<u>Non- Member</u>
Single Credential Exam	\$150	\$150
2 nd Discipline - <i>Same Day</i>	\$135	\$135
2 nd Discipline - <i>Diff Day</i>	\$150	\$150
Single Credentialing Fee*	\$250	\$350
2 nd Cred. Fee-Same Day*	\$135	\$135
2 nd Cred. Fee - Diff Day*	\$185	\$235
	\$400/\$670	\$500/\$770

*Paid when exam successfully passed

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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

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Re-Certification

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

	<u>Member</u>	<u>Non-Member</u>
	\$339	\$389
- \$100 for 2nd Credential; Exam Option - Original Fees

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Recap: Certification Promotes

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

Convocation 2011
New Orleans, LA

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ACHCA Fellow

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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

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ACHCA Fellow
Application
Visit www.achca.org under the Development section
\$250 = Non-refundable Application Fee
(Same Application *Process* as Certification)

Convocation 2011
New Orleans, LA

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Certification & Advancement
You Owe it to Your:
Residents...
Staff...
Employer...
Community...
& **Self!**

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Sample Questions

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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.

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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.

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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

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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

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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.

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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.

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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.

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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.

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Certification Readiness Seminar Part II

■ 30 Sample Exam Items

- Sneak Preview & Practice
- Discussion
- Exam Environment
- References for Preparation

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Time Remaining

15 minutes


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Time Remaining

10 minutes

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Time Remaining

5 minutes


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Time Remaining

2 minutes

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Time Remaining

● STOP ●

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Discount
for
Today's
Attendees !

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Certification & Advancement

You Owe it to Your:

Residents...
Staff...
Employer...
Community...
& **Self!**

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Thank You!

For More Info:

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or

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