

A. NHA/RCAL/HCBS Domains of Practice

10. Customer Care, Supports, and Services

- 10.01. Establish care recipient service policies and procedures that comply with applicable federal and state laws, rules, and regulations.
- 10.02. Ensure plans of care are evidence-based, established, implemented, updated, and monitored based on care recipient preferences and assessed needs.
- 10.03. Ensure the planning, development, implementation/execution, monitoring, and evaluation of admission/move in process, including preadmission/premove information, to promote a quality experience for care recipients.
- 10.04. Ensure the planning, development, implementation/execution, monitoring, and evaluation of discharge/move out process to promote a quality experience for care recipients.
- 10.05. Ensure the planning, development, implementation/execution, monitoring, and evaluation of programs to meet care recipients' psychosocial needs and preferences.
- 10.06. Ensure the planning, development, implementation/execution, monitoring, and evaluation of care recipients' activities/recreation to meet social needs and preferences.
- 10.07. Ensure the planning, development, implementation/execution, monitoring, and evaluation of a health information management program to meet documentation requirements in compliance with federal and state regulations.
- 10.08. Ensure the planning, development, implementation/execution, monitoring, and evaluation of medication management that supports the needs of the care recipient.
- 10.09. Ensure the planning, development, implementation/execution, monitoring, and evaluation of a rehabilitation program to maximize optimal level of functioning and independence for care recipients.
- 10.10. Ensure the planning, development, implementation/execution, monitoring, and evaluation of systems for coordination and oversight of contracted services.
- 10.11. Ensure the planning, development, implementation/execution, monitoring, and evaluation of policies and procedures for responses to care recipient-specific incidents, accidents, and/or emergencies.
- 10.12. Ensure the planning, development, implementation/execution, monitoring, and evaluation of housekeeping and laundry services for care recipients.
- 10.13. Ensure the planning, development, implementation/execution, monitoring, and evaluation of education intended for care recipients and their support networks.
- 10.14. Ensure the planning, development, implementation/execution, monitoring, and evaluation of nutritional needs and preferences of care recipients.
- 10.15. Ensure the planning, development, implementation/execution, monitoring, and

evaluation of dining experience that meets the needs and preferences of care recipients.

- 10.16. Ensure care recipients' rights and individuality within all aspects of care.
- 10.17. Integrate support network's perspectives to maximize care recipients' quality of life and care.
- 10.18. Ensure transportation options are available for care recipients.
- 10.19. Ensure the provision of a customer service culture that leads to a quality experience for care recipients.

20. Human Resource

- 20.01. Ensure that human resource management policies and programs comply with federal and state rules and regulations.
- 20.02. Establish the planning, development, implementation, monitoring, and evaluation of recruitment, selection, and retention practices.
- 20.03. Establish the planning, development, implementation, monitoring, and evaluation of employee training and development programs.
- 20.04. Establish the planning, development, implementation, monitoring, and evaluation of employee evaluation programs.
- 20.05. Establish the planning, development, implementation, monitoring, and evaluation of compensation and benefit programs.
- 20.06. Establish the planning, development, implementation, monitoring, and evaluation of employee health and safety programs.
- 20.07. Establish the planning, development, implementation, monitoring, and evaluation of employee satisfaction and organizational culture.
- 20.08. Establish the planning, development, implementation, monitoring, and evaluation of employee disciplinary policies and procedures.
- 20.09. Establish the planning, development, implementation, monitoring, and evaluation of employee grievance policies and procedures.
- 20.10. Establish the planning, development, implementation, monitoring, and evaluation of leadership development programs.
- 20.11. Promote a safe work environment (such as safety training and employee risk management).
- 20.12. Promote a positive work environment (using techniques such as conflict resolution, diversity training, staff recognition programs).
- 20.13. Facilitate effective written, oral, and electronic communication among management and employees.
- 20.14. Ensure employee records and documentation systems are developed and maintained.
- 20.15. Establish a culture that encourages employees to embrace care recipients' rights.

30. Finance

- 30.01. Ensure that financial management policies, procedures, and practices comply with applicable federal and state rules and regulations.
- 30.02. Develop, implement, and evaluate the service provider's budget.
- 30.03. Oversee the billing and collections process and monitor the accuracy of charges and timely collection of accounts.
- 30.04. Negotiate, interpret, and implement contractual agreements to optimize financial viability.
- 30.05. Develop, implement, monitor, and evaluate financial policies and procedures that comply with Generally Accepted Accounting Principles (GAAP).
- 30.06. Monitor and evaluate the integrity of financial reporting systems and audit programs.
- 30.07. Establish safeguards for the protection of the service provider's assets (such as insurance coverage, risk management).
- 30.08. Develop, implement, monitor, and evaluate systems to improve financial performance.
- 30.09. Manage and adjust expenses with fluctuations in census/occupancy/care recipient levels (such as staffing ratios).
- 30.10. Monitor and address changes in the industry that may affect financial viability.

40. Environment

- 40.01. Ensure that physical environment policies and practices comply with applicable federal, state, and local laws, rules, and regulations
- 40.02. Ensure the planning, development, implementation, monitoring, and evaluation of a safe and secure environment
- 40.03. Ensure the planning, development, implementation, monitoring, and evaluation of infection control and sanitation.
- 40.04. Ensure the planning, development, implementation, monitoring, and evaluation of emergency and disaster preparedness program, including linkage to outside emergency agencies.
- 40.05. Ensure the planning, development, implementation, monitoring, and evaluation of environmental services, housekeeping and laundry.
- 40.06. Ensure the planning, development, implementation, monitoring, and evaluation of maintenance services for property, plant and all equipment, including preventative maintenance.
- 40.07. Ensure the planning, development, implementation, monitoring, and evaluation of appropriate HIPAA compliant technology infrastructure.

- 40.08. Establish, maintain, and monitor a physical environment that provides clean, safe, and secure home-like surroundings for care recipients, staff, and visitors
- 40.09. Identify opportunities to enhance the physical environment to meet changing market demands.
- 40.10. Establish, maintain, and monitor an environment that promotes choice, comfort, and dignity for care recipients.
- 40.11. Assess care recipients' environment for safety, security, and accessibility and make recommendation for referral or modification.

50. Management and Leadership

- 50.01. Ensure compliance with applicable federal and state laws, rules, and regulations.
- 50.02. Promote ethical practice throughout the organization.
- 50.03. Develop, implement, monitor, and evaluate policies and procedures that comply with directives of governing body.
- 50.04. Develop, communicate, and champion the service provider's mission, vision, and values to stakeholders.
- 50.05. Develop, implement, and evaluate the strategic plan with governing body's endorsement.
- 50.06. Promote and monitor satisfaction of the care recipients and their support networks.
- 50.07. Identify, foster, and maintain positive relationships with key stakeholders.
- 50.08. Educate stakeholders on services provided, regulatory requirements, and standards of care.
- 50.09. Solicit information from appropriate stakeholders for use in decision making.
- 50.10. Manage the service provider's role throughout any survey/inspection process.
- 50.11. Develop and implement an intervention(s) or risk management program(s) to minimize or eliminate exposure.
- 50.12. Identify and respond to areas of potential legal liability.
- 50.13. Implement, monitor, and evaluate information management and technology systems to support service providers' operations.
- 50.14. Develop, implement, and monitor comprehensive sales, marketing, and public relations strategies
- 50.15. Ensure the written agreements between the care recipient and the service providers protect the rights and responsibilities of both parties.
- 50.16. Develop, implement, and evaluate the organization's quality assurance and performance improvement programs.
- 50.17. Lead organization change initiatives.
- 50.18. Facilitate effective internal and external communication strategies.
- 50.19. Promote professional development of all team members.