CALIFORNIA ASSOCIATION
CAHF
OF HEALTH FACILITIES

QUALITY CARE
QCHF
HEALTH FOUNDATION

CAHF CHAPTER TRAINING HANDBOOK

CAHF Chapter President & Education Chairperson's Guide

CAHF Chapters & Regions

REGION 1
East Bay Chapter
Golden Gate Chapter
Redwood Empire Chapter
Santa Clara Chapter

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Delta Chapter
Progress Valley Chapter
Sacramento Chapter
Sierra Chapter

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Central Coast Chapter
Central Valley Chapter
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REGION 4
Long Beach/South Bay Chapter
Los Angeles Chapter
Pasadena/San Gabriel Chapter
San Fernando Valley Chapter

REGION 5
Orange County Chapter
San Bernardino/Riverside Chapter
San Diego Chapter

Prepared by Quality Health Care

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For questions contact: Cmerced@cahf.org

Phone: 916-441-6400

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INTRODUCTION

Thank you for your willingness to serve as the Education Chair for your local CAHF Chapter - your role is an important one.

Not only does quality Chapter education improve the capabilities of your regional long-term care professionals, it is also directly linked to the vitality of the Chapter itself.

A Chapter that features a regular offering of well-planned, pertinent trainings is more likely to have well attended meetings and a membership that takes an active interest in issues that impact the industry.

This Handbook was written to: (1) help you with the process of applying for continuing education credits for new classes, and (2) help you locate pre-approved classes that will meet the educational needs of your Chapter.

CAHF and QCHF are dedicated to working hand-in-hand with the Chapters to provide the highest quality educational offerings possible.

With that commitment in mind, our goals for all CAHF Chapters are as follows:

- To promote the timely scheduling of trainings as far ahead of schedule as possible.
- To increase the number of trainings that offer NHAP (Nursing Home Administrators Program) and BRN (Board of Registered Nursing) continuing education credits.
- To better utilize the pre-approved trainings that are available;
- To increase opportunities for associate members and allied services to bring state-of-the-art information to administrators and staff;
- To increase the opportunities to produce joint trainings and rap sessions with important state and federal entities and/or professional organizations;
- To better utilize CAHF staff as class presenters.

According to Licensure Board Guidelines for course approvals, CE requested through QCHF can only be obtained for CAHF/QCHF sponsored programs.

Guidelines are quoted as follows: "Course approval numbers are non-transferable. Only the Board-approved provider who is submitting a course for approval is authorized to offer and advertise the course as being Board-approved."

We look forward to working closely with you to meet your Chapter needs for training credit and coordinating those with the time-frames needed to achieve approvals.

Please feel free to contact us whenever you need assistance regarding Chapter Education.

Again, thank you for your service to the Chapter and to the Association.

QCHF STAFF CONTACT INFORMATION

Claire Enright, Executive Director: 916-432-5190, cenright@cahf.org

Cheyenne Merced, Education Assistant: 916-432-5185, cmerced@cahf.org

QCHF CE/Accounting 916-432-5196

The Continued Education (CE) Request Form:
Reproduce the master copy of the CAHF Member/QCHF Continued Education request form in this book and fill out the copy/form completely when you request a class.

When requesting a new program:
Be as brief and concise as possible, especially in the course description and objectives. Attach a current and legible resume or curriculum vitae for each class presenter. The legibility of the form is very important. Under the categories that ask for the presenter's educational credentials, years of teaching experience and years in long-term care, you can write "SEE ATTACHED" if the attached resume or CV makes that information apparent. Be sure to fill out the description, objectives and agenda section. CE approval agencies will not consider an application without this information completed.

When requesting a pre-approved program:
Fill in the first page of the request form as usual.

When requesting new or pre-approved programs:
Timing is everything. CE approval agencies require 30 – 60 days for processing class approvals. In addition, QCHF must have time to process the requests prior to that timeframe. Approval agencies can and do deny a training request solely on the basis of late submission.

Please note: *The timeframe required to complete and return your form to QCHF is 50 days (NHAP, BRN).*

While we try to keep Chapters aware of submission deadlines via Chapter Chat and CAHF News it is ultimately the responsibility of the Chapter to be aware of those deadlines and to promptly submit training requests.

Last-minute requests limit the Chapter's options because a pre-approved class becomes the only solution when there is no time to process a new class. And even a pre-approved presenter will have more trouble finding time to present your class when the timeframe is short.

Payment of submission fees:
New class submission fee is $189; pre-approved class submission fee is $129; an additional late fee of $50 is added to all submissions submitted late. You may send payment for the class when you send in the request or the QCHF accounting department will deduct the amount directly from your Chapter dues.

QCHF Response to Chapter Requests:
Once your request is received by QCHF, you will receive a confirmation by e-mail within three business days. After the course has been approved you will receive a blank sign-in sheet, certificates and evaluations for in person trainings and certificates and evaluations for virtual trainings; (blank test templates available upon request).

BEFORE AND AFTER THE PRESENTATION

Roster - Insure everyone signs the roster (sign-in sheets). This is mandatory -- QCHF is required to keep them on file for up to six-years.

Evaluations and Certificates - After the presentation, make sure all attendees complete an evaluation form and hand it in prior to receiving their certificate. This is also a requirement. If any attendee leaves early (for whatever reason) a certificate of completion should not be issued. To issue a certificate would be in violation of continuing education provider requirements and might endanger QCHF's provider authorization.

Document Collection - At the end of the presentation/Chapter meeting, collect all of the roster sheets of any type and completed evaluations and promptly return them to: QCHF, 2201 K Street, Sacramento, CA 95816.

Virtual Requirements - QCHF will provide you with an evaluation and CE certificate that you will be able to email to your attendees. You will be required to provide QCHF with a complete attendee list from the online learning platform. That list must include, at a minimum, the attendee's name, email address and the length of time that they were logged on to the online learning session.

Required Documents to be returned to QCHF for all virtual trainings:
Evaluation forms completed for each attendee
Tests results for each attendee (must reflect a 70% or better pass rate)
Proof of attendance Report*: The report (typically generated from your chosen virtual training platform) must be in one document and include the following

The report*/list must contain, but is not limited to the following:
- Training title
- Date of training
- Attendee name
- Attendee License number (if applicable)
- Date of birth (if no license number is available)
- Attendee email address
- Log in/out time for each attendee "report" (typically pulled form virtual learning platform)

Other virtual learning requirements:
The courses policies and procedures must address equipment failures and student absences.
The course online learning environment must provide safeguards to protect personal information.
To qualify for CE credit, each course must include course evaluations and tests results for each attendee

Suggestion: Make Copies - Some Education Chairs make a copy of the roster pages for their own files before sending the originals back to QCHF. This is a great idea. Having your own record of attendance can really come in handy when attendees lose their certificates and need to know what classes they attended.

Substitute Education Chair/Class Monitor - If you (the Chapter Education Chair) will not be attending the meeting, please note the following:

- Let QCHF know if we should send the class materials (evaluations, rosters, certificates etc.) to another Chapter person who will be there.

- Be sure that a Chapter person is assigned to monitor the presentation, see that the rosters and evaluations and test when required are completed, and distribute the certificates at the end of the presentation.

New Classes - Tips for developing topics and locating speakers:

- Issues that affect the operation of a facility such as legislation, regulations, reimbursement and labor will always be popular and timely Chapter training topics. "
- "Rap sessions" with panels and/or presenters from state and federal agencies are a great way to impart information about such issues. A rap session that includes district representatives from state agencies such as DPHS or DSS is a valuable annual offering for your Chapter.
- **Trends** are also good topics for class presentations. For example, if you see an item in the CAHF News that says citations for dietary violations are on the rise, you may want to schedule a class on a dietary issue such as food borne pathogens.
- **CAHF Associate Members** can also be a great source of topics and presenters. They can provide presentations containing the latest in technical expertise or that help facility personnel with operational problems or compliance issues.
    - *Make sure that when you plan a presentation by an associate member or a business entity of any kind, that they are aware that the presentation is strictly educational in nature and is not intended as a promotional opportunity for any specific goods or services.*
- **Non-profit organizations or foundations** are also good sources of topics and speakers. Any number of associations dealing with diseases and conditions common to long-term care residents now maintain speakers' bureaus that Chapters may access. Your local units of organizations such as the American Heart Association, the Arthritis Foundation or the American Diabetes Foundation can be valuable resources, along with groups dealing with Alzheimer's, Parkinson's or Huntington's disease. The American Red Cross or United Way may also have topics of interest to your Chapter.
- **Professional organizations** such as the California Medical Association, the California Association of Medical Directors or the California Rehabilitation Association are other sources of topics and presenters.
- **Consultants, therapists and other healthcare professionals** who routinely serve long term care/assisted living facilities can also be valuable resources. Medical records experts, podiatrists, dentists, registered dietitians, rehabilitation and occupational therapists, respiratory therapy providers, pharmacists and attorneys can also present a wide variety of topics.

Remember you have considerable expertise available to your Chapter utilizing the CAHF's staff knowledge and familiarity in a subject matter.

CAHF Program Directors and senior staff can address such areas as state and national issues, regulations, legislation, reimbursement, quality improvement, disaster preparedness, communications, media relations, government relations, managed care, developmental services, special care/mental health services, leadership training, marketing and much more.

Refer to the online CAHF Membership Directory "Our Team" for more information on staff members and their areas of expertise, or call QCHF for assistance. https://www.cahf.org/About/Our-Team (log in required)

FAQs

Who approves the classes for continuing education credit?
Nursing home administrator credits are approved by the Nursing Home Administrator Program (NHAP - formerly the Board of Nursing Home Administrators (BNHA). Registered nurse credits are provided by the Board of Registered Nursing (BRN) through the Quality Care Health Foundation as an approved provider.

Why do I have to submit new classes for approval so far ahead of the class date?
The approval agencies set their own timelines and must have your request on their desk at least 30 days prior to the class you are submitting approval for. This means QCHF must receive requests 50 days in advance in order to process the requests. Accrediting agencies will deny approval solely on the basis of late submission. Also, once QCHF receives your request and instructor information we still need time to fill out the particular forms required by the approval agencies and to produce checks for processing fees, etc. Classes that are approved well ahead of time also enable QCHF to have more time to create your class certificates, rosters and evaluations. Planning your class as far ahead as possible means you have the best chance it will be approved and you'll get the class materials in plenty of time.

What is a "pre-approved" class?
A pre-approved class is a class that has already been submitted and approved for continuing education credits and whose approval has not yet expired. All classes are approved for a certain length of time; when classes expire, they must be re-submitted for a new approval before they may be presented again.

For pre-approved classes, can I substitute instructors or alter the length of the class?
No. Once classes are approved a repeat presentation must be made by the original instructor(s); the length of the class may not be lengthened or shortened and the course content may not be changed. The certification agencies require this to ensure that classes consistently provide exactly what they were originally approved for. If you want to restructure a class and/or change instructors the new version of the class must be submitted for approval as an entirely new class.

Why do the rosters (sign-in sheets) require us to list our birth dates?
This is a requirement of the certification agencies that helps them establish identification when two or more persons have the same or very similar names.

What do I do when a presenter has to cancel shortly before the class date?
Call QCHF immediately for assistance in finding a pre-approved class. We know that people depend on their Chapter for continuing education and we'll make every effort to help you find a replacement presentation.

After the class, what do I do with the completed evaluations, rosters; electronic for virtual and printed for in person and test, when required? Please send them promptly back to QCHF. We are required to keep the evaluations, rosters and tests (when required) on file.

If you have any questions regarding Chapter Education or the information contained in this publication, please feel free to call or email QCHF.

Claire Enright, Executive Director (916) 432-5190
Cheyenne Merced, Education Assistant (916) 432-5185 or cmerced@cahf.org

Glossary

BNHA: Board of Nursing Home Administrators – now called **NHAP** (Nursing Home Administrators Program) – the licensing authority for long-term care administrators in California

BRN: Board of Registered Nursing - BRN is responsible for implementation and enforcement of the Nursing Practice Act: the laws related to nursing education, licensure, practice, and discipline.

CAHF: California Association of Health Facilities – the AHCA affiliate trade association in California.

Certificate: The certificated of completion presented to a class attendee at the conclusion of the class.

CE: Continuing Education. One credit is earned for each hour of education completed.

Chapter Continued Education Request Form: The request form that must be used when scheduling either a new or pre-approved class for a Chapter presentation.

CV: Curriculum vitae: a short account (similar to a resume') of a person's career history and qualifications. A current resume or CV for each presenter must accompany any request for a new class.

DHCS: The California Department of Health Care Services, the licensing and certification agency for skilled nursing facilities.

Evaluation: The written, post-class questionnaire that must be completed by each attendee. Chapter Education Chairs collect the completed evaluations and return them to QCHF.

NHAP: The Nursing Home Administrator Program, the licensure agency for nursing home (skilled nursing facility) administrators. NHAP was formerly known as the Board of Nursing Home Administrators (BNHA). A "P" at the end of NHAP stands for "Direct Patient Care" hours. Hands on, face-to-face contact with patients for the purpose of diagnosis, treatment. and monitoring

Pre-approved class: A class that is already approved for continued education. Pre-approved classes may be presented repeatedly until the time of their expiration of approval.

QCHF: Quality Care Health Foundation – the not for profit, educational arm of CAHF.

Roster: The sign-in sheet which requires all attendee's signatures. The rosters along with class evaluations must be returned to QCHF after the class has been presented.

Virtual: Online training that the speaker is presenting and the attendees can ask questions in real time "Live" on a computer/phone etc.

QUALITY CARE HEALTH FOUNDATION

2201 K Street, Sacramento, CA 95816
Phone: (916) 432-5185
Email: Cmerced@cahf.org

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CAHF Chapter - QCHF CONTINUED EDUCATION (CE) REQUEST FORM

It is mandatory that all Chapter CE requests be submitted <u>via email</u> to Cheyenne Merced at
cmerced@cahf.org

It is recommended that you save this document prior to completing to avoid losing valuable information

Fees are:	**$ 259.00 for new request or renewal**
	$ 199.00 for pre-approved class
Check Enclosed	☐
Deduct from Chapter Dues:	☐
Additional $50.00 Late Fee:	☐ **(updated 10/24/2023)**

Date of Request: _____   Date of Program: _____

New Program: ☐   (date of program must be at least 50 days away)

Pre-Approved Program: ☐   (date of program must be at least 10 days away)
C:\Users\CheyenneMerced\OneDrive - CAHF QCHF\Operations\QCHF\Education_Assistant_QCHF\Chapter_Documents

Title of Program:_____

Instructor Name:_____

Chapter Name: _____

Chapter Contact Person: _____

Phone Number:_____   E-Mail Address: _____

Facility Name: _____

Facility Address: _____

Location of Program: (Address) _____

Virtual / Web Based Documents Requested: ☐   **In Person Documents Requested**: ☐

Number of Hours Requested: _____   **(length of program rounded to the nearest hour)**

CREDITS DESIRED: (Licensure boards make final approval on all categories of credits approved).
☐ **NHAP**   ☐ **NHAP(P)**   ☐ **BRN**

If the program is pre-approved fill out this page only
All rates will automatically be charge/deducted based on the most up-to-date form posted to the CAHF website
https://www.cahf.org/Education-Events/Education/Programs-Services

COURSE INFORMATION

Program Date: _____

Program Title: _____

SPEAKER/INSTRUCTOR INFORMATION
(Must include resume or curriculum vitae)

PLEASE NOTE: All information must be complete for continuing education credit approval.

Instructor Name: _____

Educational Credentials (degree and field) of speaker/instructor: _____

License #: _____

Years of teaching experience: _____   Years in long term care: _____

DESCRIPTION OF COURSE

OBJECTIVES
(e.g., At the completion of this program participants will be able to
describe, identify, understand, list, evaluate, demonstrate, etc.)

1. _____

2. _____

3. _____

4. _____

AGENDA
(Must be completed in one hour increments)

First Hour: _____

Second Hour: _____

Third Hour: _____

Fourth Hour: _____

(If agenda requires additional class hours use a separate sheet of paper)

***CE associated with this training will only be recognized if all original evaluation forms,
attendee list and completed tests (scoring at least 70%) are returned to QCHF.***

**If you would like the questions included in the evaluation that is provided please fill out the below
and turn in with your CE Continued Education Request form**

Question 1:

A: _____ B: _____

C: _____ D: _____

Question 2:

A: _____ B: _____

C: _____ D: _____

Question 3:

A: _____ B: _____

C: _____ D: _____

Question 4:

A: _____ B: _____

C: _____ D: _____

Question 5:

A: _____ B: _____

C: _____ D: _____