



CAHF CHAPTER TRAINING HANDBOOK

CAHF Chapter President & Education Chairperson's Guide

Prepared by Quality Care Health Foundation

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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 developed 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 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

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THE PAPERWORK

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:

Submit requests as early as possible. 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 40 days (NHAP, BRN).

While we try to keep Chapters aware of submission deadlines via Chapter Chat, , CAHF News and the weekly QCHF Education Bulletin, 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. 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 \$169; pre-approved class submission fee is \$109. 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 two business days. After the course has been approved, you will receive a blank sign-in sheet, certificates and evaluations.

AT THE PRESENTATION

Roster - Make sure everyone signs the roster (sign-in sheets). This is a must -- 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) - especially from a multi-hour class - do not give them a certificate. To do so 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 and completed evaluations and promptly return them to QCHF at 2201 K Street, Sacramento, CA 95816. All unused evaluations and certificates may be discarded.

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 and certificates) 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 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 relevant issues. A rap session that includes district representatives from state agencies such as DHCS or DPH is a valuable annual offering for your Chapter.
- **Trends** are also good topics for class presentations. For example, if you see an item in 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 offer talks that help facility personnel with operational problems or compliance issues.
 - *Make sure 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 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.

Finally, don't forget the considerable expertise available to your Chapter in the form of presenters from CAHF's staff.

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 for more information on staff members and their areas of expertise, or call QCHF for assistance.

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 for approval. This means QCHF must receive requests 40 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 each class reflects the approved content. 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) now require us to list our birth dates?

This is a new 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 and unused certificates? Please send them promptly back to QCHF. We are required to tally the evaluations and keep the rosters on file. Unused certificates and evaluations can be discarded (See section titled "At the Presentation").

We hope that this Handbook proves useful to you.

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

Glossary

Assisted Living: Same as Residential Care Facility for the Elderly - RCFE.

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

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

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

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

Chapter Training Module Request: 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).

Pre-approved class: A class that is already approved for CEs. 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.

All rates will automatically be charge/deducted based on the most up-to-date form posted to the CAHF website

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)