

CORE Domains of Practice

1	Care, Services, and Supports
1A	Quality of Care
1A1	Medical and Nursing Care Practices
1A2	Medication Management and Administration
1A3	Disease Management (e.g., acute vs. chronic conditions)
1A4	Nutrition and Hydration (e.g., specialized diets)
1A5	Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs)
1A6	Rehabilitation and Restorative Programs
1A7	Care Recipient Assessment and Interdisciplinary Care Planning
1A8	Clinical and Medical Records and Documentation Requirements (e.g., storage, retention, destruction)
1A9	Medical Director
1A10	Emergency Medical Services (e.g., CPR, first aid, Heimlich maneuver, AED)
1A11	Transition of Care (e.g., admission, move-in, transfer, discharge, and move-out)
1A12	Basic Healthcare Terminology
1B	Quality of Life
1B1	Psychosocial Needs (e.g., social, spiritual, community, cultural)
1B2	Person-Centered Care and Comprehensive Care Planning
1B3	Care Recipient Bill of Rights and Responsibilities
1B4	Care Recipient Safety (e.g., fall prevention, elopement prevention, adverse events)
1B5	Care Recipient (and Representative) Grievance, Conflict, and Dispute Resolution
1B6	Care Recipient Advocacy (e.g., Ombudsman, resident and family council)
1B7	Care Recipient Decision-Making (e.g., capacity, power of attorney, guardianship, conservatorship, code status, advance directives, ethical decision-making)
1B8	Care Recipient (and Representative) Satisfaction
1B9	Recognition of Maltreatment (e.g., abuse, neglect, exploitation)
1B10	Mental and Behavioral Health (e.g., cognitive impairment, depression, social support systems)
1B11	Trauma-Informed Care (e.g., PTSD)
1B12	Pain Management
1B13	Death, Dying, and Grief
1B14	Restraint Usage and Reduction
1B15	Foodservice (e.g., choice and menu planning, dietary management, food storage and handling, dining services)
1B16	Social Services Programs
1B17	Therapeutic Recreation and Activity Programs
1B18	Community Resources, Programs, and Agencies (e.g., meals on wheels, housing vouchers, Area Agencies on Aging, Veterans Affairs)
1C	Ancillary Services
1C1	Hospice and Palliative Care
1C2	Specialized Medical Equipment (e.g., oxygen, durable medical equipment)

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- 1C3 Transportation for Care Recipients
- 1C4 Telemedicine (e.g., e-health)
- 1C5 Diagnostic Services (e.g., radiology, lab services)
- 1C6 Dental and Oral Care Services
- 1C7 Healthcare Partners and Clinical Providers (e.g., MD/DO, Nurse Practitioner, Psychiatrist, Podiatrist, Dentist)
- 1C8 Volunteer Programs

2 Operations

2A Financial Management

- 2A1 Budgeting and Forecasting
- 2A2 Financial Analysis (e.g., ratios, profitability, debt, revenue mix, depreciation, operating margin, cash flow)
- 2A3 Revenue Cycle Management (e.g., billing, accounts receivable, accounts payable, collections)
- 2A4 Financial Statements (e.g., income/revenue statement, balance sheet, statement of cash flows, cost reporting)
- 2A5 Revenue and Reimbursement (e.g., PDPM, PDGM, ACOs, HMOs, Medicaid, private payors)
- 2A6 Financial Reporting Requirements (e.g., requirements for not-for-profit, for-profit, and governmental providers)
- 2A7 Integration of Clinical and Financial Systems (e.g., EMR/HER, MDS)
- 2A8 Internal Financial Management Controls (e.g., segregation of duties, access)
- 2A9 Supply-Chain Management (e.g., inventory control)
- 2A10 Resident Trust Accounts for Personal Funds

2B Risk Management

- 2B1 OSHA Rules and Regulations
- 2B2 Workers' Compensation
- 2B3 Ethical Conduct and Standards of Practice
- 2B4 Compliance Programs
- 2B5 Risk Management Process and Programs
- 2B6 Quality Improvement Processes (e.g., root cause analysis, PDCA/PDSA)
- 2B7 Scope of Practice and Legal Liability
- 2B8 Internal Investigation Protocols and Techniques (e.g., incidents, adverse events)
- 2B9 Mandatory Reporting Requirements (e.g., incidents, adverse events, abuse, neglect, financial exploitation, fraud)
- 2B10 Insurance Coverage (e.g., liability, property)
- 2B11 Healthcare Record Requirements (e.g., confidentiality, disclosure, safeguarding, HIPAA, HITECH)
- 2B12 Security (e.g., cameras, monitoring systems, locks, staff location reporting)
- 2B13 Contracted Services (e.g., roles, responsibilities, oversight, background checks)

2C Human Resources

- 2C1 Federal Human Resources Laws, Rules, and Regulations (e.g., ADA, FMLA, Wage and Hour, FLSA)

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- 2C2 Selection and Hiring Practices (e.g., EEOC, interviewing, adverse impact, protected classes, occupational qualifications)
- 2C3 Compensation and Benefits Programs (e.g., time off, healthcare insurance, employee pay and payroll)
- 2C4 Organizational Staffing Requirements and Reporting (e.g., PBJ)
- 2C5 Staff Certification and Licensure Requirements
- 2C6 Professional Development (e.g., maintenance of credentials, continuing education)
- 2C7 Employee Training and Orientation
- 2C8 Performance Evaluation
- 2C9 Human Resource Policies (e.g., drug-free workplace, discipline, job classification, photography and video, social media usage, mobile phone usage)
- 2C10 Employee Record-Keeping Requirements
- 2C11 Employee Grievance, Conflict, and Dispute Resolution
- 2C12 Employee Satisfaction, Engagement, and Retention
- 2C13 Cultural Competence and Diversity Awareness
- 2C14 Labor Relations (e.g., union, collective bargaining [CBA], contract/pool staff)

3 Environment and Quality

3A Care Setting

- 3A1 Federal Codes and Regulations for Building, Equipment, Maintenance, and Grounds
- 3A2 Person-Centered Environment (e.g., home-like environment)
- 3A3 Safety and Accessibility (e.g., ADA, safety data sheets)
- 3A4 Facility Management and Environmental Services
- 3A5 Information Systems Infrastructure (e.g., configurations, data security, technical controls)
- 3A6 Preventative and Routine Maintenance Programs (e.g., pest control, equipment, mechanical systems)
- 3A7 Infection Control and Sanitation (e.g., linens, kitchen, hand washing, healthcare-acquired infections, hazardous materials)
- 3A8 Disaster and Emergency Planning, Preparedness, Response, and Recovery (e.g., Appendix Z)

3B Regulatory Compliance

- 3B1 Federal Healthcare Laws, Rules, and Regulations
- 3B2 Government Programs and Entities (e.g., Medicare, Medicaid, waivers)
- 3B3 Certification and Licensure Requirements for the Organization

4 Leadership and Strategy

4A Leadership

- 4A1 Organizational Structures (e.g., departments, functions, systemic processes)
- 4A2 Organizational Change Management
- 4A3 Organizational Behavior (e.g., organizational culture, team building, group dynamics)

CORE Domains of Practice

- 4A4 Leadership Principles (e.g., communication, styles, mentoring, coaching, personal professional development)
- 4A5 Governance (e.g., board of directors, governing bodies, corporate entities, advisory boards)
- 4A6 Professional Advocacy and Governmental Relations
- 4B Organizational Strategy**
- 4B1 Mission, Vision, and Value Statements
- 4B2 Strategic Business Planning (e.g., new lines of service, succession management, staffing pipeline)
- 4B3 Business Analytics (e.g., evidence-based practice, data analytics)
- 4B4 Business Development (e.g., sales, marketing, partnerships, ACOs, contracts and agreements, negotiations)
- 4B5 Public Relations and External Stakeholders (e.g., hospitals, referrals sources, local community, donors)