

# CBRF Manager's Certification Program

**LeadingAge™**  
**Wisconsin**  
*Better Services for Better Aging*

**The CBRF Manager's Certification Program includes four (4) DVDs and the comprehensive CBRF Manual with forms, policies, practical tips, resources, regulatory references, and other valuable material designed to assist you in your role as a CBRF manager.**

**Produced By:  
LeadingAge Wisconsin**

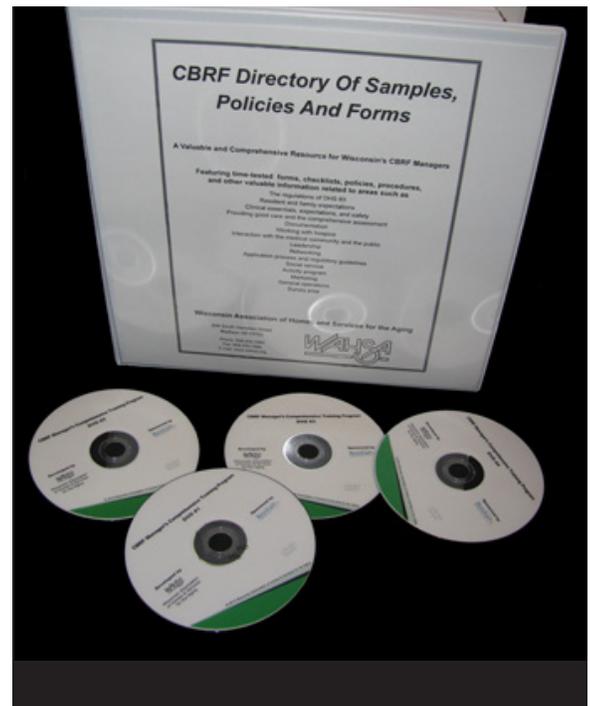
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This educational and entertaining curriculum is designed to enhance the knowledge base of the Community Based Residential Facility (CBRF) manager. New and experienced managers alike will gain valuable insights and tips for successfully operating a Community Based Residential Facility that truly embraces the philosophy of assisted living.

The four DVD set will review the regulations of DHS 83, illustrated with practical, real life examples, to ensure that you gain value-added implementation strategies to strengthen operations and maintain success into the future. You will review successful strategies for ISPs. You will analyze the Nurse Practice Act as it relates to delegation and safe care delivery in the CBRF setting. You will identify the changing expectations of the new generation of seniors and link these expectations to innovative opportunities to restructure how you provide cares and promote socialization.

This comprehensive training course brings together the best information, resources, policies, procedures, forms, and strategies shared by knowledgeable and successful CBRF managers from across the state. From tips on implementing culture change in assisted living to strategies for effective communication with the medical community, this course will assist in preparing you, the CBRF manager, to adapt to the future of this unique senior life setting.

**Important Note: This course does not meet Bureau of Assisted Living (BAL) requirements as a department approved assisted living administrator's training course. Rather, this program picks up where basic manager training programs end. This program will provide you time-tested practices and hands-on tools to effectively manage your CBRF.**



## **This two DVD set includes thorough discussion of issues such as:**

**Each participant who successfully completes the course post test and submits the final evaluation will receive the official CBRF Manager's Certificate.**

### **Part 1 -- Review**

- Introduction
- Review of regulations

### **Part 2 -- Daily Practice and Operating Philosophy**

- Implementing regulations in daily practice/operating philosophy

### **Part 3 -- Tenant and Family Expectations**

- Identifying expectations of tenants and families
- Opportunities for exceeding tenant and family expectations

### **Part 4 -- Clinical Essentials, Expectations, and Safety**

- Nurse Practice Act
- Standards of practice and best practices
- RN delegation
- Clinical basis for policies and procedures
- Implementing clinically sound practices and policies to guide decision-making

### **Part 5 -- The Value of Networking**

- Interaction with peers
- Professional associations
- Benefits of LeadingAge Wisconsin membership

### **Part 6 -- Interaction with the Medical Community and the Public**

- Communicating effectively
- Educational opportunities
- Involving the ombudsperson

### **Part 7-- Working with Hospice**

- Specific policies/expectations
- Contracts
- Guidelines for medications and communication

### **Part 8 -- Documentation**

- Review of regulations regarding documentation
- Examples and forms

### **Part 9 -- Providing Cares with a Focus on Needs Identified in the Comprehensive Assessment**

- Use of decision trees and risk assessment tools
- Review of comprehensive assessment forms, face sheet, etc.
- Development and implementation of ISPs
- Continue with development of tools
- Putting the tools into practice

# CBRF Manager's Certification Program

## Part 10—General Reminders/Information

### Part 11 -- Operations

- Department action
- Biennial reports
- Change of ownership
- Facility closing
- Investigation, notification and reporting requirements
- Licensee and administrator requirements/qualifications
- Employee hiring and employee records
- Orientation and training requirements
- Diversity training
- Leadership and management
- Emergency/pandemic planning
- Family Care information and referral
- Infection control
- Oxygen storage
- Food service
- Environmental concerns
- Housekeeping services
- Building and maintenance
- Fire safety requirements
- Survey process

### Part 12 -- Legal Considerations

- Release from responsibility for discharge
- Death in the facility
- Corpse tracking/census tracking
- HIPPA guidelines
- Protective placement
- Guardianship
- Wisconsin Caregivers program
- Chapter 51 process
- Annual reviews
- DPOA/Advanced directives
- Do Not Resuscitate
- Are you a CPR or non-CPR facility
- CBRF staff communication book
- Transfer to another care setting or acute care hospital
- "Final thoughts"

### Purchase Price

**LeadingAge Wisconsin members or subscribers: \$350**

**Non-members: \$550**

This price includes the complete CBRF Manager's Certification Program on a four (4) DVD set.

This price also includes a comprehensive CBRF Manual with forms, policies, practical tips, resources, regulatory references, and other valuable material designed to assist you in your role as a CBRF manager.

LeadingAge Wisconsin members and subscribers also will receive a CD with the contents of the CBRF Manual in downloadable, ready-to-modify and use formats. (This CD is not available to non-LeadingAge Wisconsin members/subscribers.)

(Please note: The above price does not include shipping. Shipping and handling is an additional \$15 per DVD/Manual set.)

# What You Will Learn (Expected Outcomes)

1. Define the philosophy of assisted living.
2. Analyze the regulations governing licensing categories and application requirements.
3. Discuss regulations related to the program statement, admission and retention guidelines, admission criteria, and termination of occupancy.
4. Outline the regulations of DHS 83 as related to medication administration.
5. List tips for implementing regulations in daily practice.
6. Identify opportunities for exceeding tenant and family expectations.
7. Evaluate the Nurse Practice Act and delegation of cares as they relate to DHS 83.
8. Demonstrate the value of using clinically-based policies to guide decision-making and care delivery.
9. Demonstrate the value of networking with other CBRF providers and professional organizations.
10. Develop a plan for communicating effectively with the medical community.
11. Discuss the requirements for, and benefits of, successfully working with hospice providers.
12. Outline documentation requirements.
13. List tips for providing cares based on diagnosis, conditions, and medications identified in the comprehensive assessment.
14. Analyze the comprehensive assessments, ISPs, and evaluations developed by the LeadingAge Wisconsin CBRF Quality Improvement Network.
15. Outline regulations concerning investigation and notification and reporting requirements.
16. Outline requirements for employee hiring and maintaining employee records.
17. Evaluate orientation and training requirements.
18. Analyze the components and value of strong leadership and management.
19. Identify Family Care resources.
20. Discuss environmental and safety regulations.
21. Outline the requirements of the survey process and how to achieve success in the survey.
22. Evaluate the legal aspects of regulatory compliance, including issues such as DPOA/advanced directives and Chapter 51 processes.



# Faculty

**Sherry Cira:** Bachelors of Social Work from UW-Eau Claire and Masters in Medical Social Work from UW-Madison. Four years experience working in an acute care hospital setting as a Social Worker/Discharge Planner. Twenty years experience working in long-term care as a nursing home social worker. Experience serving as the Independent Senior Housing Assistant Administrator and Service Coordinator, as well as Administrator of a 48-bed CBRF. Presently Director of Organizational Advancement for a long-term care campus in Wauwatosa, Wisconsin. Member of the LeadingAge Wisconsin Echelon Program.

**Robert J. Heath:** Shareholder in and Chair of Reinhart Boerner Van Deuren's Health Care Department. Practice focuses on general regulatory, corporate, and transactional representation of health care providers, with a special emphasis on legal issues as they affect long-term care facilities, including nursing homes, assisted living facilities, and senior housing providers. Also involved in the areas of health care acquisitions and mergers, joint ventures, managed care law, and health care-related administrative law matters.

**Michelle Lussmeyer:** Bachelor's of Social Work and a Master of Science degree in Management. Over the past ten years, has worked in direct care and has served as a case coordinator, and social service director. Experience in serving as a Vice President of Resident and Community Care for a provider located in Walworth County. Founding member of the LeadingAge Wisconsin Assisted Living Quality Improvement Network (now Echelon).

**A. John Richter:** Attorney at law focusing on providing counsel to health care entities on corporate and regulatory matters.

**Amy Ruedinger, RN, RAC-CT:** Founder and president of Pinnacle Innovative Health Care Solutions. Extensive experience and specialized training in long-term care, the RAI process, Medicare/Medicaid, and assisted living philosophies and regulations. More than 20 years experience in caring for the elderly, starting as a nursing assistant in long term care. Served as the RN for several assisted living facilities. Duties included staff supervision, resident/tenant assessments, development and implementation of policies for care delivery and emergency situations, and ongoing staff education. Has participated in the development of LeadingAge Wisconsin quality improvement projects.

**Dyonne Wilhelm, RN:** Bachelor's Degree in Nursing. Twenty years experience in long-term care services with not-for-profit organizations. Administrator of Assisted Living at a facility located in Wauwatosa, Wisconsin. Responsible for the administrative oversight of a 40-unit CBRF for memory care and a 32-unit CBRF for frail elderly. Member of the LeadingAge Wisconsin Echelon Program.

LeadingAge Wisconsin commends and applauds the many CBRF professionals who came together in a cooperative spirit and dedicated their time, effort, and expertise to make this program possible. The presenters, along with the members of LeadingAge Wisconsin's CBRF Quality Improvement Task Force, have pooled not only their knowledge, but also their wealth of policies, procedures, and forms, to make this program possible.

We invite you to learn from the vast experience of these knowledgeable experts!

# LeadingAge Wisconsin

## For Additional Information

- If you have any questions,
- If you would like additional information related to any aspect of this training program,
- If you are a not-for-profit long term care or assisted living organization and are interested in membership information, or
- If you are a proprietary long term care or assisted living organization and are interested in subscription information,

Please contact:  
**LeadingAge Wisconsin**  
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[info@LeadingAgeWlorg](mailto:info@LeadingAgeWlorg)

LeadingAge Wisconsin is a statewide not-for-profit membership corporation. LeadingAge Wisconsin enhances members' dedication to excellence in providing programs and services to assist members in meeting the needs of seniors and persons with a disability. LeadingAge Wisconsin demonstrates a caring commitment to the highest quality of life and greatest independence for each individual served.

LeadingAge Wisconsin believes in taking a leadership role in representing and promoting the interests of its members through activities of advocacy, education, professional development, research, and services. LeadingAge Wisconsin also believes in enhancing the members' ability to meet the social, health, environmental, and quality of living needs of the individuals and communities they serve.

The Association serves and represents its members to better enable them to enhance the quality of life for residents and others served by member programs. LeadingAge Wisconsin does this by:

- Providing professional development.
- Interpreting social, economic, and political trends.
- Influencing public policy formation.
- Sharing information.
- Providing a broad array of services.

The association is dedicated to the development of a continuum of care that meets the physical, spiritual, emotional, and social needs of aging persons and persons with disabilities while providing the individual with options and a means of achieving maximum independence. LeadingAge Wisconsin encourages its members to achieve high professional standards and provide innovative approaches to the delivery of quality services that are both effective and efficient and which result in the enhancement and enrichment of the lives of those served.

Currently, LeadingAge Wisconsin represents a total of 188 not-for-profit organizations which own, operate, or sponsor 195 nursing homes, 8 intermediate care facilities, 87 residential care apartment complexes, 95 community-based residential facilities, 114 senior housing facilities, and over 300 community-based programs ranging from Alzheimer's support, child and adult day care, home care, and hospice to Meals on Wheels. All totaled, LeadingAge Wisconsin serves 440 not-for-profit long-term care, senior housing, and other community-based providers serving seniors and persons with a disability. LeadingAge Wisconsin members employ over 38,000 people who provide compassionate care and service to over 48,000 individuals each day.

# Order Form

Name \_\_\_\_\_  
Email Address \_\_\_\_\_  
Facility/Organization \_\_\_\_\_ Phone # \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_

Please send me the four DVD set of the CBRF Manager's Certification Program and the comprehensive CBRF Manual with forms, policies, practical tips, resources, regulatory references, and other valuable material designed to assist me in my role as a CBRF manager.

**Purchase Price (please check one):**

I am a LeadingAge Wisconsin member or subscriber, and I understand the purchase price is \$350 per set. I understand this program does not satisfy my DHS 83 CBRF Administrator Training Requirements.

I am not a LeadingAge Wisconsin member/subscriber, and I understand the purchase price is \$550 per set. I further understand this program does not satisfy my DHS 83 CBRF Administrator Training Requirements.

A. Total number of sets ordered: \_\_\_\_\_  
B. Price per set (see above): \$ \_\_\_\_\_  
C. Subtotal (A x B) \$ \_\_\_\_\_  
D. Shipping and handling \$ 15.00  
E. Total Amount Enclosed (C + D) \$ \_\_\_\_\_

**Please make all checks payable to LeadingAge Wisconsin.**

**Complete and return this form to:**

**LeadingAge Wisconsin**

**204 South Hamilton Street, Madison, WI 53703**

**Phone: (608) 255-7060 Fax: (608) 255-7064 Email: [info@LeadingAgeWI.org](mailto:info@LeadingAgeWI.org)**