

FHCA 2019 Annual Conference & Trade Show

CE Session #43 – Preceptor Refresher Course

Wednesday, August 7 – 2:15 to 4:15 p.m.

Celebration 1-2 – Leadership/Management

Upon completion of this presentation, the learner will be able to:

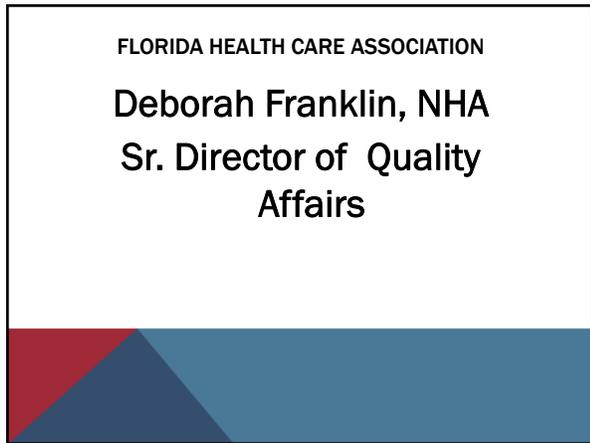
Seminar Description:

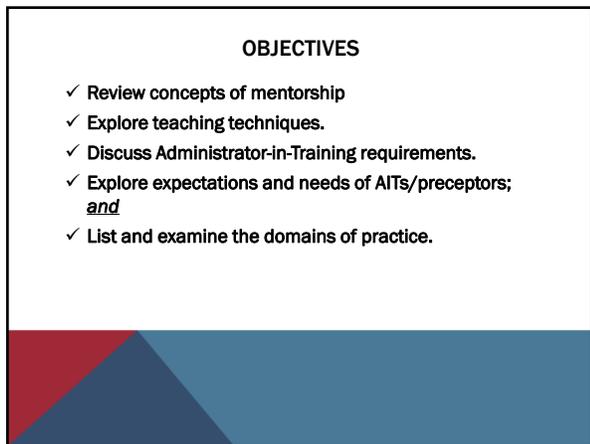
Board of Nursing Home Administrators' regulations pursuant to 64B10-16.0025(2), FAC, require all Florida Nursing Home Administrators with Preceptor Certification to take a two-hour Preceptor Refresher Course upon license renewal every two years. This course will meet that requirement. If you are considering becoming a Preceptor, this session will also provide an overview to help you understand the needs and expectations of AITs and Preceptors. FHCA's Senior Director of Quality Affairs, Deborah Franklin will moderate this session as experts, including current and past members of the Board of Nursing Home Administrators, probable cause panel members and experienced Preceptors share their knowledge.

Presenter Bio(s):

Deborah Franklin is the Senior Director of Quality Affairs for Florida Health Care Association (FHCA). She is responsible for leading the Association's internal quality department while pioneering initiatives on quality improvement in long term care. Previously Deborah has served as Director of Operations for the not-for-profit Florida Living Options, which operates the Hawthorne Villages in Florida. She has successful experience with organizational leadership and health care management, opening and managing new facilities and turning around troubled facilities. Deborah Franklin is a past president of FHCA, a Walter M. Johnson, Jr. Circle of Excellence Award an Arthur H. Harris Government Services Award recipient and a graduate of the American Health Care Association Future Leaders of Long Term Care in America program. She has served on the Governor's transition team for the Florida Department of Elder Affairs, the Lt. Governor's Health Care Planning Council and the Hillsborough County Indigent Health Care Advisory Council.







FLORIDA BOARD OF NURSING HOME ADMINISTRATION

Role and Responsibilities of the Board of Nursing Home Administrators:

To ensure that all licensed Florida NHA meet minimum requirements for safe practice—

- Licensure (by examination or endorsement)
- Develop Rules
- Continuing Education
- Disciplinary Action
- Regulatory
- AIT Program

468.665, Florida Statutes



THE FLORIDA BOARD OF NURSING HOME ADMINISTRATORS

The Board of Nursing Home Administrators is composed of seven members appointed by the Governor and confirmed by the Senate:

- Three members must be licensed nursing home administrators.
- Two members must be health care practitioners.
- The remaining two members must be laypersons who are not, and have never been, nursing home administrators or members of any health care profession or occupation.
- At least one member of the board must be 60 years of age or older.

468.1665, Florida Statutes



WELCOME

**Florida
Board of Nursing Home
Administrators**



LEGAL ISSUES FOR NHA



Welcome
Karen Goldsmith, PA
Goldsmith & Grout



WELCOME

The AIT Experience



WELCOME

The Successful Preceptor



RULE – 64B10-16.0025

As of 2010, Preceptors must attend a two-hour refresher course every biennium following approval.

Topics must include concepts of mentorship, teaching techniques, AIT program requirements, analysis of expectations/ needs of AIT/Preceptors and domains of practice.



PRECEPTOR REQUIREMENTS

- Active Licensed Florida NHA
- NHA Practice 3 of last 5 years in any jurisdiction
- No discipline during that time

64B10-16.002 Florida Administrative Code



**PRECEPTOR REQUIREMENTS
(CONTINUED)**

- Must attend 6 hour approved Preceptor training approved by the NHA Board and receive certificate
- Must apply to be a Preceptor within 3 years of completing 6 hour course

64B10-16.002 Florida Administrative Code



**PRECEPTOR REQUIREMENTS
(CONTINUED)**

- Submit certificate;
- Submit Form DOH NHA 014 with \$100 fee to BNHA
- Must complete oral interview with BNHA member



**PRECEPTOR REQUIREMENTS
(CONTINUED)**

- Must be in direct management control of the facility(license on the wall)
- May not supervise member of immediate family



**PRECEPTOR REQUIREMENTS
(CONTINUED)**

- Must re-apply if NHA license becomes inactive or delinquent
 - Failure to complete refresher course results in loss of preceptor certification
- 64B10-16.002 Florida Administrative Code



CEU BENEFITS

- Any licensee who acts as a preceptor for an Administrator-in-Training and completes the preceptorship within any biennium shall be allowed a maximum of ten (10) hours of continuing education credit for precepting one (1) AIT or fifteen (15) contact hours of continuing education credit for precepting two (2) AITs within that biennium.
- Any licensee who acts as a preceptor for an Internship and completes preceptorship within any biennium shall be allowed a maximum of five (5) hours of continuing education credit for that biennium.

Florida Rule, Chapter 64B10-15.002 Criteria for Approved Continuing Education



FLORIDA BOARD OF NURSING HOME ADMINISTRATORS

2016	2017	2018
1622 NHA licensees	1525 NHA licensees	1662 NHA licensees
423 Preceptors	390 Preceptors	426 Preceptors
47 AITs	48 AITs	44 AITs



AIT PROGRAM

- The Board must approve each nursing center where the training will take place.
- The nursing center must have at least 60 beds.
- The training must be under the full-time supervision of the preceptor.
- A preceptor may have only one AIT at a time, unless a licensed assistant administrator is present and the center has at least 120 beds.



- AIT Program begins first day of month following Board approval
- AIT must sign agreement with Preceptor



AIT PROGRAM REQUIREMENTS

Work Week

- 30-50 hours required
- No less than 6 hours per week between 7A-10p
- 40-160 hours required 10p-7a



AIT Program Requirements -Time off

- Two weeks are allowed for military leave
- Two weeks are allowed for vacation
- Reasonable sick leave is allowed
- A temporary discontinuance of up to one year may be allowed, BUT credit is only retained for completed and approved quarters
- An interruption for compulsory military leave will be approved and the AIT must resume the training within one year of discharge from active duty



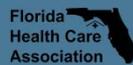
AIT REQUIREMENTS

Must have a Baccalaureate Degree with major in health care administration, or 60 semester hours in specified subjects, plus 1000 hour AIT Program, or College/university affiliate internship



AIT REQUIREMENTS

- Rotate through ALL Departments
- An AIT shall not fill a specific specialized position in the nursing center during regular AIT hours
- The AIT cannot fill a position when an employee is on vacation



- Must submit quarterly reports to Board, jointly with Preceptor
- May be required to do extra work as required by Board



UNIVERSITY INTERNSHIPS

Hour Requirements will differ

Reporting requirements will differ

Reports go to University

Grading and reporting to the state is completed by the University

May include a specific project requirement



WELCOME

Kristine Webb

The Millenia AIT



WHAT IS MENTORING?



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MENTORING

Mentoring is a special partnership between two people based on commitment to the mentoring process, common goals and expectations, focus, mutual trust and respect. Mentoring can also encompass activities that allow for transfer of knowledge and skills from one employee to others.

Both the mentor and the mentee give and grow in the mentoring process. The mentee can learn valuable knowledge from the mentor's expertise and past mistakes and competencies can be strengthened in specific areas.

The success of mentoring will depend on clearly defined roles and expectations.



BENEFITS OF MENTORING FOR THE MENTOR

- Renews enthusiasm for the role of the expert
- Obtains a greater understanding of the barriers experienced at low levels of the organization
- Enhances skills in coaching, counseling, listening, and modeling
- Develops and practices a more personal style of leadership
- Demonstrates expertise and shares knowledge
- Increases generational awareness



BENEFITS OF MENTORING FOR THE MENTEE

- Gains sharper focus on what is needed to grow professionally
- Furthers development as a professional in a higher level position
- Gains capacity to translate values and strategies into productive actions
- Complements ongoing formal study and/or training and development activities
- Gains career development opportunities
- Gets assistance with ideas and honest feedback
- Demonstrates strengths and explores potential
- Increases career networks
- Improves ability to express expectations, goals, and concerns
- Receives knowledge of organizational culture



RESPONSIBILITIES - MENTOR

- Meet with your mentee and/or engage in mentoring activities
- Explain how the organization is structured
- Support the organization's mission, vision, and goals
- Look for experiences that will stretch the mentee
- Stay accessible, committed, and engaged during the length of the program
- Listen well
- Provide open and candid feedback
- Offer encouragement through genuine positive reinforcement
- Be a positive role model
- Share "lessons learned" from own experiences
- Be a resource and sounding board
- Keep conversations confidential



RESPONSIBILITIES - MENTEE

- Meet with your Mentor regularly
- Be proactive about contacting your mentor and scheduling meetings
- Commit to self-development
- Assume responsibility for acquiring or improving skills and knowledge
- Discuss individual development planning with the mentor
- Be open and honest on goals, expectations, challenges, and concerns
- Prepare for meetings and come with an agenda
- Actively listen and ask questions
- Seek advice, opinion, feedback and direction from the mentor
- Be receptive to constructive criticism/feedback and ask for it
- Respect the mentor's time and resources
- Keep your conversations confidential



WHO DO YOU THINK OF WHEN YOU THINK OF A GOOD MENTOR?



TIPS FOR BEING A GREAT MENTOR/COACH

- Encourage Your AIT to Communicate Openly
- Set Firm Guidelines and Expectations from the Beginning
- Provide Clear Performance Measures
- Practice Active Listening
- Mentoring Is a Serious Business Relationship
- Be a role model
- Have a set meeting schedule with AIT
- Be realistic with their performance



UNLIMITED POTENTIAL TO BE SHAPED

Like Play-Doh, leaders resemble whatever makes an impression on them. What ideas, values, or people shape you right now? The mold you choose will make the difference in the person you become.



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CHOOSE HOW YOU ARE MOLDED

Shaping leaders happens in both positive and negative ways. Molding should be intentional, so that YOU choose what influences you.



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BE A MENTOR NOT JUST A PRECEPTOR

A Mentor **MUST** have the AITs best interest in mind.

Mentoring is not duplicating. Good Mentors do not wish to duplicate themselves. They simply want to invest in another's life by helping them reach greater heights than they could have reached alone.

Molding occurs by listening more than talking. Listen and ask questions that go beyond surface-level communication. Ask what they would do differently. Ask in order to understand their thoughts and emotions.

A successful leader knows the shaping process never stops.



MENTORSHIP

**REMEMBER BACK TO WHEN YOU WERE
AIT OR IN ANOTHER LEARNING
EXPEREINCE....**

**WHAT MADE THAT EXPERIENCE GOOD FOR
YOU?**



MENTORSHIP TIPS

- Be a role model**
- Meet regularly**
- Be available for questions**
- Set realistic goals**
- Be positive**
- Be realistic with their performance**



LEARNING STYLES



- Visual
- Auditory
- Kinesthetic

VISUAL LEARNING

- Graphic illustrations
- Flow charts
- Written material
- Taking notes
- Wall Charts

AUDITORY LEARNING

- Verbal presentations
- Lecture
- Group discussions
- Pod casts
- Stories

KINESTHETIC LEARNING

Hands-on approach

Role play exercises

Prefers trying new things instead of reading instructions



TEACHING TECHNIQUES

Adult Learning Theory

Adults need to know the reason for learning

Experience is the basis for learning

Adults need to be involved in planning the education

Adults are interested in relevant experiences

Adult learning is problem-centered

Adults respond better to internal motivators



DOMAINS OF PRACTICE

Laws, Regulatory Codes & Governing	10%
Finance	15%
Marketing	5%

Physical Resource Management	10%
Resident Care	20%
Personnel	15%



DOMAINS OF PRACTICE

PERSONNEL

- Staff Development
- HR management which includes benefits
- Organizational structure and department functions
- Employee evaluations
- Supervisory techniques
- Job descriptions
- How to conduct a good interview



DOMAINS OF PRACTICE

FINANCE

- Accounting procedures and financial statements
- Budgeting
- Cash flow
- Third party payment
- Business and feasibility planning



DOMAINS OF PRACTICE

MARKETING

- Public Relations
- Use of community volunteers
- Interactions with community resources
- Managing referrals
- Create a marketing plan
- Using customer satisfaction as a tool



DOMAINS OF PRACTICE

Physical Resource Management

- Inventory and equipment maintenance
- Sanitation, safety and fire prevention
- Routine maintenance
- Disaster Preparedness
- Understand mechanical systems
- Environmental services



DOMAINS OF PRACTICE

RESIDENT CARE

- Learn about personal, social, therapeutic and supportive care programs
- Understand interdisciplinary plan of care
- Study the emotional aspects of aging
- Understand the Administrator's role in resident care
- Understand resident behavior
- Interpret quality indicators and quality measures
- Understand bench marking and self-assessment
- Understand the assessment process



DOMAINS OF PRACTICE

STATE AND FEDERAL LAWS, REGULATORY CODES, REGULATIONS

- Application of rules and regulation
- Understand survey process
- Integration of federal and state regulations
- Understand requirements of Medicare and Medicaid
- Understand basic insurance coverage
- Understand risk management and basic implication of activities



BE SURE TO...

- Prepare reports on a timely basis
- Learn through first hand experience everything he or she is capable of absorbing in the time available
- Become familiar with the facility
- Maintain confidentiality of privileged information
- Feedback is necessary for the AIT to be successful

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QUESTIONS?

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*Thank
you*

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