

D&S DT Diversified Technologies
Idaho Residential Care Facility Administrator
Candidate Handbook
2/16/2012 Revised

Contact Information _____

Questions Regarding Residential Care Facility Administrator Test Scheduling:

HEADMASTER... 8:00 am to 6:00 pm (800) 393-8664
3310 McHugh Lane Fax..... (406) 442-3357
Helena, MT. 59602

Questions about Residential Care Facility Administrator Licensing Process:

Idaho Bureau of Occupational Licensing 8:00 am to 5:00 pm M-F.....(208) 334-3233
700 West State St.
Boise, ID 83702

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Introduction

The purpose of the Residential Care Facility Administrator (Facility Administrator) competency evaluation program is to ensure that candidates who are seeking to be Facility Administrators in Idaho understand the State standards and demonstrate entry level knowledge sufficient to perform the job of a Facility Administrator.

This handbook describes the process of taking the Facility Administrator competency test and is designed to help prepare candidates for testing. The Facility Administrator competency test is a 100 question multiple-choice knowledge test. Candidates must pass the knowledge test and meet all requirements of the Idaho Board of Facility Administrators (IBOL) to be licensed as a Facility Administrator in Idaho.

The Idaho Board of Facility Administrators has approved HEADMASTER, LLP to provide knowledge tests and scoring services for Facility Administrator Testing. For questions not answered in this handbook please contact HEADMASTER at toll free 800-393-8664 or go to www.hdmaster.com. This handbook should be kept for future reference.

Applying to take the Facility Administrator Test

First:

You will not be approved / cleared for testing until an application including your finger print application has cleared the IBOL and IBOL staff has released you for testing. Get the IBOL Facility Administrator application packet at www.ibol.idaho.gov.

Second:

Complete an approved course of study in assisted living. The Idaho Health Care Association- Idaho Center for Assisted Living offers an approved course. To register or to learn more about the course, go to www.ihca-ical.org or call 208-343-9735 for more information.

Third:

Complete the HEADMASTER paper application forms known as the 1101IF and 1402IF forms. Call 800-393-8664 to request the forms, see your instructor, or go online to www.hdmaster.com to print the forms. For paper applications please print neatly and remember to double check your address, phone number, and social security number before signing the application. If your paper application is not signed your application will be returned.

Online test application/registration is available at www.hdmaster.com if you have a credit card to use for payment.

Once IBOL has approved you for testing, a member of Headmaster's staff will contact you for scheduling.

You will then be scheduled to take the written test and an official notification letter will be mailed or e-mailed to your address of record or for online registrations the notification letter is available to be printed out on your printer. Under PAYMENT OPTIONS please mark the appropriate boxes. For applicants who need faster processing of their applications, the following two options are available:

1. Anyone wishing to fax their paper application can include the \$5.00 priority fax service fee for expedited service and will need to write his/her credit card information on the application form.
2. Applicants wishing to test in **less than 10 business** days from the date HEADMASTER receives his/her application for a paper written test may **pay the \$15 express service fee per candidate and a \$19.50 for overnight express service shipping fee if we have a test event available in your area.**

Please call 800-393-8664 to double check with HEADMASTER staff to see if this option is available in your situation before sending any payment.

Please note the following application guidelines for paper test applications:

- Incomplete paper applications will be returned to the candidate (missing information, payment or signatures)
- Candidates may not send personal checks or cash.
- We accept money orders, cashier checks, and facility checks, master card or visa.
- Paper applications with proper payment must be received in the Helena office 10 business days before the requested test date.
- HEADMASTER staff will notify the candidate via mail or e-mail of their test date and time. If you do not hear from HEADMASTER within 5 business days of sending your paper application, please call our toll free number at 1-800-393-8664 or check the online test schedule at www.hdmaster.com using your PIN.

The Written Test

The written test proctor will hand out materials and give instructions for taking the written test. You will have a maximum of ninety (90) minutes to complete the 100 question written test. You will be told when fifteen (15) minutes are left. You may not ask questions about the content of the written test (such as "What does this question mean?") Fill in only one (1) oval on the answer sheet for each question for a paper test. **DO NOT mark in the paper testing booklet.** Marks in the test booklet will not be accepted as answers. Your answers must appear on the separate scan form answer sheet. You must have a score of 80% or better to pass the written portion of the test.

All test materials must be left in the testing room. Anyone who takes or tries to take materials or information from the testing room is subject to prosecution, will be recorded as a failure for his/her test and will be reported the the Board of Facility Adminsitrators and IBOL staff .

The Written Test consists of 100 multiple-choice questions. Questions are selected from subject areas based on the Board of Residential Care Facility Administrators approved Idaho Residential Care Facility Administrator test plan. The subject areas and number of items for each area are as follows:

Resident Care Management	30
Human Resource Management	14
Organizational Management	14
Physical Environment Management	7
Business/Fiscal Management	14
Rules and Regulations	21

You also may be asked to voluntarily answer ten additional "beta" test questions that will not count, be scored or have any bearing on the outcome of your certification test.

Source Reference Materials

IDAPA 24 TITLE 19 CHAPTER 01

A self study course such as the IHCA Facility Administrator course (IHCA - ICAL Training Program) can be helpful in preparing to take the Facility Administrator examination. For more information call 208-343-9735 or browse to www.ihca-ical.org

Other helpful information sources:

James Allen: Assisted Living Administration, Springer Publishing

www.dol.gov

John Burton, Managing Residential care, Routledge Publishing

Elizabeth Kulber Ross, On Death and Dying, MacMillan Publishing

Idaho food code, (IDAPA 16.0219)

Len Sperry, Becoming an Effective Health Care Manager, Health Professions Press

<http://www.hhs.gov/ocr/privacy/index.html>

Idaho Rules and Regulations (IDAPA 16.0322)

Board of Nursing rules (IDAPA 23.0101)

Idaho Rules and Regulations (IDAPA 16.0322)

Generally Accepted Accounting Practices http://en.wikipedia.org/wiki/Financial_statements

www.eeoc.gov

Idaho labor laws (www.labor.idaho.gov)

Marcia Andrews, Legal Handbook for Nurses, Springhouse Publishing.

RC/AL Study Guide for the Residential Care/Assisted Living Administrators Examination, 2nd Ed

Life Safety Code, NFPA, 9th edition

Assistance with Medications for Unlicensed Assistive Personnel (curriculum can be found at: http://www.pte.idaho.gov/Forms_Publications/Health/Curriculum/AsstWithMedicationsForUnlicensedAssistivePersonnelCourse.pdf)

H.R. Certification Institute (www.hrci.org)

www.lawmemo.com

www.workerscompensation.com

www.ncci.com

www.employmentdrugtesting.com

www.osha.gov

H&W criminal history rules (IDAPA 16.05.06)

www.pioneernetwork.org

www.pioneermovement.org

www.medicare.gov

www.healthandwelfare.idaho.gov

Test Day

- You should arrive at your confirmed test site between twenty and thirty (20-30) minutes before your test is scheduled to start.
- You must bring a **SIGNED, NON-EXPIRED, PHOTO ID**. **You will not be admitted for testing if you do not bring proper ID**. Your test notification letter and map should be with you, although they are not required.

Testing Policy

The following policies are observed at each test site—

- If you arrive late for your confirmed test, or if you do not bring appropriate ID, you will not be admitted to the Test and any test fees paid *will NOT be refunded*. You will be recorded as a No Show for the test.
- **If you NO SHOW for your testing day you will forfeit all test fees paid and must re-submit forms 1402 and 1101 to schedule another test date or reapply and pay online.**
- Cellular phones, beepers or any other electronic devices are not permitted during testing and there is no place for storage of personal belongings.
- You are not permitted to bring personal belongings such as briefcases, large bags, study materials, extra books, or papers into the testing room. Any such materials brought into the testing room will be collected and returned to you when you have completed the test.
- You may not take any notes or other materials into or from the testing room except two #2 pencils for a paper test event.
- You are not permitted to eat, drink, or smoke during the test.
- Once the exam begins, you may not leave the testing area until you are finished with your exam.
- If you are discovered causing a disturbance of any kind or engaging in any kind of misconduct, you will be dismissed from the test and reported to your training program, the Idaho State Board of Residential Care Facility Administrators as well as the Idaho Bureau of Occupational Licensing (IBOL) and you will not be allowed to retest without a new clearance from IBOL staff.
- No visitors, guests, pets or children are allowed or will be provided for during testing.
- You may only use calculators provided by the test proctor.

Reschedule/Cancellation Policies

Reschedules - An individual may reschedule any time up to 1:00pm (Mountain Standard Time) the business day preceding a scheduled test day. (Call 1-800-393-8664) Reschedules must be requested from HEADMASTER and are subject to a \$35 reschedule fee for each reschedule request made less than two business days before an electronic WebETest© event. Reschedule fees must be paid in full prior to a reschedule taking place.

Cancellations - A request may be made in writing to cancel a test any time up to 1pm the business day preceding a scheduled test day and qualify for a full refund of any testing fees paid minus a \$45 cancellation fee.

No Shows- If you are scheduled for your test and don't show up without notifying HEADMASTER at least before 1pm the business day prior to your scheduled testing day you will be considered a **NO SHOW** and must submit a new application (with new payment) to be scheduled for a new test date. You will forfeit all test fees paid to cover the costs incurred for services requested and resulting work that was performed because of the work requested. If a reschedule or cancellation request is not received before 1pm on the business day preceding a scheduled test date a NO SHOW status will exist and a new application form (1101IF and 1402IF) with payment must be submitted to HEADMASTER to secure a new test time.

If you **No Show** for any of the following reasons please provide the following documentation:

Car breakdown: A tow bill faxed within 48 hours of the test date, if we do not receive proof within the 48 hour time frame you will have to pay as though you were a No Show.

Medical emergency: Doctor notes within **5 working days of the test event**, if we do not receive proof within the 5 working day time frame you will have to pay as though you were a No Show.

Death in the family: Obituary's for **immediate family only** within **14 business days** from a missed test date.

Security

Anyone who removes or tries to remove test material or information from the test site will be prosecuted to the full extent of the law, will be recorded as a test failure, and will not be allowed to retest for a minimum period of six months and must have new clearance to retest from IBOL staff and will be reported to the Board of Residential Care Facility Administrators. Study materials may not be brought into the test site. If you give help to or receive help from anyone during testing, the test will be stopped, your test will not be scored, you will be dismissed from the testing room, you will forfeit any testing fees paid, will have a failed test status in our computer scoring system, and your name will be reported to the agencies of jurisdiction.

Test Results

After you have completed the written test your test results will be sent to IBOL staff the same day your written test is received and officially scored in our Helena offices. The Idaho Bureau of Occupational Licenses (IBOL) will officially notify you when you have met all the criteria to be a Facility Administrator in Idaho, part of which, includes passing the written test. If you fail the written test, you may reapply to retake the written test. Procedures for reapplying and detailed test diagnostics are included in a failure notification letter mailed or browse to www.hdmaster.com and click on----> Facility Administrator→web data hosting→web-e-test-on-line→select test event and then reschedule by entering SSN, PIN# (candidate was given PIN# when initially registered)-call Headmaster (800-393-8664) if a PIN# is needed.

Retaking the Facility Administrator Test

1. Make address corrections to the top portion of your failure results letter (form 1301.)
2. Fill out exam types and fee payment (form 1402) on a new application and choose test dates from the test schedule (form 1700) and write them on the new application under Option 1. (Regional test site schedule.)
3. Mail or fax (additional fee applies) the top portion of your failure letter (form 1301) along with the new application, and payment to HEADMASTER. If faxed please be sure to include credit card information on your new application.
4. If you lost your failure letter (form 1301), you must submit a complete new application.
5. HEADMASTER is unable to schedule you over the telephone for your retest. You will need to submit your retest application to HEADMASTER by fax (\$5.00 additional fax fee), by mail, or online at www.hdmaster.com

Vocabulary Words to Know:

abbreviations
abuse
access to records
accessibility
accident reporting

accommodations
accounting
activities
administrator on site
admission agreements
admission policies
admission/discharge
admissions
adult care

advance directives
advocate
age discrimination
aging
allowed equipment
Alzheimer's
assessment
availability
background checks

behavior
behavior modification
behavior updates
benefits
blood sugar
budgeting
building standards
business terms
calculations
call system
care conference
care models
care plan
certification training
chemical storage
closets
compensation
complaints
compliance
continuing education
contracts
controlled substances
core issues
criminal history
day care
deficiencies
delegation
delinquent
diets
disagreement
discharge
discharge appeal
discharge information
discipline
discontinued medication
discrimination
diseases
documentation
drug disposal
education
effective administration
electric heaters
emergency calling
emergency guidelines
emergency preparedness
emergency transfers
employee relations
environment
equipment inspection
evaluation
evening meal
exploitation
facility finances
facility license
facility lists
facility records

Fair Labor Standards Act
falls
final paycheck
financial management
financial reporting
financial statement
fire classification
fire drills
fire extinguishers
fire incident
fire report
fire safety
fire system
fire watch
fireplaces
first aid staffing
first impression
FMLA
food
food code
food on hand
food requirements
food safety
frequency of meals
guardian
hand washing
head
HIPAA
hiring personnel
hiring practices
home health visit
hospice services
hourly adult care
improvement
incidents
income
infection control
infections
inspections
insulin pen
insurance
interventions
inventory
investigation
job description
labor law
labor relations
leadership
legal defense
license
licensed administrator
liquidity
loans
LPN supervision
lung capacity
maintenance

marketing
material storage
meal breaks
meal intervals
Medicaid
medical emergency
medical terminology
Medicare
medication abbreviation
medication administration
medication assistance
medication certification
medication control
medication disposal
medication management
medication orders
medication review
medication storage
medi-set
mental conditions
menus
minimum age
mission statement
mistreatment
models of care
moving in
multi-dose
multiple electrical outlets
neglect
negligence
negotiated service agreement
negotiations
newly hired staff
notification
NSA
nurse delegation
nursing
operation
orders
orientation
OSHA
outdated medications
outside care
part A
part B
part D
payment source
payer sources
performance appraisal
personnel
pest control
physical environment
physical restraint
physician orders
plan of care
plan of correction

planning
policies and procedures
power loss
power of attorney
preparedness plan
preserving records
pressure ulcer
preventative maintenance
private pay
problem solving
profit
prohibited items
provisional license
psychotropic medication
rate increases
records
records retention
reference availability
refrigerator temperatures
refusal
remodeling requirements
reportable disease
reportable incidents
reporting
required documentation
required training
requirements for infection control
resident acuity
resident care management
resident fees
resident funds
resident paperwork
resident records
resident retention
resident rights
resident services
resolution
responsible compliance person
retained parameters
retained resident
retained time frame
rights
RN responsibilities
RN visits
room temperatures
safety
sanitation
scope of practice
secure environment
self administered medications
self evacuating
sex offender
sexual harassment
short term treatment
side rails
sleeping room
smoking
snacks
staff problems
staff requirements
staff training
staffing standards
state rules
sterile dressings
stored chemicals
sub-lingual medication
substitution
substantial compliance
surveys
telephone use
terminations
tracheotomy care
training requirements
UAI
ulcer
uniform assessments
unlicensed personnel
unused medications
variance
violations
visit frequency
wages
water samples
water temperature
weight loss
windows
worker compensation
working age
working requirement
working unsupervised
written records