

CAHF CHAPTER TRAINING HANDBOOK

Chapter President & Education Chairperson's Guide

CAHF Chapters & Regions



Prepared by the Quality Care Health Foundation

Revised October 2024

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Table of Contents

Table of Contents

Introduction

The Paperwork

Before and After the Presentation

New Classes: Hints & Topics

FAQs

Glossary

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 written 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 training as far ahead of schedule as possible.
- To increase the number of trainings that offer NAB 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 those with the timeframes 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 either the NAB CE Request Form and Instructions, BRN only Chapter CE Request form or the Continuing (CE) Request form for Pre-Approved Classes. All forms can be found online at CAHF.org, <https://www.cahf.org/Education-Events/Education/Programs-Services>. Complete the chosen application as instructions state and remember to save a copy of the form prior to submitting.

When requesting a NAB program:

You may visit CAHF.org for the NAB CE request form and choose NAB CE Request Form and Instructions. Be as detailed as possible, especially in the course description, objectives and agenda.

Attach a current and legible resume as well as all required instructor information for each class presenter. The legibility of the form is very important therefore it must be typed. Under the categories that ask for the presenter's information you may provide either the NAB speaker ID number and full name for each speaker or speaker name, employer, job title, job description, experience, institution name, and academic history for the three most recent institutions, the speaker has attended. CE approval agencies will not consider an application without this information.

When requesting a pre-approved program:

Visit [CAHF.org](https://www.cahf.org) and fill out the Continued Education (CE) Request Form for Pre-Approved Classes

When requesting a BRN only program:

Visit [CAHF.org](https://www.cahf.org) and fill out the Chapter CE Request Form - BRN Only

When requesting new or pre-approved programs:

Timing is everything. CE approval agencies require 15 – 60 days for processing continued education approvals. In addition, QCHF must have time to process the requests prior to those timeframes. 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 is listed on each CE application.*

While we try to keep Chapters aware of submission deadlines via Chapter Chat and CAHF News 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. And a preapproved presenter may have trouble finding time to present at your meeting when the timeframe is short.

Payment of submission fees:

QCHF accounting department will deduct the fee amount directly from your Chapter dues. All rates will automatically be charged/deducted based on the most up-to-date form posted to the [CE request page](#) of the CAHF.org website.

QCHF Response to Chapter Requests:

Once your request is received by QCHF, you will receive a confirmation by e-mail within 3-5 business days. After the course has been approved, QCHF will provide via email all required documentation, including a blank sign-in sheet, certificates and evaluations for in person trainings and evaluations and certificates for virtual trainings; (blank test templates available upon request). Note: As of June 6, 2024 CE certificates are only issued for BRN CE requests.

BEFORE AND AFTER THE PRESENTATION

Roster - Ensure everyone signs in and out on the roster and includes their NAB # when applicable. This is mandatory -- QCHF is required to keep rosters on file for six-years.

Evaluations and Certificates - After the presentation, make sure all attendees have completed and turned in an evaluation form prior to receiving their certificate. This is also a requirement. If any attendee leaves early (for whatever reason) a certificate of completion should not be issued. To issue a certificate would be in violation of continuing education provider requirements and might endanger QCHF's provider authorization. An amended certificate for the correct (lesser) amount of time of attendance can be issued by QCHF if the attendee gives you his/her name, address and time spent in attendance. The attendee must also fill out an evaluation before leaving. Please send in the information for the amended certificate along with the material you return to QCHF (see next item).

Document Collection - At the end of the presentation/Chapter meeting, collect all completed sign in/out roster sheets of any type and completed evaluations and return them to QCHF, 2201 K Street, Sacramento, CA 95816 within 10 days from the last date of the training session.

Virtual Requirements - QCHF will provide you with an evaluation and CE certificate that you will be able to email to your attendees. You will be required to provide the attendee with a test, resulting in a 70% pass rate or better and provide QCHF with a complete attendee list from the online learning platform. That list must include, at a minimum, the attendee's name, email address and the length of time that they were logged on to the online learning session.

Required Documents to be returned to QCHF for all virtual trainings:

Evaluation forms completed for each attendee

Tests results for each attendee (must reflect a 70% or better pass rate)

Proof of attendance Report*: The report (typically generated from your chosen virtual training platform) must be in one document and include the following

The report*/list must contain, but is not limited to the following:

- Training title
- Date of training
- Attendee name
- Attendee License number (if applicable)
- Attendee's NAB number (if applicable)
- Date of birth (if no license number is available)
- Attendee email address
- Log in/out time for each attendee "report" (typically pulled from virtual learning platform)

Other virtual learning requirements:

The courses policies and procedures must address equipment failures and student absences.

The course online learning environment must provide safeguards to protect personal information.

To qualify for CE credit, each course must include course evaluations and tests results for each attendee

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:

(1.) Let QCHF know if we should send the class materials (evaluations, rosters, certificates etc.)

to another Chapter person who will be there; and

(2.) Be sure that a Chapter person is assigned

to monitor the presentation, see that the rosters and evaluations and test when required are

completed, and distribute the certificates at the end of the presentation.

New Classes: Tips for Developing Topics & Locating Speakers

- Issues that affect the operation of a facility such as legislation, regulations, reimbursement, and labor, will always be popular & timely Chapter training topics.
- "Rap sessions" with panels and/or presenters from state and federal agencies are a great way to impart information about such issues. A "rap session" that includes district representatives from state agencies such as CDPH or DSS is a valuable annual offering for your Chapter.
- **Trends** are also good topics for class presentation. For example, if you see an item in the 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 that help facility personnel with operational problems or compliance issues.

Make sure that 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 another good source 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 units of 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.

Remember you have considerable expertise available to your Chapter utilizing the CAHF staff knowledge and familiarity in a subject matter. 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. Consult your online CAHF Membership Directory "Our Team" for more information on staff members and their areas of expertise or call QCHF for assistance <https://www.cahf.org/About/Our-Team> (log in required).

FAQs

Who approves the classes for continuing education credit?

QCHF is now approved to provide Nursing Home Administrators' (NHA) continuing education (CE) courses from the National Continuing Education Review Service (NCERS). Registered nurse credits are provided by the Board of Registered Nursing (BRN) through the Quality Care Health Foundation as an approved provider.

What is NCERS database?

The NCERS database is managed by the National Association of Long-term Care Boards (NAB). The CDPH Nursing Home Administrator Program (NHAP) will access the NAB to verify administrator continuing education credits during the NHA license renewal process.

What are the New Domains of Practice for NAB?

Every five years the National Association of Long-Term Care Administrator Boards (NAB) conducts a Professional Practice Analysis (PPA) to ensure that the NAB licensure exams accurately represent the current scope of practice of the profession of Senior Living and Health Services. The new PPA serves as the foundation for the exams, as well as content for continuing education, academic programs, exam prep study material, and standards of practice for state licensing boards.

- Care, Services, and Supports
- Operations
- Environment Quality
- Leadership and Strategy

Why do I have to submit new classes for approval so far ahead of the class date?

The recommended timeframe for all program applications submitted is 60 days prior to your scheduled program date. This timeframe allows for maximum advertising benefits of your programs. QCHF must receive requests at least 55 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 completed request and instructor information, we still need time to fill out the mandatory forms required by the approval agencies and handle any processing fees, etc. Classes that are approved well ahead of time also enable QCHF the necessary time to create your class certificates, rosters and evaluations. Planning your education session as far in advance as possible allows you the best chance in getting your approval and 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. As of June 6, 2024, only BRN and not yet expired NHAP session are considered "pre-approved".

For pre-approved classes, may I substitute instructors or alter the length of the class?

No, on both counts. 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 classes consistently provide exactly what was originally approved. 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) require us to list so much information?

This is a 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; electronic for virtual and printed for in person and test, when required? Please send them back to QCHF within 10 days from the last day of training. We are required to keep the evaluations, rosters and tests (when required) on file.

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

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Glossary

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

BRN: Board of Registered Nursing - BRN is responsible for implementation and enforcement of the Nursing Practice Act: the laws related to nursing education, licensure, practice, and discipline.

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

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

CE: Continuing Education. Credit is earned for each hour of education completed.

Chapter Continued Education Request Form: 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.

DPH: The California Department of Public Health, 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.

NAB: The National Association of Long-term Care Boards (NAB).

NCERS: National Continuing Education Review Service (NCERS)

NHAP: The Nursing Home Administrator Program, the licensure agency for nursing home (skilled nursing facility) administrators. A “P” at the end of NHAP stands for “Patient Care” hours. Patient Care: Courses relating to the care of the patient, which may include elements of the physical, psychological or sociological aspects of care; i.e., care and treatment of pressure ulcers, Alzheimer’s, identification and treatment of elderly depression, and activities enhancing socialization skills. Programs defining, explaining or promoting patients’ rights in skilled nursing facilities will also receive credit

Pre-approved class: A class that is already approved for continued education and listed on QCHF’s pre-approved list. 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 along with other required information. The rosters along with class evaluations must be returned to QCHF after the class has been presented.

Virtual: Online training that the speaker is presenting and the attendees can ask questions in real time “Live” on a computer/phone etc.