

## RCAC Manager's Comprehensive Training Program Now Available on DVD



**The RCAC Manager's Comprehensive Training Program includes the comprehensive RCAC Manual with forms, policies, practical tips, resources, regulatory references, and other valuable material designed to assist you in your role as a RCAC manager.**

**Produced by:  
Wisconsin Association  
of Homes and Services  
for the Aging**

**204 South Hamilton Street  
Madison WI 53703  
(608) 255-7060  
www.wahsa.org  
info@wahsa.org**

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

This engaging program will provide you the opportunity to review the regulations of DHS 89, 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 analyze the Nurse Practice Act as it relates to delegation and safe care delivery in the RCAC 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 RCAC 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 RCAC manager, to adapt to the future of this unique senior life setting.

Sponsored by:

### **Reinhart Boerner Van Deuren Health Care Practice Group**

Milwaukee Office  
1000 North Water Street Suite 1700  
Milwaukee WI 53202  
414-298-1000  
Madison Office

22 East Mifflin Street Suite 600  
Madison WI 53703  
608-229-2200

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

Each participant who successfully completes the course post test will receive the official RCAC Manager's Certificate.

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

- Review of regulations
- Implementing regulations in daily practice/operating philosophy

### **Part 2 -- Tenant and Family Expectations**

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

### **Part 3 -- 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 and care delivery

### **Part 4 -- Providing Cares and the Comprehensive Assessment**

- Medication administration and management
- Health monitoring
- Strategies for collaboration between the manager and the RN

### **Part 5 -- Documentation**

- Charting requirements
- Changes in tenant condition

### **Part 6 -- Working with Hospice**

- Requirements
- Education
- Coordinating cares
- Contracts
- Expectations for RCAC staff and for hospice staff
- Tips for successful collaboration

### **Part 7 -- Interaction with the Medical Community and the Public**

- Communicating effectively with the medical community and the public
- Communicating effectively with the hospital/discharge planner

### **Part 8 -- Leadership**

- Do you know your mission?
- What you need to know about human resources

## RCAC Manager's Comprehensive Training Program

### Part 9 -- Networking

- Why network?
- Networking commitments

### Part 10 -- Application Process and Regulatory Guidelines

- Budget
- Physical plant requirements

### Part 11-- Social Service

- The role of the social worker in RCACs
- Benefits of the social worker

### Part 12 -- Activity Program

- DHS 89 requirements
- What is expected?
- Manager's role in activities
- Community programs
- Person-centered programs

### Part 13 -- Marketing

- Four components of a marketing plan
- Marketing ideas

### Part 14 -- General Operation

- Investigations/Grievance
- Tenant/Family council
- Quality program
- Ombudsman

### Part 15 -- Outside Service Contracts

- Hospice
- Home health
- Personal care service
- Lab (CLIA waiver)
- Beautician
- X-Ray
- Physician
- Cable company

### Part 16 -- Survey Prep

- RCAC Quality Improvement Network
- State forms
- Mock surveys

#### Purchase Price

**WAHSA members or subscribers: \$285**

**Non-WAHSA members: \$385**

This price includes the complete RCAC Manager's Comprehensive Training Program on a two DVD set.

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

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

(Please note: The above price does not include shipping. Shipping and handling is an additional \$12 per DVD/Manual set.)

# What You Will Learn (Expected Outcomes)

Your program materials will include a link to an electronic post test. You are invited to take this post test after you complete the entire RCAC Manager's Comprehensive Training Program.

Each person who purchases this program and successfully completes the post test by correctly answering at least 17 of 21 questions will be sent the official RCAC Manager's Certificate.

1. Define the philosophy of assisted living.
2. Analyze the regulations governing admission and retention guidelines, admission criteria, and termination of occupancy.
3. Gain tips for implementing regulations in daily practice.
4. Identify opportunities for exceeding tenant and family expectations.
5. Evaluate the Nurse Practice Act and delegation of cares as they relate to DHS 89.
6. Recognize the value of using clinically-based policies to guide decision making and care delivery.
7. Analyze the role of the RN in ensuring safety in medication administration and management.
8. Evaluate the roles of the RCAC staff members related to effective health monitoring and care delivery.
9. Gain tips for providing cares based on diagnosis and medications identified in the comprehensive assessment.
10. List strategies for collaboration between the RN and the manager.
11. Outline documentation requirements.
12. Recognize the requirements for, and benefits of, successfully working with hospice providers.
13. Gain insights into communicating effectively with the medical community and the public.
14. Understand the importance of good leadership, and correlate leadership with the purpose of achieving success in hiring, guiding, and developing your staff.
15. Understand the importance of networking with your community and how networking will help you do your job better by enabling you to easily share knowledge with experienced peers.
16. Learn the basics of RCAC financial and regulatory operations, including budgeting, rate setting, outside contracting, working with government entities, and survey preparation.
17. Gain knowledge of the steps of an effective marketing plan along with ideas to take back with you.
18. Learn about general operational pieces, including the new Ombudsman program for RCACs and quality programs needed for the new Wisconsin Bureau of Assisted Living (BAL) survey process.



# Faculty

This is the most comprehensive RCAC manager's training program ever offered in this state.

WAHSA commends and applauds the many RCAC professionals who came together in a cooperative spirit and dedicated their time, effort, and expertise to make this program possible. The three presenters, along with Peggy Wittmann of St. Paul Elder Services in Kaukauna and the members of WAHSA's RCAC 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!

## **Chris Nordberg**

Chris Nordberg is the Director of Adult Living Services at Morrow Memorial Home & Apartments in Sparta, Wisconsin. She is responsible for the administrative oversight of two RCACs totaling 48 apartments, one independent living community totaling 22 apartments, and developing a 28-unit CBRF for memory care and medically frail assisted living. Chris has more than 25 years of experience in long term care services with not-for-profit organizations. She holds a BA in Business Administration.

## **Amy Ruedinger**

Amy Ruedinger, RN, has more than 20 years experience in caring for the elderly, starting as a nursing assistant in long term care. Amy has had the opportunity to work in the long term care setting as a floor nurse, agency nurse, care coordinator, and MDS Coordinator. More recently, Amy has had the pleasure of working in various RCACs with differing operating philosophies. While serving in the capacity of RN for these facilities, Amy supervised a staff of caregivers, completed tenant assessments, developed and implemented policies for care delivery and emergency situations, and provided ongoing education for the staff in areas such as the philosophy of assisted living, delegation and care delivery, and medication administration. Amy started her own health care consulting business in 2005 and currently provides audits, training, and education for assisted living facilities, helping to ensure regulatory compliance, safety in care delivery, and systems efficiency. Amy has developed an RCAC Guide for Managers, which contains example policies and forms that facilities can adapt to meet their needs. Amy serves on the WAHSA RCAC Quality Improvement Network and Task Force and the WAHSA CBRF Quality Improvement Network and Task Force. Amy has presented seminars and provided training and education to groups of all sizes throughout the state and across the nation.

## **Jim Williams**

Jim Williams is the Director of Operations for Cedar Community in West Bend, Wisconsin. He is responsible for the administrative oversight of three RCACs totaling 187 apartments, three independent living operations totaling 433 living units, and environmental services. Jim holds a Masters of Arts in Gerontology, and he is a licensed nursing home administrator. He has prior experience in hospital administration, marketing and public relations, and human resources.



# Program Host: Wisconsin Association of Homes and Services for the Aging

## 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:  
**WAHSA**  
204 S Hamilton Street  
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[www.wahsa.org](http://www.wahsa.org)  
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The Wisconsin Association of Homes and Services for the Aging (WAHSA) is a statewide not-for-profit membership corporation. WAHSA enhances members' dedication to excellence in providing programs and services to assist members in meeting the needs of seniors and persons with a disability. WAHSA demonstrates a caring commitment to the highest quality of life and greatest independence for each individual served.

WAHSA 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. WAHSA 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. WAHSA 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. WAHSA 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, WAHSA represents a total of 188 not-for-profit corporate members which own, operate, and/or sponsor 195 nursing homes, 14 facilities for the developmentally disabled, two adult family homes, 60 residential care apartment complexes, 78 community based residential facilities, 114 independent living facilities, 16 HUD 8/202/236 facilities, and 310 community service programs. All totaled, WAHSA serves 477 not-for-profit long term care, senior housing, and other community-based providers principally serving seniors and persons with a disability. WAHSA 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 two DVD set of the RCAC Manager's Comprehensive Training Program and the comprehensive RCAC Manual with forms, policies, practical tips, resources, regulatory references, and other valuable material designed to assist you me in my role as a RCAC manager.

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

- I am a WAHSA member or subscriber, and I understand the purchase price is \$285 per set.  
 I am not a WAHSA member/subscriber, and I understand the purchase price is \$385 per set.

A. Total number of sets ordered: \_\_\_\_\_  
B. Price per set (see above): \$ \_\_\_\_\_  
C. Subtotal (A x B) \$ \_\_\_\_\_  
D. Shipping and handling \$ 12.00  
E. **Total Amount Enclosed (C + D)** \$ \_\_\_\_\_

**Please make all checks payable to WAHSA.**

**Complete and return this form to:**  
**Wisconsin Association of Homes and Services for the Aging**  
**204 South Hamilton Street, Madison, WI 53703**  
**Phone: (608) 255-7060 Fax: (608) 255-7064 Email: [info@wahsa.org](mailto:info@wahsa.org)**