



HOME CARE ADMINISTRATOR

OD58004

ENDORSED BY OKLAHOMA ASSOCIATION FOR HOME CARE

COMPETENCY-BASED EDUCATION: OKLAHOMA'S RECIPE FOR SUCCESS

BY THE INDUSTRY FOR THE INDUSTRY

Oklahoma's *CareerTech* system of competency-based education uses industry professionals and certification standards to identify the knowledge and abilities needed to master an occupation. This industry input provides the foundation for development of instructional materials that help prepare the comprehensively trained, highly skilled employees demanded by our workplace partners.

TOOLS FOR SUCCESS

CareerTech relies on three basic instructional components to deliver competency-based instruction: skills standards, curriculum materials, and competency assessments.

Skills standards provide the foundation for competency-based instruction in Oklahoma's *CareerTech* system. The skills standards outline the knowledge, skills, and abilities needed to perform related jobs within an industry. Skills standards are aligned with national skills standards; therefore, a student trained to the skills standards possesses technical skills that make him/her employable in both state and national job markets.

Curriculum materials contain information and activities that teach students the knowledge and skills outlined in the skills standards. In addition to complementing classroom instruction, curriculum resources provide supplemental activities to enhance learning and provide hands-on training experiences.

Competency Assessments test the student over material outlined in the skills standards and taught using the curriculum materials. When used with classroom performance evaluations, written competency assessments provide a means of measuring occupational readiness.

Although each of these components satisfy a unique purpose in competency-based education, they work together to reinforce the skills and abilities students need to gain employment and succeed on the job.

MEASURING SUCCESS

Written competency assessments are used to evaluate student performance. Results reports communicate competency assessment scores to students and provide a breakdown of assessment results by duty area. The results breakdown shows how well the student has mastered skills needed to perform major job functions and identifies areas of job responsibility that may require additional instruction and/or training.

Group analysis of student results also provides feedback to instructors seeking to improve the effectiveness of career and technology training. Performance patterns in individual duties indicate opportunities to evaluate training methods and customize instruction.

TRUE TO OUR PURPOSE

"Helping Oklahomans succeed in the workplace" defines the mission of Oklahoma *CareerTech* and its competency-based system of instruction. Skills standards, curriculum, and assessments that identify and reinforce industry expectations provide accountability for programs and assure *CareerTech*'s continued role in preparing skilled workers for a global job market

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**HOME CARE ADMINISTRATOR
SKILLS STANDARDS
Frequency and Criticality Ratings**

Duty A: Demonstrate Necessary Administrative Skills

Duty B: Demonstrate Supervisory/Human Resources Responsibilities

Duty C: Demonstrate Basic Fiscal Responsibilities

Duty D: Apply Principles of Ethical Behavior

Duty E: Promote and Maintain Effective Community Relations and Public Information

Frequency: represents how often the task is performed on the job. Frequency rating scales vary for different occupations. The rating scale used in this publication is presented below:

- 1 = less than once a week
- 2 = at least once a week
- 3 = once or more a day

Criticality: denotes the level of consequence associated with performing a task incorrectly. The rating scale used in this publication is presented below:

- 1 = slight
- 2 = moderate
- 3 = extreme

DUTY A: Demonstrate Necessary Administrative Skills

CODE	TASK	F/C
A.01	Perform managerial functions <ul style="list-style-type: none"> • Benchmarking • Fiscal • Information management • Negotiation skills • Strategic planning • Conflict resolution • Leadership • Delegation 	2/2
A.02	Demonstrate knowledge of basic medical terminology	2/2
A.03	Demonstrate ability to use information technology <ul style="list-style-type: none"> • Research • Communication • Business functions 	2/2
A.04	Demonstrate knowledge of legal issues <ul style="list-style-type: none"> • Adult protective services • Confidentiality • Fraud and abuse • Documentation 	2/3

	<ul style="list-style-type: none"> Types of business organization insurance (liability and other business insurance) 	
A.05	Demonstrate knowledge of state requirements issues <ul style="list-style-type: none"> Licensing entities Home Care Act Insurance 	2/3
A.06	Demonstrate knowledge of national regulatory issues <ul style="list-style-type: none"> OSHA Insurance Civil rights ADA EEOC Cultural diversity HIPAA 	2/3
A.07	Demonstrate knowledge of survey entities and processes	2/3
A.08	Demonstrate knowledge of procedures to continually improve agency performance	2/3

DUTY B: Demonstrate Supervisory/Human Relations Responsibilities

CODE	TASK	F/C
B.01	Demonstrate knowledge of employment issues <ul style="list-style-type: none"> Documentation Confidentiality Employment related issues (i.e. hiring/firing, counseling, benefits, employee rights, staff orientation) Workman's compensation Wage and hours issues Unemployment 	2/3
B.02	Demonstrate knowledge of staff development processes <ul style="list-style-type: none"> Cross training Continuing education 	2/2
B.03	Demonstrate knowledge of the role of health care professionals	2/2
B.04	Demonstrate knowledge of risk management <ul style="list-style-type: none"> Capability Infection control Safety 	2/2

DUTY C: Demonstrate Basic Fiscal Management Techniques

CODE	TASK	F/C
C.01	Demonstrate knowledge of General Accepted Accounting Principles (GAAP) <ul style="list-style-type: none"> Budget Reimbursement Payroll Purchasing Inventory 	3/3
C.02	Demonstrate knowledge of audit processes <ul style="list-style-type: none"> Internal/External 	1/2

DUTY D: Apply Principles of Ethical Behavior

CODE	TASK	F/C
D.01	Identify and apply ethical behaviors <ul style="list-style-type: none">• Marketing practices• Employee relationships• Oklahoma Association for Home Care “code of ethics”• Recruitment and retention in employees and patients• Client rights and responsibilities• Truth in advertising• Billing and accounting practices	3/3
D.02	Demonstrate knowledge of ethical dilemmas in service delivery <ul style="list-style-type: none">• Standards of practice	2/3
D.03	Demonstrate knowledge of solutions to ethical dilemmas in service delivery <ul style="list-style-type: none">• Ethics committees• Negotiation skills	2/2

DUTY E: Promote and Maintain Effective Community Relations and Public Information

CODE	TASK	F/C
E.01	Demonstrate knowledge of marketing practices/principles	1/2
E.02	Demonstrate knowledge of community resources	2/2

**HOME CARE ADMINISTRATOR SKILLS STANDARDS
CROSSWALKED TO
HANDBOOK OF HOME HEALTH CARE ADMINISTRATION
&
THE OKLAHOMA HOME HEALTH ADMINISTRATOR'S CERTIFICATION SUPPLEMENTAL MANUAL**

Curriculum Resources

Handbook of Home Health Care Administration

Marilyn D. Harris

Aspen Publishers, Inc., Gaithersburg, MD

1997

The Oklahoma Home Health Administrator's Certification Supplemental Manual

Marilyn Seiler

Oklahoma Association for Home Care

2003

DUTY A: DEMONSTRATE NECESSARY ADMINISTRATIVE SKILLS			
Skill Code	Description	Handbook of HHCA	OHHAC Manual
A.01	Perform managerial function	59, 322, 409-420, 547-552, 616-650, 693-705	
A.02	Demonstrate knowledge of basic medical terminology		
A.03	Demonstrate ability to use information technology	128-129, 144-159	
A.04	Demonstrate knowledge of legal issues	119-129, 519 565-570, 663-669	16-18, 71-72
A.05	Demonstrate knowledge of state requirements issues		7-15, 53-60
A.06	Demonstrate knowledge of national regulatory issues	565-570, 662-668	37-44, 48-52, 75-78
A.07	Demonstrate knowledge of survey entities and processes		
A.08	Demonstrate knowledge of procedures to continually improve agency performance	281-302, 304-318	

DUTY B: DEMONSTRATE SUPERVISORY/HUMAN RELATIONS RESPONSIBILITIES			
Skill Code	Description	Handbook of HHCA	OHHAC Manual
B.01	Demonstrate knowledge of employment issues	488-495, 503, 569, 661-662, 741	21-35, 48-51
B.02	Demonstrate knowledge of staff development processes	299-300, 493-494, 514	
B.03	Demonstrate knowledge of the role of health care professionals		
B.04	Demonstrate knowledge of risk management	60, 570	

DUTY C: DEMONSTRATE SUPERVISORY RESPONSIBILITIES			
Skill Code	Description	Handbook of HHCA	OHHAC Manual
C.01	Demonstrate knowledge of General Accepted Accounting Principles (GAAP)	519-520, 572-583, 585-606	
C.02	Demonstrate knowledge of audit processes	628	

DUTY D: APPLY PRINCIPLES OF ETHICAL BEHAVIOR			
Skill Code	Description	Handbook of HHCA	OHHAC Manual
D.01	Identify and apply ethical behaviors	671-682	66-67
D.02	Demonstrate knowledge of ethical dilemmas in service delivery	671-682	
D.03	Demonstrate knowledge of solutions to ethical dilemmas in service delivery	671-682	67

DUTY E: PROMOTE AND MAINTAIN EFFECTIVE COMMUNITY RELATIONS AND PUBLIC INFORMATION			
Skill Code	Description	Handbook of HHCA	OHHAC Manual
E.01	Demonstrate knowledge of marketing practices/principles	708-722	
E.02	Demonstrate knowledge of community resources	498, 755-761	