CORE Domains of Practice

1	Care, Services, and Supports
1A	**Quality of Care**

1A1 Medical and Nursing Care Practices
1A2 Medication Management and Administration
1A3 Disease Management (e.g., acute vs. chronic conditions)
1A4 Nutrition and Hydration (e.g., specialized diets)
1A5 Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs)
1A6 Rehabilitation and Restorative Programs
1A7 Care Recipient Assessment and Interdisciplinary Care Planning
1A8 Clinical and Medical Records and Documentation Requirements (e.g., storage, retention, destruction)
1A9 Medical Director
1A10 Emergency Medical Services (e.g., CPR, first aid, Heimlich maneuver, AED)
1A11 Transition of Care (e.g., admission, move-in, transfer, discharge, and move-out)
1A12 Basic Healthcare Terminology

1B	**Quality of Life**

1B1 Psychosocial Needs (e.g., social, spiritual, community, cultural)
1B2 Person-Centered Care and Comprehensive Care Planning
1B3 Care Recipient Bill of Rights and Responsibilities
1B4 Care Recipient Safety (e.g., fall prevention, elopement prevention, adverse events)
1B5 Care Recipient (and Representative) Grievance, Conflict, and Dispute Resolution
1B6 Care Recipient Advocacy (e.g., Ombudsman, resident and family council)
1B7 Care Recipient Decision-Making (e.g., capacity, power of attorney, guardianship, conservatorship, code status, advance directives, ethical decision-making)
1B8 Care Recipient (and Representative) Satisfaction
1B9 Recognition of Maltreatment (e.g., abuse, neglect, exploitation)
1B10 Mental and Behavioral Health (e.g., cognitive impairment, depression, social support systems)
1B11 Trauma-Informed Care (e.g., PTSD)
1B12 Pain Management
1B13 Death, Dying, and Grief
1B14 Restraint Usage and Reduction
1B15 Foodservice (e.g., choice and menu planning, dietary management, food storage and handling, dining services)
1B16 Social Services Programs
1B17 Therapeutic Recreation and Activity Programs
1B18 Community Resources, Programs, and Agencies (e.g., meals on wheels, housing vouchers, Area Agencies on Aging, Veterans Affairs)

1C	**Ancillary Services**

1C1 Hospice and Palliative Care
1C2 Specialized Medical Equipment (e.g., oxygen, durable medical equipment)

CORE Domains of Practice

1C3	Transportation for Care Recipients
1C4	Telemedicine (e.g., e-health)
1C5	Diagnostic Services (e.g., radiology, lab services)
1C6	Dental and Oral Care Services
1C7	Healthcare Partners and Clinical Providers (e.g., MD/DO, Nurse Practitioner, Psychiatrist, Podiatrist, Dentist)
1C8	Volunteer Programs

2 Operations

2A Financial Management

2A1	Budgeting and Forecasting
2A2	Financial Analysis (e.g., ratios, profitability, debt, revenue mix, depreciation, operating margin, cash flow)
2A3	Revenue Cycle Management (e.g., billing, accounts receivable, accounts payable, collections)
2A4	Financial Statements (e.g., income/revenue statement, balance sheet, statement of cash flows, cost reporting)
2A5	Revenue and Reimbursement (e.g., PDPM, PDGM, ACOs, HMOs, Medicaid, private payors)
2A6	Financial Reporting Requirements (e.g., requirements for not-for-profit, for-profit, and governmental providers)
2A7	Integration of Clinical and Financial Systems (e.g., EMR/HER, MDS)
2A8	Internal Financial Management Controls (e.g., segregation of duties, access)
2A9	Supply-Chain Management (e.g., inventory control)
2A10	Resident Trust Accounts for Personal Funds

2B Risk Management

2B1	OSHA Rules and Regulations
2B2	Workers' Compensation
2B3	Ethical Conduct and Standards of Practice
2B4	Compliance Programs
2B5	Risk Management Process and Programs
2B6	Quality Improvement Processes (e.g., root cause analysis, PDCA/PDSA)
2B7	Scope of Practice and Legal Liability
2B8	Internal Investigation Protocols and Techniques (e.g., incidents, adverse events)
2B9	Mandatory Reporting Requirements (e.g., incidents, adverse events, abuse, neglect, financial exploitation, fraud)
2B10	Insurance Coverage (e.g., liability, property)
2B11	Healthcare Record Requirements (e.g., confidentiality, disclosure, safeguarding, HIPAA, HITECH)
2B12	Security (e.g., cameras, monitoring systems, locks, staff location reporting)
2B13	Contracted Services (e.g., roles, responsibilities, oversight, background checks)

2C Human Resources

2C1	Federal Human Resources Laws, Rules, and Regulations (e.g., ADA, FMLA, Wage and Hour, FLSA)

CORE Domains of Practice

2C2	Selection and Hiring Practices (e.g., EEOC, interviewing, adverse impact, protected classes, occupational qualifications)
2C3	Compensation and Benefits Programs (e.g., time off, healthcare insurance, employee pay and payroll)
2C4	Organizational Staffing Requirements and Reporting (e.g., PBJ)
2C5	Staff Certification and Licensure Requirements
2C6	Professional Development (e.g., maintenance of credentials, continuing education)
2C7	Employee Training and Orientation
2C8	Performance Evaluation
2C9	Human Resource Policies (e.g., drug-free workplace, discipline, job classification, photography and video, social media usage, mobile phone usage)
2C10	Employee Record-Keeping Requirements
2C11	Employee Grievance, Conflict, and Dispute Resolution
2C12	Employee Satisfaction, Engagement, and Retention
2C13	Cultural Competence and Diversity Awareness
2C14	Labor Relations (e.g., union, collective bargaining [CBA], contract/pool staff)
3	**Environment and Quality**
3A	**Care Setting**
3A1	Federal Codes and Regulations for Building, Equipment, Maintenance, and Grounds
3A2	Person-Centered Environment (e.g., home-like environment)
3A3	Safety and Accessibility (e.g., ADA, safety data sheets)
3A4	Facility Management and Environmental Services
3A5	Information Systems Infrastructure (e.g., configurations, data security, technical controls)
3A6	Preventative and Routine Maintenance Programs (e.g., pest control, equipment, mechanical systems)
3A7	Infection Control and Sanitation (e.g., linens, kitchen, hand washing, healthcare-acquired infections, hazardous materials)
3A8	Disaster and Emergency Planning, Preparedness, Response, and Recovery (e.g., Appendix Z)
3B	**Regulatory Compliance**
3B1	Federal Healthcare Laws, Rules, and Regulations
3B2	Government Programs and Entities (e.g., Medicare, Medicaid, waivers)
3B3	Certification and Licensure Requirements for the Organization
4	**Leadership and Strategy**
4A	**Leadership**
4A1	Organizational Structures (e.g., departments, functions, systemic processes)
4A2	Organizational Change Management
4A3	Organizational Behavior (e.g., organizational culture, team building, group dynamics)

CORE Domains of Practice

4A4	Leadership Principles (e.g., communication, styles, mentoring, coaching, personal professional development)
4A5	Governance (e.g., board of directors, governing bodies, corporate entities, advisory boards)
4A6	Professional Advocacy and Governmental Relations
4B	**Organizational Strategy**
4B1	Mission, Vision, and Value Statements
4B2	Strategic Business Planning (e.g., new lines of service, succession management, staffing pipeline)
4B3	Business Analytics (e.g., evidence-based practice, data analytics)
4B4	Business Development (e.g., sales, marketing, partnerships, ACOs, contracts and agreements, negotiations)
4B5	Public Relations and External Stakeholders (e.g., hospitals, referrals sources, local community, donors)