

**6400.7015 CORE COURSE REQUIREMENTS.**

Subpart 1. **Basic requirements of course of study.** An applicant must complete a course of study with a minimum of 80 hours in core subjects necessary to perform the duties of an assisted living director and including the requirements of this part.

Subp. 2. **Customer care, services, and supports.** An applicant must complete a course in customer care, services, and supports covering:

- A. quality systems, including customer satisfaction, problem identification, data collection, root cause analysis, and quality management programs;
- B. hospitality, including models for customer engagement and satisfaction;
- C. coordination and arrangement of services with physicians, hospice, home care, podiatrists, audiologists, and other health care and community service providers; and
- D. how to address complaints and resident and family councils.

Subp. 3. **Human resources.** An applicant must complete a course in human resources covering:

- A. recruitment practices;
- B. screening practices;
- C. hiring principles;
- D. employee training;
- E. employee retention and satisfaction, including performance management;
- F. employment policies and procedures; and
- G. compliance requirements related to state and federal laws.

Subp. 4. **Finance.** An applicant must complete a course in finance covering financial management, including invoicing and managing revenue cycle, operating and capital budgeting, budgeting and rate setting, accounting, quality and performance assessments related to financial and business operations, and Medicaid and other payment sources.

Subp. 5. **Environment.** An applicant must complete a course in assisted living facilities environment covering:

- A. risk management, including risk identification and emergency plans for both shelter in place and evacuation;
- B. culinary services, including diets and meals, safety and sanitation;
- C. plant operations, including preventative maintenance, comfort and security issues, infection control, environmental design, assistive technology, and compliance with the Occupational Safety and Health Administration (OSHA) and the Americans with Disabilities Act;

- D. current regulatory requirements on the physical plant; and
- E. grounds and contracts management.

Subp. 6. **Management and leadership.** An applicant must complete a course in management and leadership covering:

- A. leadership styles and theories;
- B. confidentiality under state and federal law, including the Health Insurance Portability and Accountability Act (HIPAA);
- C. marketing, including community connections and legal marketing practices;
- D. management practices, including team building;
- E. culturally sensitive workplaces, services, and practices; and
- F. problem-solving and ethical decision-making.

**Statutory Authority:** *MS s 144A.20; 144A.21; 144A.22; 144A.23; 144A.24; 214.06*

**History:** *45 SR 1073*

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