

**WORK PROCESSES SCHEDULE**  
**LONG TERM CARE (LTC) NURSE MANAGEMENT – Level I**  
RAIS CODE: 1105CB O\*NET CODE: 11-9111.00

**DESCRIPTION:** Provide leadership and management in the skilled nursing environment. Incorporate planning, organizing and directing care, using delegation, decision making and problem solving skills to effectively manage resident care and/or management functions. Incorporate advanced knowledge of quality improvement, change management techniques and motivational theory to ensure quality of care and quality of life is maximized for residents. Utilize advanced knowledge and skill to address ethical and legal issues and improve performance.

**Term:** Competency - based (650 Minimum Hours)

**On-the-Job Learning:** Apprentices will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on the job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the trade. They are intended only as a guide to indicate the quality of the training being provided and the ability of the apprentice to absorb this training in an average amount of time. The total term of apprenticeship is indicated below.

<b>Competencies</b>	<b>Approximate Hours (Min/Max)</b>
<b>A. Nursing Leadership and Management .....</b>	<b>300 - 400</b>
1. Provide leadership to other staff utilizing situational and transformational leadership skills to serve as a role model to others.	
2. Can distinguish between the role of LTC staff nurse and a LTC nurse supervisor.	
3. Honors commitments, weighs and takes risks, assumes responsibility for all activities under direct control.	
4. Provide direction and coordinate care through direction of others, teamwork and consultation.	
<b>B. Planning and Delivering Care in LTC Organizations .....</b>	<b>150 - 300</b>
1. Delegate, monitor and direct assignments of licensed and unlicensed personnel.	
2. Demonstrate understanding of the work of positions for which assignments will be communicated and communicates assignments clearly, giving staff authority to complete.	
3. Update staff on changes in work or workplace.	
4. Plan and organize work to ensure timely task completion and work flow.	
5. Plan and organize complex work including handling emergency situations promptly.	
6. Make sound, timely decisions with consideration of ramifications.	
7. Analyze issues, prioritizes problems and involves appropriate individuals to select plan for resolution, anticipating outcomes and managing consequences.	
8. Display effective problem solving skills.	
<b>C. Monitoring and Improving Performance .....</b>	<b>150 - 200</b>
1. Provide formal and informal recognition and rewards for employees for positive performance.	
2. Assess learning needs through reviewing employee performance competencies, corrective actions, staff and resident surveys, observation and feedback from other staff.	
3. Participate in providing instruction to enhance on the job learning.	

4. Monitor staff performance daily and give informal daily feedback and structured weekly feedback.
5. Complete and share performance appraisals on a timely basis.
6. Confronts or does change interviews with employees when they need to make changes in behavior or performance and documents. Follow-up to assure desired change occur.
7. Initiate performance improvement plan when needed and supports staff through training and follows up on progress and completion.
8. Suggest and/or initiate quality improvement studies and follow up.
9. Is helpful to others; approachable; collaborates with others.
10. Is considerate of others when working toward goals and problem-solving.
11. Provide recognition to employees that perform their duties correctly or go the extra mile; encourages others to improve performance.
12. Encourage employees to take on new challenges.
13. Ask employees to help formulate solutions to problems in the work place and encourages staff to become involved and to provide feedback on issues.
14. Listen/serve as a resource and advocate for work problems, equipment, and supply needs and employee complaints and directs staff to resources for personal crises and problems.
15. Inquire daily as to how the day is going, check to see if staff have what they need to do the job.

**D. Ethical, Legal, Resource and Conflict Management.....50 - 100**

1. Recognize stages of change and implements appropriate actions to minimize resistance.
2. Keep abreast of developments in area of expertise.
3. Establish accurate budget for department and/or work area; works within budget.
4. Purchase and/or secure quality resources that are cost-effective.
5. Utilize resource effectively, minimizing waste and oversees staff's effective use of the same, using Society contracts and vendors when applicable.
6. Recognize stage of grief and mourning and provide support to residents, families and staff members by offering support and refers to counseling and/or spiritual support services.
7. Provide guidance to residents, families and staff according to policies related to experimental treatment and end of life concerns.
8. Serve as a resident advocate.

**Total Approximate Hours ..... 650 – 1,000**

**RELATED INSTRUCTION OUTLINE  
LONG TERM CARE (LTC) NURSE MANAGEMENT  
O\*NET CODE: 11-9111.00 RAIS CODE: 1105CB**

**Description:** The following related training outline identifies subject matter that must be mastered by the apprentice in order to successfully complete the program.

<b>Core Skills</b>	<b>Minimum Hours</b>
<b>A. Leading with Spirit.....</b>	<b>45</b>
1. Training course on Supervision	
2. (Series of 12 self study units)	
<b>B. Nursing Leadership and Management .....</b>	<b>45</b>
1. Nursing Leadership And Management	
▪ Management types and leadership styles	
▪ Power vs. empowerment	
▪ The Roles and Characteristics of front line nursing caregivers	
2. Planning And Delivering Care In LTC Organizations	
▪ Organizational structures	
▪ Nursing delivery systems	
▪ Decision making and delegation	
3. Monitoring And Improving Performance	
▪ Communicating, teaching, motivating and building nursing teams	
▪ Supervising and evaluating	
▪ Attaining and Maintaining Competence	
▪ Nursing Challenges in the workplace	
▪ Quality care	
4. Ethical, Legal And Conflict Management	
▪ Nurse leader role in change process	
▪ Resident advocate role	
▪ Conflict Management	
▪ Ethical Issues in LTC	
▪ Managing Resources	
<b>Minimum Hours of Related Instruction .....</b>	<b>90</b>

*Individuals who complete the Long Term Care Nurse Management on-the-job learning and related instruction components shall receive a "Certificate of Training" credential and is normally completed prior to selecting an area of specialization. Selection of a specialty area (Infection Control, Charge Nurse, MDS Coordinator, or Quality Improvement Nurse Coordinator) will provide for a full apprenticeship completion, normally completed during a 12 month or 2000 hour time frame.*

*Some courses and/or work experience can be credited if completed through other viable work experience.*