



Candidate Handbook

Core of Knowledge Exam for Long Term Care Administrators (CORE)

Line of Service Exams (LOS)

- Nursing Home Administrators (NHA)
- Residential Care and Assisted Living Administrators (RC/AL)
- Home and Community Based Services Administrators (HCBS)

State Based Licensing Examinations

Effective July 5, 2017

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Contents

About the National Association of Long Term Care Administrator Boards (NAB)	2	Security	9
Testing Agency.	2	Personal Belongings	10
Relationship Between PSI and NAB	2	Examination Restrictions	10
Relationship Between NAB and State Boards/ Agencies Regulating Long Term Care Administra- tors and NAB Approved Certification Bodies	2	Misconduct	10
State’s Requirements for Licensure as a Long Term Care Administrator	2	Computer Login.	11
Examinations	2	Practice Tutorial	11
Examination Structure	3	Timed Examination	11
Health Services Executive (HSE) Qualification	4	Preparing for the Examination	11
Examination Content and Item Development	4	Types of Examination Questions	11
Form Development.	5	Responding to Test Questions	12
Statement of Nondiscrimination	5	Following the Examination: Score Reports	12
Eligibility	5	Scaled Scores	13
How to Apply for Examinations	6	If You Do Not Pass the Examination	13
Fees	6	Scores Canceled by NAB or PSI	13
Scheduling an Examination Appointment	7	Confidentiality	13
Examination Administration	7	Copyrighted Examination Questions	13
Test Center Locations	7	Diagnostic Score Summary	14
Arrangements for Candidates with Disabilities	7	Score Transfer Request	14
Examination Appointment Changes	8	NAB Publications	14
Withdrawals.	8	Continuing Education	14
Missed Appointments/Forfeitures	8	NAB Examination Specifications for CORE, Lines of Service: NHA, RC/AL, HCBS.	15
Inclement Weather/Power Failure/Emergency	9	Recommended References	26
On the Day of Your Examination	9	Candidate Request for Examination Accommodations Form.	31
Identification	9	Score Transfer Request Application	33

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About the National Association of Long Term Care Administrator Boards (NAB)

NAB is the nation's leading authority on licensing, credentialing, and regulating administrators of organizations along the continuum of long term care.

The mission of a NAB member state regulatory board or agency includes public protection of the residents and clients of America's skilled nursing facilities, assisted living communities, and home and community based services. As such, NAB strives to support member boards and agencies in carrying out their mission through the development and provision of entry-level competency examinations, standards, shared resources, and tools to assist them in their role of licensure of nursing home, assisted living, and home and community based services administrators. NAB examinations are also used as a component in meeting the eligibility criteria for professional certification programs.

Testing Agency

NAB has contracted with PSI Services to assist in the development, administration, scoring and analysis of the examinations. PSI is a leader in the testing industry, offering certification, licensing, talent assessment and academic solutions worldwide.

PSI Services has more than 70 years of experience providing worldwide testing solutions to corporations, federal and state government agencies, professional associations, certifying bodies and leading academic institutions. PSI offers a comprehensive solutions approach from test development to delivery to results processing, including pre-hire employment selection, managerial assessments, licensing and certification tests, distance learning testing, license management services and professional services.

Relationship Between PSI and NAB

NAB contracts with PSI for the following services: exam administration, reporting scores, assisting

with the development of items and tests, processing applications, and providing additional consultation as requested.

Relationship Between NAB and State Boards/Agencies Regulating Long Term Care Administrators and NAB Approved Certification Bodies

The state boards regulating long term care administrators and certification bodies contract with NAB for examination usage and score reports. State boards or agencies that currently license long term care administrators and executive directors establish the requirements for licensure. NAB has established standards for certification bodies using NAB exams as a component for certification eligibility. (Please refer to NAB's website at www.nabweb.org for additional information on state boards/agencies and certification bodies requiring the examinations). In states that require licensure, any individual who wishes to enter or continue in the practice must meet the standards established by his/her state or jurisdiction to qualify for or maintain an occupational license. Each state board or agency retains the sole authority to determine passing scores.

State's Requirements for Licensure as a Long Term Care Administrator

Since state boards vary in requirements regarding education, experience, and examinations, candidates should contact the state agency that regulates licensure in the jurisdiction in which they wish to be licensed. Candidates can find a list of state licensure contacts at www.nabweb.org/state-licensure-requirements.

Examinations

NAB develops and administers the examinations across the continuum of long term care. The NAB team of exam item-writers works diligently to craft questions that cover all domains of practice within long term care administration. Exams are offered in the following areas:

NAB National Core of Knowledge Exam for Long Term Care Administrators (CORE) (110 questions)

The purpose of the CORE entry level competency examination is to protect the public by ensuring that entry-level administrators and executive directors have mastered the foundation of skills and knowledge for all long term care lines of service while demonstrating the skills and abilities essential to competent practice within the profession. First-time candidates are encouraged to schedule their CORE and Line of Service (LOS) exams concurrently to obtain discounted pricing when purchased together. As some states may mandate concurrent scheduling, please check with your state board regarding concurrent scheduling requirements.

NAB National Nursing Home Administrators Line of Service Examination Program (NHA) (55 questions)

The NHA line of service exam measures the entry-level knowledge of nursing home administrators. The NHA examination is required as a component of licensure requirements in all states and the District of Columbia. The purpose of this licensing/entry level competency examination is to protect the public by ensuring that entry-level administrators have mastered a specific body of knowledge while demonstrating the skills and abilities essential to competent practice within the profession.

NAB National Residential Care/Assisted Living Administrators Line of Service Examination Program (RC/AL) (55 questions)

The RC/AL line of service exam measures the entry-level knowledge of residential care/assisted living administrators. The RC/AL examination is required as a component of licensure requirements in several states. The purpose of the RC/AL examination is to protect the public by ensuring that entry-level residential care/assisted living administrators have mastered a specific body of knowledge while demonstrating the skills and abilities essential to competent practice within the profession.

NAB National Home and Community Based Services Line of Service Examination Program (HCBS) (55 questions)

The HCBS line of service exam encompasses independent living, adult day, home, home health, palliative and hospice care. The purpose of the HCBS examination is to protect the public by ensuring that entry-level home and community based administrators have mastered a specific body of knowledge while demonstrating the skills and abilities essential to competent practice within the profession.

State Examination Administration Program (number of questions varies by state)

NAB also offers administration of state-based law examinations in some jurisdictions. Applicants should check with the jurisdiction in which they are seeking licensure to determine if they participate in NAB's state examination administration program. If a state exam is offered, candidates may elect either to schedule or take both the national examinations and the state exam concurrently, or in two separate sessions. The Diagnostic Report is available only for the national licensing exams.

Examination Structure

Licensure and certification candidates must pass both sections of a two-part component examination. The first component consists of a 110-item Core of Knowledge Examination for Long Term Care Administrators (CORE) (100 scored items plus 10 unscored pretest items). The second component is an appropriate line of service exam (LOS exam) of 55 items (50 scored items plus 5 pretest items). NAB offers three LOS exams: NHA, RC/AL and HCBS. Candidates may either take both components (Combo: CORE + LOS) in one three-hour appointment, or take each component individually. Check with your state board about concurrent scheduling requirements.

Candidates who are successful on one component of the exam and not the other will be required to retake only the failed portion. *(Check with your state board on any exceptions to the single compo-*

nent retake policy.) Separate scores will be reported to state licensing boards and agencies for each component.

All of the items on the NHA, RC/AL and HCBS examinations are objective, multiple-choice questions, having four alternative responses of which only one is the correct response. The Examination Content covers five content areas or domains:

- Customer Care, Supports, and Services
- Human Resources
- Finance
- Environment
- Management and Leadership

Each content area includes several tasks and knowledge and skills needed to perform the tasks. NAB Examination Specifications at the back of this handbook includes the percentage of questions in each of the five major content areas and detailed tasks and knowledge statements in each major subject area.

Health Services Executive (HSE) Qualification

NAB is introducing a new broad-based qualification, offered as the Health Services Executive (HSE) qualification. The HSE is designed to facilitate cross jurisdictional licensure mobility and multiple line of service licensure qualification. The HSE qualification will be awarded to long term care professionals who have demonstrated through a combination of education, experience and examination the entry level competencies to meet licensure requirements in all three lines of service (NHA, RC/AL and HCBS). Detailed information about application and qualification for the HSE can be found on the NAB website at www.nabweb.org/health-services-executive. States that adopt the NAB HSE qualification will recognize NAB HSE qualified candidates as meeting their state licensure requirements



in state specific required categories (NHA, RC/AL and/or HCBS) of licensure with minimal additional requirements (i.e., criminal background checks and state law exams as required by the state).

Candidates for the Health Services Executive qualification must first register and apply for the HSE through **NABVerify** at www.nabweb.org and be NAB HSE qualified prior to applying to your state board for licensure. State boards do not accept application for the HSE qualification. Upon NAB approval, the HSE applicant will be approved by NAB to take the required Line of Service Examination(s) to achieve the HSE qualification. Upon qualification, you may apply directly to your state board for licensure, and NAB will transfer your HSE file to your state licensure board or agency.

Examination Content and Item Development

The procedures used by NAB to prepare all examinations are consistent with the technical guidelines recommended by the American Educational Research Association, the American Psychological Association, and the National Council on Measurement in Education (AERA, APA, & NCME, 2014). In addition, the best effort has been made to adhere to relevant sections of the Uniform Guidelines on Employee Selection adopted by the Equal Employment Opportunity Commission, Civil Service Commission, Department of Labor, and Department of Justice (EEOC, CSC, DOL, & DOJ, 1978). All NAB examinations are constructed to meet the specifications in effect for the NAB examination program. These test specifications are based on the results of a job analysis study, which is updated every five years.

The job analysis study was undertaken to define the job-related activities, knowledge and skills underlying the work of long term care administrators in each line of service for an entry level administrator. A panel of subject matter experts chosen by NAB generated the work-related activities and content areas of the job analysis under the guid-

ance of professional testing staff. The components delineated in the study were validated by a random sample of long term care administrators and executive directors to demonstrate that the domains, tasks, and knowledge statements were applicable to individuals from a variety of work settings and geographic locations.

The primary objective of the examination program is to protect the public by ensuring that candidates demonstrate competence in content areas that are relevant to practice as an entry level administrator. NAB and PSI institute a number of review procedures to ensure that the examinations contain items that are relevant to practice and are critical to assessing entry level competence.

The items are written by content experts from the NAB Examination Committees according to the content areas of the validated test specifications. To be accepted for inclusion in the item bank, each item must also meet minimum standards concerning its importance and criticality to entry level practice. In addition, the item must assess an aspect of work in the field that is frequently performed at entry level. All new items that fail to meet these standards are rejected from the item pool. Every test item undergoes a statistical analysis and is reviewed by the NAB Examination Committee.

Form Development

Multiple forms are available for each national examination title. PSI staff initiates the process of developing a new test by reviewing the statistical data accrued for the most current test form. Test items with undesirable statistical characteristics (e.g., items that are too difficult for candidates, items that do not discriminate between candidates who are knowledgeable about the subject and those who are not) are flagged during this review process. In addition, items that have appeared on several successive forms are targeted for replacement.

PSI staff assembles a draft form of the test by selecting items from the item bank to match the content category and, if possible, the difficulty level of other forms. The NAB Examination Committees attend workshops and concentrate on the content of the examinations. Adequacy of content coverage, test item redundancy, and the accuracy of the answer key are among the factors considered during this phase of the test development process. Workshop participants have access to the item bank in the event that replacements are needed.

At the conclusion of the workshop, PSI staff incorporates additional replacement items or item revisions into a second draft version of the new test form. Reviewer copies of the test are assembled for final approval. After approval, each new test form is subjected to a final round of proofreading by PSI editors and psychometricians and then prepared for computer delivery.

Each state board or agency retains the sole authority to determine passing scores. NAB and PSI conduct a rigorous workshop using industry-accepted processes to recommend a criterion-referenced score.

Statement of Nondiscrimination

PSI and NAB do not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability, marital status or any other protected characteristic.

Eligibility

Because states vary in requirements regarding education, experience and examinations, candidates should contact the state board or agency which regulates the licensure of NHA, RC/AL and HCBS administrators in the state they wish to be licensed PRIOR to applying for the exam. Candidates can find a list of state board and agency contacts on NAB's website at www.nabweb.org/state-licensure-requirements. Candidates for the Health Services Executive (HSE) qualification should check the NAB website for requirements

and apply directly to NAB through **NABVerify** at www.nabweb.org prior to making application to your state board or agency.

How to Apply for Examinations

ALL applications to sit for NAB examinations are submitted online, regardless of any state pre-approval process. **Beginning July 5, 2017**, to apply for the examinations, submit an online application at the NAB Clarus website <https://nab.useclarus.com>. First-time users of NAB Clarus will create a new profile, including their personal information, work history and education. Returning users login to their existing account. Select a jurisdiction to apply for an NAB examination(s). After viewing a video and agreeing to security standards for the examination, follow the screens to complete background information and payment checkout. If you need assistance with the application process, please call PSI Customer Service at 800-367-1565 ext 6830.

After you complete and submit your application with all required documentation, it is reviewed and verified by the appropriate state board, agency, certification body, or NAB (for HSE applicants only) within 120 days. If the application is complete and approved, you will receive an "Authorization to Test" email notification from PSI along with instructions for scheduling your examination. Candidates are responsible for contacting PSI to schedule the examination. NAB exams are administered daily. **Examinations MUST be scheduled and completed within a 60-day window from the date of receiving the Authorization to Test email.**

Your eligibility is valid for one examination attempt. Should you not pass an examination or component or if you are absent for your test appointment, you will need to re-register and receive a new eligibility.

Fees

Candidates may schedule and take each component separately or in a combined session. First-

time candidates are encouraged to take the CORE and a LOS exam in a concurrent session. Check with your state board/agency as some states may require a concurrent session. Fees must be submitted with the online application. Payment may be made by credit card (Visa, MasterCard, Discover or American Express). The exam fees below include a non-refundable processing fee of \$75.

Component	Time Limit	Fee
Combo: CORE + NHA	3 hours	\$425
Combo: CORE + RC/AL	3 hours	\$400
Combo: CORE + HCBS	3 hours	\$400
CORE Only	2 hours	\$300
NHA LOS	1 hour	\$175
RC/AL LOS	1 hour	\$175
HCBS LOS	1 hour	\$175

STATE Exams – 2 hour time limit	Fee
Florida NHA	\$240
Maryland NHA	\$190
Michigan NHA	\$190
Missouri NHA	\$190
Missouri RC/AL	\$190
New Hampshire NHA	\$190
Ohio NHA	\$190
Oklahoma Nursing Home Administrator (NHA) State Standards Examination	\$275
Oklahoma Certified Assistant Administrator (CAA) State Standards Examination	\$275
Oklahoma Residential Care/Assisted Living Administrator(RC/AL) State Standards Examination	\$275
Oklahoma Residential Care Administrator (RC) State Standards Examination	\$275
Oklahoma Adult Day Care Administrator (ADC) State Standards Examination	\$275
Pennsylvania NHA	\$265
South Carolina NHA	\$190
South Carolina RC/AL	\$190
Texas NHA	\$190
Wisconsin NHA	\$190

Scheduling an Examination Appointment

Once you have been approved by your state licensing board, you will receive an email confirmation from PSI. When you contact PSI to schedule an appointment, please be prepared to confirm a date and location for testing and to provide your name and candidate identification number (from PSI's email scheduling notice). All individuals are scheduled on a first-come, first-served basis.

Online Scheduling: For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the online scheduling service at www.psiexams.com. Internet registration is available 24 hours a day. In order to register online, complete the steps below:

1. Once candidate information is received by PSI, candidates will receive an Authorization to Test registration confirmation email from support@psionline.com that contains a link to the PSI website for scheduling.
2. To schedule, it is highly recommended that candidates click on the link contained in the email as it will link directly to the candidate's account creation page on the PSI website. After setting up an account, candidates will be able to schedule their test.
3. After scheduling your examination appointment online, you will receive an email confirmation from no-reply@psiexams.com. This will contain the test date, time, test center address and directions.

Telephone Scheduling: To schedule an examination by phone, call 1-800-733-9267. Live operators are available as follows:

Time Zone	Monday – Friday	Saturday – Sunday
Eastern Time	8:00am – 8:00pm	9:00am – 5:30pm
Central Time	7:00am – 7:00pm	8:00am – 4:30pm
Mountain Time	6:00am – 6:00pm	7:00am – 3:30pm
Pacific Time	5:00am – 5:00pm	6:00am – 2:30pm

No changes in the examination type will be allowed to be made at the test center. Only scheduled candidates will be admitted to the test center.

Examination Administration

The examinations are offered by computer at approximately 300 PSI Test Centers located throughout the United States. The examination is administered by appointment only Monday through Saturday. Appointment starting times may vary by location. Candidates are scheduled on a first-come, first-served basis.

Examinations are not offered on the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
(and the following Friday)
- Christmas Eve
- Christmas Day

Test Center Locations

PSI Test Centers have been selected to provide accessibility to the most candidates in all states and major metropolitan areas. A current listing of PSI Test Centers, including addresses and driving directions, may be viewed at PSI's website, www.psiexams.com. Specific address information will be provided when you schedule an examination appointment.

Arrangements for Candidates with Disabilities

PSI is interested in ensuring that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. PSI will provide reasonable accommodations for candidates with disabilities.

When requesting examination accommodations in conformance with the Americans with Disabilities

Act, the candidate should check the box marked, "Exam accommodation request," which appears on the online application.

Once examination accommodations are requested within the online application, candidates should complete the form titled, "Candidate Request for Examination Accommodations" located at the end of this handbook. Submit this form to the appropriate state licensing board/agency as soon as possible, with all accompanying documentation (see below). Your application must be accompanied by documentation that is sufficient to explain the need for the accommodation(s) of your disability. You may include a letter from an appropriate professional (e.g., physician, psychologist, occupational therapist, educational specialist) or evidence of prior diagnosis or accommodation (e.g., special education services).

Previous school records may also be submitted to document your disability. Any professional providing documentation should have knowledge of your disability, having diagnosed and/or evaluated you, or have previously provided the accommodation.

The letter which you obtain from a professional must be on official stationery and include the following information:

- Identification of the specific disability/diagnosis
- A brief description of the disability
- The approximate date when the disability was first diagnosed/identified
- A brief history of the disability
- Identification of the test/protocols used to confirm the diagnosis
- A description of past accommodations made for the disability
- An explanation of the need for the testing accommodation(s)
- Signature and title of the professional

You may be contacted by PSI and/or your state licensing board/agency for clarification of any information provided.

Examination Appointment Changes

You may cancel and reschedule an examination appointment without forfeiting your examination fee, as long as your cancellation notice is received at least two days before the scheduled examination by 4:00 p.m. PT. You must reschedule within your 60-day eligibility window. You may reschedule your examination online at www.psiexams.com or by calling the PSI toll free number 1-800-733-9267.

NOTE: A voicemail message will not be an accepted cancellation. Please contact PSI by phone to speak with a Customer Service Representative or reschedule your date online.

Withdrawals

Verbal withdrawals by telephone will not be accepted. Candidates who withdraw must reapply and pay all required fees in order to have another 60-day eligibility period in which to take the examination. You will receive your refund approximately 30 days after receipt of your notification to withdraw the examination application.

If candidates register for both the NAB national and state examinations, both of the exams must be taken within the candidate's 60-day window. Failure to schedule and take both examinations within the 60-day window will result in forfeiture of fees.

Missed Appointments/Forfeitures

A candidate will forfeit the examination registration and all fees paid under the following circumstances:

- The candidate wishes to reschedule an examination but fails to contact PSI at least two business days prior to the scheduled testing session.
- The candidate wishes to reschedule a second time.
- The candidate appears more than 15 minutes late for an examination.
- The candidate fails to report for an examination appointment.

- The candidate does not present proper identification when arriving for the examination. Candidates who fail to arrive at the test center on the date and time they are scheduled for examination will not be refunded any portion of their examination fees and must reregister. Examination fees may not be transferred to another appointment.

Inclement Weather/Power Failure/Other Emergency

In the event of inclement weather or unforeseen emergencies on the day of an examination, PSI will evaluate whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination.

You may visit PSI's website at www.psiexams.com or call 1-800-733-9267 prior to the examination to determine if PSI has been advised that any test centers are closed. Every attempt is made to administer the examination as scheduled. However, should an examination be canceled at a test center, all scheduled candidates will receive notification regarding rescheduling or reapplication procedures.

For computer-based examinations, if power to a test center is temporarily interrupted during an administration, your examination will be restarted. The responses provided up to the point of interruption will be intact.

On the Day of Your Examination

On the day of your examination appointment, it is recommended to report to the test center no later than 30 minutes prior to your appointment. Once you enter the building, look for the signs indicating PSI Test Center Check-In. Allow time for signing in, identification verification and becoming familiar with the examination process. **A candidate who arrives more than 15 minutes after their scheduled examination time will not be admitted.**

Identification

To gain admission to the test center, you must present two forms of identification. The primary form must be a current government-issued ID that includes your name, signature and photograph. No form of temporary identification will be accepted. You will also be required to sign a roster for verification of identity.

Examples of valid primary forms of identification are: driver's license with photograph; state identification card with photograph; passport; military identification card with photograph; alien registration card.

The secondary form of identification must display your name and signature for signature verification (e.g., credit card with signature, social security card with signature, employment/student ID card with signature).

If your name on your registration is different than it appears on your identification, you must bring proof of your name change (e.g., marriage license, divorce decree or court order).

Candidates must have proper identification to gain admission to the test center. Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of examination fees.

Security

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The test center is continuously monitored by audio and video surveillance equipment for security purposes. The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, pagers or cellular/smart phones are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices inside of the test-

ing room is strictly prohibited and will result in dismissal from the examination.

- The on-screen calculator is enabled for NAB exams, but handheld calculators are not allowed.
- No guests, visitors or family members are allowed in the testing room or reception areas.
- Candidates may be subjected to a metal detection scan upon entering the examination room.

Violations of security provisions in effect for the NAB licensing examination program will be reported to the applicable agency governing the licensing process for further investigation and possible legal and/or disciplinary action.

Personal Belongings

No personal items, valuables or weapons should be brought to the test center. Only wallets and keys are permitted. Large coats and jackets must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. The test center administrator will lock the soft locker prior to you entering the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room unless they are securely locked in the soft locker.

- watches
- hats
- wallets
- keys

Once you have placed your personal belongings into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If you bring personal items that will not fit in the soft locker, you will not be able to test. The site will not store or be responsible for your personal belongings.

If any personal items are observed or heard (such as cellular/smart phones, alarms) in the testing room after the examination is started, you will be dismissed and your exam scores will not be reported and all fees forfeited.

Examination Restrictions

- Pencils will be provided during check-in.
- You will be provided with one piece of scratch paper to use during the examination, unless noted on the sign-in roster for a particular candidate. Additional scratch paper is available upon request. You must return the scratch paper to the test center administrator at the completion of testing or you will not receive your score report.
- No documents or notes of any kind may be removed from the test center.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking and smoking are not permitted in the test center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks.

Misconduct

If you engage in any of the following conduct during the examination you may be dismissed, scores will not be reported and examination fees will not be refunded. Examples of misconduct are when an examinee:

- Creates a disturbance, is abusive or is otherwise uncooperative;
- Displays and/or uses electronic communications devices such as pagers, cellular/smart phones;
- Talks or participates in conversation with other examination candidates;
- Gives or receives help or is suspected of doing so;
- Leaves the test center during the administration (unauthorized);
- Attempts to record examination questions or makes notes;
- Attempts to take the examination for someone else;
- Is observed with personal belongings, or
- Is observed with unauthorized notes, books or other aids.

Computer Login

After your identification has been confirmed, you will be directed to a testing carrel. You will be prompted on-screen to enter your candidate identification number.

Practice Tutorial

Prior to attempting the examination, you will be given the opportunity to take a practice tutorial on the computer. The time you use for this practice tutorial is NOT counted as part of your examination time or score.

When you are comfortable with the computer testing process, you may quit the practice session and begin the timed examination. Please note that this practice tutorial is to help you become familiar with the computerized examination format; it is possible that the problems will not be related to the content of the timed examination.

Timed Examination

Following the practice tutorial, you will begin the timed examination. Before beginning the exam, please carefully read the on-screen examination instructions. Taking the PSI examination by computer does not require specialized computer experience or typing skills.

The computer monitors the time you spend on the examination. The examination will terminate if you exceed the time allowed. A digital clock located at the top of the screen updates as you record your answers and indicates the time remaining for you to complete the examination.

Only one examination question is presented at a time. Choices of answers to the examination question are identified as 1 through 4. Candidates may select a number on the keyboard and press ENTER to record answers. You may also use the mouse to click on the chosen response. You may change your answer as many times as you wish during the examination time limit.

Candidates can move forward and back through the examination, question by question. An examination question may be left unanswered and can be returned to later within the session. Questions may also be marked for later review. If not all questions have been answered, use the time remaining to answer those questions. Be sure to provide an answer for each examination question before ending the examination. There is no penalty for guessing.

Note: If you are taking two components of the exam together (Combo: CORE + NHA, RC/AL or HCBS), after you complete the CORE component and start the second component, you will not be able to review the CORE questions.

Preparing for the Examination

Since examination areas are designed to assess mastery of the knowledge and tasks necessary for entry-level practice as a long term care administrator, candidates must be proficient in each area of the NAB Examination Specifications (pages 15-25). A bibliography of recommended reference materials for each examination begins on page 26 of this handbook. For test security reasons, NAB does not distribute past examination forms.

Types of Examination Questions

All of the questions on the entry level competency examination are objective, multiple-choice items, having four alternative responses with one correct answer. Three types of multiple choice questions are used:

1. Knowledge — This type of question involves remembering and understanding previously learned material. It may also require the candidate to demonstrate the interrelationship among given facts.
2. Interpretation — These questions require that the candidate understand and make use of information presented, as opposed to recalling a fact or definition.

**NAB Examination Specifications for
CORE, Lines of Service: NHA, RC/AL, HCBS**

	CORE	Line of Service (NHA,RC/AL, HCBS)
Domain 1: Customer Care, Supports, and Services	30%	42%
Domain 2: Human Resources	15%	12%
Domain 3: Finance	15%	12%
Domain 4: Environment	10%	20%
Domain 5: Management and Leadership	30%	14%
TOTAL	100%	100%
<i>Number of scored items</i>	<i>100</i>	<i>50</i>
<i>Unscored Pretest Items</i>	<i>10</i>	<i>5</i>

Note: Some tasks and knowledge statements may apply only to some Lines of Service

3. Problem solving and evaluation — This type of question requires that the candidate organize facts, interpret data, assess the situation and choose the best alternative or course of action.

This allows the question to be validated as accurate and appropriate before it is included on a future exam.

Responding to Test Questions

The score is based on the number of questions answered correctly, and there is no penalty for guessing. Since it is to the candidate’s advantage to respond to each question, they should answer questions they are sure of first. If time permits, they can go back to the more difficult questions, eliminate the responses that appear incorrect, then choose from the remaining responses.

In addition to the scored questions, the examination also includes additional pretest questions. You will be asked to answer these questions, but these will not be included in the scored examination result. Pretest questions will be disbursed within the examination and are not identified as items which will not be included in your score. It is necessary to ensure that candidates answer pretest questions in the same manner as they do scored questions.

Following the Examination: Score Reports

After finishing the examination, candidates are asked to complete a short evaluation of their examination experience. Then, candidates are instructed to report to the test center administrator to receive their preliminary score report. For candidates taking a Combo: CORE plus a specific Line of Service, the preliminary score report will indicate “pass” or “fail” for each component.

PSI reports scores and data only to the licensure board or their administrative authority in the state where the candidate applied for licensure. HSE candidate scores are reported to NAB; certification candidates’ scores are reported to the certification body. PSI reports scores within 15 working days from the time the score information is received. Candidates seeking score report information must make their requests directly to the appropriate authority.

HCBS Examinations: The HCBS examination has been developed with all new questions and has not been reviewed for statistical performance. To ensure that the questions meet acceptable criteria for a valid test, scores will not be available until approximately September 1, 2017. HCBS candidates are encouraged to schedule their test as soon as possible.

Scaled Scores

To ensure fairness of the examination scoring process, a statistical method called equating is used to account for differences in test difficulty and to calculate a scaled score. With equating, scores are reported on a scale common to all forms of the examination (scaled score). The raw score (the number of questions answered correctly) is converted to a scaled score using a scale ranging from 50 to 150.

On this converted scale, NAB proposes a scaled score of 113 as a passing score for the state boards and agencies for all CORE and LOS examinations.

If You Do Not Pass the Examination

Candidates who fail one or both components of the examination will be required to reapply to the jurisdiction, NAB or certification body of original application for eligibility for a retake. If approved, they will receive a new 60-day window to schedule and sit for the exam(s).

Candidates may not take the Core of Knowledge exam more than four times (or less if the jurisdiction's policy is less than four times) in a 12-month period from the date of the initial test.

Candidates may not take the NHA LOS exam more than four times (or less if the jurisdiction's policy is less than four times) in a 12-month period from the date of the initial test.

Candidates may not take the RC/AL LOS exam more than three times (or less if the jurisdiction's policy is less than three times) in a 12-month period from the date of the initial test.

Candidates may not take the HCBS LOS exam more than three times (or less if the jurisdiction's policy is less than three times) in a 12-month period from the date of the initial test.

Scores Canceled by NAB or PSI

NAB is responsible for the integrity of the scores it reports. On occasion, occurrences such as a computer malfunction or misconduct by a candidate may cause a score to be suspect. NAB is committed to rectifying such discrepancies as expeditiously as possible. NAB may void examination results if, upon investigation, violation of its regulations is discovered.

Confidentiality

Information about candidates for testing and their examination results are considered confidential. Studies and reports concerning candidates will contain no identifiable information, unless authorized by the candidate.

Copyrighted Examination Questions

All examination questions are the copyrighted property of NAB. **It is forbidden under federal copyright law to copy, reproduce, record, distribute, or display these examination questions by any means, in whole or in part. Doing so may be subjected to severe civil and criminal penalties.**

Diagnostic Score Summary

Candidates can view and print a diagnostic summary that provides the number correct and percentage scores for each of the five content areas (domains) for the CORE and LOS exams. This information may be useful to candidates for further study and preparation. Content scores are not included in score transfers to licensing boards and agencies. The diagnostic score summary is available by logging into your NAB Clarus account at <https://nab.useclarus.com>. Diagnostic reports are not available for State based examinations.

Score Transfer Request

Candidates' scores can be reported to a jurisdiction other than the one for whom they took the test. This service is available to aid candidates who wish to apply for licensure in multiple states. Scores are routinely reported to the jurisdiction in which the examination was taken. The charge for each score transfer is \$70.00. Candidates can complete this form online through their NAB Clarus account at <https://nab.useclarus.com> by selecting the "ORDER a Score Transfer Report" button or by submitting the Score Transfer Request Application on page 33.

NAB Publications

The NAB Study Guide may be purchased through the NAB website at www.nabweb.org. Select recommended references may be purchased through the NAB Amazon bookstore at <http://astore.amazon.com/nabbookstore2-20>. Book orders, refunds and credits are handled directly by Amazon.

Continuing Education

NCERS (National Continuing Education Review Service) is a nationwide database of CE programs for administrators seeking credits to maintain their certification. All courses listed in NCERS have been reviewed and approved by trained reviewers, and these courses are approved by many state boards towards maintaining administrators' certification. To locate courses that are NAB approved, visit <https://nab.learningbuilder.com/public/activitysearch>.

Additionally, NAB has recently launched a CE Registry system housed within **NABVerify**. This complimentary service can be accessed by all licensed administrators as a mechanism for tracking all CE courses that are both NAB and state approved. For more information regarding the CE Registry, please visit <http://www.nabweb.org/continuing-education>.

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)			
	CORE %	Line of Service %	Overall %
1. Customer Care, Supports, and Services	30%	42%	34%
Tasks:			
A. Establish care recipient service policies and procedures that comply with applicable federal and state laws, rules, and regulations.			
B. Ensure plans of care are evidence-based, established, implemented, updated, and monitored based on care recipient preferences and assessed needs.			
C. Ensure the planning, development, implementation/execution, monitoring, and evaluation of admission/move in process, including preadmission/premove information, to promote a quality experience for care recipients.			
D. Ensure the planning, development, implementation/execution, monitoring, and evaluation of discharge/move out process to promote a quality experience for care recipients.			
E. Ensure the planning, development, implementation/execution, monitoring, and evaluation of programs to meet care recipients' psychosocial needs and preferences.			
F. Ensure the planning, development, implementation/execution, monitoring, and evaluation of care recipients' activities/recreation to meet social needs and preferences.			
G. Ensure the planning, development, implementation/execution, monitoring, and evaluation of a health information management program to meet documentation requirements in compliance with federal and state regulations.			
H. Ensure the planning, development, implementation/execution, monitoring, and evaluation of medication management that supports the needs of the care recipient.			
I. Ensure the planning, development, implementation/execution, monitoring, and evaluation of a rehabilitation program to maximize optimal level of functioning and independence for care recipients.			
J. Ensure the planning, development, implementation/execution, monitoring, and evaluation of systems for coordination and oversight of contracted services.			
K. Ensure the planning, development, implementation/execution, monitoring, and evaluation of policies and procedures for responses to care recipient-specific incidents, accidents, and/or emergencies.			

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)			
	CORE %	Line of Service %	Overall %
<p>L. Ensure the planning, development, implementation/execution, monitoring, and evaluation of housekeeping and laundry services for care recipients.</p> <p>M. Ensure the planning, development, implementation/execution, monitoring, and evaluation of education intended for care recipients and their support networks.</p> <p>N. Ensure the planning, development, implementation/execution, monitoring, and evaluation of nutritional needs and preferences of care recipients.</p> <p>O. Ensure the planning, development, implementation/execution, monitoring, and evaluation of dining experience that meets the needs and preferences of care recipients.</p> <p>P. Ensure care recipients' rights and individuality within all aspects of care.</p> <p>Q. Integrate support network's perspectives to maximize care recipients' quality of life and care.</p> <p>R. Ensure transportation options are available for care recipients.</p> <p>S. Ensure the provision of a customer service culture that leads to a quality experience for care recipients.</p>			
Knowledge of:			
<ol style="list-style-type: none"> 1. Applicable federal and state laws, rules, and regulations 2. Government programs and entities 3. Ethical decision-making 4. Interpersonal relationships, dispute resolution, and group dynamics 5. Psychosocial aspects of aging 6. Physiological aspects of aging 7. Basic principles and concepts of nursing 8. Basic medical terminology 9. Basic pharmaceutical terminology 10. Basic principles and regulations for medication management/administration 11. Basic principles and concepts of restorative/wellness programs 12. Basic principles of rehabilitation 13. Basic principles of acute and chronic diseases 14. Basic principles of infection control 15. Basic principles of pain management 16. Basic principles of fall prevention 17. Basic principles of elopement prevention 18. Basic principles of creating a safe environment for care recipients 19. Basic understanding of mental health issues 20. Basic understanding of cognitive impairments 			

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)			
	CORE %	Line of Service %	Overall %
21. Basic principles of behavior management			
22. Basic principles of restraint usage and reduction			
23. Basic elements of a social services program			
24. Basic elements of a therapeutic recreation/activity program			
25. Basic principles of nutrition including specialized diets			
26. Basic principles of dietary sanitation, food storage, handling, preparation, and presentation			
27. Basic principles of hospice and palliative care			
28. Grieving process			
29. Death and dying			
30. Person-centered care concepts			
31. Diversity of care recipients			
32. Care recipients' support network interests, needs, and values			
33. Care recipient Bill of Rights			
34. Resident Assessment Instrument (RAI) and interdisciplinary care plan requirements and process			
35. Care recipient assessment instruments (OASIS) and interdisciplinary care plan requirements and process			
36. Care recipient assessments and care plans other than RAI and OASIS			
37. Admission/move-in, transfer, and discharge/move-out requirements			
38. Bed-hold requirements (NHA only)			
39. Roles, responsibilities, regulation and oversight of contracted providers and services			
40. Services and resources available across the continuum of care (such as community, social, financial, spiritual)			
41. Care recipient specific legal matters (such as power of attorney, guardianship, conservatorship, code status, Advance Directives)			
42. Activities of Daily Living (ADLs) and Independent Activities of Daily Living (IADLs)			
43. Role of Medical Director			
44. Role of healthcare partners and clinical providers			
45. Medical services, specialties and equipment (such as oxygen, durable medical equipment, podiatry)			
46. Emergency medical services and techniques (such as CPR, first aid, Heimlich maneuver, AED)			
47. Center for Medicare and Medicaid Services (CMS) quality indicators and measures			
48. Quality assurance and performance improvement processes as related to care and services			
49. Techniques for auditing care recipient services and outcomes			
50. Signs and symptoms of abuse, neglect, and exploitation			

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)			
	CORE %	Line of Service %	Overall %
51. Mandatory reporting requirements for incidents and adverse events 52. Medical record content, format, and documentation requirements 53. Confidentiality, disclosure, and safeguarding medical record information requirements 54. Transportation options for care recipients 55. Environmental services (such as housekeeping and laundry) 56. Hospitality services 57. Basic technological advances in healthcare			
2. Human Resources	15%	12%	14%
Tasks:			
A. Ensure that human resource management policies and programs comply with federal and state rules and regulations. B. Establish the planning, development, implementation, monitoring, and evaluation of recruitment, selection, and retention practices. C. Establish the planning, development, implementation, monitoring, and evaluation of employee training and development programs. D. Establish the planning, development, implementation, monitoring, and evaluation of employee evaluation programs. E. Establish the planning, development, implementation, monitoring, and evaluation of compensation and benefit programs. F. Establish the planning, development, implementation, monitoring, and evaluation of employee health and safety programs. G. Establish the planning, development, implementation, monitoring, and evaluation of employee satisfaction and organizational culture. H. Establish the planning, development, implementation, monitoring, and evaluation of employee disciplinary policies and procedures. I. Establish the planning, development, implementation, monitoring, and evaluation of employee grievance policies and procedures. J. Establish the planning, development, implementation, monitoring, and evaluation of leadership development programs. K. Promote a safe work environment (such as safety training and employee risk management). L. Promote a positive work environment (using techniques such as conflict resolution, diversity training, staff recognition programs).			

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)			
	CORE %	Line of Service %	Overall %
M. Facilitate effective written, oral, and electronic communication among management and employees.			
N. Ensure employee records and documentation systems are developed and maintained.			
O. Establish a culture that encourages employees to embrace care recipients' rights.			
Knowledge of:			
1. Applicable federal and state laws, rules, and regulations			
2. Licensure requirements and scopes of practice			
3. Service provider staffing requirements			
4. Employee position qualifications, job analysis, job descriptions			
5. Employee recruitment, selection, interviewing, reference and background checks			
6. Employee orientation, training and continuing education requirements, and resources			
7. Compensation and benefit programs (such as employee assistance programs, insurance, salary, retirement)			
8. Human resource policies and procedures (such as employee grievance, workplace rules, discipline, absenteeism, turnover, classification, exemption status)			
9. Diversity training			
10. Performance evaluation procedures			
11. Safety and injury prevention training			
12. OSHA rules and regulations			
13. Workers compensation rules, regulations, and procedures			
14. Drug-free workplace programs			
15. Methods for assessing, monitoring, and enhancing employee satisfaction			
16. Employee recognition, appreciation, and retention programs			
17. Leadership development			
18. Types and methods of communication			
19. Conflict resolution and team dynamics			
20. Information technology safeguards related to such issues as data security, social media, e-mail, voicemail, computer software, cell phones, photography, video, texting			
21. Union/management and labor relations			
22. Employee record-keeping requirements and procedures			
23. Mandatory reporting requirements			

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)			
	CORE %	Line of Service %	Overall %
3. Finance	15%	12%	14%
Tasks:			
<ul style="list-style-type: none"> A. Ensure that financial management policies, procedures, and practices comply with applicable federal and state rules and regulations. B. Develop, implement, and evaluate the service provider's budget. C. Oversee the billing and collections process and monitor the accuracy of charges and timely collection of accounts. D. Negotiate, interpret, and implement contractual agreements to optimize financial viability. E. Develop, implement, monitor, and evaluate financial policies and procedures that comply with Generally Accepted Accounting Principles (GAAP). F. Monitor and evaluate the integrity of financial reporting systems and audit programs. G. Establish safeguards for the protection of the service provider's assets (such as insurance coverage, risk management). H. Develop, implement, monitor, and evaluate systems to improve financial performance. I. Manage and adjust expenses with fluctuations in census/occupancy/care recipient levels (such as staffing ratios). J. Monitor and address changes in the industry that may affect financial viability. 			
Knowledge of:			
<ul style="list-style-type: none"> 1. Applicable federal and state laws, rules, and regulations 2. Operational and capital budgeting and forecasting methods 3. Financial statements and reporting requirements for not for profit and for profit service providers 4. Service-related sources of revenue/reimbursement 5. Reimbursement methods across the continuum of care 6. Alternative sources of revenue 7. Integration of clinical and financial systems 8. Billing, accounts receivable, and collections 9. Accounts payable procedures and management 10. Revenue cycle management 11. Internal controls 12. Contracts and agreements 			

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)			
	CORE %	Line of Service %	Overall %
13. Financial analysis (such as ratios, profitability, debt covenants, revenue mix, depreciation, forecasting)			
14. Financial statements (such as income statement, balance sheet, statement of cash flows)			
15. Financial measures (such as operating margin, days cash on hand, staffing, expense analysis)			
16. Risk management			
17. Insurance coverage (such as property, liability)			
18. Inventory control and management			
19. Payroll procedures and documentation			
20. Purchasing process and supply chain management (such as request for proposals, pricing, ordering, receiving, group purchasing organization [GPO])			
21. Resident trust accounts for personal funds			
4. Environment	10%	20%	13%
Tasks:			
A. Ensure that physical environment policies and practices comply with applicable federal, state, and local laws, rules, and regulations.			
B. Ensure the planning, development, implementation, monitoring, and evaluation of a safe and secure environment.			
C. Ensure the planning, development, implementation, monitoring, and evaluation of infection control and sanitation.			
D. Ensure the planning, development, implementation, monitoring, and evaluation of emergency and disaster preparedness program, including linkage to outside emergency agencies.			
E. Ensure the planning, development, implementation, monitoring, and evaluation of environmental services, housekeeping and laundry.			
F. Ensure the planning, development, implementation, monitoring, and evaluation of maintenance services for property, plant and all equipment, including preventative maintenance.			
G. Ensure the planning, development, implementation, monitoring, and evaluation of appropriate HIPAA compliant technology infrastructure.			
H. Establish, maintain, and monitor a physical environment that provides clean, safe, and secure home-like surroundings for care recipients, staff, and visitors.			

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)			
	CORE %	Line of Service %	Overall %
<ul style="list-style-type: none"> I. Identify opportunities to enhance the physical environment to meet changing market demands. J. Establish, maintain, and monitor an environment that promotes choice, comfort, and dignity for care recipients. K. Assess care recipients' environment for safety, security, and accessibility and make recommendation for referral or modification. 			
Knowledge of:			
<ul style="list-style-type: none"> 1. Federal, state and local standards, codes and regulations for building, equipment, maintenance, and grounds 2. Environmental principles that promote care recipient rights 3. HIPAA compliance 4. Community resources, programs and agencies available to meet the care recipients' home needs 5. Design principles that create a safe, secure, and home-like atmosphere based on the needs of the individuals served 6. Safety and security procedures 7. Physical plant security principles 8. Preventative and routine maintenance programs for buildings, grounds, and equipment 9. Contracted services for mechanical, electrical, plumbing, laundry systems, IT 10. Compliance matters related to provision of contracted services 11. Infection control and sanitation regulations/standards of practice 12. Pest control programs 13. Handling and disposal of potentially hazardous materials 14. Disaster and emergency planning, preparedness, and recovery 15. Community resources available in the event of emergency or disaster 16. The use, storage, and inspection of required emergency equipment 17. Policies and procedures for housekeeping, maintenance, and laundry services 18. Technology infrastructure 			

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)			
	CORE %	Line of Service %	Overall %
5. Management and Leadership	30%	14%	25%
Tasks:			
A. Ensure compliance with applicable federal and state laws, rules, and regulations.			
B. Promote ethical practice throughout the organization.			
C. Develop, implement, monitor, and evaluate policies and procedures that comply with directives of governing body.			
D. Develop, communicate, and champion the service provider's mission, vision, and values to stakeholders.			
E. Develop, implement, and evaluate the strategic plan with governing body's endorsement.			
F. Promote and monitor satisfaction of the care recipients and their support networks.			
G. Identify, foster, and maintain positive relationships with key stakeholders.			
H. Educate stakeholders on services provided, regulatory requirements, and standards of care.			
I. Solicit information from appropriate stakeholders for use in decision making.			
J. Manage the service provider's role throughout any survey/inspection process.			
K. Develop and implement an intervention(s) or risk management program(s) to minimize or eliminate exposure.			
L. Identify and respond to areas of potential legal liability.			
M. Implement, monitor, and evaluate information management and technology systems to support service providers' operations.			
N. Develop, implement, and monitor comprehensive sales, marketing, and public relations strategies.			
O. Ensure that written agreements between the care recipient and the service providers protect the rights and responsibilities of both parties.			
P. Develop, implement, and evaluate the organization's quality assurance and performance improvement programs.			
Q. Lead organizational change initiatives.			
R. Facilitate effective internal and external communication strategies.			
S. Promote professional development of all team members.			

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)			
	CORE %	Line of Service %	Overall %
Knowledge of:			
1. Applicable federal and state laws, rules, regulations, agencies, and programs			
2. Code of ethics and standards of practice			
3. Components and purpose of mission, vision, and value statements			
4. Stakeholder roles, responsibilities, and limitations			
5. Roles and responsibilities of owners and governing bodies			
6. Services available in the healthcare continuum			
7. Provider's role in the healthcare continuum			
8. Methods for assessing, monitoring and enhancing care recipient satisfaction			
9. Provider's certifications and licensing requirements			
10. Regulatory survey and inspection processes, including the plan of correction process			
11. Grievance procedures			
12. Procedures for Informal Dispute Resolution (IDR)			
13. Compliance programs			
14. Reportable outcome measurements			
15. Risk management principles and processes			
16. Provider's legal and criminal scope of liability			
17. Internal investigation protocols and techniques			
18. Strategic business planning			
19. Management information systems			
20. Technology to support operations			
21. Sales and marketing techniques			
22. Public relations including media relations			
23. Volunteer programs			
24. Elements of contracts and agreements			
25. Care recipient's rights and responsibilities			
26. Role of care recipient advocates and advocacy groups			
27. Mandatory reporting requirements			
28. Quality assurance and performance improvement techniques and models			
29. Organizational change management			
30. Organizational structures			
31. Leadership and management principles and philosophies (such as planning, organizing, directing, delegating, motivating, evaluating)			
32. Personality and leadership styles			
33. Diversity awareness (such as culture, ethnicity, race, sexual orientation, gender, religion, language)			

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)			
	CORE %	Line of Service %	Overall %
34. Workforce planning and education			
35. HR management theory and principles			
36. Governmental relations and advocacy			
37. Functions of all departments and services			
Total	100%	100%	100%
Number of scored items	100	50	

Note: Some tasks and knowledge statements may apply only to some Lines of Service.

NAB National Core of Knowledge Exam for Long Term Care Administrators (CORE)

Recommended References

(May 2017)

Baker, Judith J. and Baker R.W. (2014). *Health Care Finance, Basic Tools for Nonfinancial Managers, Fourth Edition*. Jones and Bartlett Learning, LLC.

Fallon Jr, L. Fleming and McConnell, Charles R. (2014). *Human Resource Management in Health Care, Principles and Practice, Second Edition*. Jones and Bartlett Learning, LLC.

McSweeney-Feld, Mary Helen and Oetjen, Reid (Editors) (2012). *Dimensions of Long-Term Care Management: An Introduction*. Chicago, IL: Health Administration Press.

Pozgar, George D. (2016). *Legal Aspects of Health Care Administration, 12th Edition*. Jones and Bartlett Learning, LLC.

Pratt, John R. (2016). *Long-Term Care: Managing Across the Continuum, Fourth Edition*. Sudbury, MA: Jones and Bartlett Publishers.

Singh, Douglas, A. (2016). *Effective Management of Long-Term Care Facilities, Third Edition*. Sudbury, MA: Jones and Bartlett Publishers.

Townsend, Joseph E and Davis, Winborn E. (2013). *The Principles of Health Care Administration*. Shreveport, LA: BNB Systems.

Recommended Websites

U.S. Occupational Safety and Health Administration: <https://www.osha.gov>

U.S. Department of Labor: <http://www.dol.gov>

National Fire Protection Association: www.nfpa.org

NAB National Nursing Home Administrators (NHA) Examination

Recommended References

(May 2017)

Baker, Judith J. and Baker R.W. (2014). *Health Care Finance, Basic Tools for Nonfinancial Managers, Fourth Edition*. Jones and Bartlett Learning, LLC.

Fallon Jr, L. Fleming and McConnell, Charles R. (2014). *Human Resource Management in Health Care, Principles and Practice, Second Edition*. Jones and Bartlett Learning, LLC.

The Long Term Care Enforcement Procedures (April 2014). Washington, DC: American Health Care Association (AHCA), AHCA/NCAL Publications.

The Long Term Care Survey (November 2016). Washington, DC: American Health Care Association.

McSweeney-Feld, Mary Helen and Oetjen, Reid (Editors) (2012). *Dimensions of Long-Term Care Management: An Introduction*. Chicago, IL: Health Administration Press.

Pozgar, George D. (2016). *Legal Aspects of Health Care Administration, 12th Edition*. Jones and Bartlett Learning, LLC.

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Townsend, Joseph E and Davis, Winborn E. (2013). *The Principles of Health Care Administration*. Shreveport, LA: BNB Systems.

Recommended Websites

U.S. Occupational Safety and Health Administration: <https://www.osha.gov>

Centers for Medicare and Medicaid Services: <http://www.cms.gov>

U.S. Department of Labor: <http://www.dol.gov>

National Fire Protection Association: www.nfpa.org

NAB National Residential Care/Assisted Living Administrators (RC/AL) Examination

Recommended References

(May 2017)

Baker, Judith J. and Baker R.W. (2014). *Health Care Finance, Basic Tools for Nonfinancial Managers, Fourth Edition*. Jones and Bartlett Learning, LLC.

Dementia Care Practice Recommendations for Assisted Living Residences and Nursing Homes: Phases 1 and 2 (September 2009). Alzheimer's Association.

Fallon Jr, L. Fleming and McConnell, Charles R. (2014). *Human Resource Management in Health Care, Principles and Practice, Second Edition*. Jones and Bartlett Learning, LLC.

Flores, Cristina; Renwanz Boyle, Andrea; Yee-Melichar, Darlene. (2011). *Assisted Living Administration and Management*. New York, NY: Springer Publishing Company, Inc.

McSweeney-Feld, Mary Helen and Oetjen, Reid (Editors) (2012). *Dimensions of Long-Term Care Management: An Introduction*. Chicago, IL: Health Administration Press.

Pozgar, George D. (2016). *Legal Aspects of Health Care Administration, 12th Edition*. Jones and Bartlett Learning, LLC.

Pratt, John R. (2016). *Long-Term Care: Managing Across the Continuum, Fourth Edition*. Sudbury, MA: Jones and Bartlett Publishers.

Singh, Douglas, A. (2016). *Effective Management of Long-Term Care Facilities, Third Edition*. Sudbury, MA: Jones and Bartlett Publishers.

Townsend, Joseph E and Davis, Winborn E. (2013). *The Principles of Health Care Administration*. Shreveport, LA: BNB Systems.

Recommended Websites

U.S. Occupational Safety and Health Administration: <https://www.osha.gov>

U.S. Department of Labor: <http://www.dol.gov>

National Fire Protection Association: www.nfpa.org

NAB National Home and Community Based Services (HCBS) Examination

Recommended References

(May 2017)

Baker, Judith J. and Baker R.W. (2014). *Health Care Finance, Basic Tools for Nonfinancial Managers, Fourth Edition*. Jones and Bartlett Learning, LLC.

Fallon Jr, L. Fleming and McConnell, Charles R. (2014). *Human Resource Management in Health Care, Principles and Practice, Second Edition*. Jones and Bartlett Learning, LLC.

McSweeney-Feld, Mary Helen and Oetjen, Reid (Editors) (2012). *Dimensions of Long-Term Care Management: An Introduction*. Chicago, IL: Health Administration Press.

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Townsend, Joseph E and Davis, Winborn E. (2013). *The Principles of Health Care Administration*. Shreveport, LA: BNB Systems.

Home Community Based Services Regulatory Websites

Medicaid.gov – Home and Community Based Services Website
<http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Long-Term-Services-and-Supports/Home-and-Community-Based-Services/Home-and-Community-Based-Services.html>

Medicare.gov – Hospice and Respite Care
<https://www.medicare.gov/coverage/hospice-and-respite-care.html>

Medicare.gov – Home Health Care
<https://www.medicare.gov/coverage/home-health-services.html>

CMS.gov – Home Health Agency (HHA) Center
<https://www.cms.gov/Center/Provider-Type/Home-Health-Agency-HHA-Center.html>

Medicare State Operations Manual
https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_b_hha.pdf

CMS.gov – Hospice Center
<https://www.cms.gov/Center/Provider-Type/Hospice-Center.html>

State Operations Manual – Hospice Conditions of Participation and Interpretive Guidelines – Final Rule
https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/som107ap_m_hospice.pdf

Recommended Websites

Candidates are encouraged to visit the following websites for additional information related to nursing home administration:

U.S. Occupational Safety and Health Administration:
<https://www.osha.gov>

Centers for Medicare and Medicaid Services:
<http://www.cms.gov>

Department of Labor: <http://www.dol.gov>

National Fire Protection Association: www.nfpa.org

CANDIDATE REQUEST FOR EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, **please submit to the Board/Agency in the State in which you are seeking licensure this completed form and attach the appropriate documentation** so your accommodations for testing can be processed efficiently.

Provide documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted on the letterhead stationery of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality.

Applicant Information

Date _____

Last Name First Name Middle Name

Address

City State Zip Code

Phone Number Email Address

Jurisdiction in which you have applied for licensure

Examination Accommodations

I request examination accommodations for the administration of the:

Please check each examination that applies to you.

- Core of Knowledge Exam
- Nursing Home Administrators (NHA) Exam
- Residential Care/Assisted Living Administrators (RC/AL) Exam
- Home and Community Based Services (HCBS) Exam
- State Examination Administration Program (FL, MD, MI, MO, NH, OH, OK, PA, SC, TX or WI)

Check any examination accommodations required (*requests must concur with documentation submitted*):

- | | |
|--|--|
| <input type="checkbox"/> Accessible testing site | <input type="checkbox"/> Special seating |
| <input type="checkbox"/> Large print test (specify point size) _____ | <input type="checkbox"/> Reader |
| <input type="checkbox"/> Extended testing time (time and a half) | <input type="checkbox"/> Separate testing area |
| <input type="checkbox"/> Other examination accommodations (please specify) _____ | |
-

Send original documents to: State Board/Agency in which you are making application for licensure.

