

## LTCE NURS 1-710

### **Federal Requirements: Nursing Services, Dietary, Physicians, Dental, Pharmacy, Physical Environment, Administration Ftags 353 through 522**

#### *Nursing Continuing Education*

*This continuing nursing education activity was approved by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.*

*Click on any topic below*

[\*Which nurses should take this course?\*](#)

[\*Why nurses in Geriatrics need this course\*](#)

[\*What you will learn\*](#)

[\*Disclosure statement\*](#)

[\*Qualified planner and faculty\*](#)

### **Which nurses should take this course**

#### **Target audience: RNs and others**

All nurses who wish to be educated in the area of geriatric nursing care should consider taking this course.

The contents of this course are relevant to all nurses who are interested in learning the federal governments' regulations on resident rights, resident behavior, quality of patient life and how to assess patient care needs.

Nurses working in long term care must know the Federal Requirements and Guidelines to Surveyors in order to provide appropriate care to their patients. The federal government's Center for Medicare and Medicaid (CMS) have sent 40+ year developing guidance on appropriate care planning and quality of

nursing care measures. This course explores the insights provided by CMS for nurses' guidance in patient care giving.

## Why nurses in Geriatrics need this course

Nurses working in long term care must know the Federal Requirements and Guidelines to Surveyors in order to provide appropriate care to their patients. The federal government's Center for Medicare and Medicaid (CMS) have sent 40+ year developing guidance on appropriate care planning and quality of nursing care measures. This course explores the insights provided by CMS for nurses' guidance in patient care giving.

The reading for this course is

The current Federal Requirements file is attached to this ceu course for your use:

The Federal State Operations Manual Appendix PP Guidance to Surveyors for Long Term Care Facilities (which contain the Federal Tags)

[http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap\\_pp\\_guidelines\\_ltcf.pdf](http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf)

This is one of three courses which cover the Federal Requirements and Guidelines to Surveyors. The first course LTCE 1-700 covers Ftags 150 to F334. The second course, LTCE 1-706 covers Ftags 309-334 and **this, the third course, covers the final Ftags 353-522.**

## *What you will learn*

In this course, LTCE 1-710 you will learn the content and how surveyors are instructed to interpret the following Ftags.

### ***Tags F353 - F356***

- F353 Nursing services: sufficient staff on 24-hour basis
- F354 Registered nurse
- F355 Nursing waivers
- F356 Nurse staffing information must be posted

***Dietary Services***  
**§483.35: Tags F360 - F373**

- F360 Dietary services: nourishing, nutritionally sound diets
- F361 Dietary: adequate staffing
- F362 Dietary: sufficient staff
- F363 Menus: meet nutritional needs, be prepared in advance, be followed
- F364 Food: nutritive value, flavor, appearance, attractive, temperature
- F365 Food prepared to meet individual needs
- F366 Substitutes offered of similar nutritive value
- F367 Therapeutic diets
- F368 Frequency of meals
- F369 Assistive devices
- F371 Food: store, prepare, distribute and serve under sanitary conditions
- F372 Proper disposal of garbage and refuse
- F373 Paid feeding assistants

***Physician Services***  
**§483.40: Tags F385 - F390**

- F385 Physician services: resident's care supervised by physician
- F386 Physician review of total plan of care, other requirements
- F387 Frequency/timeliness of physician visits
- F388 Physician visits: personal, permitted alternates
- F389 Availability of physicians for emergency care
- F390 Physician delegation of tasks

***Specialized Rehabilitative Services***  
**§483.45: Tags F406 - F407**

- F406 Specialized rehabilitative services
- F407 Qualifications of specialized rehabilitative services personnel

***Dental Services***  
**§483.55: Tags F411 - F412**

- F411 Dental services
- F412 Dental services required

***Pharmacy Services***  
**§483.60: Tags F425 - F431**

- F425 Pharmacy services
- F428 Drug regimen use
- F431 Labeling of drugs and biologicals

***Infection Control***  
**§483.65: Tag F441**

- F441 Infection control
  - Preventing spread of infection
  - Employees with communicable disease or infected skin lesions
  - Staff handwashing after direct resident contact
  - Linen handling to prevent infection

***Physical Services***  
**§483.70: Tags F454 - F469**

- F454 Physical environment: facility design to protect health/safety
- F455 Emergency electrical power
- F456 Maintain all essential mechanical, electrical, and patient care equipment
- F457 Bedroom limited to four residents
- F458 80 square feet per resident in multiple rooms, 100 in single rooms
- F459 Direct access to an exit corridor for resident rooms
- F460 Full visual privacy for each resident
- F461 Resident room window to the outside
- F462 Toilet and bathing facilities
- F463 Resident call systems
- F464 Resident dining and activities areas
- F465 Other environmental conditions
- F466 Water available at all times
- F467 Adequate outside ventilation
- F468 Firmly secured handrails in corridors
- F469 Pest control

***Administration***  
**§483.75: Tags F490 - F522**

- F490 Administration
- F491 Licensure of facility
- F492 Comply with federal, state, local laws, and professional standards

- F493 Governing body
- F494 Training of nursing aides
- F495 Competency
- F496 Registry verification
- F497 Regular in-service education
- F498 Proficiency of nurse aides
- F499 Staff qualifications
- F500 Use of outside resources
- F501 Responsibilities of medical director
- F502 Laboratory services
- F503 Requirement if facility does own lab work
- F504 Lab work only when ordered by the attending physician
- F505 Prompt notification to physicians of laboratory results received back
- F506 Assist resident to laboratory work if needed
- F507 File laboratory reports in resident's clinical record
- F508 Facility responsibility for radiology and other diagnostic services
- F509 Approval, if facility does own diagnostic services
- F510 Radiology and other diagnostic services only on order of a physician
- F511 Notify attending physician of radiological results
- F512 Assist resident with radiological services transportation
- F513 File radiological work results in patient's clinical file
- F514 Clinical records meet professional standards
- F515 Retention of clinical records
- F516 Safeguards of patient's clinical record
- F517 Disaster and emergency preparedness
- F518 Training for all employees in emergency procedures
- F519 Transfer agreement with hospital
- F520 Quality assessment and assurance
- F521 Quarterly meeting of quality assessment and assurance committee
- F522 Disclosure of ownership requirements

*To think about as you read.*

How possible is it for a facility to be in compliance with all Ftags all the time? If you feel this is not possible, what strategy would you use to compensate?

## **Disclosure Statement**

**This Disclosure Statement will be posted on our website and available to website visitor to view before signing up for a course. The course itself will also carry this disclosure statement at the opening of the course.**

**Successful completion of this online course requires learning the reading materials, passing the multiple choice examination with 70% or more correct answers, and completion of the course**

evaluation form. Upon completing the above the student will be able to print out the course certificate.

We believe no conflict of interest exists for this course. A conflict of interest exists when an individual has the ability to control or influence the content of an educational activity and has a financial relationship with a commercial interest, the products or services of which are pertinent to the content of the educational activity. Commercial interest is defined by ANCC as any entity producing, marketing, reselling, or distributing healthcare goods or services consumed by or used on patients, or an entity that is owned or controlled by an entity that produces, markets, resells, or distributed healthcare goods or services consumed by or used on patients. Long Term Care Education exists solely to provide educational courses and has no commercial ties of any kind to any commercial interest. Mr. John Gotelli, the lead nurse planner for Long Term Care Education, is an employee of University of North Carolina Hospitals, Medicine/Geriatric Services where he serves as a Geriatric Nurse Practitioner (2006 to present). He has no financial interest of any type with the university hospital system other than as a salaried employee. No financial or personal relationship exists that would present a conflict of interest in the content of this educational activity.

No sponsorship or commercial support or relationships exist for this course. Participation in this course does not imply endorsement by the provider or NCNA of any commercial products. No activity relates to any produce use for a purpose other than that for which it was approved by the Food and Drug Administration.

The expiration date for awarding contact hours is September, 2015.

**Title of Activity: LTCE NURS 1-710**

**Federal Requirements: Nursing Services, Dietary,  
Physicians, Dental, Pharmacy,  
Physical Environment, Administration  
Ftags 353 through 522**

**Identified Gap(s):** Insufficient number of nurses in the geriatric setting are sufficiently familiar with the Federal Requirements governing nursing services, and such areas as physicians, dental, pharmacy, environment and Administration requirements.

**Description of current state:** Nurses need to know more about the Federal Requirements governing nursing services, and such areas as physicians, dental, pharmacy, environment and Administration

**Description of desired/achievable state: Nurses taking this course will better be able to recognize nursing requirements, and federally mandated standards for physician care, dental, pharmacy and environment and administration requirements.**

**Purpose: (write as an outcome statement, e.g. "The purpose of this activity is to enable the learner to.....")**

**THE PURPOSE OF THIS ACTIVITY IS TO ENABLE THE LEARNER TO IDENTIFY THE FEDERAL F-TAG**

**REQUIREMENTS FOR NURSING SERVICES, DIETARY SERVICES, PHYSICIAN, DENTAL AND PHARMACY SERVICES**

**AND FOR THE PHYSICAL ENVIRONMENT AND ADMINISTRATION REQUIREMENTS.**

<b>OBJECTIVES</b>	<b>CONTENT (Topics)</b>	<b>AUTHOR</b>
List learner's objectives in behavioral terms	Provide an outline of the content for each objective. It must be more than a restatement of the objective.	List the author for each for each objective.
<b>1. Each learner will identify the elements of sufficient staffing.</b>	Federal F tags 353-356	CMS
<b>2. Each learner will identify the activities in the nursing facility which require physician participation</b>	Federal F tags 385 - 390	CMS
<b>3. Each learner will identify the specialized rehabilitative services required for nursing resident care, dental and pharmacy services and lab report management.</b>	Federal F tags 360 – 373, F tags 406 - 522	CMS

List the evidence-based references used for developing this educational activity:

*NURSING HOME FEDERAL REQUIREMENTS* (2011) JAMES E. ALLEN. 7<sup>TH</sup> EDITION  
 SPRINGER PUBLISHING  
 COMPANY, NEW YORK.

**Gap to be addressed by this activity:**

Knowledge     Skills     Practice     Other:

Describe    This course will improve patient caregiving in nursing and improve nurse participant's recognition of standards for standards for physician care, dental, pharmacy and environment and administration requirements

**Method of calculating contact hours:**

Pilot Study     Historical Data     Complexity of Content     Other:  
 Describe: One CE per 12,000 words

**Estimated Number of Contact Hours to be awarded: 9.75**

**Completed By: Name and Credentials: James E. Allen, Ph.D, NHA**  
**Date 9-04-2013**

*Nursing Continuing Education*

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## QUALIFIED PLANNER AND FACULTY

The qualified planner for this course is

John M. Gotelli, MSN, NP  
University of North Carolina Hospitals, Medicine/Geriatric Service  
Geriatric Practitioner  
Nurse Practitioner licensed in the State of North Carolina  
Geriatric Nurse Practitioner, ANCC Certified

Mr. Gotelli is enjoying a successful career in nursing and nursing education.

John M. Gotelli, MSN, NP  
 1100 Joseph Johnston Ct  
 Hillsborough, NC 27278  
 jgotelli@unch.unc.edu

Education Vanderbilt University School of Nursing, Nashville, TN  
     Master of Science in Nursing (August 2000)  
     Gerontology Nurse Practitioner Specialty

Vanderbilt University School of Nursing, Nashville, TN  
     Basic professional nursing component of the MSN program (August 1999)

University of California, Davis, CA  
 Bachelor of Arts, Psychology (June 1992)

Licensure and Nurse Practitioner, licensed in the state of North Carolina through February 20013  
 Certification Geriatric Nurse Practitioner, ANCC Certification through September 2015



Work Experience University of North Carolina Hospitals, Medicine/Geriatric Service  
Geriatric Nurse Practitioner (July 2006 to present)

Clinical responsibilities:

- Round daily with the medical team
- Perform comprehensive geriatric evaluations on acutely ill hospitalized patients admitted to the geriatric service
- Ensure problems such as poly-pharmacy, delirium, pressure sores, psychosocial issues, immobility and incontinence are addressed
- Facilitate interdisciplinary rounds (social work, nutrition, case management and Recreation therapy)

Leadership and Administrative responsibilities:

- Serve as consultant to staff nurses hospital wide for geriatric clinical issues
- Organize and implement curriculum for Geriatric Resource Nurse Program (also open to Nursing Assistants). A two day program which introduces staff to essential bedside geriatric care.
- Implement Continuous Quality Improvement (CQI) Projects related to geriatric clinical issues.
- Serve on various hospital committees: restraint reduction committee; nursing research council
- Improve continuity of care for seniors living in community retirement homes/health centers through collaborative initiatives between health systems
- Serve as Adjunct Faculty for University of North Carolina, Chapel Hill School of Nursing to foster relationship between UNC hospital and the nursing school
- Clinical tutor for 2<sup>nd</sup> year medical students Introduction to Clinical Medicine Course, UNC School of Medicine – 2007 and 2008
- Implemented Nursing Rounds, a collaboration between UNC School of Nursing and 8 bed tower to enhance nursing sensitive patient outcomes

Veterans Administration, Charlotte Community Outpatient Clinic  
Nurse Practitioner, Primary Care Service Line (2000 – 2006)

- Provided primary care services to a veteran population with the collaboration of three physicians
- Managed a patient panel size of approximately 850
- Performed comprehensive history and physical examinations; ordered and interpreted laboratory and imaging diagnostic studies; maintained preventive health activities; coordinated a plan of care for episodic and

- chronic health conditions; communicated plan of care to patient and family members; ordered appropriate therapies including medications
- Coordinated care with other healthcare systems to ensure appropriate follow up and avoid duplication of services

#### Center for Social Services, San Diego, CA

##### Benefits Specialist/Case Manager (1997-1998)

- Provided public and private benefits counseling to San Diego residents and their families infected with and affected by HIV/AIDS
- Assisted in primary screening to access Social Security, SSI, Medi-Cal, Medicare, as well as Ryan White funded HIV clinics
- Participated in a comprehensive county wide Needs Assessment Survey
- Enrolled eligible participants and managed daily operations of the AIDS Drug Assistance Program

#### AIDS Foundation San Diego, San Diego, CA

##### Benefits Specialist (1996-1997)

- Duties were same as above

##### Case Manager (Temporary position from February – August 1996)

- Developed long-term case management treatment plans with clients and their families affected by HIV/AIDS
- Collaborated with medical providers in managing client illness as it related to social well-being
- Facilitated referrals to clinics, private medical practices, clinical drug trials, and community organizations

#### Honors and Affiliations

- Nursing Recognition Award presented by UNC Department of Medicine - 2012
- North Carolina “Top 100” Nurses Award - 2009
- Adjunct Faculty, University of North Carolina Chapel Hill School of Nursing
- Member of the Gerontological Society of America
- Outstanding Geriatric Nurse Practitioner Student for the year 2000 class
- 1999 Luther Christman Award: Presented to the first year student with the most outstanding clinical skills

#### Publications and Presentations

Gotelli, J., Neelon, V., Carlson, J. (2010) Delirium and Functional Decline by Discharge in Acutely Ill Hospitalized Elders. Abstract presentation at 2010 Gerontological Society of America Annual Conference.

Gotelli, J., Merryman, P., Carr, C., McElveen, I., Epperson, C., & Bynum, D. (2008)

A Quality Improvement Project to Reduce Complications Associated with Indwelling

Urinary Catheters. *Urologic Nursing*, 28 (6), 465-467, 473.

Center for Life Long Learning, UNC School of Nursing. *Geriatric Pharmacology* (2012)

Chapel Hill, NC

North Carolina Statewide Program for Infection Control and Epidemiology (SPICE)

*Urinary Tract Infections in the Elderly*. (2012) Chapel Hill, NC

North Carolina Association of Recreational Therapists 2007 Annual Meeting. *Delirium*

*and Dementia*. (2007) Greenville, NC

Pain Specifics. *Pain in the Elderly*, UNC Hospitals Nursing Practice and Education Seminar. (2006) Chapel Hill, NC

Presented findings from the Summary of the Seventh American College of Chest Physicians Conference On Antithrombotic and Thrombolytic Therapy, CHEST 2004; 126 : 1635-6965, Charlotte VA Community Based Outpatient Clinic, September 2005

Research Interests Geriatric Syndromes – delirium, cognitive and functional decline, falls.

Mr. Gotelli has had a wide variety of nursing responsibilities in several health care setting over the past fifteen years including lecturing in the North Carolina Statewide Program for Infection Control.

Mr. Gotelli and Dr. Allen work together to identify continuing education course topics which are relevant to the needs of nurses currently practicing in a variety of nursing setting.

Dr. Allen has attended the North Carolina Statewide Program for Infection Control and Epidemiology over the past decade and is an Infection Control Practitioner in the State of North Carolina.

Dr. Allen has over three decades of teaching health care administration at the UNC-CH School of Public Health. Over the years his courses have been attended by UNC-CH School of Nursing students and students from the UNC-CH School of Medicine.

Dr. Allen's text is a core medical title in the nursing field

**Text selected as 2011 (and again May, 2013) Doody's Core Medical Title**

Nursing Home Administration, the text on which the courses on this website are based has been chosen as one of only five 2011 **core medical titles** in *the nursing field* being recommended by the library association for Health Sciences Libraries to add to their collection.

A "Core Medical Title" is defined as "...a book or software title that represents essential knowledge needed by professionals or students in each [healthcare] discipline and is highly recommended for the collection of a library that serves health sciences specialists."

(The other titles are: *Compact Clinical Guide to Chronic Pain; Dictionary of Nursing Theory and Research; Family Practice Guidelines; Nursing Interventions Through Time*).

**Biographical sketch: James E. Allen**

**Education:**

B.A., University of Arizona

S.T.M., Boston University

Ph.D., Boston University Graduate School

M.S.P.H. University of North Carolina at Chapel Hill

**Professional Certifications License:**

NHA -- licensed nursing home administrator,

State of North Carolina, License 812.

Certified Long Term Care Infection Control Practitioner, UNC-CH.

Consultant to law firms in North Carolina, South Carolina, Florida, Texas, Kansas, Connecticut, South Dakota and West Virginia.

**Current Position:**

President: Long Term Care Education.com (an education website)

longtermcareeducation.com

[jamesallen@unc.edu](mailto:jamesallen@unc.edu); [jeallen@mindspring.com](mailto:jeallen@mindspring.com)

(Professor of Health Policy and Management, Emeritus

Department of Health Policy and Management,

School of Public Health, University of North Carolina at Chapel Hill

706 Greenwood Road, Chapel Hill, NC 27514-5923 email: [jamesallen@unc.edu](mailto:jamesallen@unc.edu)

Ph. Long Term Care Education: 919-815-0387 Fax 919-933- 6825)

**Publications:**

Thirty journal articles, over 100 published book reviews, five books. Most recent books:

*NURSING HOME ADMINISTRATION*, 6th Ed, New York: Springer Publishing Company,

([www.springerpub.com](http://www.springerpub.com)) 2011, 700+ pp. (The standard text in the field for over 30 years, recently named as the leading text for nursing home administrators).

*THE LICENSING EXAM REVIEW GUIDE IN NURSING HOME ADMINISTRATION*, New York: Springer Publishing Company, ([www.springerpub.com](http://www.springerpub.com)) 2011.

*NURSING HOME FEDERAL REQUIREMENTS AND GUIDELINES TO SURVEYORS*, 7th edition, New York: Springer Publishing Company, ([www.springerpub.com](http://www.springerpub.com)) 2011.

*ASSISTED LIVING ADMINISTRATION: THE KNOWLEDGE BASE*, New York: Springer Publishing Company, 2004, 697 pages.. ([www.springerpub.com](http://www.springerpub.com)).

The NAB Five-Step Administrator-in-Training Internship Manual for Nursing Home Administrators. The National Domains of Practice based administrator-in-training program authorized for use by colleges and state boards by The National Association of Boards of Examiners for Long Term Care Administrators. Washington: ([www.nabweb.org](http://www.nabweb.org)) 2012 edition.

The National Exam and Self-Study Guide for Assisted Living Administration: The Knowledge Base. Based on the NAB Domains of Practice. Chapel Hill: ([www.longtermcareeducation.com](http://www.longtermcareeducation.com)) 2010.

18 Manuals for Department Heads based on the current Federal Requirements and Guidelines to Surveyors. Chapel Hill: ([www.longtermcareeducation.com](http://www.longtermcareeducation.com)) 2010.

### **Teaching**

Dr. Allen has thirty-two years of experience teaching health management at the undergraduate and graduate levels in the Department of Health Policy and Management, School of Public Health, University of North Carolina at Chapel Hill.

### **Training Nursing Home and Assisted Living Administrators**

Dr. Allen developed and taught the Administrator-in-Training (AIT) course for the North Carolina State Board of Examiners for Nursing Home Administrators (required of all AIT's in North Carolina 1985-2003). Developed and taught Long Term Care Administration courses at University of North Carolina at Chapel Hill. He teaches NHA licensure course for 3+ states. Provider of assisted living certification in NC and Texas. Provider of CEU education for 48 states.

Nursing students from the University of North Carolina School of Nursing have taken these courses from Dr. Allen over the years.