



ICARE

Resident Care Roles: Nursing Home Administration

Nursing home leadership and staff work together with residents, families, and other advocates to ensure the physical, mental, and social needs of all residents are met.

Quality care and preserving and promoting resident rights requires an open, supportive environment. Understanding key nursing home administration positions and how you can work together is key!



Administration

- **Administrator:** Licensed to oversee the operations and finances of the facility as well as ensuring federal and state laws and regulations are met.
- **Business Office Manager:** Handles bookkeeping and billing for residents; may assist in Medicaid application or filing insurance claims.
- **Admissions Director:** Oversees the admission process.

Residents and Families: Key to Quality Care

- As a nursing home is a resident's home, residents, families, and other advocates can actively work with staff to make it a safe and comfortable environment:
 - Join or start a resident or family council. Facilities are required to assist and promote these councils.
 - Take part in the Quality Assurance and Process Improvement Program (QAPI). Facilities are required to have a QAPI program; residents, families, and other advocates are encouraged to find out how the QAPI improves care quality.

Residents have a right to quality care which cannot exist without preventing and controlling infections. When infections are not prevented and controlled, resident rights are impacted



Want to know more? Contact your [nursing home advocate](#) or send an email to ICARE@unthsc.edu