PREFACE

The delivery system for long-term services and supports (LTSS) in the United States, as well as the variety of these services, has grown considerably since 2010. External forces such as implementation of the Affordable Care Act, the growing importance of population health management, increased demographic diversity, new laws and regulations, and the impact of the COVID-19 pandemic on healthcare services have ushered in new priorities and opportunities for individuals interested in caring for people with chronic illness and long-term care needs. At the same time, the population of older people and people living with disabilities has increased and is expected to continue to grow through 2050 and beyond. These forces are not unique to the United States—they have become global trends that affect the healthcare and economic systems of many countries. As such, these forces require instructors to take a new look at long-term care services to ensure that students understand this dynamic, rapidly growing sector along with emerging new career paths.

The third edition of *Dimensions of Long-Term Care Management* was written at an introductory level so that it may be used by undergraduates and other students new to the field of healthcare management. Readers will gain a broad overview of the market for long-term services and supports as well as the needs of older adults and people living with disabilities. It also covers important management issues in the delivery of long-term care services and supports, such as leadership, management, and operations of long-term care communities; strategies for managing the long-term care workforce; and external factors such as the legal and ethical framework for LTSS as well as risk management, quality, and safety principles in long-term care settings. This edition includes content responsive to the 2022 National Association of Long-Term Care Administrator Boards (NAB) domains of

practice for long-term care administrators, specifically the Health Services Executive (HSE) licensure path, through the addition and reorganization of chapter content.

The impact of the COVID-19 pandemic on the delivery of long-term services and supports, as well as health equity and population health initiatives to address these issues, are examined in a revised chapter on population health and chronic health conditions in this edition. An overview of long-term care operations, one that emphasizes the day-to-day operations of long-term care communities, is provided in a new management chapter. This edition has expanded coverage as well as updated regulatory content for services that meet the Medicare Conditions of Participation, such as skilled nursing facilities, home health care, and hospice. The chapter on the long-term care workforce features a renewed focus on the staffing shortages and challenges faced by long-term care service providers, which were exacerbated in the wake of the COVID-19 pandemic and the "great resignation."

To support the focus on population health and addressing health disparities and health equity issues affecting long-term services and supports, case studies focused on population health have been integrated into some chapters, with recommendations for use, from Connie Evashwick and Jason Turner's *Cases in Population Health and Community Health* casebook, published by Health Administration Press.

The third edition of *Dimensions of Long-Term Care Management* is organized in three parts as follows:

◆ Part I provides an overview of long-term services and supports, including definitions of *long-term care* and *long-term care services*, descriptions of delivery systems for these services, and policy implications for services and supports after the passage and implementation of the Affordable Care Act, as well as the impact of the COVID-19 pandemic.

◆ Part II offers perspectives on who provides these services and who uses them, along with a discussion of systems for reimbursement. It examines the spectrum of long-term services and supports, including care transitions and post-acute care; residential care; home and community-based care and technology services; hospice, palliative care, and end-of-life care; population health management and care for individuals with chronic health conditions; and the impact that growing cultural diversity is having on long-term care service delivery. Global perspectives related to long-term care perspectives are also provided in this edition.

◆ Part III is an overview of the management issues affecting long-term care service delivery. The chapters in this part consider management issues unique to the long-term care field, such as leadership and management of long-term care services, operations of long-term care communities, the long-term care workforce, legal and ethical issues, regulation of long-term care, financing long-term care services, and risk management, quality, and safety in long-term care.

This book is accompanied by an instructor resources component that includes the answers to end-of-chapter questions, the answers to the study questions, a test bank of examination questions, sample course syllabi, and instructional PowerPoint slides. The instructor resources take into account instructors' need for flexible coverage of the topic; the growing use of interactive technology for delivery of online and hybrid course delivery systems; in-person instruction; and varying course length, from five-week intensives to traditional 14-week, semester-based classes.

We hope that the third edition of this book continues to inspire individuals to enter the long-term care field and consider the diversity of career paths in this dynamic and evolving global market. We also hope that readers develop the same enthusiasm and passion for long-term care services that we have. We look forward to your feedback on this third edition.

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INSTRUCTOR RESOURCES

This book's Instructor Resources include a test bank, PowerPoint slides for each chapter, answers to the study questions, guides to the case studies, and a transition guide to the new edition. For the most up-to-date information about this book and its Instructor Resources, visit **ache.org/HAP/.**

This book's Instructor Resources are available to instructors who adopt this book for use in their course. For access information, please email hapbooks@ache.org.