

SENIOR LIVING MANAGEMENT CERTIFICATE

Program Description

The number of adults 65 and over is growing fast; it's an exciting time for those interested in careers serving seniors.

How can you be sure you're meeting the needs of seniors and providing a superior experience?

In this certificate program, you'll explore best practices for service excellence at senior living facilities. Through examination of case studies and industry regulations, you will gain an in-depth understanding of the current senior living landscape. You'll have the opportunity to utilize the principles of environmental psychology to plan senior living facilities that support health and wellness through informed design. You'll implement the PPO (product, people, and operational conditions) framework to assess the needs of an organization and apply industry trends to create food service operations that align with the needs of a senior living facility. Throughout the courses, you'll explore how process thinking can improve your senior living facility by creating a process flow document and formalizing an action plan for decision-making. Finally, you will practice assessing the quality of a senior living organization, identifying areas for improvement through research and applying quality management approaches.

Key Takeaways

- Explore best practices for facilitating service excellence at senior living facilities
- Use design research to create environments that support health and wellness in senior living facilities
- Explore strategies for aligning your senior living facility's food service operations with your organization's needs
- Examine how process thinking can improve your senior living facility
- Explore strategies for measuring and improving quality at your senior living facility

What You'll Earn

- Senior Living Management Certificate from Cornell Hotel School
- 50 Professional Development Hours (5 CEUs)

Who Should Enroll

- Nursing home and long-term care administrators
- Registered nurses, nurse practitioners, nursing assistants, and dietitians
- Physical therapists
- Facilities managers, developers, and planners
- Hospitality professionals transitioning to a career in senior living
- People interested in a career in senior living

Total Investment

- 3 months to complete all the courses

How to Enroll

For more information on how to enroll, please visit Senior Living Management Certificate (<https://ecornell.cornell.edu/certificates/healthcare/senior-living-management/>).

Courses

Code	Title	Hours
eCornell JCB401	Senior Living Fundamentals	0
eCornell JCB402	Design Consideration for Senior Facilities	0
eCornell JCB403	Dining Innovation in Senior Living	0
eCornell JCB405	Effective Process Management in Senior Living	0
eCornell JCB407	Quality and Process Improvement for Senior Living	0