📑 HIGHLIGHTS: Overview of Requirements

Centers must develop, implement, and maintain an effective training program for all new and existing staff, as well as individuals providing services under a contractual agreement and volunteers.

- o Necessary amounts and types of training will be based on facility assessment.
- o The training must be consistent with the expected roles of these individuals and include the following topics:
  - o 1. Communication – effective communications for direct care staff.
  - o Resident Rights and Facility Responsibilities – to properly care for its residents as set forth by regulations under Resident Rights.
  - o Abuse, Neglect, and Exploitation – activities that constitute abuse, neglect, exploitation, and misappropriation of resident property; procedures for reporting these incidents; dementia management and resident abuse prevention.
  - o QAPI – outline and inform staff of the elements and goals of center's QAPI program.
  - o Infection Control – per center's Infection Prevention & Control Program, mandatory training on written standards, policies, and procedures.
  - o Compliance and Ethics – per center's Compliance & Ethics program, a training program or other manner that explains program requirements including standards, policies and procedures. For operating organizations who operate five or more facilities annual training is required.
  - o In-Service Training for Nurse Aides – ensure continuing competence and no less than 12 hours per year, including dementia management and resident abuse prevention training. Address weak areas identified through nurse aide performance reviews, facility assessment, special needs of residents. Care of cognitively impaired for nurse aides providing services to individuals with cognitive impairment.
  - o Feeding Assistants – state approved training program for feeding assistants required before center utilizes person as paid feeding assistant.
  - o Behavioral Health Training – based on the facility assessment.
  - o Cardiopulmonary Resuscitation, including signs and symptoms of irreversible clinical death, for appropriate nursing staff members.

🗒 REVIEW & ACTION: Implementation Strategies and Tips

Phase I – by November 28, 2016

✓ Review and ensure your current training program includes:

✓ Required elements of abuse, neglect and exploitation training for all facility staff (direct and indirect care and auxiliary functions), contractors, and volunteers. The training must include at minimum:

✓ Information on activities that constitute abuse, neglect, exploitation, and misappropriation of

resident property as set forth at § 483.12.
- ✓ Procedures for reporting incidents of abuse, neglect, exploitation, or the misappropriation of resident property.
- ✓ Dementia management and resident abuse prevention.
- ✓ The training may be in-person, webinar based, or supervised practical training hours. It should reflect the needs identified by staff and through the facility assessment. The training should include detailed learning objectives, performance standards and evaluation and address potential risks to residents, staff, and volunteers if not followed.
- ✓ The facility should track attendance at the required trainings.

- ✓ In-service training curriculum for nurse aides.
    - o Facilities must have in place and permanently maintain an in-service training program for nurse aids that is appropriate and effective based on the nurse aide evaluation or the facility assessment.
    - o The training may be in-person, webinar based, or supervised practical training hours.
    - o Must be no less than 12 hours per year.
    - o Training should include:
        - i. Dementia management and resident abuse prevention.
        - ii. Care of cognitively impaired for nurse aides providing services to individuals with cognitive impairments.
    - o Adequacy of training will be measured by demonstrated competencies through written exam and/or in consistently applying the interventions in a lab or clinical setting.
    - o The facility must track attendance at the required trainings.
    - o Nurse aides may include individuals who provide nursing or nursing-related services to residents through an agency or under contract with the center, excluding licensed health professionals, registered dietitians, or someone who volunteers to provide such services without pay. Nurse aides do not include those who serve residents only as paid feeding assistants.

- ✓ State approved training program for feeding assistants, with verification of completion before serving as paid feeding assistant.
    - o Training course must be at least 8 hours long and include the required elements.
    - o The facility must maintain a record of all individuals who have successfully completed the course.

Phase III – by November 28, 2019

- ✓ Identify who is currently receiving training on the above-mentioned training topics and add any missing individuals/roles:
    - o New and existing staff
    - o Individuals providing service under a contractual arrangement
    - o Volunteers
- ✓ Determine if training is consistent with the expected roles of staff, individuals under contract, and volunteers.
- ✓ Determine if training is consistent with the expected roles of staff, individuals under contract, volunteers.
- ✓ Review and ensure your current training program includes:

    - o Effective communications for direct care staff.

- o Resident rights and facility responsibilities.

- o Elements and goals of QAPI program.

- o Written standards, policies and procedures for Infection Prevention & Control Program.

- o Compliance & Ethics Program requirements including standards, policies and procedures.

    - o Conduct annual training if operating organization of five or more centers.

- o Nurse aide training addresses weaknesses identified by performance reviews and facility assessment.

- o Behavioral health as determined by facility assessment.

✓ Review your current QAPI plan. Brainstorm with a multidisciplinary team to determine how the plan can be shared throughout your organizations to ensure staff understand the elements and goals of your QAPI program.

✓ Review the dissemination of your current compliance and ethics program and determine if it needs to be modified to effectively communicate the program's standards, policies, and procedures to all staff.

RESOURCES: Additional Materials to Help You

Tips

- Explore methods for determining and verifying staff competencies. This may include, but is not limited to such things as the use of skills checklists, return demonstration of skills, skill camps, incorporating skills with monthly meetings, etc.
- Engage direct care staff in evaluating effectiveness of current training programs and in development of new training content as needed.
- Remember that changes to the center's resident population, staff turnover, and physical environment, may lead to revisions to the training program. Develop a process to make needed updates to the training program based on changes to the center's facility assessment as specified at §483.70(e).
- Remember that training should support current scope and standards of practice and include learning objectives and evaluation criteria.

Resources

- View applicable F-tags here
- Review Critical Elements Pathways for Neglect, Abuse, etc. found on the CMS Nursing Homes Site.
- Resident Rights and Facility Responsibility
    - o AHCA's Website on Patient Privacy and Security
- Abuse, Neglect, and Exploitation
- Improving Integrity in Nursing Centers
- Protecting Residents from Financial Exploitation
- National Center on Elder Abuse
    - o University of Southern California – Training Resources on Elder Abuse
- Infection Prevention and Control
    - o AHCA Infection Preventionist Specialized Training (IPCO)
    - o AHCA's Infection Prevention & Control Resources on ahcancalED
    - o CDC Infection Control Resources and CDC Antibiotic Stewardship Resources
    - o CDC's Infection Control Assessment Tool for Long-term Care Facilities

- o Advancing Excellence Resources on Reducing c. diff infections
  - o AHCA Webinar from CDC's Nimalie Stone
  - o IHI Skilled Nursing Facility Trigger Tool for Measuring Adverse Events
- QAPI
  - o AHCA's QAPI Website
  - o Driving Quality by Operationalizing Business Systems: A Call to Action
  - o Untangling QAPI or How We Saved 500K
  - o QAPI Tracking Sheet & Demo
  - o CMS' QAPI Website
- Compliance and Ethics
  - o AHCA's Compliance Program Website
  - o Deconstructing Corporate Compliance & Ethics for Single Facilities and Small Regional Chains
- Nurse Aide Training
  - o Hand in Hand Training
  - o CARES Training
- Facility Assessment and Staff Competencies
  - o AHCA Webinar

§483.95

Last Updated 7/18/22