



Community Instructors

Understanding the Training, Certification, and Contracting
Requirements for Long Term Care Worker Training
Implementation beginning 1/1/2011

Revised 9/16/2010

www.adsa.dshs.wa.gov/1029



WHY these changes are happening...

In 2007, SEIU HealthCare NW used Washington's initiative process to bring to people in Washington State Initiative 1029.

The Initiative said: "Current procedures to train and educate long term care workers and to protect the elderly are insufficient".

The Initiative outlined sweeping changes to the long term care worker training system.

In 2008, the Initiative passed with a majority of votes from the citizens in our state. In 2009, it became law. These laws must now be followed.



What's Changing and When?

What	Current	New Requirements as of 1/1/2011
Orientation and Safety Training	Orientation before routine interaction with clients	Orientation 2 hours Safety Training 3 hours before providing care Minimum topics required listed in WAC 388-112-0020 for residential and 388-71-0846 and 388-71-0855 for in-home.
Basic Training	28 hours within 120 days of hire	70 hours within 120 days of hire
On-the-Job Training	N/A	Not required. If used, 1 to 12 hours after 7/1/2011
Home Care Aide Certification	N/A	Certification as home care aide within 150 days of hire.
Continuing Education	10 hours/year	12 hours/year after 7/1/2011.
Background checks	State checks	State checks and Federal for everyone after 1/1/2012.

Affected LTC Workers

These changes effect any **new direct care workers** hired after 1/1/2011 that are listed below. These workers are now called long term care workers.

- All direct care workers in state-licensed:
 - Adult family homes
 - Boarding homes
- Direct care employees of home care agencies
- Individual providers of home care services
- Providers of home care services to persons with developmental disabilities under Title 71 RCW
- Respite care providers
- Community residential service providers
- Any other direct care worker providing home or community-based services to the elderly or persons with a functional disabilities or developmental disabilities.

All long term care workers must meet the new training and certification requirements (unless exempt - see next slide)



LTC Workers Exempt from Training

Workers employed as a long term care worker any time in 2010 don't have to take the 75 hours of training or get certified as home care aides if they successfully completed all their training requirements.

Workers hired between now and 12/31/2010 have their 120 days from day of hire to meet the current 2010 training requirements. ANY Long term care worker hired after 1/1/2011 has to meet the new training and certification requirements.

Workers who do not work in 2010 but completed training in previous years (e.g. have a RFOC training certificate from 2007) are NOT EXEMPT from the new training and certification requirements. If they begin working again after 1/1/2011, they will have to take all required training and become certified (unless exempt for other reasons).

Workers with the following credentials do not have to take 75 hours of training. These are:

- RNs, LPNs, nurse technician, advanced registered nurse practitioner, or NACs.
- Certified counselors, speech language pathologists or audiologists, OTs, PTs, or a home health aide employed by a Medicare-certified home health agency.
- A person with special education training and endorsement granted by the superintendent of public instruction.



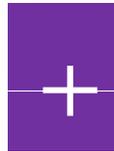
75 Hour Basic Training Required

Workers must complete the 75 hours of training within 120 days. Workers who don't meet this deadline can't continue to provide direct care until they complete training and certification on their own.

5 hours

**Orientation (2 hrs)
Safety Training (3 hrs)**

Before providing care



70 hours

Basic Training
**Core Competencies* and
Population Specific
Competencies**

Within 120 days of hire



* The written and skills home care aide certification exam is based on the core competencies and learning objectives ONLY.

A closer look at the training requirements



Orientation (2 hours) and Safety Training (3 hours)

New Requirements

- LTC workers must have Orientation and Safety Training prior to providing care.
- Training must include introductory information on the topics for Orientation and Safety.

Topics can be found in WACs 388-112-0016 and 388-112-0019 for AFH/BHs and in-home WACs 388-71-0846 and 388-71-0855.

- DSHS must approve curricula and instructors before use.

Instructor Qualifications:

- A qualified instructor for orientation and safety (and continuing education) is an RN **or** another person with specific knowledge, training, and work experience in the provision of direct, hands-on personal care or other relevant services to the elderly or people with disabilities requiring long term care.

Getting Instructors and Curriculum Approved:

Submit a:

- Simple, one page department form.
- A table of contents or class syllabus showing all department required introductory topics.



70 hours of Basic Training

Core Basic Training

Knowledge and skills needed to provide personal care effectively and safely

Population Specific Basic Training

Training related to the unique needs of the population(s) served

On the Job Training

Not required. If used, apply up to twelve training hours towards the 70 hour basic training requirement beginning 7/1/2011 (must meet requirements outlined in WAC)

Must:

- Add up to 70 hours
- Cover core and population specific competencies as defined in WAC
- Curriculum and instructors must be approved by DSHS

A Closer Look – Core basic training

What?

- Competencies and learning objectives related to a LTC worker providing basic care in any setting. Competencies and learning objectives can be found in WAC 388-71-0911 (same for all settings).
- At a minimum, all Core basic training courses must cover these competencies and learning objectives. In addition, more learning objectives can be added if desired.

Curriculum Options:

You may use:

- The current, DSHS developed Revised Fundamentals of Caregiving (RFOC) with enhancements.

The amount of hours spent on Core basic training must be more than today (>28). With the increase in training hours, more time must be allotted for:

- Skills practice.
- Integrating and reinforcement of the skills and knowledge learned.
- Additional activities (exercises, videos, etc.).
- Develop your own and get it approved.
- Other DSHS approved Core basic training curriculum you have permission to use.

A Closer Look – Population Specific basic training

What?

- Population specific training is training on topics **unique to the care needs of the population served.**
- Topics include dementia, mental health, developmental disabilities, young adults with physical disabilities, older adults, adults requiring nurse delegated care or other topics relevant to the care needs of the population served.

How?

How the Population Specific basic training requirement is met depends on the care setting.

Population Specific Basic Training - BHs and AFHs

Specialty Courses

- AFHs and BHs use any required specialty course(s) in dementia, mental health or DD to meet part or all of their Population Specific basic training requirement.
- Instructors must meet that specialty course's instructor qualifications.
- A specialty course can be enhanced with additional content, activities or skills practice and training hours added to that topic area. All training materials must be approved by the department before use.
- If the course is required for the AFH or BH, workers must take and pass the DSHS caregiver specialty test. This is NOT the certification exam through the DOH but the current DSHS specialty test. AFH workers must also be tested after 1/1/2011.
 - A worker must be awarded a DSHS specialty course certificate after he or she completes the course and passes the test.

Nurse Delegation Courses

- *Nurse Delegation for NAs* courses can be used to meet population specific training requirements. The same course policies and instructor qualifications are required as today. A separate DSHS test is required for all Nurse Delegation Courses. Workers must get a separate course certificate.
- Nurse delegation cannot be performed under the Home Care Aide Certification. Workers must either be a NAC or have both a Home Care Aide and NA-R credential.

Population Specific for Home Care Agencies (HCA)

- Agencies choose which population specific topics to cover based on the population(s) served by their agency.
- Agencies have the option to:
 - Apply to become a community instructor and teach their own staff , **or**
 - Use outside community instructors.

Outside community instructor options

- Community instructors who are not HCAs can:
 - Have agency worker's attend all or part of specialty courses you offer (they are not required to take the DSHS exam – but can if they complete all of the training).
 - Enhance an existing specialty course and offer more training hours in that topic area.
 - Develop your own or teach another DSHS approved population specific course you have permission to use.
- *Nurse Delegation for NAs* courses can be used to meet the population specific requirement for HCAs as well. See the previous slide for restrictions.

A Closer Look – On the Job Training (OJT)

OJT training is when a worker successfully demonstrates any or all of the personal care and infection control skills included in Core basic training **while working with a client** versus in a practice training setting.

During this time, the worker must be observed, coached, and skills training reinforced when necessary by a person who meets the instructor qualifications for the 70 hour basic training. The person overseeing OJT training:

- Must become an approved instructor for Core basic training.
- Must verify (e.g. a check off on a DSHS approved skills checklist) and document the successful completion of the demonstrated skills.
- Does not have to be the same person who taught the Core basic training.

OJT training can count from 1 up to 12 hours towards the 70 hours of basic training. It is not a requirement to include OJT training hours. It cannot be included until after 7/1/2011.

Community instructors may wish to offer AFH/BH/HCAs the option of having instructors go to their facility or home to oversee this training.

Putting it all together

Here are some examples of how this might look.

Example 1:

Community Instructor has instructor and curriculum approval to teach the 70 hours of basic training, dementia and mental health specialty training, and Nurse Delegation courses. They have also developed their own curriculum for older adults.

<input type="checkbox"/> Enhanced RFOC	40
<input type="checkbox"/> Approved course on older adults	4
<input type="checkbox"/> Dementia specialty (DSHS class)	8
<input type="checkbox"/> Mental Health specialty (DSHS class)	6
<input type="checkbox"/> Nurse Delegation Core Training	9
<input type="checkbox"/> Nurse Delegation Diabetes	<u>3</u>
	70

Example 2:

Community Instructor has instructor and curriculum approval to teach Core and Population Specific basic training, all of the specialty trainings and has developed their own course for younger adults with disabilities.

They offer the Core basic training to all workers in one main group in several consecutive days. Then, workers split off and take the population specific basic training relevant to their setting and needs when it is offered by the instructor.

Example 3:

Community Instructor has instructor and curriculum approval to teach their own developed Orientation, Safety, and Core basic training. The facility or agency would have to send their staff to another community instructor for the population specific part of the training.

Home Care Aide Certification



Home Care Aide Certification

What?

- LTC workers have 150 days from hire to become certified home care aides (unless exempt from certification). See the Department of Health's (DOH) WAC 246-980-070 for a list of people exempt from certification.
- A LTC worker can no longer provide direct care after 150 days if not a certified home care aide.
- DOH is responsible for certifying LTC workers as Home Care Aides. The DOH has hired Prometric to develop and give the required written and skills certification exam.



Once workers complete the 75 hours of training, they can apply to take the Home Care Aide Certification exam.

Certification Steps for LTC workers

1. Submit an application for certification with a \$60.00 certification application fee to the DOH within three days of beginning work.
2. Successfully complete 75 hours of approved training and have a DSHS 75 hour training certificate signed by a department approved instructor.
3. Submit to Prometric an exam application, with an exam fee of \$115, and a copy of the DSHS 75-hour certificate. Workers must have completed the 75 hours of training before submitting an exam application to Prometric.
4. Submit to DOH a copy of the 75 hour training certificate.
5. Take the exam. An independent tester from Prometric administers the written and skills exam. Exams will also be in Spanish, Vietnamese, Korean, Russian, and Simplified Chinese.
6. Workers who fail the exam can retake whichever part(s) failed (written or skills). A worker has to apply for retesting through Prometric, pay a retest fee for the portion of the exam they are retaking, and reschedule an exam date. Workers have two attempts to pass a retest.
7. When a worker passes the certification exam and has submitted all required information to the DOH, they become a certified home care aide.

Go to www.prometric.com/WADOH/ for detailed information.

Community Instructor Role w/Home Care Aide Certification

- Help workers understand certification requirements and process
 - Ask workers if they have applied for certification at the beginning of all courses. Encourage them to do so if they haven't.
 - Encourage workers to complete the training requirements as soon as possible to have the best chance of meeting both the 120 and 150 day deadlines. It is VERY tight timeframe to get the exam completed.
 - Answer worker questions about applications and test process or direct them to Prometric.
 - Review how to apply for the certification exam at the end of a course.

Instructors of Core basic training - preparing workers for the test environment

- Workers will need coaching, reassurance, and practice to be more comfortable and prepared to be tested by an independent contractor. To the degree possible:
 - Review what will happen during the exam and how it is administered.
 - Mirror the Prometric exam process when evaluating each worker's ability to perform required skills and understand the course content.
 - Apply to become a Prometric test site. Workers are more comfortable taking the exam where they have taken the course.
 - Go to www.prometric.com/WADOH/ for detailed information.

Learn More About the Certification and Testing Process

- Review the Prometric website at www.prometric.com/wadoh. Currently, you will find the:
 - Certified Home Care Aide Candidate Information Booklet (how to apply to take the exam, information about the written and skills portion of the test and what happens on test day).
 - Forms to apply to set up your Training Program as a Prometric test site.
 - In the future, you will find a list of approved test sites, skills checklist, and the exam application for workers to download.
- Review the DOH website at www.doh.wa.gov/hsqa/HCAides/. You will find:
 - DOH WACs for certification and testing.
 - The most current information about what the DOH is doing to implement these rules.
 - FAQs.

DSHS Course Certificates

DSHS Course Certificates

- When a community instructor is contracted and their training program is approved, the department will send DSHS course certificates for each course they are approved to offer.
 - These certificates are unique to that training program and include a watermark.
 - You will give workers a DSHS course certificate for each course you offer. You keep a copy.
 - It is the worker's responsibility to:
 - Keep all course certificates.
 - Show them to the instructor signing the DSHS 75 Hour Training Certificate (see next slide).
 - Workers taking the Nurse Delegation courses or AFH/BH specialty courses must pass the current DSHS test (don't confuse this with the DOH certification exam) before receiving the course certificate.

DSHS 75 Hour Training Certificate

- A DSHS 75 hour training certificate will also be sent to all contracted community instructors.
- The 75 hour DSHS training certificate is used to document and verify workers have completed all required courses and received 75 hours of training from department approved instructors and curriculum.
 - This certificate is signed only when the worker has completed ALL courses and 75 hours of training.
 - **For training program offering an entire 75 hour training:** Any of the approved instructors from that training program can sign the training certificate after verifying the worker has completed 75 hours of training.
 - **For training programs offering only a portion of the 75 hour training:** A community instructor who provides the 75th hour of training signs the certificate.

The instructor must look at all of that worker's DSHS course certificates and determine the worker has taken all required courses with training hours that add up to 75 hours before signing the certificate.

Continuing Education (CE)

What?

Continuing education is additional caregiving-related training designed to keep current a worker's knowledge and skills.

- Beginning July 1, 2011, CE hours increase to 12 hours (until then, 10 hours).
- All curriculum and instructors must be approved by DSHS before use.

Instructor Qualifications:

Instructors must be a RN **or** another person with specific knowledge, training, and work experience in the provision of direct, hands-on personal care or other relevant services to the elderly or people with disabilities requiring long term care (same as orientation and safety).

Getting Instructors and Curriculum Approved:

Submit a:

- Simple, one page department form.
- A table of contents or class syllabus describing what is in the CE.



**Department CE approval is anticipated to begin
after the first of the year.**

www.adsa.dshs.wa.gov/1029



Getting Ready for 2011



Curricula and instructor approval for the 75 hour training is anticipated to begin the first part of October, 2010

Begin Planning...

1. Choose which courses you want to offer (see the next slide for options). You can offer any course as long as you have DSHS approved instructors and curriculum and become a contracted community instructor.
2. Decide what curriculum you will use to teach each course you want to offer. You can use:
 - DSHS developed curriculums.
 - DSHS approved curriculum others have created and you have permission to use.
 - Curriculum you develop and get approved.

What Courses DSHS Approved Community Instructors Can Offer

Course	TO Boarding Homes	TO Adult Family Homes	TO Home Care Agencies	TO Individual Providers
Orientation	X	X	X	Training Partnership only unless IP doesn't complete on time – then to Community Instructor
Safety	X	X	X	Same
Core Basic Training	X	X	X	Same
Population Specific Basic Training	X	X	X	Same
Specialty (Dementia, MH, DD)	X	X	N/A	N/A
Continuing Education	X	X	X	Same
Nurse Delegation Core and Special Focus on Diabetes	X	X	X	Same

X = DSHS contracted Community Instructor can offer

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Overview of Instructor and Curriculum Approval

Process

Before you can offer **long term care worker courses**, you need to:

1. Have instructors who meet the required instructor qualifications for that course.
2. Decide what curriculum (training materials) you want to use. If you will not be using DSHS developed curriculum,:
 - Develop any new curriculum or enhancements to existing curriculum you wish to offer and submit it for approval.
 - Get permission from others with DSHS approved curriculum to use it.
3. Submit all required forms and materials. *The department will not start processing your application until all required forms and materials are submitted. To avoid delays, send everything in at the same time.*
4. You can only begin offering courses after 1/1/2011 when:
 - Your instructors and any new or enhanced curriculum have been approved by the department.
 - There is a new contract signed by you and a department representative that becomes effective 1/1/2011.



All currently contracted community instructors must reapply and sign a new contract with DSHS before offering any long term care worker courses after 1/1/2011.

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Department Required Forms and Materials

Training Program Approval Form

- When you teach ANY required long term care worker courses, your business is considered by the department to be a “Training Program.”
- A Training Program Approval form is required for anyone wanting to become a community instructor.
- The Training Program Approval form communicates to the department:
 - What courses you intend to offer.
 - What curriculum (training materials) you will be using.
 - Who is going to be teaching it (instructors).
- Once you have a signed contract with DSHS, it will be important to communicate any changes to your Training Program to the department. This includes contact information, adding or removing instructors, or changing courses or curriculum. Reporting changes will be done via a new form (under development).

Instructor Application and Curriculum Approval Forms

- Submit Instructor Application forms for all course(s) an instructor will teach in your training program.
- Instructor qualifications are different for each training. Find Instructor qualifications for:
 - Orientation, Safety Training and CE are found on slide 5.
 - Basic training and on the job training can be found in the next two slides.
 - Specialty training instructor qualifications are in WAC [388-112-0385](#) for Mental Health, [388-112-0390](#) for Dementia, and [388-112-0395](#) for DD.
- Submit Curriculum Approval forms:
 - For any course(s) you develop new curriculum for, or
 - When you enhance an existing approved curriculum with new training materials.
- The instructor application and curriculum approval forms are under development. As soon as they are ready, they will be posted, with instructions on how to fill them out, on the website.
- Please make every effort to support the department in streamlining the approval process and download and email completed forms when they are available. Mailing or faxing required forms adds to how long it takes the department to process and approve your training program.

Instructor Qualifications for 70 Hour Training

General qualifications:

- 21 years old and has not had a professional health care, AFH, BH, or social services license or certification revoked in Washington.

Education and work experience:

- RN with work experience in the last 5 years with the elderly or persons with disabilities in a community setting; **or**
- Associate degree or higher in a health field and 6 months of professional or caregiving experience within the last 5 years in an AFH, BH, supported living through DDD, **or** home care setting; **or**
- High school diploma, or equivalent, and 1 year of professional or caregiving experience within the last 5 years in an AFH, BH, supported living through DDD per or home care setting.

Teaching experience:

- 100 hours of teaching adults on topics directly related to the basic training; **or**
- 40 hours of teaching while being mentored by an instructor who meets these qualifications, and must attend a class on adult education.



Instructor Qualifications for 70 Hour Training Continued

- The instructor must be experienced in caregiving practices and capable of demonstrating competency with respect to teaching the course content or units being taught.
- Instructors who will administer nurse delegation tests must have experience or training in assessment and competency testing.
- An instructor for nurse delegation core and specialized diabetes trainings must have a current Washington state RN license in good standing without practice restrictions.

More About Contracting

- All existing contracts for community instructors expire on 12/31/2010.
- The Contract Intake Form (DSHS 27-043) is a DSHS-wide form that is submitted for any entity contracting with DSHS to perform services.
- Submit the Contract Intake form at the same time you send in your Training Program Approval form and any required instructor applications or curriculum approval forms.
- The new contract period for contracted community instructors after 1/1/2011 will be longer than a year. How long a time period is not finalized.

Next Steps

1. Visit the ADSA Website www.adsa.dshs.wa.gov/1029 often and become familiar with all of the information currently available and check for updates.
2. Check this website to see if the forms are available. We anticipate they will be available for download the beginning of October.
3. Submit your Training Program Approval form, a Contract Intake form, and all required instructor applications and curriculum approval forms (except CE) to the department as soon as possible after the forms become available. Emailing the forms back to the department is best.
4. Attend the next joint video conference with the DOH and DSHS. Dates will be announced soon and posted on the website.

Note: To learn how to order current DSHS curriculums visit:
www.adsa.dshs.wa.gov/professional/training/manuals.htm.