

Training and Education

Skilled Nursing Facilities, Residential Care Facilities (Assisted Living) & Intermediate Care Facilities for Individual with Intellectual Disabilities

With the ever-changing regulations and standards in the healthcare industry, staff training and education is critical for the overall success of the facility and to provide quality service. Employees should be properly trained so that they can successfully accomplish the job requirements and effectively communicate the facility's standards and procedures. Additionally, facilities are required to train staff in certain areas in order to be compliant with State and Federal regulations, which includes training on HIPAA, Residents' Rights, Abuse/Neglect, and various OSHA requirements, just to name a few.

DELIVERY OF TRAINING

- Lecture Methods – Storytelling, Blackboard or whiteboard, PowerPoint Presentation, Overhead projector
- Interactive Methods – Quizzes, break-out sessions, case studies, question cards, role playing, Q&A sessions
- CBT Computer Based Training – Technological advancements is making computer-based training more prevalent and a viable option for organizations to train their staff.

COMPETENCY

Competency is an important tool to help assess and measure the ability of staff to apply knowledge and skills, reduce risk and ensure optimal patient outcomes. Competency can show limitations so that measures can be put in place to improve these limitations. This can be done through written modes and/or skills demonstration with return demonstration.

DOCUMENTING ATTENDANCE

The facility is required to maintain a written record of each formal in-service session which should include:

- Date of training
- Description of the subject matter
- Identity of the individual or individuals providing the in-service education
- List of individuals attending the session that is signed by each attendee
- Duration of the session

REQUIRED IN-SERVICE EDUCATION SKILLED NURSING FACILITIES

NURSING ASSISTANTS

| SUBJECT | REFERENCE | UPON HIRE | ON GOING | ANNUAL |
|--|--|-----------|----------|--------|
| ORGANIZATIONAL STRUCTURE OF FACILITY & POLICIES AND PROCEDURES | RC 3721.29 OAC 3701-17-07.1(K) | X | | |
| PHILOSOPHY OF CARE, PRINCIPLES OF PERSON-CENTERED CARE & DESCRIPTION OF RESIDENT POPULATION | RC 3721.29 OAC 3701-17-07.1(K) | X | | |
| EMPLOYEE RULES (HANDBOOK) | RC 3721.29 OAC 3701-17-07.1(K) | X | | |
| 12 HOURS FORMAL IN-SERVICE TRAINING ANNUALLY <ul style="list-style-type: none"> Dementia management and abuse prevention (483.95(g)(2)) Address areas of weakness in required nurse aide training reviews, and as indicated by the Facility Assessment (483.95(g)(3)) Care of individuals with cognitive impairments (as applicable) (483.95(g)(4)) | OAC 3701-17-07.1(K) & 42 CFR 483.95(g)(1) ¹ | | | X |
| SUFFICIENT SPECIALTY UNIT TRAINING (e.g., dementia, behavioral, mental health, hospice, etc.) | OAC 3701-17-07.1 | X | | X |

DIRECT CARE² STAFF

| SUBJECT | REFERENCE | UPON HIRE | ON GOING | ANNUAL |
|---------------|------------------|-----------|----------|--------|
| COMMUNICATION | 42 CFR 483.95(a) | X | X | |

STAFF MEMBERS³

| SUBJECT | REFERENCE | UPON HIRE | ON GOING | ANNUAL |
|--|---|-----------|----------|--------|
| PERSON-CENTERED CARE | OAC 3701-17-07(J) | X | | |
| PHYSICAL LAYOUT OF FACILITY | OAC 3701-17-07(J) | X | | |
| APPLICABLE JOB RESPONSIBILITIES | OAC 3701-17-07(J) | X | | |
| POLICIES & PROCEDURES RE: SAFE & APPROPRIATE RESIDENT CARE | OAC 3701-17-07(J) | X | | |
| RESIDENT RIGHTS & FACILITY RESPONSIBILITIES <ul style="list-style-type: none"> Staff responsibility for implementing resident rights Staff obligation to provide all residents who have similar needs with comparable services | 42 CFR 483.95(b) ORC 3721.14 & OAC 3701-17-07(J) | X | X | |

¹ SOM Guidance indicates that these specific topics should be part of the required ongoing 12 hours per year of training.

² Those individuals who, through interpersonal contact with residents or the resident care management, provide care and serves to allow residents to attain or maintain the highest practicable physical, mental, and psychosocial well-being.

³ Requirements under OAC 3701-17-07(J) apply to staff, volunteers, and consultants. For purposes of compliance with 42 CFR 483.95, staff includes all facility staff, contracted staff, and volunteers appropriate to their roles.

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|---|--|---|---|------------------------------------|
| ABUSE, NEGLECT, EXPLOITATION, MISAPPROPRIATION OF RESIDENT PROPERTY <ul style="list-style-type: none"> Activities that constitute abuse, neglect, exploitation, misappropriation of resident property Procedures for reporting abuse, neglect, exploitation, and misappropriation of resident property Dementia management & resident abuse prevention | 42 CFR 483.95(c) | X | X | |
| QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT <ul style="list-style-type: none"> Elements and goals of the program | 42 CFR 483.95(d) | X | X | |
| INFECTION CONTROL – WRITTEN STANDARDS AND POLICIES AND PROCEDURES FOR THE PROGRAM <ul style="list-style-type: none"> System of surveillance to identify possible communicable diseases or infections When and to whom possible incidents of communicable diseases and infections should be reported Standard and transmission-based precautions (TBP) to be followed to prevent spread of infection When and how isolation (TBP) should be used for residents Circumstances under which employee with communicable disease or infected skin lesion should be prohibited from direct contact with residents or their food if direct contact will transmit the disease | 42 CFR 483.95(e) | X | X | |
| COMPLIANCE AND ETHICS | 42 CFR 483.95(f) | X | X | X ⁴ |
| BEHAVIORAL HEALTH | 42 CFR 483.95(i) | X | X | |
| EMERGENCY ASSISTANCE PROCEDURES & DISASTER PREPAREDNESS PLAN <ul style="list-style-type: none"> Emergency Preparedness (EP) policies and procedures consistent with staff roles | OAC 3701-17-07(J) 42 CFR 483.73(d) (E0037) | X X | X | X |
| OSHA – HAZARD/EMERGENCY <ul style="list-style-type: none"> Must designate and train employees to assist in a safe and orderly evacuation of other employees Fire extinguisher use Use of PPE (if required to use), including when necessary, donning, doffing, how to wear and adjust, limits, care/maintenance, disposal Information and training on any hazardous chemicals in the employee's work area & how to protect against hazards Blood-borne pathogens and disease for employees with potential exposure (OSHA) Lock out/tag out procedures for employees who utilize equipment with hazardous energy (affected staff) Exposure to fire hazards | 29 CFR 1910.38(e) 29 CFR 1910.157(g) 29 CFR 1910.132(f) 29 CFR 1910.1200(h) 29 CFR 1910.1030(g)(2) 29 CFR 1910.147(c) 29 CFR 1910.39 | X X X X X X X | X X X X X | X X |
| HIPAA | 45 CFR 164.530(b) | X | X | |

⁴ If Organization operates 5 or more facilities

REQUIRED IN-SERVICE EDUCATION ASSISTED LIVING FACILITIES

STAFF MEMBERS PROVIDING PERSONAL CARE SERVICES

| SUBJECT | REFERENCE | UPON HIRE | ON GOING | ANNUAL |
|---|----------------------|-----------|----------|--------|
| FIRST AID TRAINING (w/in 60 days of hire) <ul style="list-style-type: none"> Maintain current valid American Heart or American Red Cross first aide training, or Maintain equivalent training every three years | OAC 3701-16-06 E (I) | X | X | |
| PERSONAL CARE SERVICES (prior to providing services) | OAC 3701-16-06 E (2) | X | | |
| TRAINING FOR STAFF WHO CARE FOR RESIDENTS WITH LATE STAGE COGNITIVE IMPAIRMENT WITH SIGNIFICANT NEEDS OR INCREASED EMOTIONAL/BEHAVIORAL NEEDS <ul style="list-style-type: none"> 2 Hours of initial training within 14 days of first day of work 4 Hours of continuing education annually* | OAC 3701-16-06 E (3) | X | | X |
| TRAINING FOR STAFF WHO CARE FOR RESIDENTS WITH DX OF SERIOUS MENTAL ILLNESS <ul style="list-style-type: none"> 2 hours of initial training within 14 days of first day of work 4 hours of continuing education annually* | OAC 3701-16-06 E (3) | X | | X |
| TRAINING FOR STAFF WHO CARE FOR RESIDENTS WITH COGNITIVE IMPAIRMENTS <u>AND</u> DX OF SERIOUS MENTAL ILLNESS <ul style="list-style-type: none"> 4 hours of initial training within 14 days of first day of work (equal proportions for resident populations) 8 hours of continuing education annually (equal proportions for resident populations)* | OAC 3701-16-06 F (7) | X | | X |
| TRAINING FOR "SPECIAL POPULATIONS" NOT IDENTIFIED ABOVE <ul style="list-style-type: none"> 2 hours of initial training within 14 days of first day of work 4 hours of continuing education annually* | OAC 3701-16-06 (E) | X | | X |
| CONTINUING EDUCATION <ul style="list-style-type: none"> 8 Hours annually (*counts toward total) | | | | X |

ALL STAFF MEMBERS

| SUBJECT | REFERENCE | UPON HIRE | ON GOING | ANNUAL |
|--|-------------------------------------|-----------|----------|--------|
| RESIDENT RIGHTS & FACILITY RESPONSIBILITIES <ul style="list-style-type: none"> Staff responsibility for implementing resident rights Staff obligation to provide all residents who have similar needs with comparable services | ORC 3721.14 & OAC 3701-16-06 (K)(1) | X | X | X |
| ORIENTATION AND TRAINING REQUIRED WITHIN 3 WORKING DAYS OF HIRE <ul style="list-style-type: none"> Physical layout of facility Applicable job responsibilities Facility policies and procedures – (Note: this would include training on the required policy and procedures for infection control 3701-16-12(C)) | OAC 3701-16-06 (I) | X | | |
| THERAPEUTIC DIETS <ul style="list-style-type: none"> Staff who provide therapeutic diets, other than special | OAC 3701-16-06(F) | X | | |

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|--|--|---------------------------------|-------------------------------|----------------------------|
| diets, must be trained by the dietician prior to performing responsibility | | | | |
| CERTIFIED MEDICAID WAIVER PROVIDERS <ul style="list-style-type: none"> Principles and philosophy of the assisted living process The aging process Cuing, prompting, and other means of effective communication Common behaviors for cognitively impaired, behaviorally impaired individuals and strategies to redirect and deescalate Confidentiality The person-centered consumer service plan process The consumer's right to assume responsibility for decision related to his/her care | OAC 173-39-02.16 | X | | |
| EMERGENCY RESPONSE/DISASTER PLAN <ul style="list-style-type: none"> Fire and evacuation training within 3 working days Fire prevention training to be conducted by state fire marshal or local fire department | OAC 3701-16-13 (P) OAC 3701-16-13 (Q) | X | X | X |
| HIPAA | 45 CFR 164.530(b) | X | X | |
| OSHA – HAZARD/EMERGENCY <ul style="list-style-type: none"> Must designate and train employees to assist in a safe and orderly evacuation of other employees Fire extinguisher use Use of PPE (if required to use), including when necessary, donning, doffing, how to wear and adjust, limits, care/maintenance, disposal Information and training on any hazardous chemicals in the employee's work area & how to protect against hazards Blood-borne pathogens and disease for employees with potential exposure Lock out/tag out procedures for employees who utilize equipment with hazardous energy (affected staff) Exposure to fire hazards | 29 CFR 1910.38(e) 29 CFR 1910.157(g) 29 CFR 1910.132(f) 29 CFR 1910.1200(h) 29 CFR 1910.1030(g)(2) 29 CFR 1910.147(c) 29 CFR 1910.39 | X X X X X X X | X X X X X | X X |

REQUIRED IN-SERVICE EDUCATION CENTERS FOR INTELLECTUAL DISABILITIES

DIRECT SUPPORT PROFESSIONALS (DSP)

| SUBJECT | REFERENCE | UPON HIRE | ON GOING | ANNUAL |
|--|--|--------------|-------------|--------|
| TRAINING PRIOR TO PROVIDING SERVICES <ul style="list-style-type: none"> Mission, vision, and values and organizational structure of facility Policies, procedures and work rules Overview of services provided Overview of fire safety and emergency procedures Training provided by DODD or using DODD Curriculum on: <ul style="list-style-type: none"> empathy-based care; role of DSP including code of ethics; Rights for individuals set forth in RC 5123.62; implementation of individual service plans (ISP) and service outcomes Recognizing and reporting Major Unusual Incidents (MUI) and Unusual Incidents (UI) Universal precautions for infection control Training by Operator on service plans of each individual to receive services | OAC 5123-3-01 Appendix B | X | X | |
| TRAINING WITHIN 30 DAYS OF HIRE <ul style="list-style-type: none"> Person-centered planning and provision of services Facilitating community participation for individuals DSP duties to review health and welfare alerts issued by the department (see OAC 5123-17-02) Empathy based care Fire safety and emergency response safety specific to the facility(s) where the staff member works | OAC 5123-3-01 Appendix B | X | X | |
| TRAINING WITHIN 60 DAYS OF HIRE <ul style="list-style-type: none"> CPR and First aid certification | OAC 5123-3-01 (F) | X | X | |
| ANNUAL TRAINING <ul style="list-style-type: none"> 2 hours of training by DODD or entity using DODD curriculum on topics relevant to duties, including: <ul style="list-style-type: none"> Code of Ethics for DSPs Individual rights 6 hours of training provided or arranged by the operator on: <ul style="list-style-type: none"> MUIs, UIs, and strategies for preventing Review of health and welfare alerts issued by DODD since previous years' training Topics relevant to services provided and individuals served Fire safety and emergency response plan specific to the facility in which the DSP works | OAC 5123-3-01 Appendix B | | | X |

SUPPORT STAFF

| SUBJECT | REFERENCE | UPON HIRE | ON GOING | ANNUAL |
|---|---|-----------|----------|--------|
| TRAINING REQUIREMENTS PRIOR TO ASSUMING DUTIES <ul style="list-style-type: none"> By DODD or entity using DODD curriculum <ul style="list-style-type: none"> Empathy-based care; Individual rights under RC 5123.62; MUIs and UIs By Operator: Overview of fire safety and emergency procedures provided | OAC 5123-3-1 Appendix C | X | | |
| WITHIN 30 CALENDAR DAYS OF HIRE <ul style="list-style-type: none"> Fire safety Operation of fire safety equipment and warning systems The facility's fire safety and emergency procedure plans | | X | | |
| ANNUAL TRAINING <ul style="list-style-type: none"> Individual rights MUIs, UIs and strategies for preventing the same Review of health and welfare alerts issued by DODD since prior year's training | OAC 5123-3-1 Appendix C | | | X |

VOLUNTEERS

| SUBJECT | REFERENCE | UPON HIRE | ON GOING | ANNUAL |
|---|---|-----------|----------|--------|
| VOLUNTEERS WITH MORE THAN 40 HOURS OF SERVICE WORKING WITH INDIVIDUALS PER YEAR <ul style="list-style-type: none"> Role and responsibilities of a volunteer in supporting individuals served Rights of individuals in RC 5123.62 Recognizing and reporting MUIs and UIs Overview of fire safety and emergency procedures | OAC 5123-3-1 Appendix D | X | | |

ADMINISTRATOR

| SUBJECT | REFERENCE | UPON HIRE | ON GOING | ANNUAL |
|--|---|-----------|----------|--------|
| WITHIN 30 DAYS OF HIRE OR APPOINTMENT <ul style="list-style-type: none"> National Alliance for Direct Support Professionals code of ethics Rights of individuals in RC 5123.62 Operator's responsibilities in RC 5123.63 and 5123.64 Facilitating community participation and integration for individuals Service documentation Fiscal administration and/or billing for services, as applicable Rule OAC 5123-17-02, including a review of health and welfare alerts issued by DODD | OAC 5123-3-1 Appendix A | X | | |

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| OSHA – HAZARD/EMERGENCY | | | | |
| • Must designate and train employees to assist in a safe and orderly evacuation of other employees | 29 CFR 1910.38(e) | X | X | |
| • Fire extinguisher use | 29 CFR 1910.157(g) | X | | X |
| • Use of PPE (if required to use), including when necessary, donning, doffing, how to wear and adjust, limits, care/maintenance, disposal | 29 CFR 1910.132(f) | X | X | |
| • Information and training on any hazardous chemicals in the employee's work area & how to protect against hazards | 29 CFR 1910.1200(h) | X | X | |
| • Blood-borne pathogens and disease for employees with potential exposure | 29 CFR 1910.1030(g)(2) | X | | X |
| • Lock out/tag out procedures for employees who utilize equipment with hazardous energy (affected staff) | 29 CFR 1910.147(c) | X | X | |
| • Exposure to fire hazards | 29 CFR 1910.39 | X | X | |