Bureau of Long Term Care
Online Caregiver Training
Provider Help Aid

PURPOSE

This Help Aid is designed to support *Home and Community Based Service (HCBS) Providers that elect to utilize the online training modules approved by the Idaho Department of Health and Welfare (IDHW). The training modules outlined in this Help Aid are approved to meet the requirements of the Idaho Skills Matrix.

These providers include Personal Assistance Agencies, Certified Family Homes and Residential Assisted Living Facilities.

*Providers delivering services to Medicaid participants on the Aged & Disabled (A&D) Waiver or State Plan Personal Care Services (PCS).

TRAINING REQUIREMENTS

IDHW has approved the online training hosted by In The Know Caregiver Training as meeting the Skills Matrix requirements for Attendant Care and Homemaker services only.

All Special Endorsement training must be completed as outlined on the Skills Matrix. The online training can be accessed @ https://www.knowingmore.com/welcome-idaho/.

The table below identifies the training modules that meet the requirements of Idaho Skills Matrix:

Skills Matrix Required Competencies	In the Know Caregiver Training Corresponding Required Courses
Communication ■ Basic knowledge of reading and comprehension specific to participant Service Plans. ■ Ability to follow verbal and written instructions. ■ Clear prompting and cueing related to participant service delivery. ■ Basic knowledge of effective communication.	Client Centered Care
Infection Control ■ Basic knowledge of how infections are spread, proper handwashing techniques and knowledge of Universal Precautions.	Standard Precautions

Skills Matrix Required Competencies	In the Know Caregiver Training Corresponding Required Courses
▪ Basic knowledge of personal protective equipment.	
Confidentiality Adheres to Health Insurance Portability and Accountability Act (HIPAA) and agency confidentiality guideline.	Maintaining Confidentiality Client Centered Care
Documentation Knows basic guidelines and fundamentals of documentation specific to participant Service Plans.	Documenting Client Care
Participant Rights & Preferences ▪ Knowledge of the limitations regarding participant information including Advanced Directives, Physician Scope of Treatment (POST) or DNR status. ▪ Basic knowledge of HCBS participant rights IDAPA 16.03.10.313-314. ▪ Basic knowledge participant dignity, respect and preferences.	Documenting Client Care Client Centered Care
Documentation Observation- Basic knowledge of and ability to identify participant's physical and mental factors along with usual daily routines. Reporting- Knowledge of mandatory and incident reporting as well as role in reporting condition changes.	Documenting Client Care
Eating Meals ▪ Basic knowledge of fluid balance/hydration. ▪ Strategies to ensure adequate nutritional/fluid intake. For Feeding tubes or special circumstances Specific Endorsements are required	Helping with ADL's Nutrition of the Elderly

Skills Matrix Required Competencies	In the Know Caregiver Training Corresponding Required Courses
Toileting • Knowledge of elimination, terms, and problems with urinary and bowel function. • Knowledge of proper cleansing procedure. • Knowledge of toileting equipment/supplies including care, cleaning, and disposal.	Helping with ADL's
Mobility • Knowledge of basic terminology and assistive devices including cane, walker, wheelchair and crutches. • Limitations of caregivers need to be identified on an employee's health screen. For mechanical lifts and maintenance exercises Specific Endorsements are required	Helping with ADL's Helping Clients with Mobility
Transferring Knowledge of proper body mechanics and transfers: Bed to chair/commode, bed to wheelchair and back and participants with weak or paralyzed side.	Helping with ADL's Helping Clients with Mobility
Personal Hygiene • Basic knowledge of oral care, hair care, skin care, nail care and basic grooming needs. • Nail care for diabetic or circulatory compromised participants is limited to nail filing only.	Helping with ADL's
Bathing Basic knowledge of bathing techniques.	Helping with ADL's
Medications • Basic knowledge of prompting and cueing, self-directed medication and treatment administration. • Knowledge of program limitations in accordance with IDAPA 23.01.01 "Rules of the Board of Nursing".	Helping with ADL's

Skills Matrix Required Competencies	In the Know Caregiver Training Corresponding Required Courses
For participant specific medications, oxygen therapy and inhalation equipment Specific Endorsements are required	
Meal Preparation Basic knowledge of the following: ▪ Meal Planning- Basic nutrition needs. ▪ Preparation- Preparation of nutritious foods following diet requirements. ▪ Storage and Handling- Understanding labels, seasonal foods as well as safe food storage and handling. ▪ Safe use of household appliances. Special diets require Specific Endorsement	Helping with ADL's Nutrition of the Elderly Food Preparation & Safety Tips
Shopping Basic knowledge of purchasing items based on participant preference and consideration of a fixed income.	Helping with ADL's
Laundry Basic knowledge of accepted practice in laundry procedures including following label and washing machine instructions, folding and putting away laundry.	Helping with ADL's
Housework Basic knowledge of routine housekeeping duties including ability to clean surfaces, furnishings, dishes, floors and garbage disposal.	Helping with ADL's

The following courses are recommended, but not required:

- Infection Control in Home Care
- Bill of Rights
- Activity and the Elderly
- Basic Nutrition and Hydration
- Using Assistive Devices

- Mechanical Life Use & Safety
- Performing Safe Transfers
- Activity and the Elderly
- Performing Mouth Care
- Dressing and Grooming Tips

- Bathing Tips
- Common Medications
- Feeding Your Clients
- Housekeeping Basics

DOCUMENTATION REQUIREMENTS

Providers are required to keep evidence of completed training in employee files at all times. If an employee has completed the training and can produce a certificate of successful completion of the online modules, the provider is not required to retrain that employee; however, it is the responsibility of the provider to retain evidence of training completion in the employee file.

FREQUENTLY ASKED QUESTIONS

Why has IDHW approved online training modules?

We listened! Providers have been asking us for a solution to the high cost of training staff that can move from agency to agency. National research has identified one reason for the high turnover rate among caregivers is due to a lack of quality training.

Are the training modules mandatory?

No, the modules are not mandatory. Providers may elect to develop their own training process but must ensure that they meet all the requirements outlined in the Skills Matrix.

Are the online training modules compliant with the Skills Matrix?

Yes! The modules we have endorsed ensure that the caregiver will meet all the standards outlined in the Skills Matrix except for Special Endorsements. Special Endorsements must be trained as outlined by the Skills Matrix and by the Board of Nursing rules.

What about return demonstrations?

A return demonstration is required for procedures outlined in IDAPA 16.03.10.303.01f.i-vi. Providers are strongly encouraged to ensure that caregivers meet their individual business stands by requiring RN oversight for return demonstrations when appropriate.

How will I know if my staff have completed the modules with a passing grade?

The user will receive a certificate of completion for each module and there will be reports available for summary data. Each training module has a test is required to pass.

If a caregiver completed the coursework with another Agency can I accept their certificate of completion and be compliant with IDHW training requirements?

Yes! One of the benefits of using the online training modules is that providers do not need to retrain staff if they have completed all the modules. However, the provider is required to have a certificate of completion for each module in the employee file.

What is the cost?

"Prices vary based upon the number of user seats needed on your In the Know portal. In the Know is currently offering a 10% discount to Idaho providers. You can request a more comprehensive quote through the Idaho ITK Landing Page. A subscription is good for 12 months and the user will have access

Online Training Modules Provider Help Aid v1.0

to the entire library of training modules. That means that the user can access the required modules as well as the entire library of modules available for continuing education.

Who pays for the modules?

It is up to the provider to determine who will pay for the modules, however IDHW will not pay for any portion of the training modules.

Who developed the modules?

The name of the company is In The Know Caregiver Training. These modules are developed by Registered Nurses and meet the Board of Nursing guidelines for Certified Nursing training.

How long does each module take to complete?

The average completion time is 50 minutes per module.

Is the caregiver required to complete the training in the office?

That is a business decision that each agency can determine. However, one of the benefits of the web-based modules is that they can be completed anywhere with internet access.

How many times can a user retake a failed exam?

There is no limit on the number of times a module can be taken. However, the modules are not considered completed until the 80% passing score is obtained. Test questions are randomized each time a user completes a module.

Does the online module system track the time that a user spends taking the training modules?

Yes, it does indeed track the amount of time the users spend in each module. The tracking/reporting hub has a section that allows the admin to view the total time spent for each user.

Is continuing education for caregivers required by the Skills Matrix?

No, it is not, however we strongly encourage providers to invest in ongoing training for their staff to ensure that caregivers are qualified. One of the major benefits of the online training modules is that the user will have complete access to all modules available by the company, in addition to the required modules.

How can we access the modules?

The link to the modules will be available on the IDHW Provider website pages located at
http://healthandwelfare.idaho.gov/Medical/Medicaid/LongTermCare/Providers/tabid/3928/Default.aspx