

# Provider Training Matrix

## Standards for Direct Care Staff and Allowable Tasks/Activities

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Effective training is the foundation of a personal care program. It is imperative that training provides the knowledge and skills that can improve competence and confidence and thereby improve the effectiveness of the care we deliver to those we serve.

**In accordance with Idaho Administrative Procedures Act (IDAPA) 16.03.10.329.03 Provider Qualifications**, all providers of homemaker services, respite care, adult day health, transportation, chore services, companion services, attendant care, adult residential care, and home delivered meals must meet, either by formal training or demonstrated competency, the training requirements contained in the Provider Training Matrix and the Standards for Direct Care Staff and allowable tasks or activities in the Department's Aged and Disabled (A&D) Waiver approved by the Centers for Medicare & Medicaid Services (CMS).

Adult day health (ADH) providers that are licensed settings in full compliance with one of the following chapters of IDAPA are presumed to meet the standards of this Provider Training Matrix.

- IDAPA 16.03.19, "Rules Governing Certified Family Homes (CFH)"
- IDAPA 16.03.21, "Developmental Disabilities Agencies (DDA)"
- IDAPA 16.03.22, "Residential Care or Assisted Living Facilities in Idaho (RALF)"

The following are requirements/procedures regarding the implementation of the Provider Training Matrix and Standards:

### General Description

The Provider Training Matrix is divided into six main categories.

1. General
2. Personal Care and Attendant Care
3. Homemaker
4. Non-Medical Transportation
5. Chore Services
6. Participant-Specific Endorsements

Each category identifies what core body of knowledge or skill level is expected, what limitations (if any), including specific endorsements, who can verify competency and by what method, and which type of provider is covered.

### General

This category affects most the Aged & Disable Waiver (A&D) and Personal Care Services (PCS) providers.

### **Personal Care and Attendant Care**

This category affects direct care providers and requires an agency registered nurse (RN) to approve the curriculum and tests.

### **Homemaker**

This category affects direct care providers for participants who have Instrumental Activities of Daily living (IADL) needs and requires Agency Administration to oversee tasks performed by the caregiver.

### **Non-Medical Transportation**

This category affects any provider giving transportation to a participant receiving A&D Waiver services.

### **Chore Services**

Chore Services are separate from Attendant Care, Personal Care and Homemaker services. Providers must have the skills to perform the service and not have any restrictions identified on the PCS Health Screen and in IDAPA.

### **Participant Specific Endorsements**

These endorsements are related to direct care providers for participants that have care needs that require specific training, delegation, and/or demonstration. A listing is included on the last page of this document.

### **Requirements**

- The required verification for each identified category must be completed. If multiple requirements are indicated all must be completed.
- The written examination required under each identified category, must be approved by either the agency RN or Agency Administration as identified in this matrix.
- An agency RN will determine the minimum standards for a passing grade.
- All training curriculum and copies of examinations will be maintained in an agency training manual and made available for Department review.
- Completed written examinations should be maintained in the individual employee record.
- Proof of completion for the Training Matrix and/or Specific Endorsement(s) will be maintained in the individual employee record.

### **Fiscal Intermediary (FI) Requirements**

- The written examination required under each identified category, must be approved by either the agency RN or Agency Administration as identified in this matrix.
- An agency RN will determine the minimum standards for a passing grade.
- All training curriculum and copies of examinations will be maintained in an agency training manual and made available for Department review.
- Completed written examinations should be maintained in the individual employee record.
- The agency RN and participant are responsible for verification of competency for Specific Endorsements.
- Proof of completion for the Training Matrix and/or Specific Endorsement(s) will be maintained in the individual employee record.

Required Competencies Demonstrated Skills	Staff Authorized to Determine Competency	Required Verification		
		Written Test	Demonstrated Ability	Documentation
<b>GENERAL</b>				
<b>Communication</b> <ul style="list-style-type: none"> <li>▪ Basic knowledge of reading and comprehension <b>specific to participant Service Plans.</b></li> <li>▪ Ability to follow verbal and written instructions.</li> <li>▪ Clear prompting and cueing related to participant service delivery.</li> <li>▪ Basic knowledge of effective communication.</li> </ul>	Agency Administration			X  Examples: Resume, Interview summary
<b>Infection Control</b> <ul style="list-style-type: none"> <li>▪ Basic knowledge of how infections are spread, proper handwashing techniques and knowledge of Universal Precautions.</li> <li>▪ Basic knowledge of personal protective equipment.</li> </ul>	RN	X	X	
<b>Confidentiality</b> Adheres to Health Insurance Portability and Accountability Act (HIPAA) and agency confidentiality guideline.	Agency Administration	X		X
<b>Documentation</b> Knows basic guidelines and fundamentals of documentation <b>specific to participant Service Plans.</b>	Agency Administration	X		X
<b>Participant Rights &amp; Preferences</b> <ul style="list-style-type: none"> <li>▪ Knowledge of the limitations regarding participant information including Advanced Directives, Physician Scope of Treatment (POST) or DNR status.</li> <li>▪ Basic knowledge of HCBS participant rights IDAPA 16.03.10.313-314.</li> <li>▪ Basic knowledge participant dignity, respect and preferences.</li> </ul>	Agency Administration	X		
<b>Documentation</b> <i>Observation-</i> Basic knowledge of and ability to identify participant’s physical and mental factors along with usual daily routines.  <i>Reporting-</i> Knowledge of mandatory and incident reporting as well as role in reporting condition changes.	RN	X		

Required Competencies Demonstrated Skills	Staff Authorized to Determine Competency	Required Verification		
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<b>ATTENDANT CARE</b> Attendant Care consists of assisting with eating meals, toileting, mobility, transferring, personal hygiene, dressing, bathing, and medication services for the participant.				
<b>Eating Meals</b> <ul style="list-style-type: none"> <li>▪ Basic knowledge of fluid balance/hydration.</li> <li>▪ Strategies to ensure adequate nutritional/fluid intake.</li> </ul> <i>For Feeding tubes or special circumstances Specific Endorsements are required</i>	RN	X		
<b>Toileting</b> <ul style="list-style-type: none"> <li>▪ Knowledge of elimination, terms, and problems with urinary and bowel function.</li> <li>▪ Knowledge of proper cleansing procedure.</li> <li>▪ Knowledge of toileting equipment/supplies including care, cleaning, and disposal.</li> </ul>	RN	X		
<b>Mobility</b> <ul style="list-style-type: none"> <li>▪ Knowledge of basic terminology and assistive devices including cane, walker, wheelchair and crutches.</li> <li>▪ Limitations of caregivers need to be identified on an employee's health screen.</li> </ul> <i>For mechanical lifts and maintenance exercises Specific Endorsements are required</i>	RN, PT	X	X	
<b>Transferring</b> Knowledge of proper body mechanics and transfers: Bed to chair/commode, bed to wheelchair and back and participants with weak or paralyzed side.	RN	X	X	
<b>Personal Hygiene</b> <ul style="list-style-type: none"> <li>▪ Basic knowledge of oral care, hair care, skin care, nail care and basic grooming needs.</li> <li>▪ Nail care for diabetic or circulatory compromised participants <b>is limited</b> to nail filing only.</li> </ul>	RN	X		

Required Competencies Demonstrated Skills	Staff Authorized to Determine Competency	Required Verification		
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<p><b>Dressing</b> Basic knowledge of dressing practices including upper and lower body.</p> <p><i>For compression hose, prosthetics and orthotics Specific Endorsements are required</i></p>	RN	X		
<p><b>Bathing</b> Basic knowledge of bathing techniques.</p>	RN	X		
<p><b>Medications</b></p> <ul style="list-style-type: none"> <li>▪ Basic knowledge of prompting and cueing, self-directed medication and treatment administration.</li> <li>▪ Knowledge of program limitations in accordance with IDAPA 23.01.01 "Rules of the Board of Nursing".</li> </ul> <p><i>For participant specific medications, oxygen therapy and inhalation equipment Specific Endorsements are required</i></p>	RN	X	X	

<b>HOMEMAKER</b>				
Homemaker services consist of assisting and/or performing laundry, meal preparation, and other routine housekeeping services for the participant.				
<p><b>Meal Preparation</b> Basic knowledge of the following:</p> <ul style="list-style-type: none"> <li>▪ <u>Meal Planning</u>- Basic nutrition needs.</li> <li>▪ <u>Preparation</u>- Preparation of nutritious foods following diet requirements.</li> <li>▪ <u>Storage and Handling</u>- Understanding labels, seasonal foods as well as safe food storage and handling.</li> <li>▪ Safe use of household appliances.</li> </ul> <p><i>Special diets require Specific Endorsement</i></p>	Agency Administration Dietitian,	X		
<p><b>Shopping</b> Basic knowledge of purchasing items based on participant preference and consideration of a fixed income.</p>	Agency Administration	X		
<p><b>Laundry</b> Basic knowledge of accepted practice in laundry procedures including following</p>	Agency Administration	X		

Required Competencies Demonstrated Skills	Staff Authorized to Determine Competency	Required Verification		
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label and washing machine instructions, folding and putting away laundry.				
<b>Housework</b> Basic knowledge of routine housekeeping duties including ability to clean surfaces, furnishings, dishes, floors and garbage disposal.	Agency Administration	X	X	

<b>CHORE SERVICES</b>				
Chore Services are services to maintain the functional use of the home or to provide a clean, sanitary, and safe environment. Chore services include services such as yard maintenance, minor home repair, and chopping wood.				
<b>Basic knowledge of the following:</b> <ul style="list-style-type: none"> <li>▪ Minor home maintenance.</li> <li>▪ Minor home repair.</li> </ul>	Agency Administration			X

<b>PARTICIPANT SPECIFIC ENDORSEMENTS</b>				
<b>For delegation of direct care see the Board of Nursing requirements</b>				
<b>Maintenance Exercises</b> <ul style="list-style-type: none"> <li>▪ Formal program established by a PT, RN, or Physician.</li> <li>▪ Passive ROM could be established by RN</li> </ul> <i>Delegated by a Licensed Professional</i>	PT, OT, RN		X	
<b>Mechanical Lift</b> Knows current standard of safe practice for mechanical transfers. <i>Delegated by a Licensed Professional</i>	PT, RN		X	
<b>Catheter Care</b> Knows current standard of practice for routine care procedure of indwelling catheter.	RN		X	
<b>Bowel Care</b> Knows current standard of practice for routine bowel program.	RN		X	
<b>Orthotics</b> Current standard of practice in applying compression hose/sleeves, prosthetics and orthotics.	RN, PT, OT, Orthotics expert		X	

Required Competencies Demonstrated Skills	Staff Authorized to Determine Competency	Required Verification		
		Written Test	Demonstrated Ability	Documentation
<b>Ostomy Care</b> -Knows current standard of practice for routine care procedure of participant ostomy.	RN		X	
<b>Oxygen Therapy</b> <ul style="list-style-type: none"> <li>▪ Knows generally accepted practice when dealing with oxygen supplies and equipment.</li> <li>▪ Knows appropriate application of oxygen delivery equipment.</li> </ul> *Flow meter setting as prescribed by physician <b>only</b> .  <i>Delegated by a Licensed Professional</i>	RN, RT		X	
<b>Inhalation Equipment</b> Knows generally accepted practice in care of nebulizers or other inhalation equipment.	RN, RT		X	
<b>Gastrostomy Tube Feeding</b> <ul style="list-style-type: none"> <li>▪ Knows current accepted procedure for gastrostomy tube feedings.</li> <li>▪ Knows current accepted procedure for care of gastrostomy site and tube.</li> </ul> <i>Monthly performance evaluations must be conducted by the RN. Medications via G-Tube may only be given if authorized by RN.</i>	RN		X	
<b>Feeding Complications</b> Knows current accepted practices when dealing with a participant with specialized feeding needs (i.e. difficulty swallowing, frequent aspiration, set-up, and specialized equipment).	RN, RD, SLP, OT		X	X
<b>Special Diets</b> Knows generally accepted practice for special dietary needs.	RN, RD		x	X
<b>Medication Assistance</b> <u>In-home settings:</u> Assisting the participant with physician-ordered medications that are ordinarily self-administered in accordance with	RN	X		X

Required Competencies Demonstrated Skills	Staff Authorized to Determine Competency	Required Verification		
		Written Test	Demonstrated Ability	Documentation
IDAPA 23.01.01 "Rules of the Board of Nursing".  <i>Delegated by a Licensed Professional</i>				
<b>Treatments</b> Knows current accepted and prescribed procedure.  <i>Delegated by a Licensed Professional</i>	RN		X	X
<b>Cognitive Impairments</b> Knowledge of cognitive impairments, care needs, and techniques when working with cognitively impaired individuals  <i>For participants with a developmental disability, the IDHW approved courses, Visions and Pathways must be completed</i>	RN, SW	X		
<b>Psychological or Social Disorders</b> General knowledge of mental illness/behaviors and basic interventions for Alzheimer's, dementia, depression, and generalized anxiety.	RN, SW	X		