Bureau of Long Term Care
Skills Matrix Training Modules FAQ's

To assist Home and Community Based Service (HCBS) Providers to effectively train caregivers according to the Skills Matrix, the Bureau of Long Term Care has approved online training modules. The modules will be available in January 2019. Below are some Frequently Asked Questions related to the new training modules.

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 be transient. National research has identified one reason for the high turnover rate among caregivers is due to a lack of quality training. Without training, 81% of all caregivers will quit within three months of being hired, according to a healthcare report by In The Know Caregiver Training.

Are the training modules mandatory?

No, the modules are not mandatory. Providers may elect to train caregivers themselves 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 selected 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?

Return demonstrations will not be required but providers are strongly encouraged to ensure that caregivers meet their individual business standards by requiring a return demonstration 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 that will be 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?

The cost is $39.00 per user for access to all training modules for a period of 12 months. 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. If you would like to check out their website you can access it at https://www.knowingmore.com. 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?

It is up to the individual caregiver; however, an average 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 or compliant 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