

## 483.95 - Training Requirements

### F-tags:

- F943 Abuse, Neglect and Exploitation Training**
- F947 Required In-Service Training for Nurse Aides**
- F948 Training for Feeding Assistants**

The Following are Phase 3 requirements – implementation date 2019

- F940 Training Requirements General**
- F941 Communication Training**
- F942 Resident Rights Training**
- F944 QAPI Training**
- F945 Infection Control Training**
- F946 Compliance and Ethics Training**
- F949 Behavioral Health Training**

### Intent:

#### **F 943 Abuse, Neglect and Exploitations**

#### **Key Provisions**

1. To provide training that educates staff on: at a minimum
  - a. The activities that constitute abuse, neglect, exploitation and misappropriation of resident property as set forth in 483.12
  - b. Procedures for reporting incidents of abuse, neglect, exploitation or the misappropriation of resident property
  - c. Dementia management and resident abuse preventions.
2. Training should include but is not limited to
  - a. Identifies how person-centered thinking, planning and practice skill contribute to the facility culture of prevention and identification of abuse, neglect, and exploitation.
  - b. Identify and preventing behavior that constituting abuse, include injuries of unknown origin, neglect, exploitation and misappropriation of resident property
  - c. Identifying physical or psychosocial indicators of abuse neglect, exploitation and misappropriation of resident property from situations that include but are not limited to:
    - i. verbal, mental, sexual or physical abuse.

- ii. Taking or using photographs or recordings of residents in a demeaning or humiliating manner and having them in any manner including using technology or social media
- iii. Theft of resident's personal belongings
- iv. Involuntary seclusion of a resident
- v. Exploitation of a resident
- vi. Neglect of a resident as demonstrated by a pattern of willfully failing to provide care to a resident
- vii. Facility procedures and State and Federal requirements for reporting abuse, neglect, exploitation, misappropriation of residents' belongings
  - 1. Time frames
  - 2. To whom staff other report their knowledge
- viii. Reporting reasonable suspicion of a crime against a resident
- ix. Educating on factors related to dementia care and abuse prevention; understanding expressions of unmet needs or distress such as:
  - 1. Aggressiveness
  - 2. Wandering or elopement
  - 3. Agitation
  - 4. Yelling out
  - 5. Delusions
- x. Conflict resolution and anger management skills
- xi. Resolving conflicts between staff and residents, visitors and resident and resident-to-resident conflicts
- xii. Identifying and addressing factors that may precipitate abuse, neglect and/or exploitation
  - 1. Staff burnout, frustration and stress
  - 2. Staff prejudices to age, culture, race, religion and sexual orientation
  - 3. Gender difference
  - 4. Negative attitudes toward working with individuals with disabilities.

3. Definitions:

- a. Staff includes for the purposes of training guidance all facility staff both direct and indirect care and auxiliary functions, contractors and volunteers.
- b. Supervised practical training is training in a setting in which instruction and oversight are provided by a person who has relevant education and/or experience specific to the subject of the training being provided.

### **F943 Key Procedures**

1. Develop, implement and permanently maintained an effective abuse training programs on items outlined above.
2. Staff training can include in-person instruction, webinars and/or supervised practical training hours.
3. Training must support current scope and standards of practice and evaluation.
4. Training must have detailed learning objectives, performance standards, and evaluation criteria, addresses potential risks to residents, staff and volunteers if procedures are not followed.
5. Tracking of participation in required training.

### **F943 Action Items**

1. Ensure abuse prevention policies are updated with current to State and Federal regulations.
2. Ensure staff is trained on items outlined above and documentation is completed
  - a. A signature on a in-service attendance sheet does not prove understanding of abuse prevention, quiz and/or return demonstration of understanding is needed
3. Determine who/when training content requires updated to be consistent with current professional standards and Federal and State regulations

### **F947 Required In-Service Training for Nurse Aides**

#### **Key Provisions**

1. Nurse Aide training must be no less than 12 hours be year
2. Must include abuse and dementia management training
3. Address weaknesses in nurse aide performance reviews and facility assessment.
4. Must address provide care and services for those with cognitive impairments
5. Definition of Nurse Aide
  - a. Any individual providing nursing or nursing related services to a resident in a facility. This term may also include an individual who provides these services through an agency or under a contract with a facility, but is not a licensed health professional, a registered dietitian or someone who volunteers to provide such services without pay.

### **F947 Key Procedures**

1. Develop, implement and permanently maintain an in-service training program for nurse aides that is appropriate and effective as determined by
  - a. Nursing aide evaluation
  - b. Facility assessment and any modifications

- c. Changes in resident population
- d. Changes in the facility's physical environment
- e. Staff turnover
- 2. Methods of providing training, not an all-inclusive list:
  - a. In-person
  - b. Webinars
  - c. Supervised practical training hours
- 3. Training should
  - a. Support current scope and standards of practice
  - b. Have detailed learning objectives, performance standards and evaluation criteria
- 4. Adequacy of training program measurements
  - a. Not just by documentation of hours completed
  - b. By demonstrated competencies
    - i. Written exam
    - ii. Consistently applying interventions

#### **F947 Action Steps**

- 1. Develop and maintain a tracking tool for education hours
- 2. Ensure in-service training addresses nurse aides weaknesses and needs identified in facility assessment
- 3. Develop competency tracking forms, example in the LeadingAge Facility Assessment Tool
- 4. Determine mechanism to show that program is up to date with current professional standards and guidelines

Be able to show how the facility assesses nurse aide to determine if training was effective.

#### **F948 Training for Feeding Assistants**

##### **Key Provisions, Procedures and Actions Steps**

Surveyor guidance was the only area updated on this Ftag

- 1. Surveyor guidance was updated to include
  - a. Observation of paid feeding assistant in a manner that indicates a training need
  - b. Interviews with resident or resident representatives that indicate any areas where training is needed.
  - c. Review of training paid feeding assistants receive
- 2. Ensure paid feeding assistant program meets Federal and State requirements

3. Ensure you have documentation of training, see F947 Key Provisions #2 for training requirements.