Feeding Assistant Training Series

1. What is the training series?

2. Why should you participate?

3. What are the training requirements?

4. Which staff should participate?
   - How do you recruit staff for participation?

5. How do you utilize trained staff?
Training Series Overview

- CMS Regulation §483.16 allows facilities to cross-train non-nursing staff to assist with nutritional care.

- Training curriculum to meet both the federal and state of TN requirements provided by Vanderbilt Center for Quality Aging in partnership with Qsource

- 8 total hours required by both federal and state:
  1-hour live webinar each week for 8 consecutive weeks

  - After the initial 8-week live session series, all sessions will be posted on and accessible through Qsource/Atom Alliance’s Learning On Demand
Why should your facility participate?

Resident Outcomes

- In two previous projects, nutritionally at-risk residents targeted for assistance by trained staff:
  - Received more assistance during regularly-scheduled meals
  - Received snacks more frequently between meals
  - Showed an increase in their daily caloric intake
Why should your facility participate?

Quality of Care Outcomes

- Quality of Care
  - When comparing trained staff to CNAs, trained staff performed as well as, or better than, their CNA counterparts in the same facilities both during and between meals. Examples:

<table>
<thead>
<tr>
<th>Care Element</th>
<th>Trained Staff %</th>
<th>CNA %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offered residents choice of fluids</td>
<td>42%</td>
<td>5%</td>
</tr>
<tr>
<td>Provided social stimulation/conversation</td>
<td>85%</td>
<td>63%</td>
</tr>
<tr>
<td>Washed hands</td>
<td>57%</td>
<td>3%</td>
</tr>
<tr>
<td>Staff seated across from resident</td>
<td>71%</td>
<td>50%</td>
</tr>
</tbody>
</table>
Why should your facility participate?

Staff Outcomes

- **Staff morale**
  - In two previous projects, multiple levels of staff (CNA, Administrator, DON, RD) reported that having trained feeding assistants was helpful because:
    - Provided CNAs with more time to provide feeding assistance to other residents for whom they were responsible
    - Provided CNAs with more time for other ADL care areas (e.g., incontinence care)
    - Allowed staff to serve all residents while food remained hot
    - Increased accountability for all staff
    - Increased staff sense of a ‘team’ care culture
Why should your facility participate? Quality Improvement

- Training is relevant to Quality Improvement initiatives
  - Reinforces concepts from CMS Hand-in-Hand training
  - Aligns with TennCare QuLTSS Quality Measure B: Culture Change/Quality of Life
  - Meets federal regulations related to nutrition and person-centered care
  - In a recent study, 4 of 5 community facilities who participated in training had a survey during the project period, and all received positive feedback from surveyors
Federal and State Training Requirements

- 8 hours of training
  - Staff must complete all 8 hours to receive credit
  - Covers 9 topics set forth by CMS C.F.R. §483.16 & state of Tennessee

- Evaluation following training
  - Performance or Written (we will provide forms for each)

- Documentation for Survey
  - Curriculum (training web-site with all materials)
  - Attendance Logs/ Records for all trained staff
  - Evaluations on file for all trained staff
Federal and State Training Requirements

Learning On Demand & Attendance Logs

- Webinars hosted by Qsource/Atom Alliance’s Learning On Demand platform

- To view webinars on Learning On Demand, provide:
  - Name, Email, Phone, Facility, City
  - Allows Qsource (and us) to track participation
    - Please have staff sign-in with their own information
    - If multiple staff viewing together, you can list attendee information but you should also keep an attendance log for your own records

- Must keep separate paper records for surveyors
  - Template attendance record on website
  - We will request copies of attendance logs (de-identified) so that we know total number and type of staff who complete training
Who should you Recruit for Training?

- Housekeeping/ Laundry Staff
- Social Activities Personnel
- Dietary Aides
- Upper-Level/ Administrative Staff
  - Administrator, Social Worker, HR staff, Department Directors, Clerical staff
- Volunteers and Family Members
  - Not required but encouraged

CNAs are not required to attend this training, but we encourage you to include them or share the training information with them. It serves as a ‘refresher’ for good quality care and, in some cases, may be more detailed than their original training on nutritional care.
How do you Recruit staff for Training?

- Staff participation can be mandatory, voluntary, or a combination

- Mandatory Examples
  - Specific Departments (e.g., activities, dietary)
  - Department Directors

- Voluntary Examples
  - Circulate flyers
  - Announce at facility staff meetings
  - Post Sign-up Sheet in common areas (Staff Break Room)

- In a previous project, 2 facilities used voluntary participation while 3 facilities had a combination of mandatory and voluntary.

- Decide what works best for your facility
Recruiting Advice

- Allow approximately 1 month for recruitment efforts
- Goal: Train at least 6-12 Employees
- Speak directly with employees whose participation is required
- Ideally, training should occur during paid working hours such that attendance logs can be kept

Logistics:
- Coordinate with Department Heads to make sure staff are available/scheduled for training (may need to proactively schedule others to cover their work during training)
- Contract employees can be trained, but it may be difficult to coordinate scheduling and supervision with their employing agency
- In general, full-time staff are easier to train and manage, but it can still be possible and helpful to train part-time people as well
How to Utilize Trained Staff

- Coordination and Management are Key
  - Who will coordinate trained staff? Identify a **Program Champion** to communicate with Supervisors and coordinate schedules

- Who and how will you select which residents receive assistance from trained staff? Possible criteria:
  - Recent weight loss history
  - Feeding assistance care needs (supervision to full assist)
  - Order for caloric supplementation (between meal delivery of snacks/supplements)

- Coordination with Kitchen for timely delivery of meals and availability of between-meal items when trained staff are available to help
How to Utilize Trained Staff

- **Implementation Strategies & Helpful Tips**
  - Cross-trained housekeeping staff can assist during meals (because their carts can’t be on the hall with trays)
  - Social activities staff can incorporate snack delivery with other organized, group activities
  - Any type of staff can help transport residents to/from the dining room, provide cueing and socialization – no special training required

All 5 facilities in which Vanderbilt CQA conducted the training and assisted with implementation said they would continue to utilize trained feeding assistants for nutritional care.
More Information

- Visit our website for more resources/information: www.vanderbiltpfa.org

- “Training Toolkit” page includes:
  - Attendance Record
  - Copy of Curriculum
  - Written & Performance Evaluations

- Additional resources include:
  - Implementation guides
  - Related research materials

- Contact Emily Hollingsworth to enroll in the training
  - Emily.k.hollingsworth@vanderbilt.edu
  - 615-936-2718