

Senate Bill 1534 Training Workgroup

Meeting Notes – July 16, 2018

Present:

Name	Representing
Julio Angel	APD Administration
Jon Bartholomew	AARP
Bentley, Philip	Oregon Health Care Association
Jenny Cokeley	OHCC
Gwen Dayton	Oregon Health Care Association
Kris Eisenman	OHCC
Chrissy Fuchs	ODDS Policy
Geiseinger, Ruth	Self-advocate
Ruth Guylas	LeadingAge Oregon
Rachel Hansen	SEIU
Kelly Hendrix	APD Field Office
Rebecca Hill	Creating Opportunities
Jasper Smith	Benton County
Anna Keenan Mudrick	Community Access Services
Jessica Langsford	APD Field Office
Roberta Lilly	OHCC
Gordon Magella	Disability Rights Oregon
Kyndall Mason	SEIU
Ruth McEwen	OHCC and GCSS
Cheryl Miller	OHCC
Noel Suarez	Health Systems Division
Amy Persell	SEIU
Lori Rathburn	APD Field Office
Judith Richards	NWSDS Advisory
Katie Rose	Oregon Support Services Association

Brian Rudiger	SEIU
Deb Satterfield	APD – Provider Relations
Marilyn Schuster	OHCC - DD/MH Committee
Rebecca Sexton	ODDS
Brian Sornson	SAIF
Scott Spencer	APD Policy
Tammy Tate	SEIU
David Scott Vining	OHCC
Joy'e Willman	SEIU

Large Group Discussions

What does the ideal training program look like?

- Culturally competent
- Doesn't create barriers to employment or receiving services
- Mixture of classroom and on-line options
- Accessible in all geographical areas
- Offers choices (menu of training options)
- Trainings offered in multiple languages (including ASL)
- Mindful of reading level
- Provides for reasonable accommodations
- Allows workers to specialize in particular areas of interest
- Provides a combination of required trainings and electives
- Offers trainings that are relevant and useful
- Trainings are offered frequently (prevents delays in enrollment or services)
- Leverages other training resources
- Provides information that is portable across health system (skills build upon each other)
- Doesn't set people up for failure (requirements are reasonable and achievable)

What values should be kept in mind when developing training requirements?

Respect	Independence
Self-direction	Safety
Person Centered	Choice
Culturally appropriate	Dignity
Barrier Reduction	Flexibility
Competency	Trust/honesty
Kindness	Empowerment
Accessibility	Stewardship
Create connections for people/community connection	Reliable/dependable
Career advancement/portability	Confidentiality
Self-sufficiency	

What training topics should be included?

- How to address issues
- How to handle emergencies
- Where to go when workers have questions
- End of life care
- Resources to find work
- Core beliefs of the program
- Drivers training
- Programs available for consumers
- Setting boundaries
- Understanding family dynamics
- Communication
- Completing vouchers

What testing considerations should be kept in mind?

- Demonstrating mastery can mean different things in different situations.
- Testing after every training or one comprehensive training?
- Training should be portable (career lattice).
- Test based on scenarios (how to apply skills learned in training).
- What are the key skills people need out of the gate?
- Determine the effectiveness of training (may or may not indicate competency).
- Examine why someone isn't passing a test.
- Are there other ways to determine competency instead of a test?
- Any grandfathering?

Small Group Discussions

Small groups were asked to consider the following in their small groups:

- Most important training topics
- Timeframes by which training should be completed
- Consequences of not meeting training requirements

Groups	Orientation Topics	Core Training Topics	Timeframes	Consequences
Cheryl, Noel, Marilyn, Lori, Brian S.	3 hour orientation: - How you get paid - Confidentiality - When to call the local office - Mandatory reporting - Travel time - Progress notes - Reporting incidents - Registry overview	- Universal safety precautions - Boundaries - CPR/First Aid - Responsibilities - Fighting fraud and abuse - Medication management	Complete orientation within 90 days. The rest of the hours to be completed sometime in the next 6 months (9 months total). People who have CAN, or PDC/enhanced/exceptional certifications, they meet the	Provider number will be terminated if requirements not met (12 hours min.). They can reapply, but will need to complete application and background check again.

Groups	Orientation Topics	Core Training Topics	Timeframes	Consequences
	<ul style="list-style-type: none"> - Overview of other available trainings/certifications (more specific to consumer's needs). 		hours requirement, except for orientation (still required).	They can keep credit for trainings they completed within the past two years.
Roberta, Brian R., Julio, Chrissy			<p>Require no more than 4 hours before starting work (online or in person).</p> <p>90 days- 6 months (all 12 hours either within the first 90 days or within 6 months – undecided about timeframe).</p>	<ul style="list-style-type: none"> - Identify & address barriers. - Ensure each worker understands the expectations. - Communicate the training requirements to worker throughout the year & offer support (offer avenue to express themselves). - Identify those who are unable to meet requirement. - Research “non-compliant” group & identify the barriers again to see if training can now occur. -Inactivation (unsure of timeframe) if requirements not met.
David, Scott, Rebecca,	<p>2-3 hours:</p> <ul style="list-style-type: none"> - Application 	<p>Menu of options</p> <p>1st year: 9-12 hours</p>	9-12 hours within the first 6 months.	If not met within time frame:

Groups	Orientation Topics	Core Training Topics	Timeframes	Consequences
Kelly, Amy	<ul style="list-style-type: none"> - Process - Basic tasks - Policies 	<p>Mix of in person and online courses.</p> <ul style="list-style-type: none"> - Medication - In-home safety - Infection control - Emergency prep. - Roles & responsibilities (provider vs family) - Communication with care team (responding & reporting) - Where provider fits - Skills - Time management - Person-centered care - Preventing fraud - Confidentiality - Working with employer - Job effectiveness - HR stuff (vouchers, state agencies) - Safety - Falling <p>*Demonstration of skill (role playing, scenarios)</p>	6-9 hours ongoing after the first year– Safety training.	<ul style="list-style-type: none"> - Warning 60 days before due date - Limit to complete (60 days) <p>If don't, welcome to train at own expense</p> <ul style="list-style-type: none"> -Loss of provider number <p>If no orientation, can't start work.</p>
Kris, Ruth M., Gordon,		<ul style="list-style-type: none"> - How to get paid - Medication management 	Training must be completed prior to worker providing	Would not be able to start work.

Groups	Orientation Topics	Core Training Topics	Timeframes	Consequences
Judy, Jessica		<ul style="list-style-type: none"> - Individualism/Needs & rights - Consumer safety - Worker safety - Competency of worker's ability - Behavioral supports - Fraud/abuse - Emergency Preparedness - Emergency procedures 	<p>hands-on care. Exceptions based on critical need.</p> <p>They would need to begin training during the application & background check process.</p>	<p>Would not be on the Registry.</p> <p>Provide warning letters; final warning; and then termination.</p>
Kyndall, Katie, Rebecca H.; Anna, Tammy	<ul style="list-style-type: none"> - Values of the work - Philosophy of the work - How to get paid - SEIU - OHCC - Who you are as a support worker (who the boss is) - Logistics of work - Hours cap - Policies - Documentation 	<p>*Person centered weaved throughout trainings.</p> <ul style="list-style-type: none"> - CPR/First Aid - Fatal 4 - Medicaid fraud & abuse - Communication training (Everyone Communicates) -what not to communicate <p>Cohort model, but honor those who want to do it themselves</p>	<p>New workers – Segmented, 90-day benchmarks.</p> <p>Current workers – 12 months credit; testing out to reduce time.</p> <p>On-going: Specialized, in person,</p> <p>Staggered role out with background checks (automated).</p>	<ul style="list-style-type: none"> - Lose provider number - 90 day probation (Provide employer w/resources to find another worker; notify training requirement is not met) - After 6 months, cut-off. - Demonstrate good faith effort to meet requirements If no activity, suspend.
Rachel, Ruth G., Joy'e, Deb	<ul style="list-style-type: none"> - Process consistency - Separate recruitment process (different on-boarding venues) 	<ul style="list-style-type: none"> - Sensitivity - Food handler's card - Emergency response/preparedness 	<p>Training required within the first 90 days after provider number issued.</p>	<p>90 days – first warning letter</p>

Groups	Orientation Topics	Core Training Topics	Timeframes	Consequences
	<ul style="list-style-type: none"> - Must occur before basic training *Keep 90 day CBA requirement for completion (90 days from provider # effective date) On-going baseline requirement 	<ul style="list-style-type: none"> - End of life care - Fatal 4 or 5 - Medication management - Behaviors & communication *Exceptions TBD 		<ul style="list-style-type: none"> 180 days (6 months) – final warning letter 270 days (9 months) – provider number inactivated

Next Meeting:

August 21, 2018

1:00 p.m. – 5:00 p.m.

SEIU Ballroom – 6401 SE Foster Rd. Portland, OR 97206