

Metric 2: Compliance with Staff Training FAQs

Updated: 1/22/2020

(most recent questions will be added to the beginning of the document)

Q: What training is the administrator required to complete for this metric?

A: Per Oregon Administrative Rule and for this metric, the administrator of the facility is required to complete the pre-service training, as a “non-direct care staff.”

Q: On the optional Training Tracker it has a column for “Care First Provided.” Does this mean the first day they are on their own without a mentor or shadowing?

A: This date refers to the first day a staff member provides any hands-on care to a resident, regardless of whether the new staff is with or without a mentor or trainer.

Q: Should agency direct care staff be counted as part of this metric?

A: There may be times when the facility will use direct care workers employed by a staffing agency. These staff are required to have the same training as facility direct care staff, even though they are not technically facility staff. These agency staff should be counted in the facility’s metrics.

Q: Should contracted staff (non-direct care) be counted as part of this metric?

A: Contracted employees, such as individuals who work for a contracted services company that provides food services, housekeeping services, or maintenance services, should be counted as “non-direct care staff” if they have any direct contact with residents.

Q: We have staff who are shared between two campuses. How should they be counted?

A: Staff who are shared with another facility on the same campus should be counted, if they have any direct contact with residents. This means that the training documentation for shared staff may be maintained at two or more different facilities, and a single person may be counted in the metrics for two (or more) facilities.