

FEEDING ASSISTANT TRAINING WEBINAR SERIES

Vanderbilt Center for Quality Aging & Qsource

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:
(8 1-hour live webinars were recorded and are accessible through Qsource's YouTube page)

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:

Care Element	Trained Staff %	CNA %
Offered residents choice of fluids	42%	5%
Provided social stimulation/ conversation	85%	63%
Washed hands	57%	3%
Staff seated across from resident	71%	50%

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 QUILTSS 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

- ❑ Facilities must keep separate paper records for surveyors
 - ❑ Template attendance record on website
 - ❑ Written or performance evaluation
 - ❑ Copy of curriculum

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.vumc.org/cqa/dining-assistant

- “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@vumc.org
 - ▣ 615-936-2718