

# 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:
  - 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:

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

- ❑ 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](http://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](mailto:Emily.k.hollingsworth@vanderbilt.edu)
  - ▣ 615-936-2718