

Core Basic Changes, Home Care Aide Application and Other Useful Information

Training, Communications, Development and Quality Assurance Unit
Department of Social and Health Services

Webinars: May 23, 2018 and June 7, 2018
In-person meeting: June 1, 2018

We Will Be Covering...

Certification testing information:

- Home Care Aide Certification Checklist
- 14-day period to submit DOH/Prometric application
- Role of the exam proctor/evaluator

Updates to the Core Basic Training:

- New competency & learning objective: Identifying indicators of hearing loss
- Correction to foot care content
- New medication assistance enhancements
- Skills Training Best Practices
- Person-Centered content planned for RFOC

General information:

- New certificate templates
- Dementia and Mental Health Specialty training

HCA Certification Checklist


Please refer your employees or students to the appropriate Home care Aide Certification Checklist to understand the training and certification process.

- [HCA Certification Checklist for AFH/ALF/Home Care Agency workers](#)

The HCA Certification Checklists are available in the following languages: English, Amharic, Arabic, Cambodian, Chinese, Korean, Laotian, Russian Samoan, Somali, Spanish, Tagalog, Ukrainian and Vietnamese

HCA Certification Checklist

Test dates are dependent on timely filing of the HCA application. Encourage your employees or student to **file their application within 14 days of hire.**

SUBMIT DEPARTMENT OF HEALTH APPLICATION FOR CREDENTIAL & EXAM			
	Action	Reminders	
STEP 1	<p>Complete and submit by 14 days of hire: Department of Health HCA Application packet. Prometric Testing receives information from your application which will allow you to take your written knowledge and skills exam.</p> <p>You are required to provide at least one e-mail address for DOH and Prometric communication. DOH requires all documents, notification of completion of training and fees be paid before DOH will contact Prometric.</p>	<p>If you do not submit your application within 14 days, it is likely that you will not be able to test or become certified by your deadline.</p> <p>Once the DOH receives your application, you are assigned a 10-digit DOH credential # (HM).</p> <p>Use this number when contacting the HCA Credentialing Coordinator at (360) 236-2700 or when finding information online at DOH.</p>	<input type="checkbox"/>

Deadlines for New Caregivers

Within 14 days of hire

- Submit WA State DOH's HCA Application Packet.
- Register for 70-hour long-term care worker basic training.

Within 120 days of hire

- Caregiver must complete the 75 hours of long-term care worker training.

Within 200 days of hire

- Caregiver must successfully complete Prometric Testing and have active credential.
- **Or**, if a long-term care worker is limited-English proficient **and** the Department of Health has issued them a provisional certification, caregiver must successfully complete Prometric Testing within 260 days of hire.

HCA Certification Application

There may be some confusion on the DOH's HCA application in section 4. Encourage your employees to **file their application within 14 days of hire even if they do not know where they will take their training.**

4. Training	
List the training program you will or have completed. Provide a copy of the certificate of completion to the Department of Health.	
Note: If you are in the process or have completed the required training through the SEIU Training Partnership, you do not need to submit a copy of your certificate of completion to the Department of Health. The department will receive your training information electronically.	
Name of 75 hour home care aide training program	Date of Completion
May be left blank.	
Training Exemption: If you are exempt from the 75 hour home care aide training, list the training that was required on your date of hire.	
Name of training completed	Date of Completion

Prometric Evaluator vs Instructor

Students should understand what is the role of the evaluator at the certification exam.

- The evaluator is the person who monitors students during an examination, and cannot instruct the students.
- The evaluator will provide the students with their skills card that lists what they will be tested on. The evaluator will also orient the student to the test room.

Refer your students to [Exam Preparation Materials](#) page on the Prometric website.

Prometric

Evaluator vs Instructor

- Home Care Aide Skills Exam - General Instructions
 - The Home Care Aide skills exam is a timed exam. Candidates will be scored on five skills: Handwashing, Common Care Practices, and three skills randomly assigned. Common Care Practices are practices that are part of every skill, such as client rights, communication with the client, client safety and comfort, and infection control.
 - To pass the Skills exam, candidates must pass each skill, including proper handwashing and demonstrating Common Care Practices for each skill. A Home Care Aide Skills Checklist all of skills tested with every graded step is available online at www.prometric.com/wadoh.

Prometric

Evaluator vs Instructor

Candidates Role

- Demonstrate competency in the selected skills you are assigned; you do not have to be perfect.
- You may speak during the exam but are evaluated on what you do, not what you say.
- You may make corrections during the exam – tell the evaluator which section you are correcting.
- Complete each skill in the time allowed; once you complete a skill you may not go back and make corrections.
- Review the score report to determine how you did on the test.

Evaluators Role

- Be an objective, neutral observer. Evaluators cannot give verbal feedback.
- Inform you of the skills you will be tested on, watch you perform skills, and compare your performance to the standards for that skills.
- Inform you of how much time you have to complete each skill and when time is up,
- Rate your performance on the skill-your evaluator is not allowed to prompt, help, teach, give hints, or warn you when you are making a mistake.
- Provide a score report with details on how you did on each skill and whether you passed that portion of the exam.

Updates to Core Basic Training

Instructor and Student Addendum

Addendum packet contains facilitator information and a student hand-out. The Revised Fundamentals of Caregiving (RFOC) will soon be updated with these changes.

The addendum packet is available for download on our [DSHS Developed Curriculum page](#).

Updates to Core Basic Training

Module 6 - Basic Communication (additional content)

- New competency & learning objective on identifying indicators of hearing loss

Module 7 – Skin and Body Care (correction to RFOC)

- Updated foot care skill checklist, practice information, and content

Module 10 – Medications & Other Treatments (enhancement)

- Activities to practice medication assistance

Updates to Core Basic Training

Module 6 - Basic Communication

- The additional content on identifying indicators of hearing loss is due to recently enacted legislation (Chapter 216, Laws 2017).
- The 70-hour long-term care worker basic training must include the training in the addendum on signs of potential hearing loss in a client, and how to seek assistance if hearing loss is suspected.

Updates to Core Basic Training

Module 6 - Basic Communication

The content on *Identifying Indicators of Hearing Loss* has been added to RFOC, Module 6. It includes:

- Reporting guidelines
- Possible signs of hearing loss and changes in hearing
- Tips for problem solving and helping clients
- Resources on hearing loss.

Addendum packet is available for download on our [DSHS Developed Curriculum page](#).

Updates to Core Basic Training

Module 7 – Skin and Body Care

Foot care has a high failure rate by students that test on this skill at the certification exam. More than 20% of candidates fail foot care. The content on *Foot Care* is to replace information in the RFOC:

- Corrected material in Module 3 clarifies when to provide nail care.
- Skills checklist and general tips in Module 7 were also rewritten for clarity.
- Reinforces that students need hands-on practice of this skill.

Updates to Core Basic Training

Module 7 – Skin and Body Care

The corrected content emphasizes that foot care skills training and testing is hands-on. Instructors should prepare the students by having them practice foot care, including:

- Inspect the client's foot carefully **before** starting the procedure by checking between the toes and the heels of each foot.
- Inquire whether the client has any pain or sensitive areas **before** beginning.

The [Prometric Skills Checklist](#) highlights the frequently missed steps.

Updates to Core Basic Training

Module 7 – Skin and Body Care

Remember:

- Students should be prepared to clean and file nails at the certification exam.
- Nail trimming is **NOT** a step that occurs during the skills exam.

Addendum packet is available for download on our [DSHS Developed Curriculum page](#).

Updates to Core Basic Training

Module 10 - Medications

Medication Assistance Challenge Enhancements

Tic Tac Toe

Addendum packet is available for download on our [DSHS Developed Curriculum page](#).

Updates to Core Basic Training

Module 10 – Medications

The content on *Medication Assistance* is an enhancement to RFOC that involves activities to practice the Five Rights of medication with students.

① Right medication

② Right client

③ Right amount

④ Right route

⑤ Right time

The two activities reinforce the need to closely review every medication label. Enhancement materials include:

- Instructions for the activities
- Prescription medication label hand-outs
- Game sheets

Updates to Core Basic Training

Module 10 – Medications

Medication Assistance Challenge Enhancements

Small Group Role-Play

RX PHARMACY Rx:10697947 Call 1-800-555-3880
3006 Main Street Refill: 3
Tacoma, WA 98402 Qty Filled: 30

Percival, Christine M.
1234 City Street Tacoma, WA

Dispensed: **DONEPEZIL 5 MG TABLETS**
TAKE 1 TABLET AT 9:00 a.m.

Medication Identification: WHITE ROUND TABLET IMPRINTED [SZ 135]
MRF: PD-Rx Pharmaceuticals

CAUTION: FEDERAL LAW PROHIBITS TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN THE PATIENT FOR WHOM PRESCRIBED

RX PHARMACY Rx:55180027 Call 1-800-555-3880
3006 Main Street Refill: 1
Tacoma, WA 98402 Qty Filled: 30

Percival, Christopher M.
101 Hamlin Street Tacoma, WA

Dispensed: **DONEPEZIL 2.5 MG TABLETS**
TAKE 2 TABLETS DAILY AT 8:00 P.M.

Medication Identification: WHITE ROUND TABLET IMPRINTED [SZ 135]
MRF: PD-Rx Pharmaceuticals

CAUTION: FEDERAL LAW PROHIBITS TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN THE PATIENT FOR WHOM PRESCRIBED

RX PHARMACY Rx:94788341 Call 1-800-555-3880
3006 Main Street Refill: 0
Tacoma, WA 98402 Qty Filled: 20

Percival, Christine M.
1234 City Street Tacoma, WA

Dispensed: **LEVAQUIN 50MG TABLETS**
TAKE 2 TABLETS TWICE DAILY at 9:00 a.m. AND 6:00 p.m.

Medication Identification: OBLONG PEACH TABLET
MRF: ZYGENERICS

CAUTION: FEDERAL LAW PROHIBITS TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN THE PATIENT FOR WHOM PRESCRIBED

M & J PHARMACY Rx:47333950 Call 1-800-555-1224
729 Main Street Refill: 3
Vancouver, WA 98661 Qty Filled: 30

Lee, Janice M.
1212 Center Ave. Yakima, WA

Dispensed: **DOXEPIIN 50MG CAPSULES**
TAKE 1 CAPSULE DAILY AT 12:00 PM
MUST BE TAKEN WITH FOOD

Medication Identification: YELLOW CAPSULE IMPRINTED [MYLAN 4250]
MRF: MYLAN

CAUTION: FEDERAL LAW PROHIBITS TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN THE PATIENT FOR WHOM PRESCRIBED

RX PHARMACY Rx:94357788 Call 1-800-555-2559
917 Pine Street Refill: 3
Yakima, WA 98901 Qty Filled: 30

Lee, Jacob M.
4009 Brooke Lane Yakima, WA

Dispensed: **DOXEPIIN 50MG CAPSULES**
TAKE 1 CAPSULE TWICE DAILY AT 8:00 AM and 8:00 PM

Medication Identification: YELLOW CAPSULE IMPRINTED [MYLAN 4250]
MRF: MYLAN

CAUTION: FEDERAL LAW PROHIBITS TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN THE PATIENT FOR WHOM PRESCRIBED

RX PHARMACY Rx:94357788 Call 1-800-555-2559
917 Pine Street Refill: 3
Yakima, WA 98901 Qty Filled: 20

Lee, Jacob M.
4009 Brooke Lane Yakima, WA

Dispensed: **DEMEROL 250MG TABLETS**
TAKE 1 TABLET BY MOUTH EVERY 4 HOURS AS NEEDED FOR PAIN

Medication Identification: ROUND WHITE TABLET IMPRINTED WITH [D 55]
MRF: ZYGENERICS

CAUTION: FEDERAL LAW PROHIBITS TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN THE PATIENT FOR WHOM PRESCRIBED

AAA PHARMACY Rx:93950021 Call 1-800-555-0118
235 High Street Refill: 0
Spokane, WA 99201 Qty Filled: 15

Pouros, Michelle R.
859 Elm Street Spokane, WA

Dispensed: **LEVAQUIN 25MG TABLETS**
TAKE 2 TABLETS TWICE DAILY AT 7:00 a.m. AND 8:00 p.m.

Medication Identification: OBLONG PEACH TABLET
MRF: ZYGENERICS

CAUTION: FEDERAL LAW PROHIBITS TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN THE PATIENT FOR WHOM PRESCRIBED

MJ PHARMACY Rx:10697947 Call 1-800-555-9503
277 Stevens Street Refill: 0
Benton City, WA 99320 Qty Filled: 15

Pouros, Michael R.
987 Culver Ave Benton City, WA

Dispensed: **TRIAZOQUIN 100MG TABLETS**
TAKE 1 TABLET DAILY AT 8:00 a.m.

Medication Identification: OBLONG PEACH TABLET
MRF: ZYGENERICS

CAUTION: FEDERAL LAW PROHIBITS TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN THE PATIENT FOR WHOM PRESCRIBED

RX PHARMACY Rx:79471220 Call 1-800-555-1450
839 Brookside Drive Refill: 1
Bellingham, WA 98225 Qty Filled: 10

Pouros, Michael R.
987 Culver Ave Benton City, WA

Dispensed: **TRIAZOLAM 0.125 MG TABLETS**
TAKE 1 TABLET ONE HOUR BEFORE BEDTIME

Medication Identification: BLUE OVAL TABLET IMPRINTED [03718]
MRF: ZYGENERICS

CAUTION: FEDERAL LAW PROHIBITS TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN THE PATIENT FOR WHOM PRESCRIBED

Updates to Core Basic Training

Module 10 - Medications

When candidates fail to select the correct medication bottle during their Prometric Skills Test, they **fail** the skill.

Help a client to take medication
Does the candidate:
Select the correct medication bottle?
Cue client to drink full cup of water?
Ask client or check if medication is swallowed or check that swallowed?

Core Basic Training

Best Practices – Skills Training

Skills practice instruction should include the following:

- Using adult learning techniques* to engage students.
- Facilitating program content and using course materials effectively.
- Demonstrating or having students view a video on the correct steps for each skill.
- Supporting students by providing immediate feedback and correction during skills practice.

*View our [DSHS Adult Education class schedule](#) to find a class near you.

Core Basic Training

Best Practices – Skills Training

Supplies needed:

- Having access to water for all skills involving water.
- Pre-set skill stations or labs for individual and group practice.
- Students practicing with actual supplies (gloves, soap, washclothes, nail files, empty prescription bottles, etc.).
- Replicating Prometric environment: caregiver, client and evaluator.

Student should also:

- Physically performing all steps of the skill (do not simulate).
- Narrate the skill as they practice.
- Practice each skill, multiple times, in each role.
- Receive a refresher skills practice session prior to their Prometric test date.

Future Updates to Core Basic Training

Person-Centered Care

DSHS is currently finalizing the addition of new Person Centered content for RFOC. Person-centered care is a value-driven approach to helping others.

- Students will be introduced to person-center thinking and language.
- Students gain a basic understanding of person-centered care and the skills necessary to empower the people we help to live a life of dignity and independence.


Certificate Templates

We are in the process of auditing our Approved Training Programs to verify that they have received the new certificate templates. Please contact us if you are still in need of these **templates**.

**Print Name:
is for the
Instructor's
Printed Name.**



THIS CERTIFICATE IS PRESENTED TO

 Department of Social & Health Services
Washington State

for successfully completing
DSHS Approved
Continuing Education

Course Title _____

Course Code _____ Course Hours _____

Signature of DSHS approved instructor
for this course and for the Training Program listed below _____ Date _____

Print Name: _____

Training Program Name: _____

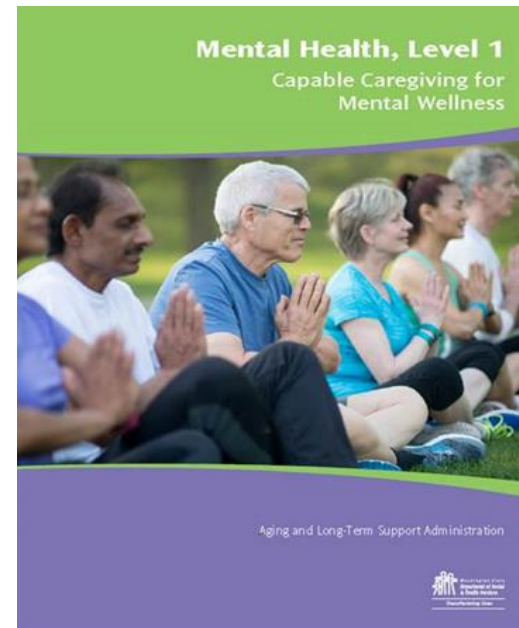
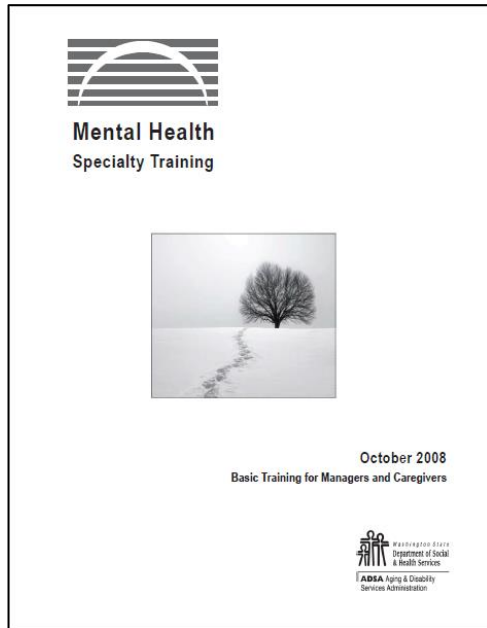
Training Program Number: _____

Revised 1/12/11

New Mental Health Specialty

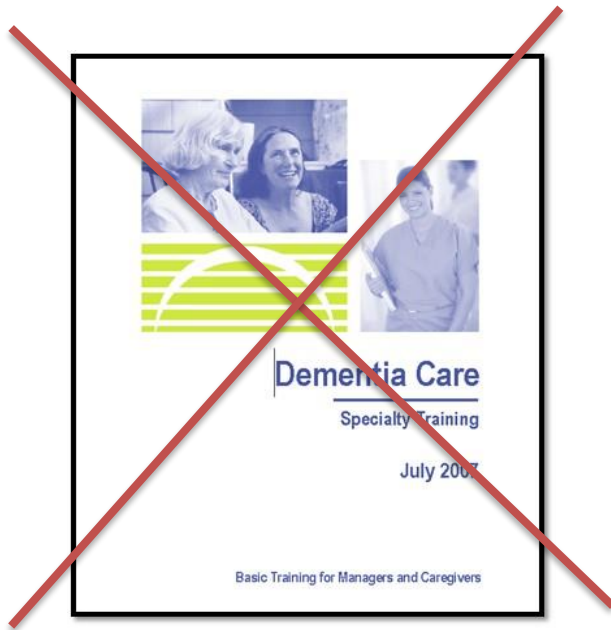
Facility Instructors that are currently approved to teach your own staff at an ALF or AFH, if you want to continue teaching this specialty training you must complete the new Mental Health, Level 1 training by **February 28, 2019**.

Community Instructors that are currently approved, if you want to continue teaching this specialty training, you must complete the Mental Health, Level 1 training by **August 31, 2018**.

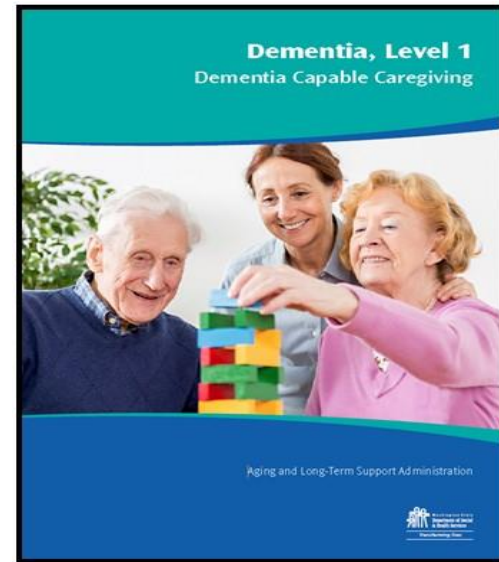


Dementia Specialty

No Longer Approved!



New DSHS Developed Dementia Specialty Training



Visit the [DSHS Find a Training Class page](#) to find a Dementia Specialty course near you.

Thank You!

If you have additional questions, please contact us directly

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