



*A public-private partnership addressing the CNA
shortage in Wisconsin nursing homes*

Agenda

1. Review of WisCaregiver Careers and Training Goals
2. Christian Living Communities- Who are we?
3. CNA Mentorship Model
4. How To Train Your CNA Mentors: Mentorship Training
5. Competency Framework
6. Bonus Structure
7. Steps For Success
8. WisCaregiver Careers Workflow and Reimbursement
9. Q&A

Training Goals



3000 people start the training



2640 successfully complete
the training



2323 attain CNA certification



1859 achieve 6-month
retention

WisCaregiver Employer Goals



Employer-led training



Incentivize
mentorship



Provide recruiting
support and tools

Program Overview



Employment first strategy to address the CNA shortage in Wisconsin nursing homes



Free CNA training



Free CNA certification testing



\$500 retention bonus



OPTIONAL : \$500 mentor bonus per mentee (max two mentees)

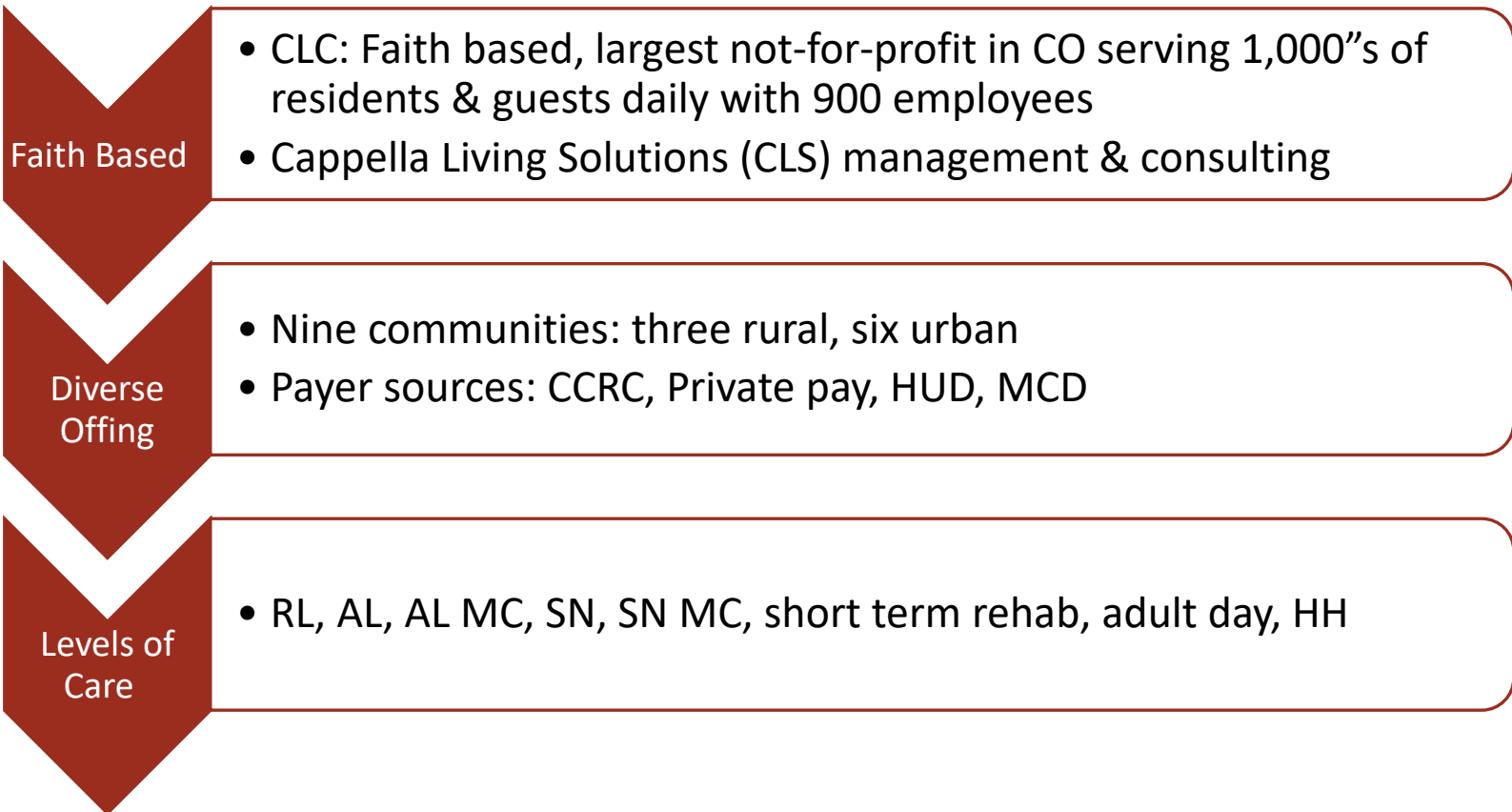
Employer Commitments

1. WisCaregiver Employers can choose to participate in mentorship programming offered by WisCaregiver Careers. The program will reimburse employers \$500 for mentor bonuses awarded when mentees achieve 6-month retention for a maximum of 2 mentees per mentor at any given time.

Mentoring

1. Assign mentor within the first month of hire
2. 2 mentees max per mentor at any given time
3. Pay \$500 bonus to mentor for each mentee who achieves 6-month retention

Christian Living Communities (CLC)



Why a Mentor Program at Your Community?

History: CLC 2012 Clinical retention

- Rate was 49%
Now its 87%
- **HOW?**

Pair new associates with Mentor

- A friend at work
- Confidence in
knowing their job

Unexpected Benefits

- Energize & engage
your associates
- Develop future
leaders
- Happier residents
- Less time hiring
managers filling
positions
- Survey readiness

Definitions for a Mentor Program?

Mentor

- person who takes special interest in helping another learn, develop, & succeed.

Mentoring

- Mentor & mentee work together to discover mentee's potential abilities & builds on them

Mentee

- person who is in a new position and is a partner in a relationship with a mentor.

Who's Your Mentor Champion?



Community bright stars

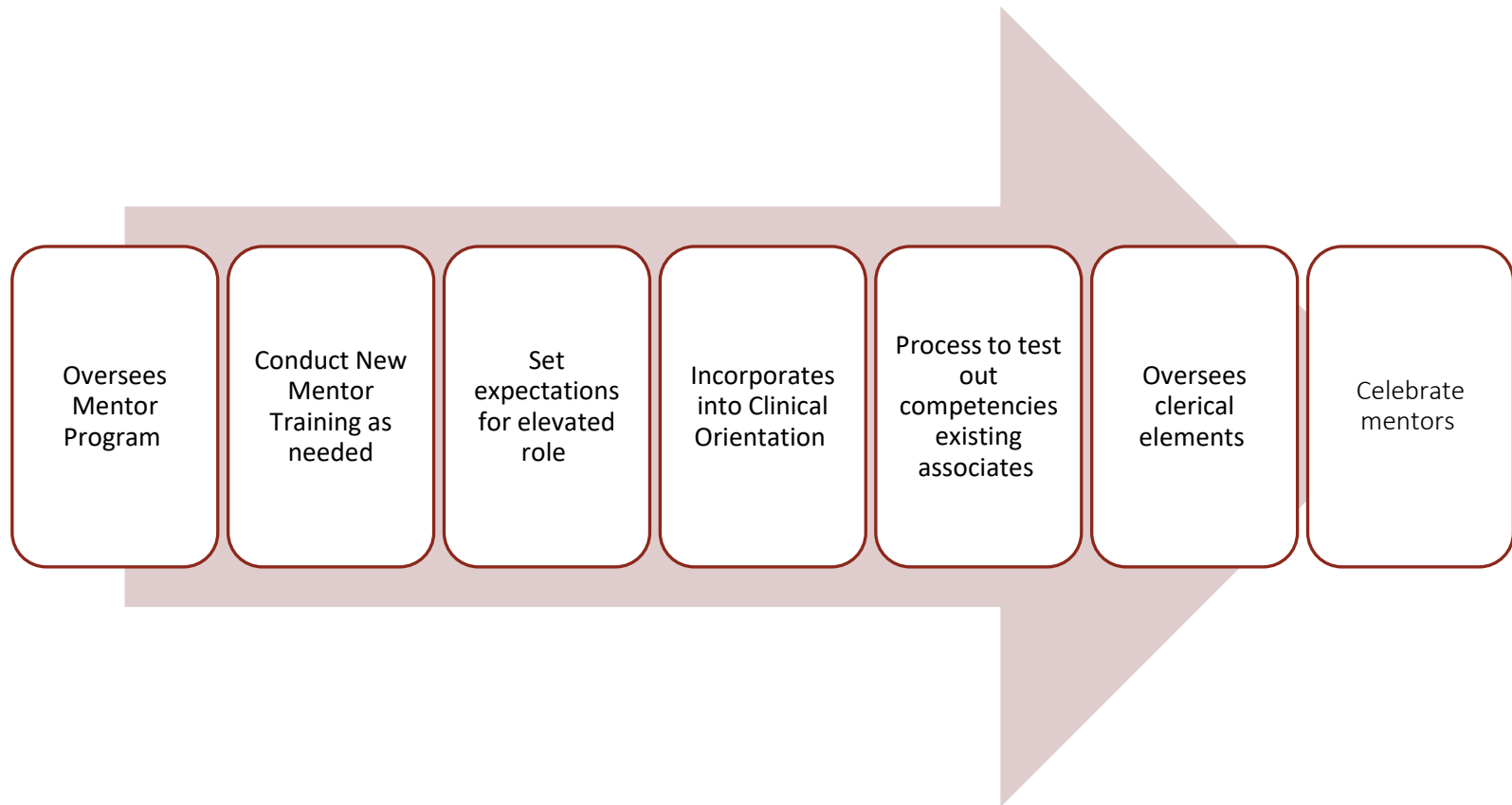


Formal or informal position

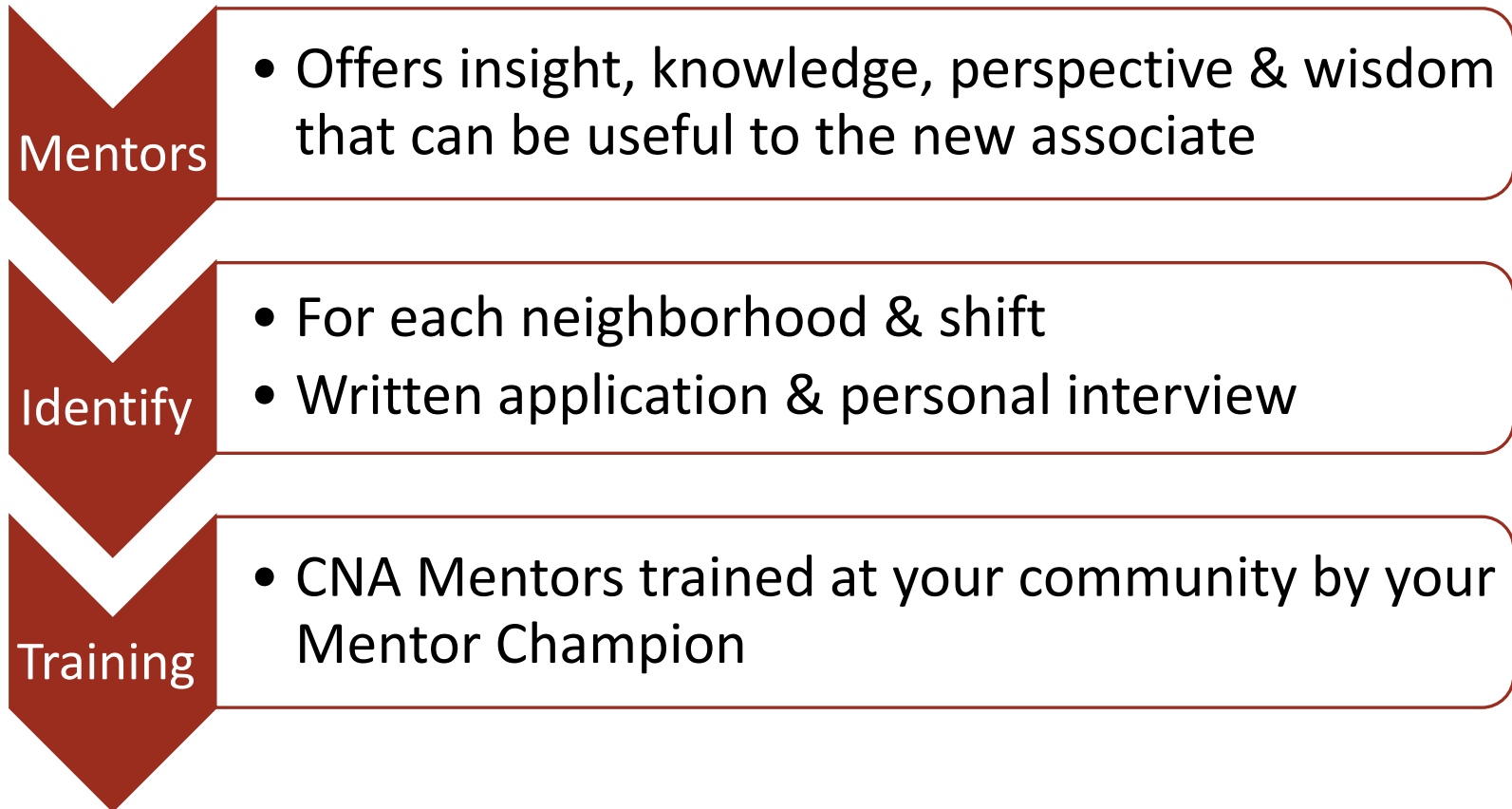


Succession planning

Role of Mentor Champion at Your Community



Identify New CNA Mentor Candidates at Your Community



Structure



8-hour Mentor Training
with didactic in the
morning followed by skills
in afternoon



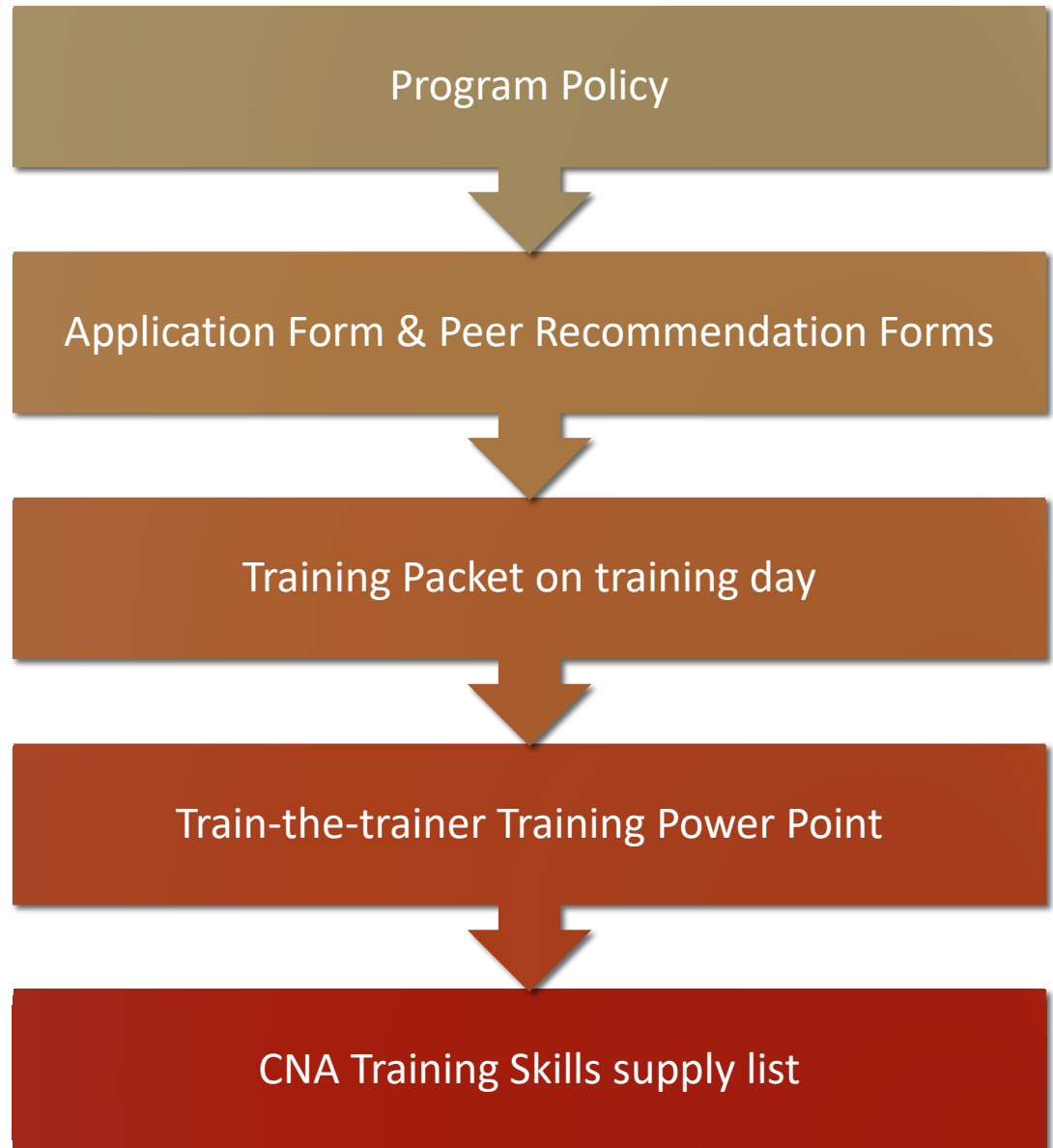
All template tools available



Point-by-point PPT to train
CNAs

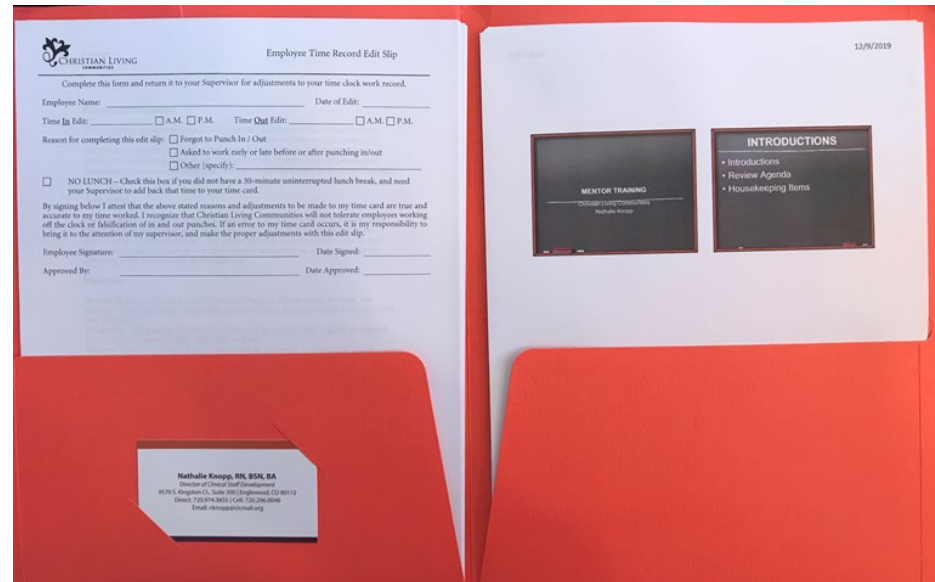
Structure
with Tools:

Preparation
for
Mentorship
Training



Print - Mentor Training Documents

Preparing New Mentor Training Packet

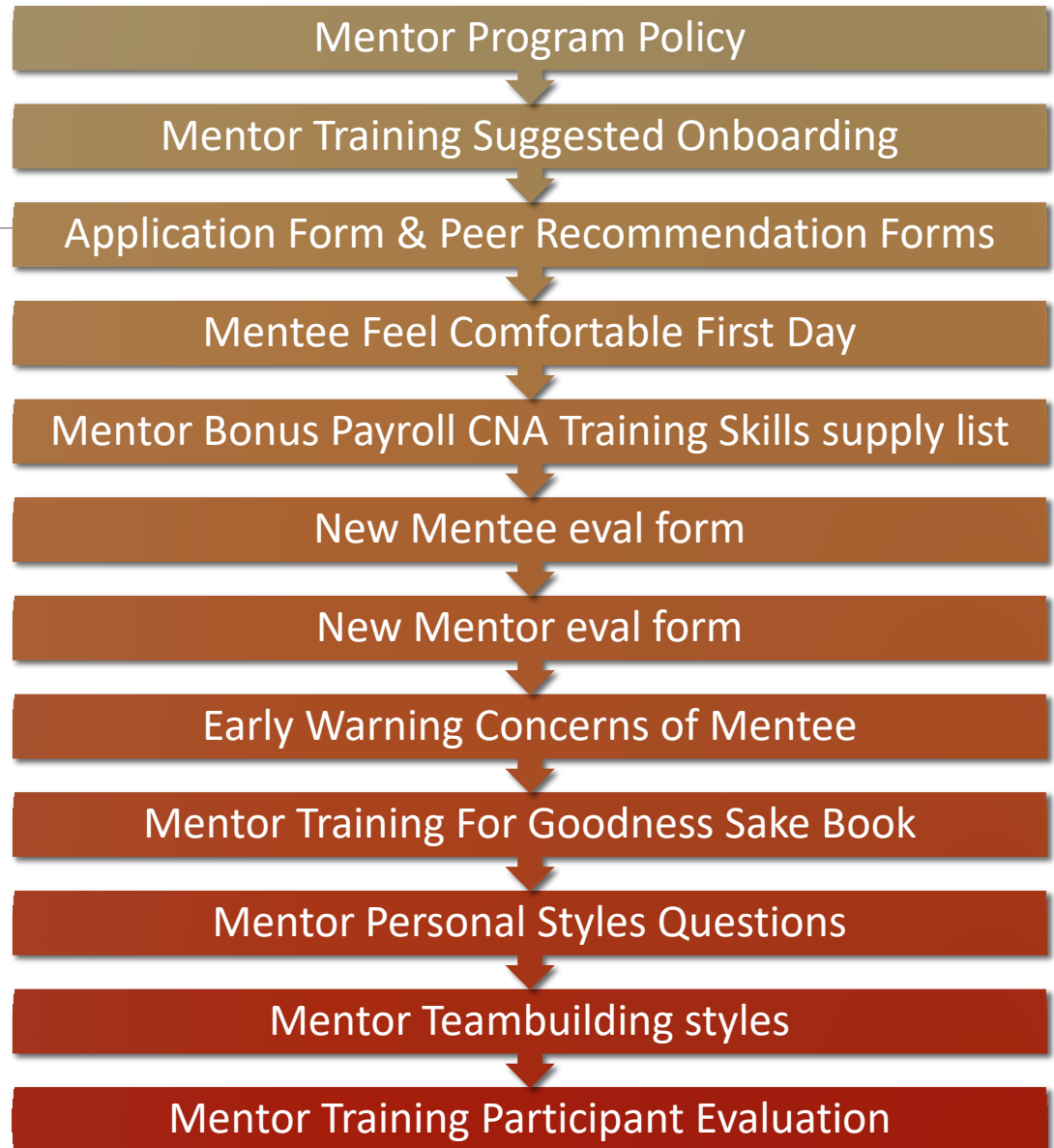


Link to the materials folder

<https://spaces.hightail.com/space/inHZgzpq3k>

Left Pocket

Preparing
New Mentor
Training
Packet



Mentor Training, Train-the-Trainer

**Mentor Training
Power Point**

**Didactic Training
in the Morning
8:00-12:00**



Mentor Training, Train-the-Trainer



**Lunch &
Competencies/
Skills Station Set
up 12:00-1:00**



Print Two Packets Competency/ Skills

**Mentor
Training
Skills
in the
Afternoon
1:00-4:30**

Name (Print): _____ Date: _____

Skill: **HAND HYGIENE Competency**

Steps	Standard met- Initial	Comments/Remediation
1. Handwashing: Stands away from sink. Clothes and hands must not touch sink.		
2. Turns on water. Adjusts water to a comfortable temperature.		
3. Wets hands, keeping fingertips pointed downward.		
4. Applies soap over hands and wrists, working into a lather.		
5. Uses friction when washing hands, fingers and wrists.		
6. Rubs hands together for at least 15 to 20 seconds.		
7. Rinses hands under running water, not touching surfaces of the sink.		
8. Dries hands with clean paper towel.		
9. Discards paper towel properly without contaminating hands.		
10. Turns off faucet using a clean paper towel without contaminating hands.		
11. Discard the paper towel without contaminating hands.		
12. Alcohol-Based Hand Sanitizers: Apply to palm of hands, rubbing together covering all surfaces, focusing in particular to fingertips and thumbnails.		

Evaluation/validation methods	Type of validation	Other
<input type="checkbox"/> Verbal <input type="checkbox"/> Demonstration observation <input type="checkbox"/> Practical exercise <input type="checkbox"/> Interactive class	<input type="checkbox"/> Observation <input type="checkbox"/> Annual <input type="checkbox"/> Other _____	

I confirm that _____ (name/title) is competent in HAND HYGIENE.

Team Member signature _____ Observer signature _____

Return to HR, Supervisor or Designee

CLC/CLE

Created 2018

1

Name (Print): _____ Date: _____

Skill: **Competency**

Steps	Standard met- Initial	Comments/Remediation
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		

Evaluation/validation methods	Type of validation	Other
<input type="checkbox"/> Verbal <input type="checkbox"/> Demonstration/observation <input type="checkbox"/> Practical exercise <input type="checkbox"/> Interactive class	<input type="checkbox"/> Observation <input type="checkbox"/> Annual <input type="checkbox"/> Other _____	

I confirm that _____ (name/title) is competent in _____

Team Member signature _____ Observer signature _____

Return to HR, Supervisor or Designee

Created

1

Mentor Program Training Competencies/ Skills Station Supply List



Mentor Program Training Skills supply list CNA

Check In/ Out Station

- ☐ Sign in/out table
- ☐ Sign in/out sheet
- ☐ pens
- ☐ 6-8 tables for competency stations
- ☐ Chairs
- ☐ Trash cans by VS & ADL stations
- ☐ Light breakfast, lunch, or snacks optional
- ☐ Coffee/water station
- ☐ Alcohol based hand rub
- ☐ Disinfectant wipes

VS station

- ☐ Vital signs rolling cart or
- ☐ Stethoscope,
- ☐ BP cuff,
- ☐ thermometer
- ☐ Pulse ox
- ☐ Box Alcohol wipes

ADL's Station

- ☐ Mannequin, if possible, male/female interchangeable parts to demonstrate Foley/perry care, bed bath, repositioning etc. with gown (can be blow up)
- ☐ Bed if available with sheets
- ☐ Chux pads/ towels/ or waterproof barriers (4)
- ☐ Drapes/ sheets/ bath blanket (4)
- ☐ Boxes different sizes disposable gloves
- ☐ Wash cloths for perineal, foley, bed bath etc. care (10)
- ☐ Moisture cream/ skin care products (can be empty bottle to show process)
- ☐ Blankets or sheets for dignity & repositioning (3)
- ☐ Pillows/ support devices for repositioning
- ☐ Basin for bed bath/ peri care
- ☐ Toothbrush
- ☐ Emesis basin
- ☐ Dentures
- ☐ Denture cup
- ☐ Denture brush or toothbrush
- ☐ Elastic stockings (Teds)
- ☐ Topical medications (can be empty bottle to show process)
- ☐ Grooming supplies (if disposable shaver, with blade protector in place)
- ☐ Scale
- ☐ Warm/cold compresses

Foley Catheter Care, Bowl/ Bladder, bedpan & output Station

- ☐ Foley Catheter with drainage tube, collection bag & emptying spout
- ☐ Catheter dignity bag
- ☐ Graduate
- ☐ Chux pads/ wash cloths (2)
- ☐ Bedpan and tissue

Oxygen Station (or training can be set up w/ oxygen supply company/hospice)

- ☐ Oxygen portable tank
- ☐ PPE:
- ☐ face shield
- ☐ apron if used in community
- ☐ heavy duty gloves
- ☐ optional ear plugs
- ☐ Nasal Cannula

Hand Hygiene / Infection Prevention Station

- ☐ Sink
- ☐ Soap
- ☐ paper towels
- ☐ Glow Germ gel
- ☐ PPE Doffing/ Donning for Isolation Precautions
- ☐ Gown
- ☐ Clinical mask and or N95 respirator
- ☐ Eye protection: goggles/ face shield
- ☐ Box disposable gloves
- ☐ Alcohol based hand rub
- ☐ Trash can

Mechanical Lift Station

- ☐ Hoyer Lift (if supported in community)
- ☐ Sit to Stand Lift (if supported in community)
- ☐ Gait belt (2)
- ☐ Wheelchair with footrests for stand & pivot transfers
- ☐ Non-skid footwear

Verbal Station

- ☐ Any competency not able to teach using supplies at a station- all steps reviewed verbally

SKILL	SKILL
Hand washing	Hydration
Standard precautions	Intake & output
Isolation precautions	Toileting
• Gown	Catheter care
• Gloves	Specimen collection
• Masks	Bowel/bladder training
• Eye protection (goggles/face masks)	Empty drainage bag
Unoccupied bed	Fire/safety
Occupied bed	Choking maneuver
Perineal care male	Restraints
Perineal care female	Protective devices
Bed bath male	Body mechanics
Bed bath female	Transfers (with gait belt)
Tub/Whirlpool	Mechanical lifters
Shower	Range of motion upper
Skin care/Pressure injuries	Range of motion lower
Topical medications	Assistive ambulation upper
Shampoo/medicated	Assistive ambulation lower
Oral hygiene	Positioning
Denture care	Cough/deep breathing
Grooming (hair, shave)	Temperature
Nail care	Pulse & respiration
Dressing/undressing	TEDS/elastic stockings
Assisting with hearing aids and glasses	Weight & height
Assisting with eating	Warm/cold applications

**Mentor
Training
Stations
in the
Afternoon
1:00-4:30**

Structure
with Tools:
Celebration



Celebrate!



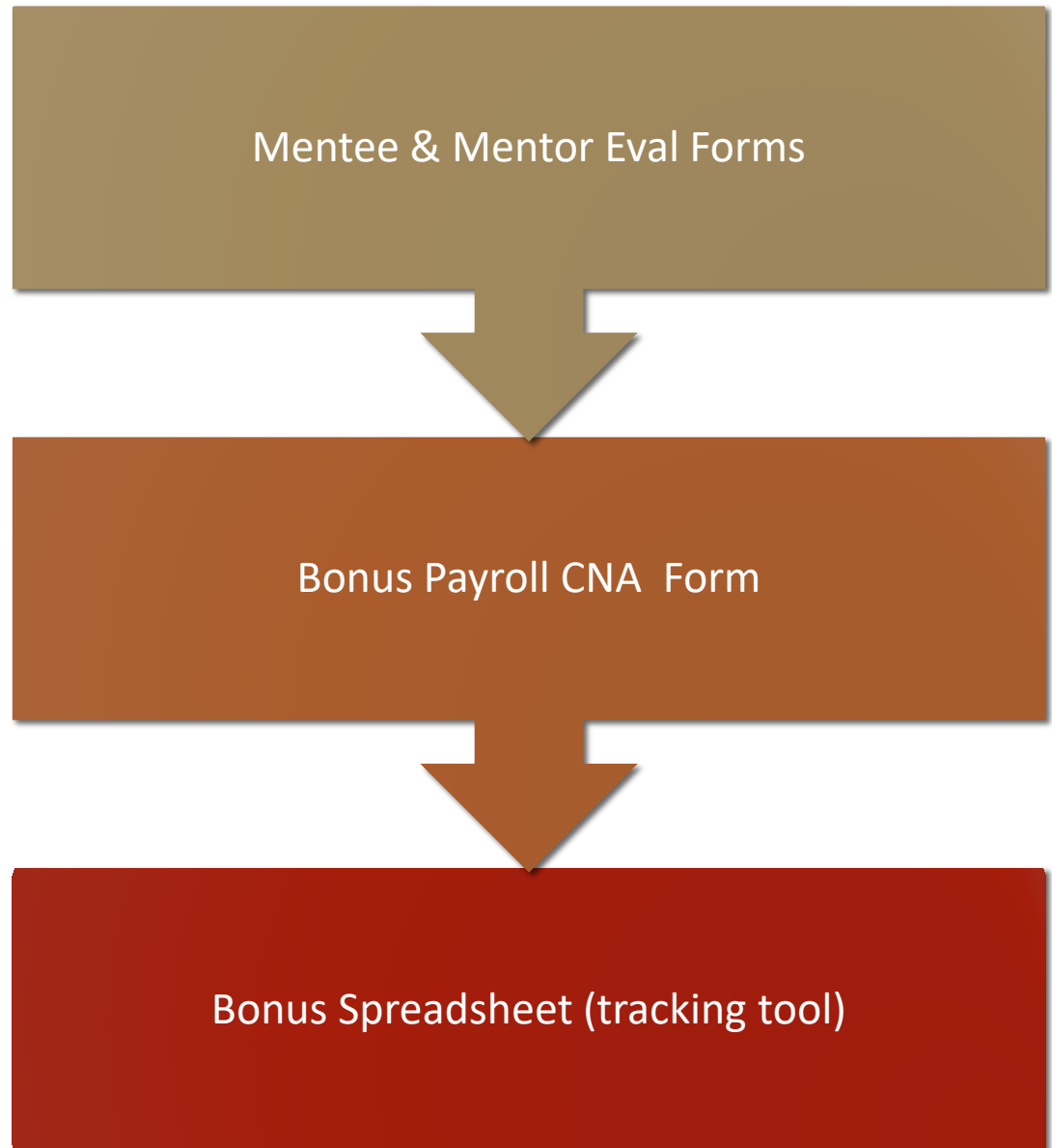
welcome

New Mentors!!



Structure
with Tools:

Bonus
Payments

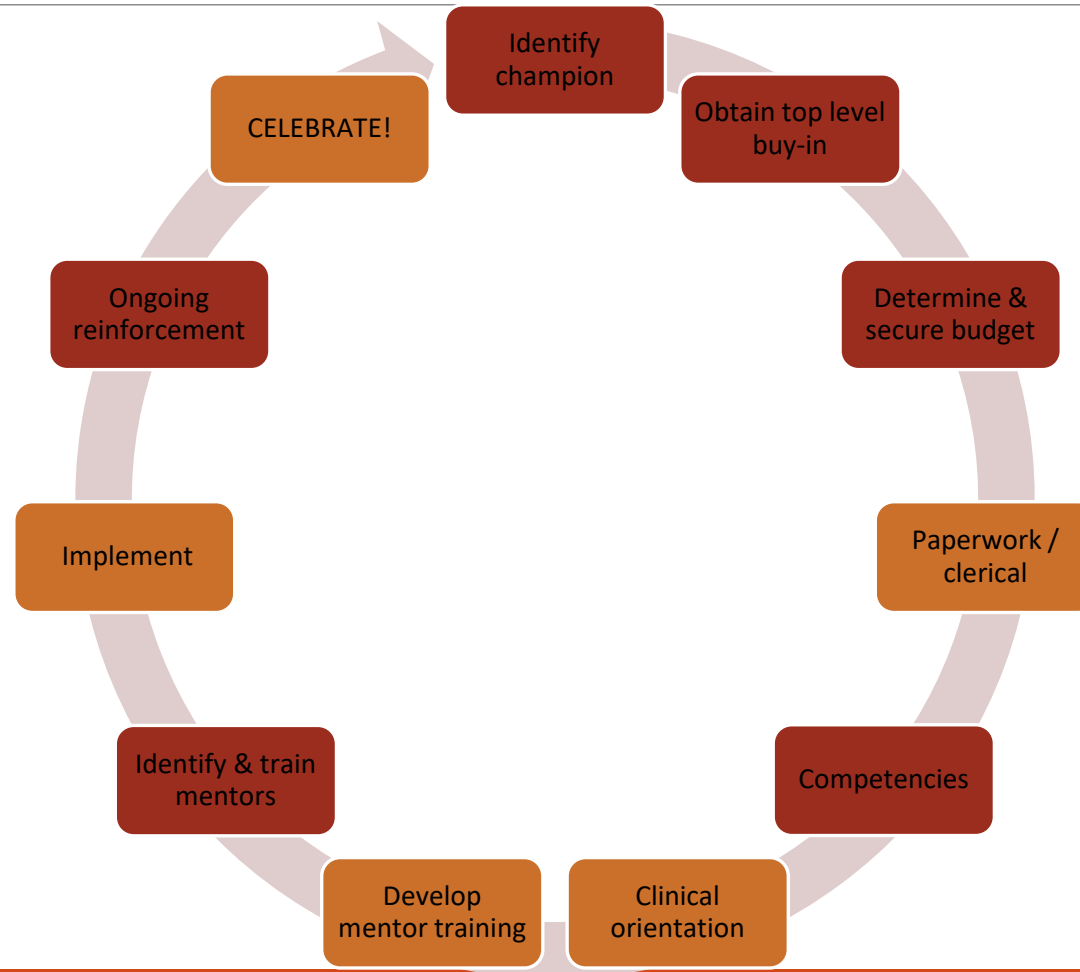


1. Tips

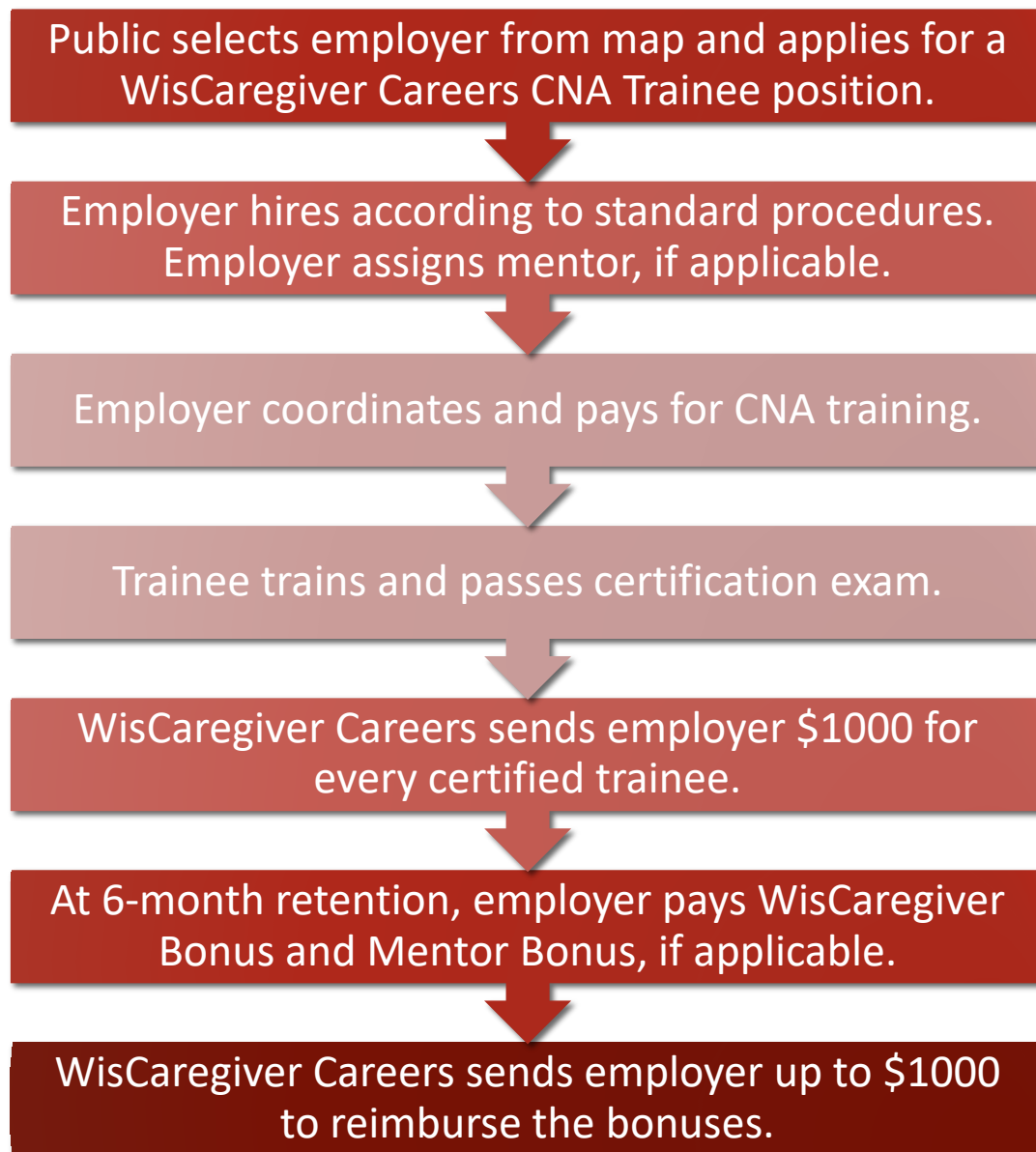
2. Pitfalls to avoid

Struggles & Successes

Steps for Success



WisCaregiver Workflow



Reimbursements

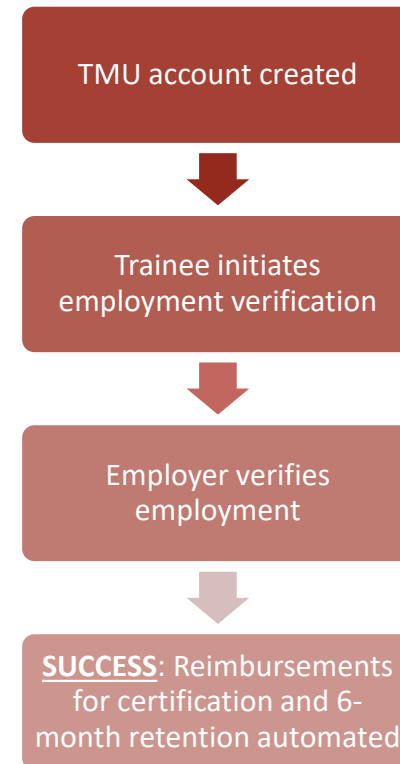
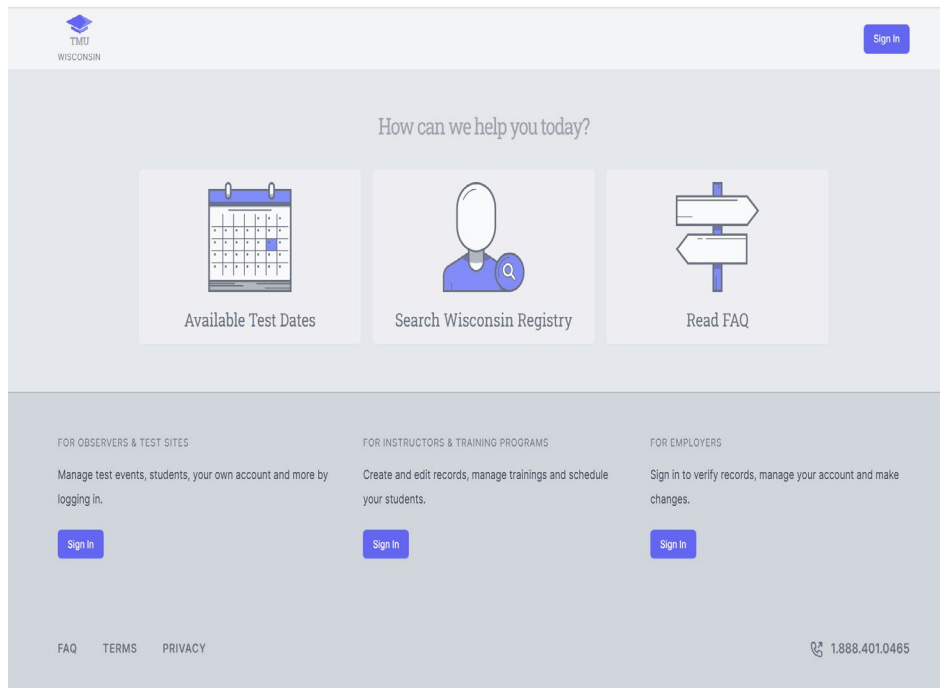
1. Upon Trainee Certification

- \$700 flat rate reimbursement for training costs
- \$300 employer success bonus
 - Trainees who do not attain certification are ineligible for reimbursement.

2. Upon Six- Month Retention

- \$500 reimbursement for WisCaregiver Bonus
- **\$500 reimbursement per mentee for Mentor Bonus up to max of 2 at any given time (optional)**

TMU Reimbursement



Employment Verification- Employer Screens



Employment Billing History



WCP Employment Confirmation

EMPLOYER

RENNES HEALTH AND REHAB CENTER - WESTON (EMP)

EMPLOYEE

Bessette, Kourtney Ann

☐ EMPLOYMENT ATTESTATION

We attest that **Kourtney Ann Bessette** has worked here for at least 6 months and that we will pay this WisCaregiver a \$500 retention bonus within 14 days of receiving reimbursement from WisCaregiver Careers.

☐ MENTOR ATTESTATION

We attest that we have successfully implemented mentoring for WisCaregiver **Kourtney Ann Bessette** according to program requirements and will pay the mentor a \$500 mentoring bonus within 14 days of receiving reimbursement from WisCaregiver Careers.

MENTOR NAME

☐ No, this person does not work here

☒ Yes, this person is a current employee

Upcoming Classes

April 25, 1:00-5:00

How to Train your CNA Mentors

May 10, 1:00-2:00

Employer Check-In/Mentorship Q&A

Questions?

❖ **Pat McBride**

❖ pmcbride@clcliving.org

❖ **Nathalie Knopp**

❖ nknopp@clcliving.org

❖ **WisCaregivers Service Team**

❖ <https://wiscaregivercna.com/formgeneral/>

❖ [1-833-315-CARE \(2273\)](tel:1-833-315-CARE)



*Brought to you by a partnership between
DHS, Wisconsin Health Care Association,
and LeadingAge Wisconsin*



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Wisconsin Health Care Association

WHCA and LeadingAge WI Employer Websites:

<https://www.whcawical.org/wiscaregiver-employers/>

<https://www.leadingagewi.org/services-education/wiscaregiver-careers>



**WISCONSIN DEPARTMENT
of HEALTH SERVICES**