Review of the Education and Training Requirements for Nurse Aides in North Carolina As Required by SL 2010-69

Jesse Goodman,
North Carolina Division of Health Service Regulation
January 13, 2011
Legislative Charge

- The Division of Health Service Regulation, Department of Health and Human Services, shall coordinate a review of the education and training requirements for nurse aides. The review shall include an evaluation of the current education and training requirements for nurse aides.
Committee to Review Education and Training Requirements for Nurse Aides

- Jesse Goodman - Division of Health Service Regulation
- Kathy Turner - Division of Health Service Regulation
- Donna White - Division of Aging and Adult Services
- Linda Burhans - NC Board of Nursing
- Sandy Spillman - Direct Care Workers Association of NC
- Mike Vacario - NC Hospital Association
- Lou Wilson - NC Association of Long Term Care Facilities
- Polly Welsh - NC Healthcare Facilities Association
- Kathie Smith - Association for Home and Hospice Care of NC
- Peggy Smith - NC Assisted Living Association
- Dr. LeRoy King - Friends of Residents of Long Term Care
- Renee Batts - NC Community College System
- Amy Whited - NC Medical Society
- Margaret Olson - NC Association for Non-Profit Homes for the Aging
§ 131E-255. Nurse Aide Registry

(a) Pursuant to 42 U.S.C. § 1395i-3(e) and 42 U.S.C. § 1396r(e), the Department shall establish and maintain a registry containing the names of all nurse aides working in nursing facilities in North Carolina. The Department shall include in the nurse aide registry any findings by the Department of neglect of a resident in a nursing facility or abuse of a resident in a nursing facility or misappropriation of the property of a resident in a nursing facility by a nurse aide.
Federal Requirements for Nurse Aide I Training (NAT) Programs

- State must review and approve or disapprove NAT programs upon request
- State must withdraw programs that do not meet applicable requirements
- Approval good for 2 years
Federally Required Content for Nurse Aide I Training Programs

- Communication skills, infection control, safety/ emergency procedures
- Promoting residents’ independence and rights
- Basics nursing skills
- Personal care skills
- Mental health and social service needs
- Care of cognitively impaired residents
- Basic restorative services

Source: 42CFR483.152
Nurse Aide I Model Curriculum

- Developed in 1997 by DHSR in response to the federal regulations
- Updated in 2002; continued to reflect federal requirements, updated skills/procedures
- Research and stakeholder feedback began in 2009 to prepare for next revision
North Carolina State-approved Nurse Aide I Training Programs:

- Include all content required by federal government.
- Follow extensive curriculum developed by North Carolina or follow the Federal curricular requirements (www.ncnar.org).
- Require student proficiency in 69 skills.
NC state-approved* programs follow or exceed federal requirements:

<table>
<thead>
<tr>
<th>Federal Curricular Hourly Requirements for Nurse Aide I Training</th>
<th>State-Approved Program Averages (data sampled)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum Total - 75</strong></td>
<td><strong>Average Total - 142</strong></td>
</tr>
<tr>
<td>Requirement includes at least 16 hours of supervised practical training (simulated lab or clinical experience)</td>
<td>Average hours supervised simulated lab - 48</td>
</tr>
<tr>
<td></td>
<td>Average hours of clinical experience - 43</td>
</tr>
</tbody>
</table>

*includes community college, licensed proprietary schools, hospitals, & nursing facilities
## Types and Numbers of State-approved NA I Training Programs

<table>
<thead>
<tr>
<th>School type</th>
<th>Number of State approved programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Schools</td>
<td>220</td>
</tr>
<tr>
<td>Community Colleges</td>
<td>298</td>
</tr>
<tr>
<td>Schools of Nursing</td>
<td>110</td>
</tr>
<tr>
<td>Proprietary Schools</td>
<td>27</td>
</tr>
<tr>
<td>Nursing Homes</td>
<td>7</td>
</tr>
<tr>
<td>Mental Health-State</td>
<td>3</td>
</tr>
<tr>
<td>Adult Care Homes</td>
<td>1</td>
</tr>
<tr>
<td>Hospitals</td>
<td>0</td>
</tr>
</tbody>
</table>
Federal Requirements for Competency Evaluation
(42 CFR 483.154)

- Choice of written or oral exam
- All course requirements in 42 CFR 483.152 addressed
- Demonstration of randomly drawn skills
- Skills performed in a lab setting comparable to setting of aide employment
- Evaluator is an RN with experience caring for elderly or chronically ill of any age
- Individual has 3 chances to take the exam
North Carolina Competency Evaluation Guidelines include:

- All federal guidelines/requirements.
- Required training or re-training in a state-approved program for any tester failing competency evaluation three times, before re-testing a fourth time.
NNAAP Exam

- National exam which measures minimal competence of entry-level nurse aides in their knowledge, skills, and abilities
- Written (also available as oral English and oral Spanish) and skills (performance) component
- Skills component: candidates must successfully complete five (5) randomly selected skills within 30 minutes
- Candidates who fail three times are required to complete state-approved training in order to continue testing
- Number of tests administered FY 2009-10 – 29,469 (number includes repeaters)
Federal Requirements for Nurse Aide In-service Training

- The skilled care facility must complete a performance review of every nurse aide at least once every 12 months, and must provide regular in-service education based on the outcome of these reviews.

- The in-service training must be sufficient to ensure the continuing competence of nurse aides, but must be no less than 12 hours per year and based on performance review and special needs of residents. 

42CFR 483(e)(8)
In response to the federal regulations, the agency developed Continuing Education Modules to assist facilities in meeting the in-service requirements. Topics include:

- A More Empathic You
- Advanced Communication
- Being Part of a Team
- Fecal Impaction and Hydration
- Infection Control
- Me, Myself and I
- Prevention of pressure ulcers
- Principles of Adult Learning
# Expanded Role of the Nurse Aide I in North Carolina

<table>
<thead>
<tr>
<th>Type</th>
<th>Listing Requirements</th>
<th>Duties <em>(requires RN supervision)</em></th>
<th>Number Active</th>
</tr>
</thead>
</table>
| Medication Aide       | ■ 24-hour Board of Nursing (BON) approved course  
 ■ State Med Aide Exam                                                                 | Performs technical aspects of medication administration for certain types of medicines              | 1889 (2/12/09) |
| Geriatric Aide (began in 2009) | ■ State-approved Geriatric Aide course  
 ■ Must be listed on Nurse Aide I Registry                                                   | Learn new concepts to help older adults: dementia, death/dying, stress management                   | 22 (2/12/09)  |
| Nurse Aide 1 + 4      | Agency requests and trains their NA personnel in up to 4 Nurse Aide II skills (must be approved by Board of Nursing). Only applicable for that aide at that agency. | Any of the 4 NA II skills as approved, which includes more complex nursing skills emphasizing sterile technique in elimination, oxygenation, nutrition | 419 Health Care Settings |
| Nurse Aide II (managed by BON) | ■ Must be listed on Nurse Aide I Registry  
 ■ BON approved course  
 ■ No substantiated findings  
 ■ Fee                                                                     | Performs more complex nursing skills emphasizing sterile technique in elimination, oxygenation, nutrition | 17,183 (2/12/09) |
Recommendations

- The committee identified three areas of focus that are either currently underway or need to be addressed to help improve the nurse aide/direct care workforce in North Carolina.
Recommendation One

Specifically related to the training and education of nurse aides the committee recognized the current and continued efforts by the Division of Health Service Regulation and the members of the State’s Nurse Aide Advisory Committee to update the Nurse Aide I curriculum to reflect a move in training focus from task performance to more patient-centered care. This effort, once completed, will not only prepare nurse aides to perform various nursing and nursing-related tasks being delegated to them by the Registered Nurse, but will also help them to better understand the relationship between these tasks and the client’s plan of care.
Recommendation Two

The committee also recognized that nurse aides work in many settings other than nursing homes, home care and hospitals that require more specific training in the care needs of those individuals being served in those settings. While the core nurse aide training and competency program provides a strong education and training foundation, additional training to address the specific needs of other populations being served in these other settings is essential.

In recognition of this reality the North Carolina Department of Health and Human Services, in cooperation with the NC Foundation for Advanced Health Programs and a broad based Partner Team, applied for and have been selected as one of six states to receive a Personal and Home Care Aide State Training (PHCAST) grant.
Recommendation Two - continued

This effort is designed to develop, pilot, implement, and evaluate a four phase comprehensive training and competency program for direct care workers in long term care settings. The Committee feels that many of the issues, such as the adequacy of current North Carolina Nurse Aide I training and competency requirements, that led the General Assembly to seek this review of nurse aide education and training requirements will be addressed as part of this grant effort.

Therefore, the Committee strongly supports the focus of the grant program and expects, as the program moves forward, that recommendations for legislative actions will be forthcoming to implement various direct care workforce initiatives.
Recommendation Three

It has been widely documented that nationally, by 2016, there will be a need for one million additional direct care workers, nurse aides, home care/home health aides and personal care aides to care for aging baby boomers and growing numbers of people with disabilities. As for North Carolina, it is estimated that we will need an additional 46,000 direct care workers by 2016.

This tremendous demand and the challenges employers face in attracting workers to these jobs has led the Committee to request that the General Assembly address the wage and benefit issues that directly impact supply, retention and high rates of direct care worker turnover in long term care setting. Specifically, the Committee recommends that the General Assembly consider the establishment of a study focusing on wages and benefits paid to direct care workers and possible improvements to the State’s Medicaid and State/County special assistance payment policies that rewards providers who achieve NC NOVA special licensure status.
North Carolina

PHC AST Program

Personal and Home Care Aide State Training Program
PH CAST Overview

- Federal Grant Funded by US DHHS Health Resources and Services Administration (HRSA)
- NC 1 of 6 states selected
  - 3 year grant
  - Years 2 and 3 contingent upon fund availability and satisfactory progress
  - First year award: $578,745
- Total projected funding over 3 yrs. - approximately $2 million
Grant Purpose-Federal Perspective

- States funded will conduct demonstrations to develop core training & competencies and certification programs for personal or home care aides
  - Anticipate demonstrations will result in “Gold Standard” for future training of personal and home care aides
PHCAST: Training

- PHCAST will strengthen training for both incumbent workers and new direct care work students as new curricula and materials become available to augment in-service training at all LTC settings.

- 4 Phases include:
  - Job readiness skills
  - Non-nurse aide personal care tasks and soft skill development
  - Expanded Nurse Aide I (NA-I) skills
  - Advanced nurse aide training focused on specific care environments, e.g., home and adult care settings
Partner Team Approach

- Broad-based Partner Team
  - DHHS: Office of Long Term Services and Supports, DH SR, DMA, DAAS
  - NC Foundation for Advanced Health Programs
  - NC Board of Nursing
  - NC Community College System
  - NC Dept. of Public Instruction
  - Direct Care Workers Association
  - Assn. for Home and Hospice Care of NC
  - Alzheimer’s North Carolina, Inc
Partner Team—continued

- Duke University Community Health Division
- UNC Institute on Aging
- NC Friends of Residents of Long Term Care
- NC Association, Long Term Care Facilities
- NC Assisted Living Association
- UNC & UNC-G Schools of Nursing
- NC Healthcare Facilities Association
- NC Council for Developmental Disabilities
PHCAST: Expected Outcomes

- Increased uniformity of pre-nurse aide Community College/High School training
- Improved initial DCW-employer matching
- Broadened NA-I training and competency (soft skills)
- New Home Care NA category
- Enablement of CC/HS program to offer all 4 phases of the training and competency program
- Expanded NC training/competency options
- Enhanced and extended training for personal care aides working in adult care homes