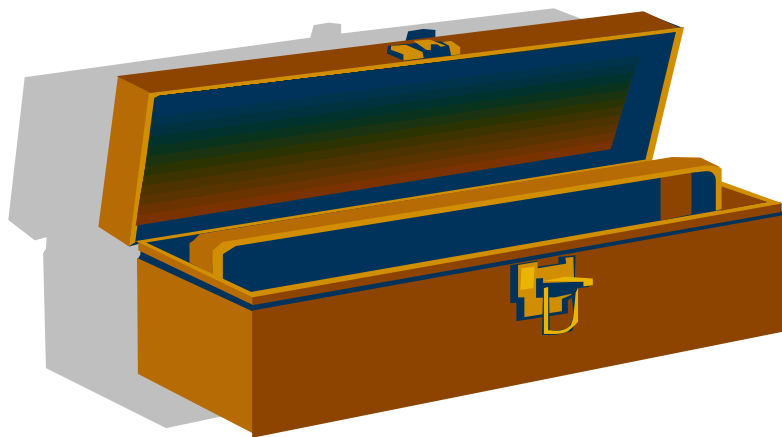


PROGRAM COORDINATOR TOOLBOX:



A Guide to Basic Nursing Assistant Training Program Operation



**ILLINOIS NURSE ASSISTANT/AIDE
TRAINING COMPETENCY
EVALUATION PROGRAM**

March 2014

PROGRAM COORDINATOR TOOLBOX

TABLE OF CONTENTS

| <u>TOPIC</u> | <u>PAGE</u> |
|---|-------------|
| PURPOSE | 1 |
| HELPFUL ACRONYMS | 1 |
| NATCEP CONTACT INFORMATION..... | 2 |
| PROGRAM COORDINATOR | 3 |
| RULES & REGULATIONS: STATE AND FEDERAL | 3 |
| SOCIAL SECURITY NUMBER INFORMATION..... | 4 |
| BNAT PROGRAM TYPE DEFINITIONS | 5 |
| NEW BNATP APPROVAL..... | 6 |
| INACTIVE STATUS & REACTIVATION of BNATP | 10 |
| INSTRUCTOR APPROVAL | 10 |
| Procedure to Request Instructor Approval (IDPH) | 11 |
| Obtaining an Instructor Code | 12 |
| Requesting a Change in Instructor Status..... | 12 |
| OFFICIAL FORMS for PROGRAM OPERATION..... | 13 |
| CLINICAL SITE SELECTION..... | 15 |
| BNATP PASSING GRADE/SCORE | 16 |
| COMPETENCY TESTING | 17 |
| PROGRAM CLUSTER SCORES REPORT | 18 |
| CORRECTIVE ACTION PLAN | 19 |
| MONITORING VISIT..... | 20 |
| OPPORTUNITY for IMPROVEMENT ASSESSMENT PLAN..... | 20 |
| CNA RECERTIFICATION PROCEDURE..... | 20 |
| HEALTH CARE WORKER BACKGROUND CHECK | 21 |
| DOCUMENTS and FORMS LOCATION LIST | 22 |
| REVISIONS | 22 |

PROGRAM COORDINATOR TOOLBOX

PURPOSE

This document has been developed as a guide for Program Coordinators and Instructors to provide information relevant to the operation of a Basic Nursing Assistant Training Program (BNATP). This tool includes information on developing a new BNATP and maintaining compliance once a program is established. You will be directed to various websites for information, forms and documents. Information located on these other sites may not be repeated in this document due to space limitations.

It is advisable to review this guide on a regular basis as updates will be added when available.

HELPFUL ACRONYMS

| | |
|------------|--|
| BNAT | Basic Nursing Assistant Training |
| BNATP | Basic Nursing Assistant Training Program |
| BNATP Code | Program code number assigned by Department to an approved BNATP |
| CAP | Corrective Action Plan |
| CEP | Competency Evaluation Program |
| CFR | Code of Federal Regulations |
| CMS | Centers for Medicare & Medicaid Services |
| CNA | Certified Nursing Assistant |
| CNAEA | CNA Educators Association |
| CPR | Cardiopulmonary Resuscitation |
| HCWR | Health Care Worker Registry |
| IBHE | Illinois Board of Higher Education |
| IDPH | Illinois Department of Public Health; Department |
| ISBE | Illinois State Board of Education |
| LTC | Long Term Care |
| NATCEP | Nurse Aide Training Competency Evaluation Program also known as Illinois Nurse Assistant/Aide Training Competency Evaluation Program |
| SIUC NAT | Southern Illinois University Carbondale, Nurse Aide Testing |
| SSN | Social Security Number |

PROGRAM COORDINATOR TOOLBOX

NATCEP CONTACT INFORMATION

Illinois Department of Public Health
Education and Training Section
525 W Jefferson St, 4th Floor
Springfield, IL 62761
www.idph.state.il.us

Connie Jensen, Section Chief
Jennifer Kempiners, PSA
Cindy Colwell, PSA

connie.jensen@illinois.gov
jennifer.kempiners@illinois.gov
cindy.colwell@illinois.gov

Fax 217-557-3363
Alternate Fax 217-524-0137

217-785-5569
217-785-5132

Illinois Department of Public Health (IDPH – HCWR)
Health Care Worker Registry
525 W. Jefferson St., 4th Floor
Springfield, IL 62761
<http://www.idph.state.il.us/nar/home.htm>

Main Phone 217-785-5133
Fax 217-524-0137
E-mail DPH.HCWR@Illinois.gov

Nurse Aide Testing
Southern Illinois University Carbondale
Mail Code 4340
Carbondale, IL 62901
www.nurseaidetesting.com

Dr. Thomas Hovatter, Project Coordinator
Darin Barham, Psychometrist
Joyce Steber, Education Coordinator
Carrie Smith, Quality Systems Specialist

Main Phone 617-453-4368
Toll Free 877-262-9259
Fax 618-453-4300
Email wednat@siu.edu

cobra7@siu.edu
dbarham@siu.edu
jsteber@siu.edu
clsmth7@siu.edu

Illinois Board of Higher Education
431 East Adams, 2nd Floor
Springfield, IL 62701
<http://www.ibhe.org/PBVS/default.htm>

Main Phone 217-782-2551
Nina Tangman 217-557-7384
Fax 217-782-8548

Illinois State Board of Education
100 N 1st Street
Springfield, IL 62777
www.isbe.state.il.us

Main Phone 217-782-4321
Toll Free 866-262-6663
Annie Brooks 217-782-4620
abrooks@isbe.net

Certified Nursing Assistant Educators Association
www.cnaeducators.org

Officers' Contact Info
on Website

Other Contact Information:

Supportive Living Facilities, Healthcare and Family Services, Kara.Helton@illinois.gov
Assisted Living Facilities, Illinois Department of Public Health, Lynda.Kovarik@illinois.gov

PROGRAM COORDINATOR TOOLBOX

PROGRAM COORDINATOR – 77 Illinois Administrative Code, Section 395.165

The PROGRAM COORDINATOR is a registered nurse responsible for the planning, implementation, evaluation and overall coordination of a BNATP. This includes verifying proper completion and submission of forms and documents related to the BNATP operation. Maintaining current contact information including telephone number, fax number and email address is vital to a successful BNATP. A change in Program Coordinator requires written notification to the Department within 5 business days. Email notification is acceptable.

All correspondence from the Department and SIUC Nurse Aide Testing Project will be directed to the Program Coordinator. It is highly recommended that all correspondence be opened immediately upon receipt. Program Coordinators are expected to disseminate received reports and updates in a timely manner to the instructors in their respective BNATPs. This promotes program improvement and compliance with the rules and regulations.

NOTE: Always include BNAT Program Name and Program Code Number on all correspondence mailed/emailed to the Department and to SIUC-NAT.

RULES AND REGULATIONS: STATE AND FEDERAL

Compliance with the Illinois Administrative Code and Code of Federal Regulations is essential. Familiarity with these rules and regulations by Program Coordinators and Instructors promotes compliance. Here's the 'where to find them':

Federal Regulations, CMS Programs and Information: www.cms.hhs.gov. Use the following pathway to access the Internet-Only Manuals which are based on the statutes, regulations and guidelines and are used to administer CMS Programs including those governing NATCEPs and CEPs. **Regulations and Guidance → Guidance, Manuals → Internet-Only Manuals → 100-07 State Operations Manual → Chapter 4 Program Administration and Fiscal Management → 4132 NATCEPs and CEPs.**

Federal Regulations, Title 42: Public Health: www.ecfr.gov.; select **Title 42**, click GO → click **Browse Parts 482 – 699 → Part 483.1 to 483.480 Requirements for States and Long Term Care Facilities → Subpart D** —Requirements That Must Be Met by States and State Agencies: Nurse Aide Training and Competency Evaluation, and Paid Feeding Assistants.

Federal Regulations for Long Term Care Facilities: http://cms.hhs.gov/manuals/Downloads/som107ap_pp_guidelines_ltc.pdf. This is the State Operations Manual Appendix PP – Guidance to Surveyors for Long Term Care Facilities. It is important for Instructors and Evaluators to be aware of the services LTC facilities are required to provide in order to supply the most up-to-date information to their students.

PROGRAM COORDINATOR TOOLBOX

Illinois Department of Public Health: www.idph.state.il.us. Click on the following to access the State Regulations that govern the NATCEPs in Illinois: **Laws and Rules → Current Laws and Rules → Health Care Facilities → Nursing Home Licensure** (including nurse aide training). Depending on what rule you are seeking you can click → **Long-Term Care Assistants and Aides Training Programs Code** (77 Illinois Administrative Code 395). BNAT program operation, including BNATP curriculum requirements, can be found in this section. Other sections that may be helpful are → **Skilled Nursing and Intermediate Care Facilities Code** (77 Illinois Administrative Code 300) and → **Health Care Worker Background Check Code** (77 Illinois Administrative Code 955). Links to these sections of Illinois Administrative Code 77 can also be found on www.nurseaidetesting.com.

Health Care Worker Background Check, Web Portal, Portal Registration Authority (PRA): 77 IL Administrative Code, Part 955 Health Care Worker Background Check Code: <http://www.ilga.gov/commission/jcar/admincode/077/07700955sections.html> Contact the HCWR staff for specific instructions.

TB Skin Test Requirements:

Since the students' clinical experiences will place them into "direct contact" with high risk individuals, Program Coordinators must have knowledge pertaining to TB screening and prevention. Reference the following rules in the IL Admin. Code regarding TB testing:

1. 77 Illinois Administrative Code, Section 300.1025 Tuberculin Skin Test Procedures
Tuberculin skin tests for employees and residents shall be conducted in accordance with the Control of Tuberculosis Code (77 Ill. Adm. Code 696).
(Source: Amended at 36 Ill. Reg. 15267, effective October 2, 2012)
2. 77 Illinois Administrative Code, Section 696.140 Screening for Tuberculosis Infection and Disease

It is recommended that you contact your county Health Department with questions about TB testing in your region. There have been incidences of reduced supply.

SOCIAL SECURITY NUMBER INFORMATION

An individual must have a valid Social Security Number in order to take the state written competency exam.

A Memorandum issued by the Department in July 2010 (located on www.nurseaidetesting.com) explains the program requirements for provision of Social Security numbers in order for individual competency testing and inclusion on the Health Care Worker Registry.

Program Coordinators should familiarize themselves with identifying valid/invalid SSNs. Current information on what constitutes a valid SSN can be found at

PROGRAM COORDINATOR TOOLBOX

<http://www.ssa.gov/employer/ssnvhighgroup.htm>. This includes information on the randomization of the SSN effective as of June 25, 2011. It is recommended that you visit this site for the most current information; one section of interest is Frequently Asked Questions for Employers → Invalid or impossible Social Security numbers.

BNAT PROGRAM TYPE DEFINITIONS

Use the following as a guide to determine the program type of your BNATP. These **BNAT Program Type Definitions** have been developed in order to define program type consistently, to increase validity of comparisons based on program type and to clarify which rules and regulations pertain to specific BNATPs. Just as a program sponsor may have more than one program number, the program sponsor may also sponsor more than one program type. A BNATP can only be typed as **one of the following**:

- **COLLEGE**
 - Sponsored by a community college
 - Adult students, post-secondary students

- **SECONDARY**
 - Sponsored by a high school, area vocational/career center or community college
 - Includes those vocational programs offered to high school students at their high schools or area career centers
 - High school students attending during regular high school hours

- **VOCATIONAL**
 - Sponsored by a vocational career center/school or private entity
 - Educational institution privately owned and operated which holds a valid certificate of approval or certificate of exemption issued by the Illinois Board of Higher Education. Reference: Private Business and Vocational Schools Act [105 ILCS 425] and Private Business and Vocational Schools (23 Ill. Adm. Code 451).
 - Enrolled students are not considered traditional secondary school student.
 - Adult students, post-secondary students

- **FACILITY**
 - Sponsored by a facility licensed by the Department under the Nursing Home Care Act [210 ILCS 45]
 - IBHE approval of the BNATP is also required if admission to the program is open to anyone other than employees of the facility who meet the admission requirements of the BNATP.
 - IBHE approval is not required if program is only offered to the facility employees at no cost to the employee.

PROGRAM COORDINATOR TOOLBOX

- **HOME HEALTH**
 - Sponsored by a Home Health Agency licensed by the Department under the Home Health Agency Licensing Act [210 ILCS 55].
 - IBHE approval of the BNATP is also required if admission to the program is open to anyone other than employees of the facility who meet the admission requirements of the BNATP.
 - IBHE approval is not required if program is only offered to the facility employees at no cost to the employee.

- **HOSPITAL**
 - Sponsored by a hospital licensed by the Department under the Hospital Licensing Act [210 ILCS 85].
 - IBHE approval of the BNATP is also required if admission to the program is open to anyone other than employees of the facility who meet the admission requirements of the BNATP,
 - IBHE approval is not required if program is only offered to the facility employees at no cost to the employee.

- **OTHER** (only to be used by the Department)
 - 9992 – Grandfathered
 - 9993 – Nursing Students
 - 9994 – Foreign LPN/RN
 - 9995 – Military
 - 9996 – Recertification

NOTE: Vocational programs with secondary students will be typed as Secondary. Private programs will now be typed as Vocational because of required IBHE approval as private business and vocational schools.

NEW BNATP APPROVAL – 77 Illinois Administrative Code, Sec 395.110

Written approval from the Department is required prior to the start date of a class offering of a new BNATP. A program code will be assigned by the Department once approval has been granted. A Program Sponsor may have several program codes. Examples of when a separate program code is required:

- Adding and/or moving a theory site to a different physical address/location.
- A program sponsor offering classes to high school/secondary students during regular high school hours and also offering classes to adult students.
- Difference in hours of theory/clinical between class offerings of same program sponsor such as day and evening classes.

PROGRAM COORDINATOR TOOLBOX

The Program Sponsor requesting REACTIVATION of a BNATP is required to complete the same process as new BNATP approval (77 IL Admin Code, Section 395.140 (b-d)).

The NATCEP New Program Submission Checklist and BNATP Facility & Equipment/Supplies Form, both located on www.nurseaidetesting.com, are the forms to complete and submit to the Department. The checklist has a detailed listing of additional forms and documents. Questions and requests for additional information can be directed to Jennifer Kempiners, Education and Training Section, IDPH either in writing or via email. Following are some thoughts that may be helpful when completing this process:

1. Incomplete submissions will be returned to the Program Sponsor.
2. Allow 90 days from the date that the complete submission is received by the Department for new program approval, denial or request for additional information.
3. Organizing the documents of your submission in the same order as on the checklist, separating the sections with a colored sheet of paper and using a binder clip will help with the review by the Department. It is not necessary to submit documents in a binder or in sleeve protectors.
4. Obtain required certificates of approval from other agencies (such as ISBE or IBHE) so that a copy can be included in your request for new program approval from the Department without causing an undue delay. Facility-based programs (Facility, Home Health and Hospital) are required to have approval from IBHE if they will be admitting students other than their employees. Vocational Schools also need IBHE Certificate of Approval. This document is renewed according to IBHE policy, a copy of which should be forwarded to the Department when received. Additional information is found at <http://www.ibhe.org/> with a click on Private Businesses and Vocational Schools.
5. Objectives and Content
 - Ensure that your syllabus is complete. There are websites with guidelines for preparing a syllabus if your educational entity does not have a standard form for you to use. All sections/classes with the same BNATP code number should use the same basic syllabus.
 - Textbook choices are abundant. The Department and SIUC NAT do not recommend or endorse any specific textbook; some of the textbooks currently being used are listed on www.nurseaidetesting.com. A detailed review and comparison of several different textbooks by the Program Coordinator and Instructors using pre-determined criteria will help narrow the choices. Consider your students' abilities and capabilities.

Having sound program policies and procedures stated in your syllabus will lead to a stronger and more solid program. The attendance policy, including make-up guidelines, will be reviewed closely. When developing your policies and procedures, consider all aspects of program operation and instruction in both theory and clinical environments. Some of these may include admission requirements, classroom and homework assignments, attendance and tardiness, student behaviors and

PROGRAM COORDINATOR TOOLBOX

expectations, dress code, cell phone and computer usage, grading system, cheating, etc.

6. Allocation of BNAT Program Hours worksheet, found on www.nurseaidetesting.com lists the minimum number of Theory hours which must be dedicated to each module. Indicate the number of hours your BNATP will dedicate to each module in the blank column; do not use a range of hours. Lab time/practice is to be included in the Theory hours.
7. The Methodology section may seem to be a repeat. It is actually an expansion of what is found in your syllabus since you are being asked to provide a detailed listing of any/all audiovisual and multi-media materials being used. The BNATP Facility & Equipment/Supplies Form is to be completed and attached to the New Program Submission Checklist. Access to medical equipment and supplies for student practice and demonstration of the required skills outlined in the model program must be provided to the students by the BNATP; reference 77 IL Administrative Code, Sections 395.050 Lab Environment & 395.170 (f).
8. Each individual Instructor must be approved in each BNATP in which they teach. See the Instructor Approval section for additional information.
 - Facility-based programs must identify the Approved Outside Evaluator. This individual shall not be an instructor approved for this BNATP.
 - Instructors approved in BNATPs which are also approved by ISBE or IBHE must also be approved by the Department before teaching in a BNATP. Reference the respective agency's guidelines.
9. A copy of each Evaluation Tool to be used in the BNATP is to be submitted. These should include, but are not limited to:
 - Instructor and Program Evaluation forms for the student to evaluate the instructor(s) and the BNATP. This may be a combined form, or two different forms.
 - Clinical Skills Checklist which should include more skills than just the required 21 Performance Skills that must be evaluated by an Approved Evaluator according to the established standards. Historically, if this clinical skills checklist only contains the required 21 skills, re-development of this tool has been required. The nursing assistant will learn approximately 200 skills in a BNATP so there are many choices.
 - Written Final Examination must be comprehensive and a balance of questions covering all modules/units; it must include questions pertaining to Resident Rights. Questions about tasks not included in the Model BNATP curriculum are to be excluded. Using the Allocation of BNAT Program Hours as a worksheet can help you assess this balance. Remember to submit the answer key! More than one version of a Final Examination can be used by a BNATP.
 - Clinical Performance Evaluation Form is the document the clinical instructor will use to evaluate your student in the clinical setting. Will clinical be a pass/fail or will your student earn a clinical grade? How objective is your form? Is there a

PROGRAM COORDINATOR TOOLBOX

signature line for your student to acknowledge receipt of the evaluation and a space for comment by the student?

10. Submit a Clinical Site Agreement for each facility which will be used as a clinical site. This agreement is a contract that is signed and dated by the program sponsor representative and the facility representative which grants written permission for the use of the facility and/or equipment not owned or operated by the program sponsor.
11. Notes about the proposed Master Schedule:
 - Reference: *IDPH Guidelines for Completing BNATP – Master Schedule* found on www.nurseaidetesting.com. It is advisable to review these guidelines when preparing the Master Schedule.
 - The Master Schedule template (in various class lengths) is available in pdf format in the same table of documents. Do not alter these forms, except to delete unused (blank) pages at end of your schedule. Choose the Master Schedule most appropriate to the length of your class offering.
 - Please refrain from listing all approved instructors on every Master Schedule: the Department only needs to see the names of instructors for that particular schedule.
 - Write “pending” for the Program Code Number.
 - Write “pending” for the Instructor Code for each of the listed Instructors.
 - This is a proposed Master Schedule; a revision may/will need to be submitted once the BNATP is approved if the dates change from this proposed submission. If this first class offering is cancelled, notify the Department of the cancellation.
 - Both theory and clinical hours must be calculated to allow for break time. Be realistic in setting up your class schedule. The hours listed in the theory and clinical hour columns exclude orientation, break and meal times, pre- & post-conferences, travel time and in-services.
 - There must be an instructor who is approved to teach CPR content designated on the Master Schedule. This cannot be a ‘group’ such as the fire department; approval is based on the individual instructor’s qualifications.
 - The Approved Outside Evaluator must be identified for a facility-based BNATP. This individual cannot be an approved instructor with this BNATP.

A letter of program approval will be sent to the Program Sponsor by the Department. Note your BNATP Code Number. **Include the BNATP name and program code number in all correspondence to the Department and SIUC NAT.** You will also receive packets containing information and forms about Instructor Codes and state written competency testing.

NOTE: CHANGES MADE TO CURRENT BNATP. This information and documents submitted for new program approval is also a list for Program Coordinators to use when

PROGRAM COORDINATOR TOOLBOX

CHANGES are made to existing BNATPs. **The basic rule of thumb is: if it (form, document or information) was required for initial program approval, then Department approval is required prior to implementation of the change(s).** Using the appropriate form is recommended, such as using the BNATP Facility & Equipment/Supplies Form for proposed change in Theory Site and using the Allocation of BNAT Program Hours worksheet for proposed changes in program hours.

Any changes made to BNATP's, including Master Schedule changes, must be sent to the Department. This notification may be submitted via fax or electronic mail.

INACTIVE STATUS & REACTIVATION of BNATP – 77 Illinois Administrative Code, Section 395.140

A BNATP can submit a written request by email or letter to the Department in order to be placed on inactive status. The Department can place a BNATP on inactive status if there has been no program activity for 24 consecutive months.

The Program Sponsor requesting REACTIVATION of a BNATP which has been inactive is required to complete the same process as for new BNATP approval (77 IL Admin Code, Section 395.140 (b-d)).

INSTRUCTOR APPROVAL – 77 Illinois Administrative Code, Sec 395.160

Any instructor presenting BNATP curriculum content must have approval from the Department **prior** to instructing any portion of a BNATP class. Instructors should **ONLY** teach a content area in which they are approved. If a non-approved individual presents BNATP curriculum content, the content must be repeated to the students by a Department-approved instructor. An instructor may be approved to instruct in one or more content areas depending upon the instructor's qualifications and the BNAT Program Coordinator's written request. BNATPs are required to have a Department Approved Evaluator to competency test the required 21 Performance Skills of each student prior to completion of the course.

Instructor requirements are outlined in the 77 IL Admin Code, Section 395.160; these are also found in the *Nursing Assistant Training Performance Skill Evaluation* manual (aka *IDPH Performance Skill Manual* on www.nurseaidetesting.com). The Department has 60 business days from date of request receipt to approve, deny approval or request additional information regarding the instructor approval request. Program Coordinators are advised to plan accordingly.

Each theory and clinical instructor shall be a registered nurse who has completed a Department-approved Train the Trainer Program and an Approved Evaluator Workshop prior to initial approval. Train the Trainer Programs and Approved Evaluator Workshop course offerings are posted on the www.cnaeducators.org website by the program sponsors. Having

PROGRAM COORDINATOR TOOLBOX

one year of experience as a registered nurse by teaching theory in an accredited nurse training program, or by providing nursing care (personal care and ADLs) to older adults or for chronically ill adults is also required.

NOTE: Even if an individual is already approved to teach in a BNATP, instructor approval must be requested from and granted by the Department prior to this person teaching in another BNATP.

Procedure to Request Instructor Approval (IDPH)

This procedure shall be followed by the Program Coordinator to request approval for each Theory, Clinical, Alzheimer's, Special Content and CPR Instructor prior to the instructor teaching for each BNATP. This procedure is the same for new instructor approval with an existing BNATP as well as with a new program application.

1. Letter or email requesting approval; specify the area(s) in which you want the instructor to be approved (Clinical and Theory, Alzheimer's, Special Content and/or CPR),
2. Copy of the Instructor's resume including nursing license number; it is helpful to specify which floor/units/area worked, full or part time, type of patient/resident, and month/year employed,

Or,

Copy of instructor approval letter from Department for another BNATP; if the instructional areas are different than your request, include additional documentation as needed,

3. Copy of Special Content Instructor license or credentials, if applicable,
4. Copy of Train the Trainer Program Certificate of Completion, if applicable,
5. Copy of the Instructor's CPR Card, if applicable. Minimum requirement for CPR Instructor approval shall be the equivalent to the health care provider level or health care provider instructor level from a nationally recognized program. Online CPR certification is considered valid only with verification that both the cognitive skills and manual skills demonstration portions have been successfully completed.

Mail to:

Illinois Department of Public Health
Education and Training Unit
Jennifer Kempiners, RN, PSA
525 W Jefferson, 4th Floor
Springfield, IL 62761

Or,

Email to: jennifer.kempiners@illinois.gov

PROGRAM COORDINATOR TOOLBOX

Obtaining an Instructor Code

Once instructor approval has been granted by the Department, the Program Coordinator shall obtain the four-digit Instructor Code for each BNATP instructor from SIUC NAT by following the procedure detailed in the *Illinois Nurse Assistant/Aide Training Program Instructor and Evaluator Information Submission Form Guidelines* manual on www.nurseaidetesting.com.

Approved Evaluators may obtain their Instructor Code independent of a BNATP. Approved Outside Evaluators for facility-based programs or those evaluators who are recertifying nursing assistants who are no longer active on the HCWR must also meet Clinical/Theory instructor requirements, be approved by the Department and have a four-digit Instructor Code. The BNAT Program Code #7999 will be used to identify these outside/independent evaluators. Refer to *Illinois Nurse Assistant/Aide Training Program Instructor and Evaluator Information Submission Form Guidelines* manual for additional information and the forms.

The Program Coordinator will receive an updated Instructor Code List from SIUC NAT via fax when changes in instructor status and/or codes have been made. What to do if:

- Instructor Code column is blank. Required forms/documents need to be submitted by Program Coordinator to SIUC NAT in order for the Instructor Code to be issued or added.
- Instructor Code column is blank after initial submission by Program Coordinator. Incomplete submission of forms/documents has occurred; SIUC NAT is waiting to receive missing information/forms/documents; Program Coordinator will receive message via phone or email.
- Instructor Code is present; but a “NO” is in the Approved Evaluator column and the Program Coordinator believes this instructor to be an Approved Evaluator. The Program Coordinator should contact SIUC NAT.

Requesting a Change in Instructor Status

A Program Coordinator can email a request to change instructor status to the Education Coordinator at SIUC NAT or to the Department. To ensure that the appropriate action is taken, please review the following options.

1. **Removal from instructor list.** If the instructor has never taught any portion of BNATP content for designated program number, the instructor can be removed by emailing this statement: I am requesting that (Instructor's Name & Instructor Code, if applicable) who has never taught in (BNATP name & program code) be removed from the instructor list.

Once the instructor's information is removed, there will be no record of this instructor's approval for this program on the database. For the individual to teach or substitute in this BNATP at a later date, re-approval will be necessary unless a copy of the Department approval letter has been kept by the BNATP. To re-add/reactivate this instructor, the Program Coordinator will need to submit a copy of the approval letter

PROGRAM COORDINATOR TOOLBOX

along with required documents/forms to obtain an instructor code; the approval information will then be re-entered.

2. Active to Inactive Status. If an instructor has taught any portion of the BNATP and is no longer teaching, a change to inactive status can be requested by emailing this statement: I am requesting that (Instructor's Name & Instructor Code) instructor's status be changed from Active to Inactive for (BNATP name & program code).

This instructor will remain on the BNATP's instructor list since students are linked to this instructor's code. To return to ACTIVE status, a written change in status request can be submitted via email.

3. If the instructor does not have an Instructor Code issued for this BNATP, an instructor status change from ACTIVE to INACTIVE can still be requested. However, the Program Coordinator is encouraged to complete the process to obtain an Instructor Code for this instructor. See Option #2. This facilitates the return to ACTIVE status at a later date.

NOTE: Any INACTIVE instructor is not considered approved to teach until the reactivation is complete as indicated on an updated Instructor Code List faxed to the Program Coordinator.

Coming Soon – Information about the Instructor and Approved Evaluator Refreshers. ☺

OFFICIAL FORMS for PROGRAM OPERATION

Using the current forms of these official documents and following the instructions are solid steps toward maintaining compliance with the rules and regulations, both federal and state. The required information is requested on the forms and this is the main reason for not altering any of these documents. Submission of these forms and documents according to the timeframes established in the IL Admin Code is also important in maintaining program compliance. All handwritten forms must be legible; illegible forms can be returned to the BNATP resulting in a delay in a class offering or testing.

Master Schedule. 77 IL Admin Code, Section 395.110(b)(6). Reference: *IDPH Guidelines for Completing BNATP – Master Schedule* found on www.nurseaidetesting.com.

It is highly advisable when preparing the Master Schedule to review the guidelines which contain much more than just the 'how-to complete the form'. Some helpful tips:

PROGRAM COORDINATOR TOOLBOX

1. The Master Schedule must be submitted at least 15 business days prior to the Start Date of the class; reference 77 IL Administrative Code, Section 395.170 (a).
2. Notifying the Department promptly of any changes, scheduled or unscheduled, in the Master Schedule is required. This can be done via email to Jennifer Kempiners. A revised Master Schedule must then be sent to the Department. Reference 77 IL Administrative Code, Section 395.170 (c).
3. Time used for orientation, meals, breaks, travel, in-services and conference is to be excluded when calculating theory and clinical hours. These hours are to be calculated based on a 60 minute clock hour, not a 50 minute academic hour; reference 77 IL Administrative Code, Section 395.150 (a)(1).
4. Programs must submit Page 1 of the final Master Schedule, one per clinical group, along with the Official Class Roster when the class is completed. Please note, this is a change in procedure as of 03/2014.

Official Class Roster. 77 IL Admin Code, Section 395.175. Reference: *IDPH Guidelines for Completing BNATP – Official Class Roster* found on www.nurseaidetesting.com.

Submit Page 1 of the final Master Schedule with the, corresponding Official Class Roster for submission to the Department within 30 days after the class End Date. It is imperative that the Department receive a copy of the final Roster(s) for every class conducted. If this is not done, these forms may be returned to the BNATP and may result in the delay of your students' written exam date. Double checking all information, including signature lines, is recommended. Unsigned Official Class Rosters will be returned for completion.

Do not place student information on an Official Class Roster if the person is / was recertified.

Late Completion Form and Instructions. The Late Completion Roster Form and Instructions are located on www.nurseaidetesting.com. This form must be used if a student is completing the course after the End Date of the original class as stated on the Master Schedule. Read the instructions carefully. Contact the Department if you have questions about this procedure. This student's information is NOT to be listed on the Official Class Roster; this Late Completion Form serves as the official class roster for this student.

Waiver Application for Health Care Workers. The form and informational documents pertaining to the waiver application procedure can be found on <http://www.idph.state.il.us/nar/home.htm>. This information should be presented to potential students prior to enrollment in a BNATP; reference 77 IL Administrative Code, Section 395.171. Questions about the waiver application should be directed to HCWR staff at 217-785-5133.

Program Coordinators and Instructors should inform students at the beginning of class that past convictions of disqualifying offenses, including Theft, Retail Theft, Domestic Battery and

PROGRAM COORDINATOR TOOLBOX

Battery require a waiver granted by the Department before the person can work in healthcare. These noted are the common crimes for which waivers are requested. The waiver process usually takes 6 to 8 weeks minimum, starting with the individual contacting the Health Care Worker Registry for a waiver application to the review of the waiver document by the review committee.

Informing prospective students of disqualifying convictions, as listed above, is not meant to discourage individuals from entering the health care field as a nursing assistant. The more informed the students, the smoother program operation will be for all.

CLINICAL SITE SELECTION

There are approximately 950 nursing facilities in Illinois. Program Coordinators should consider these facilities first when choosing a clinical site. There must be ample opportunities for the students to actively provide direct personal care during the scheduled clinical hours. Many of the competency evaluations of the mandated 21 Performance Skills must be demonstrated in the clinical setting on a resident.

Long Term Care, Skilled and Intermediate Care Facilities which are not restricted are appropriate. Designated skilled care or "extended care" units of hospitals are also appropriate as clinical sites. Assisted Living facilities, group homes and Home Health Agencies cannot be used for the clinical experience. A medical unit of a hospital may be a clinical site but should only be considered after area nursing homes have been contacted and visited by program staff. Contact the Department with specific questions.

The facility administrator whose signature is required on page 1 of each Master Schedule can provide the Provider number (starts with #14...) and verification that the facility is not restricted from having nursing assistant students. Restriction status can also be checked by contacting the Department. Communication with the facility administrator by the Program Coordinator is important to ensure notification if a restriction notice is received during a scheduled clinical experience. Restrictions are in effect for a 2 year period.

If a facility becomes restricted:

- After the start date noted on the Master Schedule, the clinical group scheduled at that facility will be allowed to attend/complete the clinical experience. This is at the discretion of the Program Coordinator who may consider the reason for the restriction.
- For a facility-based program, the Program Coordinator will need to contact the Department regarding the continuation of any class-in-progress and the status of the BNATP.
- The facility Administrator can submit a waiver request to the Department.

PROGRAM COORDINATOR TOOLBOX

BNATP PASSING GRADE/SCORE

The IL Administrative Code does not state what the passing score and/or grading scale for a BNATP should be. This is to be determined by the BNATP as a program policy.

Consider the following when determining either the passing score and/or grading scale for your BNATP:

1. How are the requirements for passing your program stated in your syllabus?
2. Are the passing score and grading scale objective?
3. Are these clear to both students and instructors?
4. Is it 'in writing' and are the students required to sign a document that they have read and understand the grading policy?
5. Is this policy verbally explained to them? When?
6. Does it clearly state:
 - a. the average score that must be maintained throughout the course on each assignment?, and/or
 - b. the overall (running) average that must be maintained?, and/or
 - c. the average that must be obtained to successfully complete the course?
7. How and when are grades and progress reviewed and discussed with individual students?
8. If you are considering a revision to your passing score or grading scale, what are the reasons cited for the proposed revision?
9. What are the Program Cluster Scores for the BNATP?
10. What effect do extra credit assignments have on your passing score and grading scale?
11. What is the pass/fail rate of your BNATP?
12. If the Overall Mean Program Cluster Score was below 80%, how does this relate to the current passing score and the grading scale for the BNATP?
13. What is the relationship between your passing score, your Overall Mean Program Cluster Score and the pass/fail rate of your BNATP?
14. How consistent are each of the instructors with the grading/scoring practices?
15. In what ways are academic freedom practiced in your program?

PROGRAM COORDINATOR TOOLBOX

COMPETENCY TESTING – 77 Illinois Administrative Code, Section 395.400;
42 CFR § 483.154

An individual who has successfully completed an approved BNATP in Illinois is eligible to be competency tested. There are two components to the competency examination: a performance skills evaluation and a state written examination.

All program instructors are responsible for assuring that their BNATP students are competent to perform the performance skills listed on the clinical skills checklist of each respective BNATP. This clinical skills list shall include, but not be limited to, the required 21 Performance Skills.

Performance Skills Evaluation. The *Nursing Assistant Training Performance Skill Evaluation* manual (aka *IDPH Performance Skills Manual*) includes instructions for administering the performance skills portion of the NATCEP. The 21 Performance Skills that must be demonstrated by the CNA student while being evaluated by an Approved Evaluator according to the established standards are identified and outlined in the manual.

Purpose of Performance Skills DVD. The purpose of the Performance Skills DVD is to prepare registered nurses who meet the minimum BNATP instructor requirements according to 77 Illinois Administrative Code, Section 395.162 to function/be approved in the role of an Approved Evaluator. The standards and the steps of each performance skill/procedure are detailed in the Performance Skills Manual; the DVD is designed to portray the steps as written in the manual.

The DVD is not an appropriate instructional tool for use in a BNATP with nursing assistant students because the skills are not demonstrated in their entirety. Its intended viewing audience is experienced RNs.

State Written Competency Examination. Reference *IL NA/HHA Competency Exam Application Guidelines for IL NA Program Coordinators/Instructors* located on www.nurseaidetesting.com. Additional forms and documents relevant to the written competency examination are also found there. It is very important that the **postmark deadlines** are observed when mailing the completed applications; a U.S. Postal Service postmark after the postmark deadline date will result in the processing of the applications for the next available written exam date. Additional key points are:

- The test application must be submitted with required documentation by the BNATP for the first time test applicant whose training was completed within the previous 12 months.
- Effective 10/2/2010, as stated in a memo from the Department, a student must have a valid SSN to take the written Competency Exam.

PROGRAM COORDINATOR TOOLBOX

- Application packets must be submitted with correct, unaltered fees and complete supporting documents – cover letter, typed roster and completed application forms. Incomplete/inaccurate application packets will be returned to the BNATP which may delay testing for your students.
- Students shall be allowed to choose the site where they will test. When students from the same class choose different test sites, the Program Coordinator must submit separate cover letters and rosters to SIUC NAT. Having the choice of test sites is beneficial to the students.
- Information about requesting special needs testing conditions can be found in the manual. Special accommodations are based on the Individualized Education Plan (IEP) that an individual must provide in order to identify the specific learning disability and the accommodations that are requested and/or provided at the training level. Accommodations most often provided are extended time (either time and a half or double time), a reader, and separate testing area. The request is to be made by a qualified professional, usually from the disability support services area of your institution. Specific questions can be directed to SIUC NAT.
- Informing your students of the examination center's admission requirements which are also stated in the guidelines will make testing less stressful.

Written state test examination results (pass, fail or no show) will be mailed to the Program Coordinator along with the Program Cluster Scores Report for each testing group. Checking the names and results of those listed can be beneficial to a BNATP. Students have been known to miscode BNAT Program Numbers on testing material.

- Notify SIUC NAT immediately
 - if there are names of students appearing on the results list who were not your students; and/or
 - if some of your students' names are missing from your list.
- Identify students who fail the exam. This allows you to contact them promptly, especially, if an opportunity for review before they retake the exam is provided by your BNATP.

Reference 77 IL Administrative Code, Section 395.400.

PROGRAM CLUSTER SCORES REPORT

The Program Coordinator will receive Program Cluster Scores Reports containing different types of testing information throughout the year. Some will provide overall program testing statistics and others will be specific as identified by the lead theory instructor code.

PROGRAM COORDINATOR TOOLBOX

A Program Cluster Scores Report will be received by the Program Coordinator:

- every month that a test applicant(s) has identified the BNATP as the training program on a test application. An overall summary of scores is provided for the Program Code number and reports are provided for each lead theory instructor code identified.
- in July; this is the six month summary report based on scores of those students who tested January to June of the given year. This mid-year report will provide a “look and see” if a current Corrective Action Plan (CAP) is proving to be effective or if steps need to be implemented for program improvement before a CAP is required.
- in January; this is the Annual Program Cluster Scores Report comprised of the results of initial testers from January to December of the previous year. The annual report with the overall program scores is used to determine if a CAP is required to be submitted to the Department. This report reflects the overall program scores, not individual instructor scores.

Program Cluster Score Report Information Sheet which is a guide to understanding the Program Cluster Scores Report is available on www.nurseaidetesting.com.

CORRECTIVE ACTION PLAN

A Corrective Action Plan template is located on www.nurseaidetesting.com. The Department may request that a BNATP develop a plan of correction to address a finding of non-compliance (IL Administrative Code 77, Section 395.190 (b)).

A BNATP may also be required to develop, submit and implement a Corrective Action Plan based on the ANNUAL Program Cluster Scores Report of the BNATP as identified by the Program Code. The Annual Program Cluster Scores Report is the report from January to December of a given year and is comprised of first-time testers' scores. The need to prepare a CAP is not based on individual instructor's annual scores. The breakdown of the program's overall scores by instructor can also be used for program improvement if used as part of the program's own evaluation process.

To determine if your BNATP will be required to submit a CAP, compare your BNATP's overall annual program score, with the following parameters:

1. Mean Score of less than 80%,

AND/OR
2. Any Test Content Cluster score less than 75%, regardless of mean score.

Low cluster scores and non-implementation of the CAP may result in a monitoring visit by the Department or SIUC NAT staff and may have an adverse effect on the continued approval of your BNATP. Questions can be directed to the Department.

PROGRAM COORDINATOR TOOLBOX

MONITORING VISIT

An unannounced Monitoring Visit of your BNATP may be conducted by Department staff and/or SIUC NAT Education Coordinator.

The on-site visit may include, but not be limited to:

1. Observation of the theory/lab and clinical instructional areas;
2. Evaluation of instructional methods in the theory, lab and/or clinical areas;
3. Interviews with students, instructors and Program Coordinators;
4. Evaluation of Performance Skills as demonstrated by students and/or instructors;
5. Review and discussion of the Program's Cluster Scores Reports;
6. Discussion of Program Operation and Corrective Action Plan(s); and
7. Assessment of the Program's documentation and documentation procedures.

OPPORTUNITY for IMPROVEMENT ASSESSMENT PLAN

If you would like to schedule a follow-up Opportunity for Improvement Assessment Plan (OIAP) visit to discuss your current program and determine what can be done to further improve your training program and exam scores, please contact Carrie Smith at clsmth7@siu.edu or (618) 453-1986.

CNA RECERTIFICATION PROCEDURE

Information regarding the recertification of the CNA is located in the *Nursing Assistant Training Performance Skill Evaluation* manual found on www.nurseaidetesting.com. Nursing assistants requesting recertification must first contact the Health Care Worker Registry at 217-785-5133.

PROGRAM COORDINATOR TOOLBOX

HEALTH CARE WORKER BACKGROUND CHECK. 77 IL Admin Code, Section 395.171 and Section 955

Programs must counsel their students on the Health Care Worker Background Check Act and the Health Care Worker Background Check Code in accordance with 77 Illinois Administrative Code, Section 395.171 and Part 955. All programs are required to initiate a fingerprint-based criminal history records check (FEE_APP) **prior** to entry of an individual into the training program. Section 955.110 provides the following definition:

“INITIATE” – obtaining from a student, applicant, or employee his or her social security number, demographics, a disclosure statement, and an authorization for the Department of Public Health or its designee to request a fingerprint-based criminal history records check; transmitting this information electronically to the Department of Public Health or its designee; conducting Internet searches on certain web sites from links provided through the Health Care Worker Registry, and having the student's, applicant's, or employee's fingerprints collected directly by a livescan vendor and transmitted electronically to the Department of State Police. (Section 15 of the Act)

Contact the Health Care Worker Registry staff with questions concerning the Health Care Worker Background Check process and procedures. New Program Coordinators should make this contact at your earliest convenience.

PROGRAM COORDINATOR TOOLBOX

DOCUMENTS & FORMS LOCATION LIST

The location of documents and forms pertinent to BNATP operation and referenced in the Program Coordinator Toolbox are listed below.

SIUC NAT – www.nurseaidetesting.com

- SSN Program Policy – IDPH SSN Memo, July 26, 2010
- Performance Skills Videos
- Exam Schedule Status
- Competency Exam Application Submission Forms & Documents (click on Forms)
- IDPH NA Training Program Curriculum/2006 IL Nurse Aide Task List Matrix

IDPH forms and other resources pertinent to BNAT program operation can be found on www.nurseaidetesting.com, Program Coordinators & Instructors, Forms.

- Program Coordinator Toolbox – includes NATCEP Contact Information
- New Program Submission Checklist 02.2014
- BNATP Facility & Equipment/Supplies Form 03.2014
- BNATP Model Program 2013
- Allocation of BNAT Program Hours 2013
- Instructor Training/Refresher Requirements
- NATCEP Resources for BNATP Instructors
- IDPH Guidelines for Completing BNATP – Master Schedule and Official Class Roster
- Master Schedule form(s) AND Official Class Roster form
- Instructor and Evaluator Information Submission Form Guidelines (instructor code)
- Approved Outside Evaluator Not Affiliated with a BNATP Instructor Code Request Form
- Program Cluster Score Report Information Sheet
- Corrective Action Plan template includes instructions
- Late Completion Roster Form & Instructions
- IDPH Performance Skills Manual – May 2009 (aka *Nursing Assistant Training Performance Skill Evaluation* manual)
- IDPH 2010 Illinois Nurse Aide Task List Survey

IDPH Health Care Worker Registry – <http://www.idph.state.il.us/nar/home.htm>.

- CNA Facts
- Search for CNAs on the Registry
- Application forms: Foreign Nurse, Military Personnel, Nursing Student and Out of State CNA
- Waiver Application Facts and Waiver Application

REVISIONS. Check this section & footer to ensure that you have current information.

- Original document created and released 04/2013.
- Revision 03/2014 based on amendments adopted according to IL Administrative Code 77, Part 395, with effective date June 27, 2013.