WELCOME

WI Nurse Aide Testing, Evaluation and Registry Services Transition

A joint presentation by the WI Department of Health Services and D&SDT – Headmaster

An excerpt of July 11th, 2018 presentation with Training Programs
Agenda Overview

• Welcome and Introductions
• Nurse Aide Services Transition Overview
• Impact to Stakeholders
• Stakeholder Opportunities
• Test Advisory Panel Participation
• Headmaster Overview
  o Company Strengths
  o Value Adds for Wisconsin
  o Software Demonstration
• Questions
# Nurse Aide Services Transition

- Transitioning Pearson VUE to Headmaster

## TESTING SERVICES

- **Handbook**
  - Development
  - Printing
  - Distribution
- **Exam Development**
  - Oral/written
  - Skills testing
- **Application/Registration**
  - Training confirmation
  - Exam scheduling
- **Examinations**
  - Schedules & Sites
  - Competency Evaluation

## REGISTRY SERVICES

- **Nurse Aide Registry**
  - Registry look-up
  - Search capabilities
  - Med Aide authority
- **Renewal Processing**
  - Reminders
  - Processing
- **Misconduct Registry**
  - Substantiated findings
  - Search capabilities
Transition Timeline

- Transition will occur September 1, 2018
Transition Impact to Stakeholders

• Black-out Period
  ▪ Testing
  ▪ Registrations
  ▪ Renewals
    ▪ Mailings that are received during the blackout period will be returned to applicant or DHS as appropriate

• No downtime anticipated for the Registry itself
Stakeholder Opportunities

• Candidates
  o Online self-service
  o Real-time scheduling
  o Reduced testing fees
  o Faster feedback on test results
  o Online renewals
  o More email / less snail mail

(More)
Stakeholder Opportunities

• Providers
  o Online employment verification
  o Decreased renewal time

• Training Programs
  o More control over testing schedules
  o Faster exam scheduling
  o Online access to candidate/instructor performance
  o Access to training tools
  o Potential for WisCaregiver Program (WCP) integration
# New Testing Fees Starting September

<table>
<thead>
<tr>
<th>Exam Description</th>
<th>Price</th>
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<tbody>
<tr>
<td>Written and Demonstration/Skills</td>
<td>$125</td>
</tr>
<tr>
<td>Oral and Demonstration/Skills</td>
<td>$130</td>
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<tr>
<td>Written Only</td>
<td>$32</td>
</tr>
<tr>
<td>Oral Only</td>
<td>$37</td>
</tr>
<tr>
<td>Demonstration/Skills Only</td>
<td>$93</td>
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Test Advisory Panel (TAP)

- Knowledge and Skills Test Development
  - Series of meetings to develop competency exams
  - Custom fit nationally developed test bank
    - 3000+ knowledge test questions
    - 30+ skill tasks (including specific steps)
  - Results
    - Directly correlate to Wisconsin approved curriculum
    - Meet current practices in Wisconsin
    - Meet all State and Federal regulations
  - Annually review to implement adjustments
# TAP Participation – *Thank you!*

<table>
<thead>
<tr>
<th>Participant</th>
<th>Organization</th>
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<tbody>
<tr>
<td>Sally Christiansen</td>
<td>Waukesha County Tech College - <em>Retiree</em></td>
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<tr>
<td>Laura Edwards</td>
<td>Waukesha County Tech College</td>
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<tr>
<td>Kathy Hansen</td>
<td>Madison College</td>
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<tr>
<td>Mary Herker</td>
<td>Quality Healthcare Options</td>
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<tr>
<td>Joan Johnson</td>
<td>J. Johnson Education Center</td>
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<tr>
<td>Paulene Kipke</td>
<td>Quality CNA Training</td>
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<tr>
<td>Bette Schubert</td>
<td>Aurora NA Education Center</td>
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<tr>
<td>Laurie Arkens</td>
<td>OCQ Director, DHS-DQA</td>
</tr>
<tr>
<td>Cindy Hintze</td>
<td>NA Training Consultant, DHS-DQA-OCQ</td>
</tr>
<tr>
<td>Chrissie Sumenek</td>
<td>Certified Nurse Aide, DHS-DQA-OCQ</td>
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*Two Nursing Homes and one University rep were also invited but had to decline at the last minute*
D&SDT - Headmaster

• Paul Dorrance - General Partner
• Teresa Whitney - Director of Company Communications
• Jill Hovest - Program Manager for Wisconsin
• Chad Salois – IT Director

• Company Strengths
  ▪ A Technology Company that provides Competency Testing
  ▪ A Testing Company with State of the Art Technology
  ▪ A Service Company Providing Unmatched Service in our Market Space
Headmaster Solution

Providers
- Long Term Care
- Hospice
- Hospitals
- Caregivers

Testing Vendor
- D&SDT

Federal Regulations
- OBRA
- CMS

State Agency
- DHS-DQA

Approved Training Programs
- Private Programs
- Colleges/Tech Schools
- DHS Facilities

Associations
Headmaster Solution

- Providers
  - Long Term Care
  - Hospice
  - Hospitals
  - Caregivers
- Testing Vendor
  - D&SDT
- Approved Training Programs
  - Private Programs
  - Colleges/Tech Schools
  - DHS Facilities
- Federal Regulations
  - OBRA
  - CMS
- State Agency
  - DHS-DQA
- Associations

Wisconsin Department of Health Services
Unique Competency Testing

• Customized test current to approved Wisconsin Nurse Aide curriculum
  o Initial Test Advisory Panel (TAP)
  o Annual review of all feedback loops (and as needed)
  o Recommendations to DHS staff
  o Approved adjustments implemented in timely fashion
  o Data analysis feedback to track impact of adjustments
Detailed Feedback to Stakeholders

• Candidates receive detailed, timely feedback
• Agencies access statewide data 24x7
• Training program information
  o By instructor – detailed to steps missed and most missed vocabulary words
  o By program – showing variance from statewide norms
• Employers efficiently verify work experience online during the Registry Renewal Process
Training Programs Testing

• Upon completion of training:
  o Set up and schedule their own test events
  o Sequence testing into their programs availability schedule
  o Sync an Independent three person Test Team to their facility schedule

• Two flight testing model advantages
  o Simultaneous Knowledge and Skill testing
  o Reduced impact on test venues
  o Lowered anxiety levels with four hour test flights and reduced number of candidates at the test site
Instructor Steps to Success

• First Day of Class:
  o Start the Candidate’s Record in TMU
  o Tell Candidates to complete their demographic information in response to their TMU email/text

• First Week of Class:
  o Verify Name on Candidate’s ID Matches Name in TMU
    ▪ This insures the candidate can be admitted to a test event with their ID

• End of Class:
  o Fill in Date of Successful Completion of Training
  o Electronically Sign the Attestation

• Candidate May Immediately Schedule into a Test Event
Wisconsin Department of Health Services
System Demonstration
TestMaster Universe© (TMU©)
What can you do?

• Spread the word...test teams are needed
• Become test sites...consider opening up to regional seats
• Be patient ...change takes time
• Contribute to our newsletters
• Understand the new process
• Contribute ideas to improve the process

We’re all in this together 😊
Stay tuned for DHS updates

https://www.dhs.wisconsin.gov/caregiver/nurse-aide/natd-registry.htm

Nurse Aide Training and Registry Information

Beginning in 1990, the federal government required all states to establish a “Registry” of persons who were eligible to work as a nurse aide in federally regulated facilities. The Wisconsin Nurse Aide Registry lists the names of nurse aides who, through training, testing and experience, meet federal and/or state requirements to work in Wisconsin. Federal regulations require all states to keep such a list. Wisconsin's Nurse Aide Registry is maintained by Pearson VUE. (See Registry Services below to search the registry.)

New Vendor

The management and administration of the Nurse Aide Registry and Training will transition to a new vendor on September 1, 2016.®
Wrap up / Questions

Thanks and have a good afternoon!