

Master Training Schedule Guidelines

Purpose

The purpose of these guidelines is to create consistency and predictability for Health Home Care Coordinator Basic Training by establishing a statewide master training schedule for Qualified Lead Entities (Leads). It also identifies expectations for Lead trainers to ensure consistency and quality of the basic training.

The Master Training Schedule is developed to assist Care Coordination Organizations (CCOs) with planning for hiring and training new Care Coordinators. The intent is to increase the likelihood that sessions will be filled, which increases efficiency and cost-savings for the Leads.

Guidelines

The Master Training Schedule is organized so at least one training session is held monthly in two regions within the state (i.e., Eastern and Western Washington). The Health Home Training Program Manager (HHTPM) will ask trainers to volunteer for assignments to aid in developing the annual calendar. The HHTPM will assign months and regions to each Lead for the calendar year. Leads serving a greater number of coverage areas are responsible for a proportionate number of training sessions.

The assigned Lead trainer must provide the HHTPM with the address, city, and dates for their assigned training sessions at least 90 days prior to each session. Trainers must also inform the HHTPM of all subsequent changes to the Master Training Schedule.

Trainers will receive all updates to the Master Training Schedule, which will be posted and updated on the DSHS Health Home website located at:

<https://www.dshs.wa.gov/altsa/washington-health-home-program>

Once the annual schedule is established, trainers may exchange assignments as long as these changes are reported to the HHTPM at least four weeks before the training. This allows time for DSHS to post updated registration contact information on the Master Training Schedule. Four weeks' notice is not required if the location (city) of the training and dates remain unchanged.

In order to offer a uniform training experience, Leads must:

- Limit class size to no more than 25 registrants.
- Hold classes regardless of the number of participants registered.
- Utilize training venues with the capacity to host at least 15 participants to reduce the need for additional ad hoc training sessions.

- Fill pre-existing sessions, whenever possible, before adding ad hoc sessions. Ad hoc sessions will not be posted on the Master Training Schedule.
- Use the contact information listed on the Master Training Schedule to contact the identified trainer to register for each session.
- Allow only newly hired Care Coordinators (CC) or management/supervisory staff to attend the basic training.
- Non-CCs may attend if their space does not take a training spot of a CC. Trainers may issue certificates of completion to non-CCs
- Ensure participants are registered at least seven working days before the training, so that the trainer has sufficient time to produce training manuals and materials.
- Send a cancellation notice to other trainers and the HHTPM if no Care Coordinators are enrolled within five working days of the training date.

Trainers must:

- Maintain fidelity to the training curriculum and may not include any individualized training content such as Lead specific operations training or additional breakout group work.
- Recruit another trainer to substitute for the session if unable to provide the training due to other conflicts or emergencies.

Trainers are also responsible for verifying if a Care Coordinator possesses a qualifying degree or license at the time of registration. These qualifying degrees and credentials are entered in the HAP Training Attendee worksheet. Select *Other* from the dropdown box in the *Highest Qualification/Credential* column if an attendee does not meet qualifications. Trainers must then contact the Lead(s) to determine if an exception to qualifications request was submitted and approved by the Health Care Authority (HCA).

If the trainer cannot determine which Lead submitted an exception request, they may ask the HHTPM to assist with verification. If the exception was approved, the approval date must also be entered in the *Date HCA Approved Qualifications Exception* column on the HAP Training Attendee worksheet.

Note any staff attending training who will not complete HAPs, such as managers, in the *Comments and/or additional information* column of the HAP Training Attendees worksheet. Also, note in this column if a participant attended only one day of training and include the date.

The sponsoring Lead must fund and supply the mandatory training materials and provide copies of the Classroom Training Manual for each participant to keep. Trainers can determine if the manuals will include copies of the optional PowerPoint handout. Trainers should e-mail participants the PowerPoint Handout prior to the training so participants can print their own copies or download it on to their computers.

The PowerPoint handout is posted on the trainers' website located at:

<https://www.dshs.wa.gov/altsa/health-home-trainers-manual>

This website contains the following documents:

- PRISM reports for the vignettes
- PAM surveys for the vignettes
- Trainer's Checklist
- Training evaluation form
- Sample HAP for a child (optional)
- Breakout Group Instructions
- HAP Training Attendee worksheet (Excel)
- PRISM Data Fields – CARE
- Master Training Schedule Guidelines

Trainers are advised to download the PowerPoint and PRISM video from this site in case Internet access is not operational at the time of training.

Certificates of Completion must be completed by the trainer and include the name of the participant and the training dates. The trainer will sign and date the certificates to distribute to participants upon successful completion of the second day of training.

Following the training, trainers must submit the completed Excel HAP Training Attendee worksheet (not scanned copies of the sign-in sheets) to the HHTPM for inclusion in the DSHS Care Coordinator Training database. Trainers should complete all relevant sections of spreadsheet and note if training is an ad hoc or part of the master training schedule. This spreadsheet should not be altered.

Ad hoc training

The addition of an ad hoc training is an exception to the master training schedule. The Lead who would like to sponsor an ad hoc training should follow the following procedure:

- Send a request to the HHTPM as soon as possible with the dates and location of requested ad hoc training
- Include reason ad hoc should be added that clearly explains why existing trainings on the master training schedule are not able to accommodate the training need
- The HHTPM will respond within 3 days of request. No response will be the same as an approval for the trainer to move forward with the training. If the HHTPM has an out of office reply during that time period, the trainer will send the request to the designated back-up if listed
- Any ad hoc should be open to all Leads and the HHTPM will let the trainer know if they should send email to Leads with details of the ad hoc