

**CARES® Dementia Basics™ Proposal**  
**Submitted to the Ohio Department of Medicaid**  
**March 10, 2017**

**1. Purpose and Summary.**

The Ohio Health Care Association (OHCA) is pleased to submit to the Ohio Department of Medicaid (ODM) a proposal to utilize funding from the Resident Protection Fund, made up of the state's share of civil money penalties (CMPs) imposed on nursing facilities (NFs), to offer CARES® Dementia Basics™ training to staff members who work in Ohio NFs.

OHCA proposes to offer the certification program through HealthCare Interactive, Inc. <http://www.hcinteractive.com/>; the leading national provider of online, dementia-care training programs. The OHCA Educational Foundation (EFOHCA), a 501(c)(3) organization with an extensive track record in quality education for long term services and supports personnel, in conjunction with HealthCare Interactive, Inc. will oversee the program.

Person-centered dementia care for NF residents has long been a goal of providers, regulatory and payment agencies, and consumer advocates.

The CARES® Dementia Basics™ Online Training Program provides caregivers with the core or “basic” information needed for dementia care. It focuses on person-centered care, the changes that happen to thinking skills as dementia progresses, how those changes impact behavior, and how to understand behavior as communication. It also includes an entire module on the CARES® Approach, a person-centered, easy-to-remember approach to care for any person in any situation and at any level of dementia-related thinking decline.

The CARES® program has been specified by CMS in S&C Letter 11-35 NH [https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/downloads/SCLetter11\\_35.pdf](https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/downloads/SCLetter11_35.pdf), as an approved dementia care training program for nurse aides as well as all other staff in nursing homes.

The letters in CARES stand for: Connect with the Person, Assess Behavior, Respond Appropriately, Evaluate What Works, and Share with Others. Participants will explore these and other topics through video, audio, and interactive exercises featuring real families, real caregivers, and real dementia-care experts (no actors).

This program has 4 modules (4 hours). The modules include:

- Meet Clara Jones
- Introduction to Dementia
- Understanding Behavior as Communication
- The CARES® Approach

The CARES® Dementia Basics & Advanced Care™ program was developed in conjunction with the Alzheimer's Association (the world's leading voluntary health organization in Alzheimer's care, support, and research), with input from a national team of experts. CARES content incorporates evidence-based strategies from the Alzheimer's Association Dementia Care Practice Recommendations that have been supported by more than 30 leading health and senior care organizations. It qualifies users for essentiALZ® certificate and is recommended by the Centers for Medicare and Medicaid Services (CMS). (See supplemental materials)

OHCA believes that improving the knowledge and skills of staff who care for residents during all stages of dementia and dementia-related conditions in NFs will have a positive impact on the resident's satisfaction, resident's family's satisfaction, and staff retention.

OHCA proposes to offer, through EFOHCA and HealthCare Interactive, Inc., a one year subscription to the CARES® Dementia Basics™ Online Training Program, including access to the essentiALZ® certification. This would allow the facility to train an unlimited number of employees as well as allow those who successfully complete the training the opportunity to become certified.

Enrollment for the one-year unlimited user subscription will be limited to 150 individual facilities.

OHCA proposes to offer enrollment first to individual facilities in the bottom 25% of Ohio centers as measured by the Ohio Department of Aging 2015 Nursing Home Resident Satisfaction Survey - Overall Resident Satisfaction Results. Any seats still available after thirty days will be offered to other individual facilities on a first-come, first-served basis.

Applicants can be any Ohio NF, not limited to OHCA members.

Facilities that receive the grant-funded subscription will be expected to have, at minimum, 25% of their staff complete the training. Certification is encouraged but is not mandated. Grant-funded facilities will be expected to obtain certification for at least one staff member.

OHCA anticipates the participating facilities completing the CARES® Dementia Basics™ Online Training Program during calendar year 2017.

OHCA proposes to offer participating facilities the opportunity to attend an in person training session to learn about implementation of the program and to facilitate buy-in from the facility management and staff. This training will be open to one attendee from each participating facility and will be held on two separate dates to accommodate the number of expected attendees. This will be a voluntary training for participating facilities.

## **2. Expected Outcomes.**

Through the training of direct care staff and other staff in participating NFs in the CARES® Dementia Basics™ Online Training Program, patients with dementia and dementia-related conditions in these facilities are expected to receive improved care, which is then expected to result in an improvement in resident satisfaction scores for these individuals.

Sustainability is expected to be achieved through peer to peer interactions when staff from participating nursing facilities who have completed the CARES® training transfer the information they have acquired to other staff members.

**3. Results Measurement.**

This project proposes to do the following at up to 150 participating NFs:

1. Participating NFs will have at minimum 25% of their staff complete the CARES® Dementia Basics™ Online Training Program.
2. At each participating NF, at least one staff member will earn the essentiALZ® certificate.
3. Increase scores on the Ohio Department of Aging Nursing Home Resident Satisfaction Survey (or equivalent) – Overall Resident Satisfaction Results.

OHCA will track the percentage of staff at participating facilities who complete the CARES® training. OHCA also will track the number of staff at participating facilities who earn the essentiALZ® certificate.

Additionally, OHCA will evaluate the project's effectiveness by analyzing changes in resident satisfaction scores for the centers that are participating. This will be done by tracking changes in the 2017 and 2019 Ohio Department of Aging 2015 Nursing Home Resident Satisfaction Survey (or equivalent) - Overall Resident Satisfaction Results. Due to the satisfaction survey changes in Ohio, there will not be a baseline in which to judge improvement.

The tracking and evaluation criteria below will be applied to each individual NF that participates in the project. NFs will be excluded from the evaluation if a) the facility does not achieve essentiALZ® certification of at least one of their staff members or b) the facility changes ownership or closes.

<i>Criteria</i>	<i>Measure</i>
CARES® Training	Minimum 25% of staff at each NF completes the training program
EssentiALZ Certification	At least 1 participant from each NF earns EssentiALZ certification
Overall Resident Satisfaction	Improvement of NF resident satisfaction score

**4. Benefit to NF Residents.**

This project will benefit NF residents by giving direct care staff greater skills and knowledge with which to care for residents with dementia and dementia-related conditions.

**5. Non-Supplanting.**

The funding requested in this proposal will not supplant any existing funding for dementia care. There are no regulatory requirements for NFs to pay for online dementia training for all staff. EFOHCA currently offers a scholarship program to OHCA members that covers 50% of the fee for a small number of center employees to take certification courses, including dementia training, but EFOHCA will ensure that the scholarship program supplements and does not supplant the funding requested in this proposal.

**6. Consumer and Other Stakeholder Involvement.**

OHCA developed this proposal pursuant to a request from ODM for ideas to utilize CMP money to benefit NF patients in Ohio. ODM has a longstanding interest in improving dementia care in Ohio.

**7. Funding.**

OHCA requests funding for 150 individual facilities to participate in the CARES® Dementia Basics™ Online Training Program, 100% of which is awarded upon approval of this proposal.

OHCA negotiated a discounted fee for the program of \$700 per facility compared to HealthCare Interactive, Inc.’s normal fee of \$999.95 per facility for unlimited user licenses for one year after initial sign up.

We also request funding to cover the cost of the in-person programming which includes onsite logistics (room and audio visual rental) at \$3,000 per session for two sessions totaling \$6,000, plus speaker fees and travel for both days totaling \$5,000.

For the data analysis, we request funding of \$6,120. We also request funding of \$6,120 for OHCA staff time for facility sign-up and monitoring. This would be a total of \$12,240. This is based on an estimated 80 hours of OHCA staff time, for each request, at \$45 per hour plus fringes of 30% and an indirect cost ratio of 20%.

The table below shows the funding requested.

<i>Item</i>	<i>Number of Facilities</i>	<i>Cost</i>	<i>Total</i>
Course Fees	150	\$700 per facility	\$105,000
In-Person Training	N/A	\$6,000	\$6,000
Speaker Fees and Travel	N/A	\$5,000	\$5,000
Data Analysis	N/A	\$6,120	\$6,120
Enrollment and Monitoring	N/A	\$6,120	\$6,120
<b>Total Funding Requested</b>			<b>\$128,240</b>

Participating nursing centers will provide in-kind contributions of any necessary training costs. This may include computers for the online training, access during work hours, and paid time for training. This contribution is estimated to vary among facilities.

OHCA will refund to ODM any amounts attributable to facilities not participating in initial sign-up or to any further reduction in training costs that are able to be negotiated. Any overage on data analysis and enrollment and monitoring will be provided in-kind by OHCA.

**8. Involved Organizations.**

- Ohio Health Care Association
- Ohio Health Care Association Educational Foundation
- HealthCare Interactive, Inc.

## 9. Contacts.

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