

TRAINING



# Nursing Home Infection Prevention (NHIP) Training Implementation Guide

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**QIN-QIO**  
Quality Innovation Network -  
Quality Improvement Organizations  
CENTERS FOR MEDICARE & MEDICAID SERVICES  
QUALITY IMPROVEMENT & INNOVATION GROUP

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## GUIDE INTRODUCTION

Welcome nursing homes! Thank you for using the Nursing Home Infection Prevention (NHIP) Training Implementation Guide.

The Centers for Medicare & Medicaid Services (CMS) seeks to improve nursing home care and provide opportunities to expand on-demand trainings for infection prevention. CMS designated Alliant Health Solutions LLC, the Quality Improvement Network-Quality Improvement Organization (QIN-QIO) for Alabama, Florida, Georgia, Kentucky, North Carolina, Louisiana, and Tennessee, to support this effort. Alliant Health Solutions LLC, in collaboration with Rainmakers Strategic Solutions LLC, developed this guide as a roadmap for the successful implementation of an infection prevention (IP) training program. This easy-to-follow, comprehensive guide provides essential information and resources to nursing homes seeking strategies to increase the number of front-line direct care staff completing IP training. In addition, the goal of this guide is to ensure your training program is inclusive and addresses your team's learning needs.

The NHIP Training Implementation Guide includes the following components.

- **Instructive Content:** Sections 1-5 focus on key components of a successful training program, which includes the implementation plan, related IP training resources, key considerations by nursing homes with high staff training rates, and other helpful hints. The sections address the following:
  - Section 1: Building Your NHIP Training Team
  - Section 2: Implementing IP Training Plan
  - Section 3: Tracking and Monitoring Staff Training
  - Section 4: Maintaining Staff Engagement
  - Section 5: Creating a Training Sustainability Plan
- **Ready-To-Use Tools:** Section 6: Resources contains links to printable versions of tools, templates, and handouts to engage front-line direct care staff.
- **Best Practice Examples:** Each section, beginning with Section 2: Implementing IP Training Plan, includes best practices from nursing homes with success in training 90% or more staff in a CMS-recommended IP training program.



## SECTION 1: BUILDING YOUR NHIP TRAINING TEAM

A NHIP Training Team is comprised of key team members that play a role in reducing infections in the nursing home. The purpose of a NHIP Training Team is to provide skill development for front-line direct care staff and ensure the health and safety of all employees and residents. Below are three actions to take when building a NHIP Training Team.

### 1. Identify Key Staff

The first step in implementing an IP training program is to build a NHIP Training Team. The team is ideally comprised of:

1. A Nursing Home Administrator
2. An Infection Preventionist
3. A Staff Development Coordinator
4. An Assistant / Director of Nursing
5. Front-Line Direct Care Staff



**Training Tip:** Consider adding an additional training-related staff member who has completed nursing home training on time, consistently. Having their input in the implementation plan may be beneficial in launching the training program.

### 2. Determine Team Roles

The second step is to determine the roles and responsibilities for each team member. An example of a training team roster is below:

Team Member	Team Role(s)
Nursing Home Administrator	Oversight of IP Training Program Set and Monitor Training Budget
Infection Preventionist	Conducts IP Training Evaluates Staff Competency in IP Training
Staff Development Coordinator	Coordinate Staff Training Schedule for IP Training
Director of Nursing/ Assistant	Ensure Staff Training Attendance Maintain Training Records Validate Training Reports
Front-Line Direct Care Staff	Share Training Feedback Provide Barriers and Lessons Learned to Training Team

### 3. Identify a NH Training Champion


The final step is to identify a training champion to motivate and engage the front-line direct care staff. This role embeds training in the culture of the organization. Training champions teach as they engage, invite others to share their knowledge, and the support Director of Nursing/Assistant in identifying those who excelled in training and those who need support.


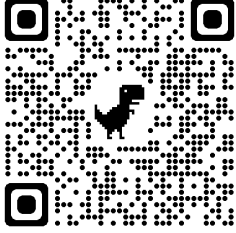

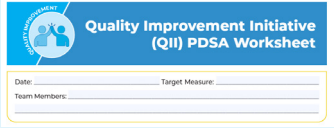
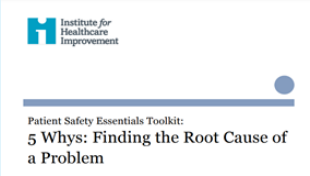
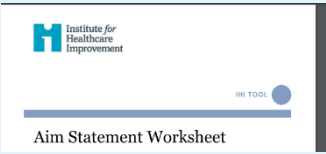



**Training Tip:** A NH Training Champion's role is also to collect training feedback from the team that can improve and/or support the training experience. Collecting feedback on a regular basis related to language preferences, team availability, and accessibility can improve training program sustainability.

## SECTION 2: IMPLEMENTING AN IP TRAINING PLAN

The NHIP Training Team's next step is to implement the IP Training Plan. The implementation checklist below contains a series of tasks that can be completed within 30 days to launch a successful IP training program. Resources and suggested team responsibilities are provided.

Timeframe	Task	Notes/Resources
1-3 days	<input type="checkbox"/> <b>NHIP Training Kickoff</b> Schedule a 20-minute IP training planning call between the IP Training Team and your Rainmakers Quality Advisor (QA).  <i>Nursing home will share training team expectations with Rainmakers QA. The Rainmakers QA will guide the facility in utilizing available resources to initiate goal setting and rewards program, initiative overview, goals, performance and monitoring data submissions and action plans.</i> <div>  <b>Training Tip:</b> It may be helpful to set up a calendar availability shared link to schedule a meeting with Rainmakers QA. Examples: <a href="#">Calendly</a>, <a href="#">Doodle</a> </div>	Responsible party: Staff Development Coordinator

<p><b>4-6 days</b></p>	<p><input type="checkbox"/> <b>Conduct IP Training Assessment</b>  <i>An IP training assessment is an environmental scan of your current IP training status. We provided a link to a tool to assist in this step. Prior to completing of the training assessment, obtain your facility's CCN, the total number of employees, and contractual/agency staff. Determine which staff have completed training. This information is needed for completing the assessment instrument.</i></p> <p><i>CMS-recommended IP Training Resources include QSEP CMS Targeted COVID-19 Training, CDC Project Firstline, HealthStream, Healthcare Academy and Relias.</i></p> <div data-bbox="339 655 1133 842">  <p><b>Training Tip:</b> Consider developing a plan with staff/agencies to ensure IP training is completed before the staff person is scheduled to work at your facility.</p> </div>	<p>Responsible Party: Infection Preventionist  <a href="#">Nursing Home Infection Prevention (NHIP) Initiative Training Assessment</a></p>  <p><a href="#">CMS-Recommended Infection Prevention Training Resources</a></p>
<p><b>7-15 days</b></p>	<p><input type="checkbox"/> <b>Set Your IP Training Goal</b>  <i>Gather your training team to discuss baseline training rates from prior IP trainings. Discussing and identifying the root cause of IP training performance is important prior to any improvement effort.</i></p> <p><i>Developing a goal that is SMART - specific, measurable, attainable, relevant, and time-oriented - will provide the team with the ability to set clear expectations and achieve the team objective.</i></p> <div data-bbox="339 1276 1133 1463">  <p><b>Training Tip:</b> An example of a SMART goal is: 75% of front-line staff will complete IP training by February 28, 2023.</p> </div>	<p><a href="#">Quality Improvement Initiative (QII) PDSA Worksheet</a></p>  <p><a href="#">5 Whys: Finding the Root Cause</a></p>  <p><a href="#">Aim Statement Worksheet</a></p> 

16-30 days	<div data-bbox="289 205 316 235">□</div> <p><b>NHIP Training Launch</b>  <i>Host a NHIP Training Team kickoff with front-line direct care staff using the sample agenda that is linked on the right. Incorporating an event for staff to bring awareness towards goal setting will motivate staff in achieving training completeness.</i></p> <ul style="list-style-type: none"> <li>• Schedule training location and date in advance.</li> <li>• Send email reminders and post reminder posters in breakrooms, near the time clock, and in restrooms.</li> <li>• Send training reminders via internal nursing home communication (for example, SmartLinx).</li> <li>• Consider scheduling a training launch at a time when staff members are most available. For example, Lunch n' Learn.</li> </ul> <div data-bbox="342 711 483 896">  </div> <p><b>Training Tip:</b> NH Quote: “Ensuring all staff complete and understand the IP training information is important. If they do not understand the training, they cannot implement their knowledge.”</p>	<p><a href="#">IP Training Launch Sample Agenda</a></p>
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### SECTION 3: TRACKING AND MONITORING STAFF IP TRAINING

Tracking and monitoring staff’s IP training is vital to meeting training goals. Below are four phases to guide your nursing home in tracking and monitoring your staff’s IP training rates.



**Training Tip:** A system of tracking and trending will provide the administrative team with accurate data points to forecast goal timelines.

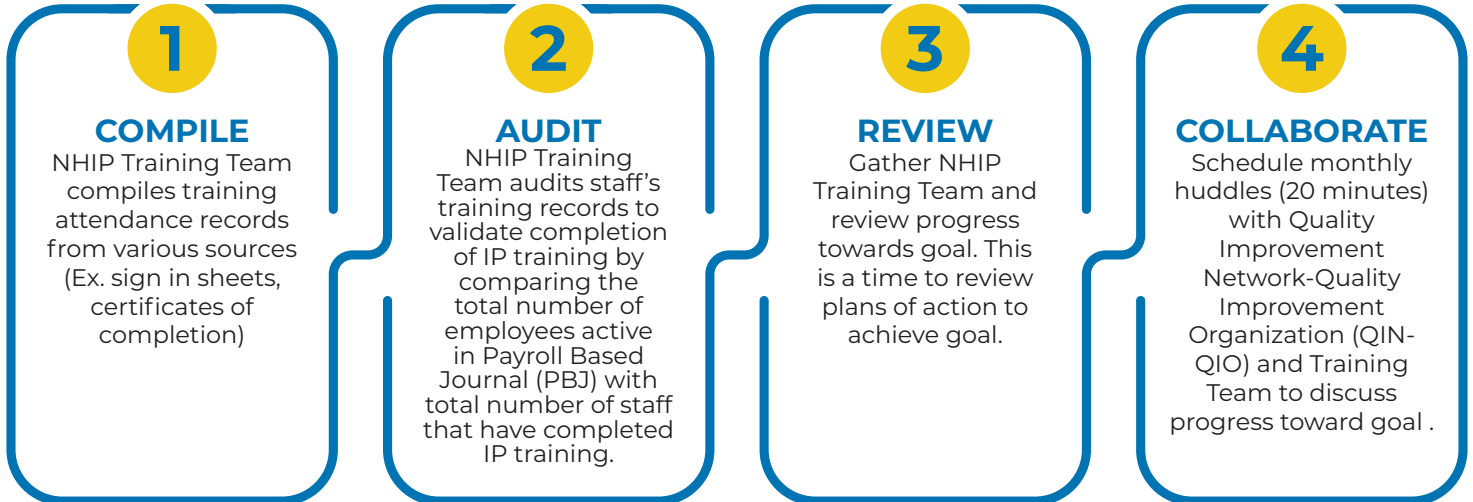
The [IP Training Tracking & Monitoring Template](#) will help guide your nursing home through the tracking and monitoring process.

“

Education is not always black and white. You must always make yourself available to observe what is going on in the building. During rounds you always have the opportunity to teach if you see something. Always have an open-door policy.

”

## Four Phases to Track and Monitor IP Training



## SECTION 4: MAINTAINING STAFF ENGAGEMENT

Engaging and maintaining the engagement of front-line direct care staff in NHIP training takes strategic planning and targeted messaging. Below are a few best practice direct quotes from nursing homes with 90% training completeness in infection control, email scripts and engagement tools.

### NH Best Practice Quotes

- Everyone must be engaged. It cannot be a one-man show.
- Provide technical assistance in classroom to ensure knowledge transfer is complete.
- Pay each front-line staff an incentive upon completion of IP training (require proof of a certificate of completion or learning management system).
- Send reminder emails to staff monthly and provide a two-month timeframe to complete IP training.
- Ensure laptops or digital devices are available to front-line direct care staff if utilizing a learning management system.
- Conduct in-person IP training, and give away door prizes to encourage participation.



**Training Tip:** *Develop standard training processes for all trainings in the nursing home. Include IP training in general orientation session and annually thereafter.*



## Engagement Email Scripts

### Email #1 – Follow-up

Subject Line: Quick check-up! Have you completed your nursing home infection prevention training?

Dear *[employee name]*,

The deadline for completing *[name of course]* is *[date]*.

This course is a great chance to expand your knowledge on infection prevention in nursing homes.

If you need any more information or help, please contact *[team or individual email]*.

Thank you in advance for your commitment and diligence!

Best,

*[name]* *[email signature]*

### Email #2 – 2nd Follow-up

Subject Line: Friendly Reminder: Checking in on your IP Training Progress!

Dear *[employee name]*,

The deadline for completing *[name of course]* is *[date]*.

This course is a great chance to expand your knowledge on infection prevention in nursing homes.

If you need any more information or help, please contact *[team or individual email]*.

Thank you in advance for your commitment and diligence!

Best,

*[name]* *[email signature]*

### Email #3 – Thank you for your participation

Subject Line: A moment to say Thank You

Dear *[employee name]*,

On behalf of *[name of nursing home]*, thank you for completing nursing home infection prevention training to help our facility meet our 100% training completion goal.

It is an honor to have you as part of this team with immense opportunities to make a difference.

Thank you again for your hard work and completion!

Best,

*[name]* *[email signature]*

### Email #4 Incentives & Rewards for Completion

Subject Line: *Interested in <insert reward incentive>*

Dear *[employee name]*,

Are you interested in winning *<insert reward incentive>*?

You're one step closer to winning XXXX and completing your NHIP training. May the odds be ever in your favor!

If you need any more information or help, please contact *[team or individual email]*.

Best,

*[name]* *[email signature]*

**Engagement Tools**  
Sample Poster



IP Training is Due  
**Date goes here**

Contact IP training team at  
[nhtt@nursinghome.com](mailto:nhtt@nursinghome.com) for questions!

## Sample Certificate of Completion (For Facility Training)

# CERTIFICATE *of* COMPLETION

PRESENTED TO:

for successfully completing nursing home infection prevention training titled,

\_\_\_\_\_  
DATE GOES HERE

NH  
Logo

**Great Nursing**

Name of Facility, Infection Preventionist

**Reduce Infections**

Name of Facility, Director of Nursing

## SECTION 5: CREATING A TRAINING SUSTAINABILITY PLAN

The overall goal of performance improvement does not stop when goals are achieved but rather when change is sustained. Below is a training sustainability plan to help your nursing home meet and exceed staff's IP training rates.

### Step 1

#### Data Validation:

- Consider selecting a team member that collects and submits PBJ data to verify front-line staff reports for daily staffing hours.
- Collect training records from all sources of IP training (CDC Project First Line, Healthstream, Healthcare Academy and Relias to include all staff.
- Compare data submitted to PBJ with total number of employees that have completed IP training.

#### Gap Identification:

- Identify gaps in IP Training completion utilizing total number of employees without completed training versus total number of employees. If below 75%, deploy NHIP Training Plan.
- Collect monthly reviews of IP Training Rates for review.
- Share results with QAPI (Quality Assurance Performance Improvement) Team for collaboration of educational approach best practices.
- Conduct a feedback survey to evaluate the IP training program. Determine if flexibility is needed to incorporate training programs that are multi-linguistic. The CDC's National Training Collaborative for Healthcare Infection Control, [Project Firstline](#), educational resources and dissemination methods are tailored for the diverse health care workforce.

### Step 2

### Step 3

#### QAPI Consideration:

- QAPI Team reviews IP Training Rate, determines root cause of declined rates and launch improvement plan.
- Introduce IP Training as part of QAPI quarterly reviews.



**Training Tip:** Once the aim is achieved, there continues to be an opportunity to review processes to sustain change. [QAPI Tools](#) is a helpful toolkit to manage the sustainability of your training plan.

## SECTION 6: IP TRAINING RESOURCES

Tools, templates and handouts referenced throughout the guide are located here for your convenience. All materials are in a printable format and ready for use.

### Tools

[Staffing Data Submission Payroll Based Journal \(PBJ\)](#)

[QAPI Tools](#)

[Aim Statement Worksheet](#)

[Quality Improvement Initiative \(QII\) PDSA Worksheet](#)

[5 Whys Finding the Root Cause](#)

### Templates

[IP Training Agenda Template](#)

[IP Training Tracking and Monitoring Template](#)

[Certificate Template](#)

[NHIP Sample Poster](#)

### Handouts

[CMS-Recommended Infection Prevention Training Resources](#)