

WISCONSIN FEEDING ASSISTANT TRAINING PROGRAM MANUAL



**STATE OF WISCONSIN
DEPARTMENT OF HEALTH SERVICES**

**Division of Quality Assurance
Office of Caregiver Quality**

P-00097 (07/09)

TABLE OF CONTENTS

CHAPTER 1	INTRODUCTION	4
1.1.0	THE WISCONSIN FEEDING ASSISTANT TRAINING PROGRAM MANUAL	4
1.2.0	WISCONSIN FEEDING ASSISTANT TRAINING PROGRAM COMPONENTS	4
1.3.0	DEFINITIONS	5
1.3.1	Competency Evaluation Program	5
1.3.2	Feeding Assistant	5
	1.3.2.1 <i>Feeding Assistant</i>	
	1.3.2.2 <i>Non Feeding Assistant</i>	
1.3.3	Feeding Assistant Instructional Program	5
1.3.4	Misconduct Registry	5
1.3.5	Nurse Aide	5
	1.3.5.1 <i>Nurse Aide</i>	
	1.3.5.2 <i>Non Nurse Aide</i>	
1.3.6	Nurse Aide Training Program	6
1.3.7	Program	6
1.3.8	Program Trainer	6
1.3.9	Prohibition	6
1.3.10	Substantial Change	6
1.3.11	Waiver	6
CHAPTER 2	FEEDING ASSISTANT TRAINING	7
		7
2.1.0	INSTRUCTIONAL PROGRAMS	7
2.1.1	Prohibitions	7
2.1.2	Waivers	7
2.1.3	Appeal Process	8
2.2.0	PRIMARY INSTRUCTOR AND PROGRAM TRAINER STANDARDS	8
2.2.1	Primary Instructor	8
	2.2.1.1 <i>Primary Instructor Responsibilities</i>	
	2.2.1.2 <i>Primary Instructor Qualifications</i>	
	2.2.1.3 <i>Notification of Change in Primary Instructor</i>	
2.2.2	Program Trainer	10
	2.2.2.1 <i>Program Trainer Qualifications</i>	
	2.2.2.2 <i>Program Trainer Responsibilities</i>	
	2.2.2.3 <i>Notification of Change in Program Trainer</i>	

2.3.0	STANDARDS FOR TRAINING PROGRAMS	11
2.3.1	Program Hourly Requirement	11
2.3.2	Federally Mandated Topics	11
2.3.3	State Mandated Topics	11
2.3.4	Curriculum	12
	2.3.4.1 <i>Interpersonal Communication and Social Interaction</i>	
	2.3.4.2 <i>Basic Feeding Skills</i>	
	2.3.4.3 <i>Rights of Clients</i>	
	2.3.4.4 <i>Dementias</i>	
2.3.5	Program Operation	16
	2.3.5.1 <i>Classroom Setting</i>	
	2.3.5.2 <i>Clinical Setting</i>	
	2.3.5.3 <i>Instructor Duties</i>	
	2.3.5.4 <i>Record Retention</i>	
	2.3.5.5 <i>Notification of Substantial Changes in the Program</i>	
2.4.0	PROGRAM APPLICATION	18
2.4.1	Program Designee	18
	2.4.1.1 <i>Notification of Change in Program Designee</i>	
2.5.0	APPLICATION REVIEW	19
2.6.0	PROGRAM MONITORING	19
2.6.1	Suspension, Revocation, and Appeals	19
CHAPTER 3	FEEDING ASSISTANT TESTING	21
3.1.0	COMPETENCY EVALUATION PROGRAMS	21
3.1.1	Evaluator Qualifications	21
3.2.0	PROHIBITIONS	21
3.3.0	WAIVERS	22
3.3.1	Duration of Waiver Approval	22
3.4.0	APPEALS	22
3.5.0	STANDARDS FOR COMPETENCY EVALUATION PROGRAMS	22
3.5.1	Language	22
3.5.2	Oral Examination	23
3.5.3	Special Requests and Services	23
3.6.0	SUCCESSFUL COMPLETION	23
APPENDIX	24

CHAPTER I INTRODUCTION

1.1.0 THE WISCONSIN FEEDING ASSISTANT TRAINING PROGRAM MANUAL

On September 26, 2003, the Centers for Medicare and Medicaid Services (CMS) determined that assisting a resident with eating or drinking, who has no feeding complications, is not nursing nor a nursing related duty. The Feeding Assistant Training and Competency Evaluation Program (FATCEP) was instituted under 42 CFR, Part 483 and Part 488. It allowed states to establish feeding assistant training and competency evaluation programs by coordinating the following activities:

- Approval and monitoring of feeding assistant training programs.
- Approval and monitoring of feeding assistant competency evaluation programs, which consists of a clinical skills evaluation and a written or oral multiple choice examination.
- Oversight of feeding assistant training and evaluation program operations through the Long Term Care Survey process.

Wisconsin's feeding assistant training and competency evaluation programs are implemented under **Chapter DHS 129**, Wisconsin Administrative Code.

The Wisconsin Feeding Assistant Training Program Manual provides detailed information about the feeding assistant training and competency evaluation program regulations in Wisconsin. This manual is intended to assist feeding assistant training program instructors, competency evaluation program examiners, and feeding assistants in understanding their roles and responsibilities regarding feeding assistant training and competency evaluation programs.

For questions regarding feeding assistant training and competency programs, contact:

Cindy Hintze
DQA / Office of Caregiver Quality
Telephone: (608) 261-8328
E-mail: Cynthia.Hintze@dhs.wisconsin.gov

1.2.0 WISCONSIN FEEDING ASSISTANT TRAINING PROGRAM COMPONENTS

- Feeding Assistant Training
- Feeding Assistant Competency Testing
- Caregiver Misconduct Registry

1.3.0 DEFINITIONS

The following definitions apply to feeding assistant training and testing programs in Wisconsin.

1.3.1 Competency Evaluation Program

“Competency evaluation program” means a testing program for feeding assistants that is approved by the Department of Health Services (DHS), Division of Quality Assurance (DQA). The department currently provides each feeding assistant program with Wisconsin’s standardized competency test. Candidates who successfully pass the competency test are provided a certificate validating successful completion.

1.3.2 Feeding Assistant

1.3.2.1 “Feeding assistant” means a person, at least 16 years old, who has completed a state-approved feeding assistant training program and who is paid by a nursing home; or, a person who is used under an arrangement with another agency or organization to assist clients, who have no feeding complications, with the activities of eating and drinking.

1.3.2.2 “Feeding assistant” does **not** mean an individual who is a licensed health professional or registered dietitian, volunteers without money compensation, or a nurse aide.

1.3.3 Feeding Assistant Instructional Program

“Feeding Assistant Instructional program” means a training program for feeding assistants that is approved by the Department of Health Services (DHS), Division of Quality Assurance (DQA). Only long term care facilities are authorized to have feeding assistant instructional programs. Throughout this manual, instructional programs are also referred to as training programs.

1.3.4 Misconduct Registry

“Misconduct Registry” means the Wisconsin Caregiver Misconduct Registry. Effective April 1, 1992, federal regulations required states to investigate and track all allegations of client abuse or neglect and misappropriation of a client’s property by a nurse aide. Effective October 1, 1998, Wisconsin expanded this requirement to all caregivers in entities that are regulated by the department. The Wisconsin Caregiver Misconduct Registry lists all non credentialed caregivers, including feeding assistants, with a substantiated finding of caregiver misconduct (abuse or neglect of a client or misappropriation of a client’s property).

1.3.5 Nurse Aide

1.3.5.1 “Nurse aide,” means a person, regardless of title, who provides direct health care to a client by performing routine patient care duties under the supervision of a registered nurse (RN) or licensed practical nurse (LPN). The term “nurse aide” also includes aides who work for a hospital, home health agency, or hospice.

1.3.5.2 “Nurse aide” does **not** mean a person who is licensed, receives a permit, is certified, or who is registered as a nurse, optometrist, pharmacist, acupuncturist, psychologist, hearing and speech therapist, or a person whose duties primarily involve skills that are different from those taught in training

and competency evaluation programs approved under section DHS 129.05, Wisconsin Administrative Code.

1.3.6 Nurse Aide Training Program

“Nurse Aide Training Program or NATP” means a training program for nurse aides that is approved by the Department of Health Services (DHS), Division of Quality Assurance (DQA).

1.3.7 Program

“Program” means a training program. It includes the facility, agency, organization, or person that administers the training; program designee; program site; the curriculum(s); the classroom(s); the clinical site(s); primary instructor(s); program trainer(s); student files; supplies and equipment.

1.3.8 Program Trainer

“Program trainer” means an individual from a health related field who provides specialized training about that field to feeding assistants under the general supervision of the primary instructor.

1.3.9 Prohibition

A “prohibition” is a restriction from approving a feeding assistant training program based on criteria outlined in section DHS 129.19, Wisconsin Administrative Code.

1.3.10 Substantial Change

A “substantial change” is **any** change to any one of the items listed in 1.3.8.

1.3.11 Waiver

A “waiver” is the granting of an exemption to an instructional program from a federal requirement or a state administrative rule.

CHAPTER 2 FEEDING ASSISTANT TRAINING

2.1.0 INSTRUCTIONAL PROGRAMS

An instructional program is a training program for feeding assistants approved by the Department of Health Services (DHS), Division of Quality Assurance (DQA). The purpose of an instructional program is to provide a basic level of both knowledge and demonstrable skills to non credentialed individuals and [licensed health professionals](#) (See DQA Memo 09-006 at: http://dhs.wisconsin.gov/rl_dsl/Publications/09-006.htm) who have not previously received training in the proper methods and techniques of assisting residents of a skilled nursing facility (SNF) or nursing facility (NF), who have no feeding complications, with the activities of eating and drinking.

In Wisconsin, all approved feeding assistant training programs must provide students with comprehensive instruction on the requirements to assist with feeding residents identified by the facility. DQA approves feeding assistant training programs that satisfy the standards outlined in s. 42 CFR Part 483 and Part 488 and section DHS 129, Wisconsin Administrative Code.

DQA reviews the curriculum of each approved training program during the survey process conducted at each facility to determine whether the program continues to satisfy the required standards. DQA may suspend or revoke the approval of a training program or impose a plan of correction on the program if the program does not satisfy the required standards or if it operates under conditions other than those contained in the approved application.

2.1.1 Prohibitions

The department reviews all substandard quality of care citations issued under 42 CFR 483 that result in a NATP prohibition to determine the appropriate action for the feeding assistant training and competency evaluation program. Program decisions will be made on a case-by-case basis.

Citations resulting in a NATP prohibition directly relating to poor quality care due to the feeding assistant program may result in termination program.

A program may request a waiver of the NATP prohibition by submitting a request in writing to the department. The department will issue a written decision within 45 calendar days of receiving a complete waiver request, either approving or denying the request.

2.1.2 Waivers

The program may request for a waiver of or variance from a feeding assistant training program requirement. The department may grant the request if the department finds that the waiver or variance will not adversely affect the health, safety, or welfare of any client and that either:

- (a) The requirement that the health care provider or program seeks relief from would result in unreasonable hardship or is infeasible as applied to the training program or competency evaluation program; or

- (b) If the request is for a variance, the proposed alternative to a rule, including new concepts, methods, procedures, practice, techniques, equipment, personnel qualifications, pilot project or other alternative is in the interest of client care and management or more effective training or testing programs or management.

Submit waiver requests to:

Feeding Assistant Training Consultant
Office of Caregiver Quality
P.O. Box 2969
Madison, WI 53701-2969

DQA will approve or deny each waiver request in writing within 45 days of receipt. DQA may modify the terms of a waiver request, impose other conditions, or limit the duration of a waiver that is approved. If a waiver is denied, the facility may appeal DQA's decision.

2.1.3 Appeal Process

A facility may request a hearing by filing an appeal with the Division of Hearings and Appeals (DHA) for any of the following:

- A denial of an application to operate a feeding assistant training program.
- A denial of an approval of a feeding assistant instructor.
- A termination or suspension of an approved feeding assistant training program.
- An imposed plan of correction.
- A denial of a request for a waiver or the revocation of a waiver.

The request for a hearing must be submitted in writing to:

Department of Administration
Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875

The request for hearing must be submitted within 30 days after the date of denial and is considered filed when received by DHA.

2.2.0 PRIMARY INSTRUCTOR AND PROGRAM TRAINER STANDARDS

Feeding assistant students must be trained by or under the general supervision of a qualified instructor based on the needs of the selected resident and facility. Training programs must provide the name and qualifications of the proposed instructor to DQA's Office of Caregiver Quality.

2.2.1 Primary Instructor

2.2.1.1 Primary Instructor Responsibilities

- Accountable for the entire program; i.e., classroom, laboratory, and clinical.
- Participates in the planning and evaluation of each segment of the curriculum.
- Monitors each new instructor in lecture, laboratory, or clinical, whenever that person is teaching something new for the first time.
- On-Site and available during entire clinical teaching time.
- On-Site and available at least 50% of the classroom and laboratory time.
- May delegate classroom, laboratory, and/or clinical teaching responsibilities to a Program Trainer within the legal scope of practice and assessed capabilities of that individual.

2.2.1.2 *Primary Instructor Qualifications*

Feeding assistant training programs shall determine the appropriate qualifications for their instructors (e.g., registered nurse, dietitian, speech therapist, etc.), based on the needs of the selected resident and facility.

The primary instructor may supplement the course by including other individuals for lecture or demonstration whose qualifications or experience add benefit to the training program.

A paid feeding assistant or nurse aide is **not** permitted to lead the training of other feeding assistant students.

To be approved as a primary instructor an individual must submit the *Feeding Assistant Training Program Primary Instructor Application*, DQA form F-62692, and include all of the following:

- Resume,
- License,
- Social Security card, and
- Current Background Check.

The above documents should also be included when submitting the *Feeding Assistant Instructional Program Application*, DQA form F-62588.

Long term care nursing facilities may have one (1) or more Primary Instructors. The person designated as the Primary Instructor, may delegate teaching responsibilities to Program Trainers.

2.2.1.3 *Notification of Change in Primary Instructor*

When the program changes a primary instructor, the program must notify DQA of the change **within 10 days**. The program must apply for approval of a new primary instructor on a *Notice of Substantial Change Feeding Assistant Training Program* form, DQA form F-62594, and submit the required materials (see 2.2.1) to DQA as soon as the identity of the replacement primary instructor is known.

DQA will issue a written notice regarding the approval or denial of the replacement primary instructor. A new primary instructor may **not** begin instruction until the program receives written approval from DQA.

2.2.2 Program Trainer

2.2.2.1 Program Trainer Qualifications

To be approved as a program trainer, an individual must submit the *Feeding Assistant Training Program Trainer Application*, DQA form F-62688.

Program trainers **must** have a minimum of one (1) year of experience in the area in which they will provide training and **must** work under the general supervision of the primary instructor. They may **not** be used as a trainer until approved by DQA. Examples of program trainers include:

- Licensed registered nurses
- Licensed practical nurses
- Dietitians
- Social workers
- Health care administrators
- Gerontologists
- Physical and occupational therapists
- Activity therapists
- Speech and language pathologists

2.2.2.2 Program Trainer Responsibilities

Delegated program trainer responsibilities include:

- Teaching of content pertaining to area of expertise.
- Class, laboratory, and/or clinical teaching as delegated by Primary Instructor
- Must be supervised by Primary Instructor for at least 50% of class and laboratory time and 100% of clinical teaching time.

2.2.1.3 Notification of Change in Program Trainer

When the program changes a program trainer, the program must notify DQA of the change **within 10 days**. The program must apply for approval of a new program trainer on a *Notice of Substantial Change Feeding Assistant Training Program* form, DQA form F-62594, and submit the required materials (see 2.2.1) to DQA as soon as the identity of the replacement primary instructor is known.

DQA will issue a written notice regarding the approval or denial of the replacement program trainer. A new program trainer may **not** begin instruction until the program receives written approval from DQA.

2.3.0 STANDARDS FOR TRAINING PROGRAMS

Applications for feeding assistant training programs must satisfy specific federal and state approval requirements.

2.3.1 Program Hourly Requirement

Feeding assistant training programs must require enrolled individuals to successfully complete an approved training program of at least 8 hours of instruction, which includes those topics listed in paras 2.3.2 and 2.3.3.

2.3.2 Federally Mandated Topics

All of the following eight topic areas must be covered:

- Feeding techniques
- Assistance with feeding and hydration
- Communication and interpersonal skills
- Appropriate responses to resident behavior
- Safety/emergency procedures, including the Heimlich maneuver
- Infection control
- Resident rights
- Recognizing changes in residents that are inconsistent with the norm and the importance of reporting changes to the nurse

2.3.3 State Mandated Topics

The program determines the number of extra hours required for state mandated training topics which must be in addition to the minimum 8 hours required for the federally mandated topics listed under sub **2.3.2**. The program must provide instruction on all of the following topics:

- Wisconsin's Caregiver Program, including:
(See <http://dhs.wisconsin.gov/caregiver/INDEX.HTM>)
 - background check requirements,
 - the need to promptly report any misconduct allegations,
 - the definitions of abuse or neglect of a client or misappropriation of a client's property, and
 - the Rehabilitation Review requirements.
- The facility-based training program curriculum must include training for all feeding assistants, regardless of previous feeding assistant training, to the identified resident population type that will be served by the feeding assistant in that facility-based program. This training must include, but is not limited to:
 - Characteristics of the population, such as the population members' physical, social, and mental health needs, and specific medications or treatments needed by the residents,
 - Program services needed by the residents,

- Meeting the needs of persons with a dual diagnosis (co-occurrence of mental health disorders and alcohol and/or drug dependence or abuse), and maintaining or increasing his or her social participation;
- Self direction, self care, and vocational abilities.

Programs may choose to add increased training requirements.

Training programs must stress the **only direct, hands-on duty a feeding assistant is permitted to perform is assisting residents to eat or drink who have no complicated feeding problems.**

Students may be employed as a feeding assistant after they successfully complete the feeding assistant training and testing program.

2.3.4

Curriculum

Facilities must select one of the following Department approved model curriculums listed below to provide feeding assistant students instruction on the federally mandated topics.

- *Assisted Dining: The Role and Skills of Feeding Assistants*, by the American Health Care Association (<http://www.ahcancal.org/Pages/Default.aspx>)
- *Assisting with Nutrition and Hydration in Long-Term Care*, by Hartman Publishing, Inc (<http://www.hartmanonline.com/fab/index.html>)
- *Eating Matters-A Training Manual for Feeding Assistants*, an American Dietetic Association publication (available at <http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/index.html>)
- *Paid Feeding Assistant Training Program*, by the Wisconsin Department of Health Services

Feeding assistant training programs must utilize the DHS/ DQA video, *The Wisconsin Caregiver Program: A Blueprint for Excellence* (located at: <http://dhs.wisconsin.gov/caregiver/publications/PublctnsINDEX.HTM>), to provide feeding assistant students with instruction regarding the requirements of the Caregiver Program.

Facility-based training programs must submit their proposed training materials to provide feeding assistants instruction regarding the facility's selected resident population.

Although the pre-approved standardized training curriculums include additional skill information (e.g., intake and output, special care needs for residents with dysphagia, etc.), the instructor must stress that the feeding assistant will not be permitted to perform any other hands-on duty, beyond assisting residents (who have no complicated feeding problems) to eat and drink.

A training program must include theory and practice in all of the following **8 areas:**

- Feeding techniques
- Assistance with feeding and hydration skills
- Communication and interpersonal skills
- Appropriate responses to resident behavior

- Safety and emergency procedures, including the Heimlich maneuver
- Infection control
- Resident rights
- Recognizing changes in residents that are inconsistent with the norm and the importance of reporting changes to the nurse

2.3.4.1

Interpersonal Communication and Social Interaction

A training program must incorporate interpersonal communication and social interaction skills that enable a feeding assistant to:

- Communicate and interact on a one-to-one basis with a client.
- Serve as part of a team implementing client care objectives.
- Promote allowing clients to make personal choices and reinforce behavior that supports a client's sense of dignity.

A feeding assistant must be able to:

Identify the components of a caregiver-client relationship and:

- Recognize the uniqueness of each client in terms of that person's cultural, generational, social, ethnic, religious or other background, values, or characteristics;
- Recognize the needs of a client with Alzheimer's disease, dementia, mental illness, or mental retardation;
- Recognize ways that both workers and clients cope with stress;
- Recognize what constitutes caregiver misconduct (See Chapter 6 of *The Wisconsin Caregiver Program Manual*, DQA publication P-00038); and
- Recognize the messages conveyed by body language and facial expressions.

Establish effective relationships with clients and:

- Communicate with clients with respect and dignity;
- Explain procedures and activities to clients before carrying out the procedures or beginning the activities.

Use appropriate verbal and nonverbal communication skills with clients and:

- Recognize effective listening techniques;
- Distinguish assertive from aggressive responses;
- Identify the difference between acceptable and unacceptable touching during job performance.

Recognize common barriers to communication including language, vision changes, hearing loss, speech problems, memory loss and disorientation.

Promote the independence of clients within the limitations of their physical, mental, and intellectual impairments by fostering self-help skills through

appropriate responses to clients' attempts to provide self care, including recognizing clients' level of ability in self care activities.

Identify the role of the family and other persons of importance to the client in the client's care and as resources for emotional support.

2.3.4.2 *Basic Feeding Skills*

A training program must include all of the basic feeding skills:

- Prepare clients for meals.
- Assist in feeding clients, including helping clients use adaptive devices and feeding utensils and encouraging clients to eat nutritionally balanced meals.
- Measure fluid and nutrient intake.
- Assist in the provision of proper nutritional care.
- Maintain infection control and safety standards.

A feeding assistant must be able to:

- Demonstrate acceptable personal hygiene habits.
- Recognize the components of working relationships.
- Identify how and when to seek guidance, using the supervisory channels of communication within the facility or agency.
- Observe and report changes in client behavior and physical status.
- Recognize the circumstances that require assistance to a client who may be choking on ingested food particles.
- Recognize generally the normal physical and psychological changes associated with aging.
- Identify the basic principles of nutrition and hydration.
- Recognize the basic requirements of commonly prescribed therapeutic diets.
- Recognize and respond appropriately to unsafe environmental conditions, including damp floors, frayed electrical cords and loose hand rails;
- Recognize and respond appropriately to emergency situations, including following emergency evacuation procedures;
- Demonstrate appropriate hand washing techniques;
- Maintain the safety and cleanliness of client care areas and areas where food is stored;
- Make use of proper isolation techniques;
- Perform commonly accepted infection control practices, including proper gloving technique.

2.3.4.3 *Rights of Clients*

A training program must cover principles and requirements relating to clients' rights.

A feeding assistant must demonstrate behavior that indicates he or she recognizes, at least, the following obligations in relation to clients' rights:

- To provide privacy for clients in treatment, living arrangements, and caring for personal needs;
- To maintain the confidentiality of client health and personal records;
- To allow clients to make personal choices to accommodate their needs;
- To care for clients in a manner that does not involve abuse or neglect and which respects their personal property; and,
- To report every instance of caregiver misconduct (abuse, neglect, or misappropriation) to appropriate facility staff. See *The Wisconsin Caregiver Program Manual*, DQA publication P-00038, Chapter 6, at <http://dhs.wisconsin.gov/caregiver/publications/CgvrProgMan.htm>

A feeding assistant must demonstrate behavior that recognizes clients have rights and that the aide respects those rights. A feeding assistant must:

- Demonstrate respect and concern for each client's rights and preferences and awareness of ethnic, cultural, social, generational, and religious differences;
- Show respect for cultural, ethnic, and religious food preferences;
- Recognize what constitutes caregiver misconduct and demonstrate an understanding of how to interact with clients to avoid behavior which can be interpreted as caregiver misconduct;
- Demonstrate prevention and intervention skills with combative clients which balance appropriate client care with a need to protect self and others;
- Recognize the role of state and federal regulatory agencies in licensing or otherwise approving providers and in investigating allegations of caregiver misconduct;
- Demonstrate an understanding of the process by which a client or staff member may file a grievance on behalf of a client and seek redress for a perceived violation of client rights;
- Recognize the role of client advocacy groups as a client resource; and,
- Demonstrate awareness of how to file a complaint with DHS regarding operations within the provider setting.

2.3.4.4

Dementias

A training program must include instruction about the dementias and techniques for meeting the basic needs of clients with dementia, including:

- The nature of dementia, including the cause, course, and symptoms of the impairment;
- How staff verbal and nonverbal communication affect the client and how to modify these communications to improve interaction with clients;
- The feeding and fluid intake problems associated with dementia and the specialized techniques for addressing those problems;

- The effect of the environment on clients with dementia and the appropriate environmental stimuli to use with those clients to reduce stress and maximize normal functioning;
- The stress dementia creates for the client, the family, and the feeding assistant caring for the client and techniques for coping with this stress.

2.3.5 Program Operation

To meet federal and state approval requirements, a training program must have **all** of the following:

- Access to an approved clinical setting.
- Qualified faculty members for both the classroom and skills portions of the training program.
- Reasonable accommodations for students and prospective students with handicapping conditions.
- An adequate number of clinical instructors in the clinical setting to provide safe and effective supervision and assistance.
- Classroom facilities that are adequate to meet the needs of the program.

2.3.5.1 Classroom Setting

The size of the classroom or lab is not specified. Programs must ensure that classroom and skills labs have adequate temperature controls, clean and safe conditions, adequate space to accommodate students, adequate lighting, and all equipment needed, including audiovisual equipment and any equipment needed for simulating resident feeding and hydration.

2.3.5.2 Clinical Setting

Supervised practical training in a clinical setting is when the trainee demonstrates knowledge while performing tasks or services for a person under the direct supervision of the primary instructor. Students **must not** perform any services for which they have not been trained and found proficient by the instructor.

Clinical sites must be in good standing with the department's Division of Quality Assurance.

Students may not feed residents that are not assigned to them. Students are not to be assigned to or supervised by facility aides at any time during their clinical rotation. All clinical instruction must occur under instructor supervision.

Students must maintain safe practices, infection control, and respect for resident rights at all times.

Students must demonstrate knowledge regarding the assigned residents' diagnoses and identified needs.

The scheduled clinical hours must provide experiences that meet expected outcomes outlined in the Chapter DHS 129, Wisconsin Administrative Code.

2.3.5.3 *Instructor Duties*

The Primary Instructor is responsible for providing communication between the clinical staff and the students.

2.3.5.4 *Record Retention*

Feeding assistant training programs must maintain the following records:

- For a minimum of three (3) years, all student skill checklists, written examinations, certificates, and other relevant training records.
- Documentation of the training conducted and identification of the instructor conducting the training.
- Record of all individuals who have successfully completed the feeding assistant training and competency testing program.

Training programs must maintain the security of the test materials and certificate templates, to ensure disclosure or forgery does not occur.

Facilities employing feeding assistants must maintain the following personnel records:

- Feeding assistant roster, recording all individuals employed by the facility as feeding assistants who successfully completed the feeding assistant training and competency evaluation (written or oral exam and skill demonstration).
- A copy of the feeding assistant training or grand-parenting certificate, kept in the individual's personnel file.
- The selected resident's medical record, documenting that no complicated feeding condition exists.
- Annual in-service sessions, relating to feeding assistant duties.
- Annual evaluation documentation, determining a feeding assistant's continued competence in feeding residents.

2.3.5.5 *Notification of Substantial Changes in the Program*

An approved FATCEP must report **all** substantial changes in the program to DQA. Substantial change means any change in the:

- Program designee,
- Primary instructor,
- Curriculum,
- Clinical Site,
- Classroom, or
- Program site.

The program must apply for approval on a *Notice of Substantial Change Feeding Assistant Training Program* form, DQA form F-62594, and must notify DQA of the change **within 10 days**. The program **may not** implement the change until it receives DQA approval. DQA may review the entire program, if a program makes several changes within a 2-year approval period. DQA will approve or deny all requests for program changes in writing.

Failure to notify DQA of a substantial change may result in suspension or revocation of approval of the training program.

2.4.0 PROGRAM APPLICATION

The individual agency may obtain the application, *Feeding Assistant Instructional Program Application*, DQA form F-62588, on-line at <http://dhs.wisconsin.gov/forms/FtoM.asp> or by contacting DQA.

DQA provides the applicant with a Training Program Packet, which includes the following:

- Application for Approval of a Feeding Assistant Training Program
- Primary Instructor Application
- Program Trainer Application
- Background Information Disclosure

An individual applicant must provide his or her social security number. Corporation or other business organizations must provide their federal employer identification number (FEIN). The applicant must provide any additional information requested by DQA during its review of the application.

The applicant returns the prerequisite items, including completed Caregiver Background Check and application forms, to DQA for review.

2.4.1 Program Designee

The program must designate a person to be responsible for the program operation and compliance with applicable requirements. That program designee must be noted on the application.

2.4.1.1 *Notification of Change in Program Designee*

The program must notify DQA **within 10 days** when there is a change in the program designee. A program **may not operate** without a program designee. The program must notify DQA of the change **within 10 days** on a *Notice of Substantial Change Feeding Assistant Training Program* form, DQA form F-62594, as soon as the identity of the permanent replacement designee is known. The program **may not** implement the change until it receives DQA approval.

2.5.0 APPLICATION REVIEW

DQA reviews the submitted application materials and determines if the application is complete and all prerequisites have been met. The Division of Quality Assurance will review a training program application for:

- Prohibitions and waivers (see 2.1.1 – 2.1.2),
- Program content and length (see 2.3.0 – 2.3.4.5),
- Appropriate ratio of classroom instruction to skills training (2.3.3.3),
- Standards for instructors (see 2.3.5.3),
- Type of clinical supervision, including an appropriate ratio of students to instructor (see 2.3.5.2),
- Provision for written evaluation of the program (see 2.3.3.4),
- Reasonable accommodations for students and prospective students with handicapping conditions,
- Criteria for successful completion, and
- Appropriate furnishing of physical facilities to meet classroom instruction and skills training needs (2.3.5.1).

DQA will issue a written decision to approve or deny the application within 45 days of receiving an application.

- If the information is complete, DQA will mail a notice of preliminary approval to the owner of the program.
- If the material is incomplete, DQA will request additional information.
- When prerequisites are met, DQA will schedule an on-site evaluation.

2.6.0 PROGRAM MONITORING

Oversight of a feeding assistant training program is done during DQA surveys of nursing homes. Surveyors may observe the meal or snack service to note if any of the residents receiving feeding assistance are showing signs of difficulty eating or drinking. If such difficulty is observed, surveyors investigate to determine if this is an unusual occurrence or a chronic problem and whether the feeding assistant has successfully completed an approved feeding assistant training program or has met the grand-parenting requirements. The feeding assistant's personnel records must contain a copy of the approved feeding assistant training or grand-parenting certificate.

Surveyors will determine if residents being served by a feeding assistant are persons with no complicated feeding problems. This determination may include a review of medical charts and discussion with the professional nursing staff.

DQA surveyors may monitor the facility's residents during feeding, to ensure that only the residents included in the approved selected population are fed or hydrated by the feeding assistants.

A facility may be subject to citation if deficiencies are identified by the surveyor. The facility will be required to retain training and employment records of feeding assistants, to document the facility's compliance with program requirements and to provide a record for surveyors to review.

2.6.1 **Suspension, Revocation, and Appeals**

If, at any time, DQA determines that a program has failed to comply with any of the feeding assistant training program requirements identified in 2.1.0 through 2.6.0 (except the federal prohibitions in 2.1.1), it may suspend or revoke approval of the program or impose a plan of correction on the program.

DQA **must** revoke approval of a feeding assistant training program offered by a facility if the Division determines that the program has violated any of the federal prohibitions listed in 2.1.1. DQA must also withdraw approval of a program if the entity providing the program refuses to permit on-site visits by DQA. DQA will notify the program in writing of the reasons for revoking approval of the feeding assistant training program. Students in a course that began before the date of the suspension or revocation by DQA must be permitted to complete that course.

A training program may appeal the suspension or revocation of approval or imposition of a plan of correction within **10 days** of the decision date by sending a written request for hearing to the:

Department of Administration
Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875

A training program that has filed a written request for hearing after a program suspension or revocation **must not** begin a new training course pending the final decision by DHA. DHA will commence the hearing within 30 days after receipt of the request for hearing and shall issue a final decision within 15 days after the close of the hearing. The DHA decision is the final administrative decision.

CHAPTER 3 FEEDING ASSISTANT TESTING

3.1.0 COMPETENCY EVALUATION PROGRAMS

A competency evaluation program is a feeding assistant testing program approved by the Department of Health Services (DHS), Division of Quality Assurance (DQA). DQA provides and regulates a single, statewide test for evaluating feeding assistant competency. Evaluators administer the written or oral test and skills evaluation at approved feeding assistant training sites. DQA reviews the competency curriculum yearly to determine evaluation program continues to satisfy the required standards.

Upon successful completion of a training course, training programs test candidates to ensure they have the knowledge and skills to provide feeding assistance to the residents.

3.1.1 Evaluator Qualifications

The feeding assistant program instructor who conducts the feeding assistant training may administer the state-approved feeding assistant competency evaluation examination.

3.2.0 PROHIBITIONS

Federal regulations prohibit DQA from approving feeding assistant testing in a facility if, in the 2 years prior to the application:

- A skilled nursing facility had a waiver of the requirement for a full time registered nurse employed 40 hours a week;
- A nursing facility had a waiver of the requirement for a registered nurse for at least 8 consecutive hours, 7 days a week;
- A skilled nursing facility or a nursing facility has been subject to an extended or partial extended survey under federal regulations;
- A skilled nursing facility or a nursing facility has been subject to a federal civil money penalty of not less than \$5,000;
- A skilled nursing facility or a nursing facility was terminated as a provider under Title 18 (Medicare) or under the State plan under Title 19 (Medicaid);
- A skilled nursing facility or a nursing facility had been subject to the penalty of denial of payment under Title 18 or Title 19;
- A skilled nursing facility or a nursing facility was subject to the penalty of an appointment of a temporary manager to oversee operations;
- A skilled nursing facility or a nursing facility was closed or had its residents transferred due to State action.

3.3.0 WAIVERS

A long term care facility may request a waiver of the 2-year prohibition by writing to DQA, specifying the rule from which the waiver is requested and the time period for which it is requested. The applicant has alerted the ombudsman of its waiver request.

Submit waiver requests to the:

Feeding assistant Training Consultant
Office of Caregiver Quality
P.O. Box 2969
Madison, WI 53701-2969

DQA will approve or deny each waiver request in writing within 60 days of receipt. DQA may modify the terms of a waiver request, impose other conditions, or limit the duration of a waiver that is approved. The facility may appeal DQA's decision if a waiver is denied (see 3.3.4.2).

3.3.1 Duration of Waiver Approval

If approved, the duration of a waiver will not be for more than 2 years.

3.4.0 APPEALS

The denial of a request for a waiver of the 2-year prohibition may be appealed by submitting a written request for hearing to the:

Department of Administration
Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875

The request for hearing must be submitted within 30 days after the date of denial.

3.5.0 STANDARDS FOR COMPETENCY EVALUATION PROGRAMS

A competency evaluation program must include both a:

- Written or oral component, and
- Skills component.

To complete the competency evaluation program successfully, a person must pass both the written or oral component and the skills component.

3.5.1 Language

The written and oral exams must be given in English. If a feeding assistant will be working in a provider setting where English is not the predominant

language, the exam may be given in the predominant language used in that setting.

3.5.2 Oral Examination

An oral exam may be given in place of the written exam for feeding assistants who have trouble reading and understanding English. It includes a component to determine the aide's ability to read basic, objective, job-related information, such as reading a client's name band. The feeding assistant candidate must make the request to take an Oral Examination with the evaluator.

3.5.3 Special Requests and Services

If the feeding assistant candidate has a disability, s/he may request special arrangements for testing. This request should be made as soon as it is known that a special accommodation will be needed and before the candidate is to be tested. Special Accommodation requests **cannot** be approved by the Feeding assistant Evaluator on the day of testing.

3.6.0 SUCCESSFUL COMPLETION

Successful completion of the competency test requires a score of 75 percent or greater on the written or oral examination and on the skills demonstration.

Newly trained feeding assistant candidates must successfully complete the competency evaluation within 30 days of successful completion of his/her training program.

APPENDIX

- **Wisconsin Caregiver Program Manual**
<http://dhfs.wisconsin.gov/caregiver/publications/CgvrProgMan.htm>
- **Feeding Assistant Forms**
<http://dhfs.wisconsin.gov/caregiver/NATD/NATDintro.htm#forms>
- **Information about the Department of Health Services**
<http://dhfs.wisconsin.gov/aboutdhfs/index.htm>
- **Wisconsin Nurse Aide Program Publications**
<http://dhfs.wisconsin.gov/caregiver/NATD/NATDpubs.htm>
- **Glossary of Terms, Acronyms and Abbreviations**
<http://dhfs.wisconsin.gov/data/glossary.asp>