

DATE: November 25, 2019

TO: Medicaid Nursing Facility (NF) Providers
TennCare Health Plans

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SUBJECT: QuILTSS #12 Staff Training Measure – Orientation Video UPDATES

The purpose of this memo is to provide UPDATED IMPORTANT and TIME-SENSITIVE information and reminders regarding specific requirements for the QuILTSS #12 submission process. The measurement period for QuILTSS #12 is January 1, 2019 – January 31, 2020.

The memo released on October 1, 2019 covered the details regarding expectations from facilities to qualify for Staff Training points in QuILTSS #12. This memo provides UPDATES and REMINDERS to some of those details based on feedback from THCA. We appreciate the opportunity for ongoing dialogue and partnership in this important initiative. The key changes and reminders are as follows:

- 1. The orientation video is now reposted and available** via *The QuILTSS Institute* website and can be accessed at www.quiltss.org. From *The QuILTSS Institute* home page, participants will be able to easily navigate to the orientation course.

If you have any technical difficulties or connectivity issues, please contact TennCare or *The QuILTSS Institute* staff immediately. Their contact information is provided at the end of this memo.

- 2. There are now 2 versions of the orientation video.**

One is for staff who are viewing the video *individually*. Only for those viewing the video individually, there are embedded questions that will provide us with helpful feedback regarding interest in the training program. Because that feedback is very valuable as we roll out the training program, we strongly encourage viewing the video individually.

However, there is a second version of the video that can be used for *group* viewing, specifically designed for (but not limited to) facilities with limited internet access. This is not the preferred method for viewing and does not include any questions, since there would be no way to capture the feedback of each person in the group; however, it will count toward the requirements for staff training points.

3. Regardless of which method you choose (individual or group), **it is imperative that you register at the beginning of the video, including selecting the name of your facility, watch the video *in its entirety*, and complete the attestation at the end of the video in order to be considered “complete.”** If you do not take ALL of these actions, the system will not log a completed training for you, and it will not count toward the requirements for staff training points. Viewers that fast forward through the video will not count toward the facility’s staff training points.

If staff are watching the video **individually**:

- Register using YOUR NAME, email, and FACILITY at the beginning of the video.
- Watch the video *in its entirety*, completing each embedded question.
- Complete the attestation at the end by entering your name again.

If staff are watching the video **as a group**:

- Select one person in the viewing group and use this individual’s name and email address on the registration page. Select YOUR FACILITY name on this page to begin the video.
- Watch the video *in its entirety*.
- Complete the attestation at the end by entering the name of EACH PERSON in the group.

Leadership and staff who have already completed ALL of the actions above do NOT need to view the video again. The system has a record of your completion. The system also records partial completions, and fast forward functions which will not count toward staff training points. If you started, but did not complete viewing the video, fast forwarded through sections of the video, or if you failed to select **the name of your facility** at the beginning or did not complete the attestation at the end, including **your name**, there will be no record of your completion, and it will not count toward the requirements for staff training points.

4. **How facilities can track completion of the video:**

To keep up with staff who have completed viewing the video, each facility should ask staff to report when ALL of the actions have been completed. Around January 15th, 2020 (at least two weeks prior to January 31, 2020), *The QuILTSS Institute* will provide each facility with a preliminary report of staff who have completed ALL of the actions above. This should provide ample time for you to follow up with any staff who are outstanding.

After the period for viewing the orientation video has ended (January 31, 2020), each facility will receive a final report of all staff who completed ALL of the actions above. This is the report you will use for purposes of your QuILTSS #12 submission.

5. **Who must complete the training:**

Leadership and all contracted and employed clinical and direct care staff are required to complete viewing of the orientation video for full points. Other facility staff are encouraged, but not required to view the video.

As a reminder, because leadership buy-in is such a critical part of the success of any training effort, completion of the orientation by ALL leadership is a threshold measure that must be fully accomplished to receive *any* points for this measure. For the purposes of this measure, leadership is defined as any individual with FLSA-exempt status (meaning, not eligible for overtime pay), provided they directly supervise others.

6. The new deadline for completing the training is **January 31, 2020**. This applies to leadership as well as clinical and direct care staff.
7. **Completing Staff Training Documentation for the QuILTSS #12 Submission:**

When it is time to submit your QuILTSS #12 submission, you will be required to submit the names of all “leadership” and contracted and employed “clinical and direct care staff” in your facility, and identify which of those have completed the training using the final report received from *The QuILTSS Institute*. TennCare will also have a copy of the final reports for each facility for validation purposes. Please use the [Staff Training Validation Tool](#). The tool is also located on the TennCare website at <https://www.tn.gov/tenncare/long-term-services-supports/value-based-purchasing.html> under Nursing Facility QuILTSS. The excel file will be submitted via Formstack. A submission memo will be sent out with the link to the Formstack and the due date by which the file has to be submitted to TennCare.

Points will be awarded based on completion of the orientation by 100% leadership and the applicable % of a facility’s clinical and direct care staff as follows:

- Leadership plus greater than 80% of clinical and direct care staff completes *The QuILTSS Institute* and Workforce Training Program Orientation will be awarded **5 points**.
- Leadership plus greater than 60-79% of clinical and direct care staff completes *The QuILTSS Institute* and Workforce Training Program Orientation will be awarded **4 points**.
- Leadership plus greater than 40-59% of clinical and direct care staff *completes The QuILTSS Institute* and Workforce Training Program Orientation will be awarded **3 points**.
- Leadership plus greater than 20-39% of clinical and direct care staff completes *The QuILTSS Institute* and Workforce Training Program Orientation will be awarded **2 points**.
- Leadership completes *The QuILTSS Institute* and Workforce Training Program Orientation will be awarded **1 point**.
- Leadership does **not** complete *The QuILTSS Institute* and Workforce Training Program Orientation will be awarded **0 points**.

As a reminder, the QuILTSS Workforce Development Training Program will launch in the fall 2020. Enrollment in the program is *completely voluntary* for staff.

Starting with QuILTSS #13, points for the Staff Training measure will be awarded based on the percentage of each facility’s direct care staff who enroll in and complete specified training modules in the program.

As part of our State Fiscal Year 2020-2021 budget, TennCare has requested funding to implement value-based workforce wage incentives across all of our LTSS programs and populations, including nursing facilities, to reward completion of each block of four courses.

At this point, these are only TennCare’s budget *requests* to the Governor. No decision has been made to fund anything for SFY21 yet. The Governor’s recommended budget for SFY21 will most likely be



MEMO

presented in early 2020 as part of the State of the State address. We will keep you informed as the process moves forward.

Questions regarding QuILTSS, including the Quality Framework, quality measures, point values, and performance benchmarks, submission process and schedule of QuILTSS submissions, should be directed to QuILTSS@tn.gov.

Questions about *The QuILTSS Institute* or the online orientation course (including any issues with connectivity) should be directed to Melissa Walker at melissa@quiltss.org.