

Online Nurse Assistant Training Program Policies and Procedures

Please submit completed form to the eLearning Review Unit at eLearning@cdph.ca.gov

In an effort to assist training program applicants, the Department has prepared the following template:

- An applicant may choose to develop and submit their own policies and procedures as part of their application for an online Nursing Assistant Training Program (NATP), or they may adopt and submit this template after completing it.
- This same includes a Skilled Nursing Facility (SNF) specific attestation A, which is ONLY to be completed by the SNF/ICF owned/operated online NATP applicants. All other applicants should disregard attestation A.
- Please include a job description for every category listed on the organizational chart. The job descriptions and organizational chart required per regulation 22 CCR §71828(b), and the instructor monitoring tools are not included in this template and must be developed and submitted by the applicant.
- This template is not an exhaustive list of policies, and each training program is encouraged to expand their manual to reflect the rules and culture of their organization.
- The applicant will be held to the contents and execution of the policies as well as California Health and Safety Code Division 2, Chapter 2, Article 9, California Code of Regulations Title 22 Division 5, Chapter 2.5, and applicable portions of the Code of Federal Regulations 483.16 Subpart B and D.

Please note:

- Application shall be submitted by the provider to the Department for approval of a certification training program. 22 CCR §71835(h)
- No training shall commence until the provider receives approval from the Department. 22 §71835(h)(3)
- Each provider shall submitted a request for the Department’s review and approval 30 days prior to a change in curriculum content, training hours or contracted services. 22 CCR §71835(k)
- No training provider shall make or disseminate false or misleading statements or advertisements regarding the training provided. 22 CCR §71828(d)
- No training provider shall make a claim that completion of their program may lead to a student receiving a nurse assistant certification unless the provider provides a NATP approved by the Department. 22 CCR §71828(e)

Training Program Name: _____

Policy #1

Topic: Operational Policies	Effective:
Title: Policy Review and Revision	Reviewed/Revised:
Regulatory references: 22 CCR § 71828 (a), and HSC § 1337016(b)	

Policy and Purpose: The online NATP will review its policies and procedures at least annually and revise them as necessary. A copy of the written policies will be available to staff, students, and the Department. In order to standardize practice and set clear expectations, the NATP will develop and implement written administrative and management policies to govern the operational aspects of the training program.

Responsibilities:

The _____ is responsible for the development and revision of policies and procedures.

The _____ is responsible for the monitoring and implementation of the policies and procedures.

Procedures:

- Policies and procedures regarding the administration management and daily operation of the NATP will be developed and implemented to meet the standards of practice and applicable State and federal codes, regulations, and department rules.
- Policies and procedures will be reviewed annually and updated as necessary,
- Throughout the year the _____ will assess the viability of the policies and gather information so policy decisions can be made with data in mind.
- Description of method for data collection:
 - The policies and procedures will be made available to staff, students, and the Department as necessary for orientation, daily operation, and upon request.
 - Copies of the policies will be incorporated into this policy and procedure manual.

Topic: Staffing	Effective:
Title: Job Descriptions and Organizational Chart	Reviewed/Revised:
Regulatory references: 22 CCR §71828(b)(1)(2), § 71809, §71821, §71829(a), §71835(e), and HSC §1337.15, §1337.16(b), §1337.4	

Policy and Purpose: The online NATP will develop and maintain job description detailing qualifications, duties, responsibilities, and limitations for each staff. The organizational chart shows the chain of command or delineation of authority which provides the guideline in staff supervision. Job description are important for successful operation of the NATP and provide structure to the organization because they set clear job expectations; support salary promotion, and termination decisions; and provide guidelines regarding the supervision of employees.

Responsibilities:

The _____ is responsible for the development and revision of the job descriptions.

The _____ is responsible for the monitoring and implementation of this policy.

Note: Every skilled nursing or intermediate care facility shall designate a licensed nurse as the Director of Staff Development who shall be responsible for the management of the approved training program.

The NATP will notify the Department within 30 calendar days following the employment of a new DSD or Instructor.

Procedures:

- A job description for the Registered Nurse Program Director (RNPD) and Director of Staff Development (DSD)/Instructor will be developed and implemented.
- Additional job description for _____ will be developed and implemented.
- The job descriptions will include the essential responsibilities, activities, schedule, qualifications, and skills for each role. It may include to whom the position reports benefits, and salary range.
- All instructors will be approved by the Department prior to teaching.
- All instructors shall meet the qualifications as stated in the HSC §1337.15 may be a licensed vocational nurse or registered nurse with no less than two years of nursing experiences, of which no less than one year is in providing care and services to chronically ill or elderly patients and will meet the Department’s qualifications for a DSD/Instructor.
- A copy of the resume and evidence that all health professionals involved in the training are currently licensed, registered or certified in their area of expertise will be kept on file.
- An organization chart for the online NATP will be developed and include job title, line of authority and responsibility.

Training Program Name: _____

Policy #3

Topic: Program Monitoring	Effective:
Title: Instructor Monitoring and Checklist	Reviewed/Revised:
Regulatory references: 22 CCR §71828(b)(3)(4), and HSC §1337.16(b)	

Policy and Purpose: The online NATP's Registered Nurse Program Director will monitor individual instructor's performance to determine competence. Monitoring ensures the NATP remains compliant to regulatory requirements and has competent instructors.

Responsibilities:

The _____ is responsible for the monitoring and implementation of this policy.

The Registered Nurse Program Director will monitor each instructor.

Procedures:

- An instructor monitoring checklist will be developed and implemented to monitor during theory classes and another during clinical training.
- The checklist must include verification that the instructor is compliant with the NATP policies and procedures and applicable to State and federal regulations.
- A copy of the instructor monitoring checklist will be incorporated into this policy.

Training Program Name: _____

Policy #4

Topic: Clinical Training	Effective:
Title: Clinical Student to Instructor Ratio	Reviewed/Revised:
Regulatory references: 22 CCR §71828(b)(4), and HSC §1337.16(b)	

Policy and Purpose: During clinical training, the ratio must not exceed 15 students to one instructor. Mandated student to instructor ratio ensures all students are adequately supervised and trained for successful completion of the training program.

Responsibilities:

The _____ is responsible for the monitoring and implementation of this policy.

The _____ is responsible for ensuring that the student to instructor ratio is adhered to during clinical training.

Procedures:

- At the time of enrollment, the _____ will ensure that there will be no more than 15 students per instructor during clinical training.
- Description of the method of ensuring the above/proof:

Training Program Name: _____

Policy #5

Topic: Attendance	Effective:
Title: Student Absenteeism and Makeup	Reviewed/Revised:
Regulatory references: 22 CCR §71828(b)(5), HSC §1337.16(a)(5) and §1337.16(b)	

Policy and Purpose: In the case of student absences or missed assignments, the training program will provide make-up opportunities for students. This policy ensures students receive all required classes following an absence and that make-up training classes are provided.

Responsibilities:

The _____ is responsible for the monitoring and implementation of this policy.

The _____ is responsible to ensure students complete the missed module/training prior to proceeding with the next module/training.

The _____ will ensure that only student who have completed the 16 federally mandated theory hours proceed to clinical training (see requirements in 42 CFR §483.152(b) or 22 CCR §71835(n) Module 1 through 6, 12, and 14.

Procedures:

- Student absences will be tracked. The log will include the student's name, date(s), and time(s) of missed classes, and specific information regarding the make-up opportunities.
- Description of maximum allowed theory and clinical session absences and consequences of exceeding them:

- Description of excused and unexcused absences:

- All makeup will include the same content and participation time requirements as the original scheduled class.
- A copy of the student absence/makeup log shall be made available to the Department upon request.
- Any missed online instruction as a result of program related technological interruption will be made available as a makeup to students without penalty.

Training Program Name: _____

Policy #6

Topic: Instructors	Effective:
Title: Instructor Availability/Accessibility	Reviewed/Revised:
Regulatory references: HSC §1337.16(a)(1)(4), and §1337.16(b)	

Policy and Procedures: Instructors will be available to students outside of the normal training program instruction times. Because of the online nature of instruction, students need to be able to communicate questions to instructor and receive responses within a reasonable time.

Responsibilities:

The _____ is responsible for the monitoring and implementation of this policy.

Procedures:

- The NATP business hours times are _____.
- Each instructor will have office hours past normal instruction times where the instructor is available for immediate interaction with students.
- Upon enrollment, each student will receive information which includes the instructor's name, contact information, contact method, and instructor's available times.
- If inquiries are received after office hours, the instructor(s) will respond to students' inquiries within one business day.

Training Program Name: _____

Policy #7

Topic: Technology	Effective:
Title: Equipment Failure	Reviewed/Revised:
Regulatory references: HSC §1337.16(a)(5), and §1337.16(b)	

Policy and Purpose: The NATP will have alternate means of instruction that will be implemented in case of any technological failure. This will ensure continuity of the training per established timelines in case of equipment failure.

Responsibilities:

The _____ is responsible for the monitoring and implementation of this policy.

Procedures:

- Alternate learning management system or platform used for instruction and testing:

- Description of method of student notification and alternate procedure to be implemented in the event of an equipment failure:

❖ May attached additional pages or documents if necessary.

Topic: Students	Effective:
Title: Student Handbook	Reviewed/Revised:
Regulatory references: 22 CCR§ 71835(f)(1)(A) through (f)(2), and HSC §1337.16(b), §1337.2(a) (1 through 3), §1338.5(a)(2)(A), §1338.5(a)(2)(B)	

Policy and Purpose: The online NATP will inform the students of all requirements for successful completion of the online NATP, the students will be informed of all relevant information such as costs, time, commitment, equipment needs, and expectations prior to enrollment.

Responsibilities:

The _____ is responsible for the monitoring and implementation of this policy.

Procedures:

- The NATP will inform the students of all requirements, policies, procedures, and rules that govern student/NATP interaction that need to be met in order for the students to successfully complete the training program.
- The NATP will inform the student that it is required to ensure upon enrollment and prior to direct contact with residents in a clinical setting, that the student is required to submit a training and examination application and fingerprints to the Department to receive a criminal record review through the Department of Justice.
- The NATP will inform the student that it is required to ensure its student have a health examination prior to participating in segments of the program which involve contact with patients in a nursing facility and that this record will be kept on file.
 - A test for tuberculosis or chest x-ray.
 - A history and physical report, signed by health care practitioner that the student does not have any health condition that would create a hazard to himself/herself, fellow employees, or patients.
- The NATP will inform the students of the following minimum certification requirements.
 - The candidate must be at least 16 years of age when taking the certification exam.
 - The candidate must have successfully completed a Department approved training program.
 - The candidate must obtain a criminal record clearance pursuant to HSC §1338.5.

Topic: Records	Effective:
Title: Record Keeping and Statistics	Reviewed/Revised:
Regulatory references: 22 CCR §71828(b)(5), and HSC §1337.16(a)(7), §1337.16(b), §1337.3(a)(b)	

Policy and Purpose: NATP records and statistics will be kept on file for a minimum of four years for future reference. This policy will ensure availability of records to student, staff, and the Department.

Responsibilities:

The _____ is responsible for the monitoring and implementation of this policy.

Procedures:

- The NATP will ensure that:
 - All records regarding the training program are kept available for a period of four years.
 - Appropriate records are made available to staff and students upon request.
 - All records are made available for the Department’s inspection upon request.
 - All records pertaining to individuals who have successfully completed the program are available for the Department's inspection for a period of four years from the date of the student's enrollment.
 - A student clinical and theory progress record is kept up to date by the instructor for each student.
- Description of method of record storage and record availability:

- The NATP will ensure that:
 - Statistics about the program is made available to the Department within a reasonable time upon request.
 - The NATP will track and report its student’s certification test score passage rate. The average will be determined over a two-year period.
 - The NATP will track and report statistics about student training exam pass rate, module repeat rate, student absences, makeup classes, and general class work.
 - The NATP will track and report statistics about the number of nurse assistants they have trained.
- Description of method of statistics gathering and availability to the Department:

Topic: Records	Effective:
Title: Personal Information Protections	Reviewed/Revised:
Regulatory references: 22 CCR §71828(b)(5), and HSC §1337.16(a)(7), §1337.16(b), §1337.3(a)(b)	

Policy and Purpose: All records that contain personal or health information will be secured using physical and/or electronic means. This will ensure sensitive information is kept safe and information is not vulnerable to a breach.

Responsibilities:

The _____ is responsible for the monitoring and implementation of this policy.

Procedures:

- The NATP will ensure that records containing sensitive is kept sage and is inaccessible to unauthorized persons. These methods will include:
 - Physical barriers, such as locks.
 - Electronic barriers, such as use industry standard password requirements.
- Description of methods for safekeeping of physical records:

- Description of methods for safekeeping of electronic records:

Attestation “A”

SNF/ICF Owned Online NATP Applicants

Staffing:

- Every skilled nursing or intermediate care facility shall designate a licensed nurse as a Director of Staff Development who shall be responsible for the management of the approved training program. HSC §1337.4
- Nursing facilities which have a certification program shall employ or contract with a Director of Staff Development according to the minimum number of hours specified in Column B, below. 22 CCR §71829(e)

Column B	Number of Beds	100 or more	60-99	1-59
	Required hours per week	40	30	20

- The Department may require a facility to provide additional staff in accordance with 22 CCR §72501(g), 22 CCR §71829(e)
- Approved training programs shall be conducted during the normal working hours of the nurse assistant unless the nurse assistant receives at least the normal hourly wage for any additional time spent in the training program. HSC §1337.5(a)

Online Training Requirements:

- At least 2 hours of the 60 hours of classroom training shall address the special needs of persons with developmental and mental disorders, including intellectual disability, cerebral palsy, epilepsy, dementia, Parkinson’s disease, and mental illness. At least 2 hours of the 60 hours of classroom training shall address the special needs of persons with Alzheimer’s disease and related dementias. HSC §1337.1(b)(3)

Clinical Training Requirements:

- The 100 hours [of supervised clinical training may consist of normal employment as a nurse assistant under the supervision of either the Director of Staff Development or a licensed nurse qualified to provide nurse assistant training who has no other assigned duties while providing the training. HSC §1337.1(b)(2)
- At least 4 hours of the 100 hours of supervised clinical training shall address the special needs of persons with developmental and mental disorders, including intellectual disability, cerebral palsy, epilepsy, Alzheimer’s disease and related dementias, and Parkinson’s disease. HSC §1337.1(b)(4)

Training Program Name: _____

I certify that the online NATP will meet all applicable requirements listed in the California Code of Regulations, Title 22, Division 5, Chapter 2.5 the Health and Safety Code Division 2, Chapter 2, Article 9, and the Code of Federal Regulations, Sections 483 and subpart D.

I certify, under the penalty of perjury under the law of the State of California, that the foregoing is true and correct.

Print Name of Administrator

Administrator Signature

Date

Print Name of Director of Nursing

Director of Nursing Signature

Date