



# Telligen QI Connect™

Partnering to improve health outcomes through relationships and data

## Getting the Most Out of the CMS Targeted COVID-19 Training

### Purpose

The [CMS Targeted COVID-19 Training](#) for Frontline Nursing Home Staff & Management was developed in consultation with the Centers for Disease Control and Prevention and expert stakeholders to address basic infection prevention and control for frontline nursing home staff. The training includes five modules for frontline staff and ten modules for nursing home management, including vaccine delivery system readiness.



These free learning modules are hosted on the CMS Quality, Safety & Education Portal ([QSEP](#)) and can be utilized to meet educational requirements for infection prevention and control. It is the expectation of CMS that all nursing homes complete this training per [this](#) urgent call to action.

### QSEP Portal

- [Here](#) are instructions on how to access the training, an email address is required
- Go [here](#) when you are ready to get started
- Questions? Contact QSEP Help Desk at [helpdesk@qsep.org](mailto:helpdesk@qsep.org) or call 1.855.791.8900

Click [here](#) to view detailed instructions.

### Benefits: Time invested

- Implement infection control practices that prevent the spread of COVID-19 to residents and staff
- Know and comprehend CMS and CDC infection prevention modules to keep residents safe and avoid violations resulting from substandard quality of care
- Strengthen team competency skills on infection control and prevention
- Utilize training for orientation, recurrent trainings and for contracted agency staff
- Identify how to care for residents with dementia during a pandemic

### Quick Tips

#### Module Resources

- A PDF of the training can be downloaded using the [Accessible Version](#) link
- Downloadable resources to support your infection control and prevention efforts



# Telligen QI Connect™

Partnering to improve health outcomes through relationships and data

## Strategies

1. **Prepare** staff for training. Focus on the purpose of training and provide a support person to answer questions or mitigate access issues
2. **Celebrate** and Recognize Staff Completion of Module
  - a. Posting certificates, celebrate with a party, gift certificate, thank you notes
3. **Maintain leadership focus.** Address at least one training module each week during morning meetings and assign and task managers to assess and evaluate application of knowledge through rounding
4. **Huddle** with frontline staff and review key points on one of the five Front-Line Staff Modules to address any questions and discuss improvement opportunities in your facility's infection prevention practices
5. **QAA Meetings-** create a plan to monitor the effectiveness of training
6. **Supportive Communication** during pandemic- Consider using this [Conversation and Action Guide to Support Staff Well-Being and Joy in Work During and After the COVID-19 Pandemic](#) resource from the Institute for Healthcare Improvement (IHI). It is designed to help with conducting effective conversations that provide and solicit needed information and problem-solving ideas while simultaneously addressing staff's concerns and supporting their well-being

## Document Links

- CMS Targeted COVID-19 Training: <https://qi.ipro.org/2020/10/21/free-training-nh-covid19-prep-fw2020/>
- QSEP Portal: <https://qsep.cms.gov/welcome.aspx>
- CMS Urgent Call to Action: <https://www.cms.gov/newsroom/press-releases/cms-releases-nursing-home-covid-19-training-data-urgent-call-action>
- Instructions: <https://qsep.cms.gov/COVID-Training-Instructions.aspx>
- Detailed instructions: [https://hqin.org/wp-content/uploads/2020/09/CMS-Targeted-COVID-19-Training\\_NH-Instructions\\_09032020\\_508.pdf](https://hqin.org/wp-content/uploads/2020/09/CMS-Targeted-COVID-19-Training_NH-Instructions_09032020_508.pdf)
- Start here: <https://qsep.cms.gov/ProvidersAndOthers/signupstep1.aspx>
- PDF Accessible Version: [http://surveyor-training-docs2.s3.amazonaws.com/Resources\\_PDFs/COVID/COVID-19\\_NH\\_Management\\_Training.pdf](http://surveyor-training-docs2.s3.amazonaws.com/Resources_PDFs/COVID/COVID-19_NH_Management_Training.pdf)
- Conversation and Action Guide to Support Staff Well-Being and the Joy in Work During and After the COVID-19 Pandemic: <http://www.ihl.org/resources/Pages/Tools/Conversation-Guide-to-Support-Staff-Wellbeing-Joy-in-Work-COVID-19.aspx>

## Contact Us

Contact Telligen QI Connect™ for support and/or visit our website for additional infection prevention resources: <https://www.telligenqinqio.com/infection-prevention-and-control-resources/>