

Cabinet and Governor Appointed Agencies’ Performance Audit Action Item(s) & Status

I-1163: Evaluating the Relevance of Required Training for Long-Term Care Workers

(See also [cabinet agency response](#) for full context to Washington State Auditor’s Office (SAO) [report](#), March 2022)

The Department of Social and Health Services (DSHS) was included for this performance audit.

SAO Conclusion (summary): the training program for individual providers could benefit from more population-specific options to recognize that a one-size-fits-all approach may not work. To keep the training relevant over time, we recommend DSHS develop an ongoing process to assess alignment between training content and the needs of clients and adjust the training requirements accordingly.

SAO Recommendations to DSHS (Rec) Summary:

1. Offer training in first aid and/or CPR to individual providers in collaboration with stakeholders such as the Training Partnership.
2. Establish a more robust process for ensuring alignment between training content and client needs.

The table below shows the current status of action items the agency initiated to address issues identified in the performance audit report. Please see the [cabinet agency response](#) for additional context and any additional steps already taken.

For an explanation of the columns below, [see the legend](#).

Issue/ Rec	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
Rec 1	Complete	Clarify the training website that CPR and First Aid are required for certain long-term care workers, but not required for other long-term care workers, including individual providers	DSHS	March 15, 2022	N/A	No	No	Changes were made to the website (https://www.dshs.wa.gov/altsa/training/applying-cprfirst-aid-training-hours-ce). Completed on 9/16/22.
Rec 1	Complete	Discuss the feasibility of the Training Partnership offering First Aid and CPR courses as continuing education	DSHS	April 30, 2022	N/A	Yes	No	Offering First Aid and CPR are not under consideration any time soon for the following reasons: <ul style="list-style-type: none"> • Offering this as CE would be an additional cost to HCS and would require collective bargaining. • Their focus is ensuring their caregiver workforce complete training as required by emergency rule and to alleviate the training backlog create by the public health emergency.

Issue/ Rec	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
								<ul style="list-style-type: none"> Completed 2/3/22.
Rec 1	Complete	Update the training website to include locations of Red Cross offices, American Heart Association offices, and online courses for individual providers who have a desire to take the CPR, First Aid, or CPR and First Aid trainings	DSHS	June 15, 2022	N/A	No	No	<p>The State of WA does not allow for on-line 1st Aid/CPR courses. We can update the website to include links to the Red Cross and American Heart Association for their general information regarding their 1st Aid/CPR offerings. Neither the Red Cross nor the American Heart Association offer free classes. We also checked with the Fire Department; they do not offer free courses either. We do not plan to include links to online courses because DSHS does not market, endorse or recommend training curriculum or training providers.</p> <p>Completed 9/16/22.</p>
Rec 2	Complete and ongoing	Continue collaboration with the Training Partnership to assess training and client outcomes by analyzing data gathered annually to evaluate the relevance of training curricula; <i>however, we are limited by the need to meet statutory requirements</i>	DSHS	N/A	N/A	No	No	<p>The Training Partnership plans to roll-out the revised Basic Training 70 this summer and pilot the revised Advanced Home Care Aide Specialist training by the second quarter of FY2024.</p>
Rec 2	Complete	Discuss with the Training Partnership leadership flexibility in selecting population-specific training	DSHS	Feb. 28, 2022	N/A	No	No	<p>In the fall of 2022, a group discussion was held with members of the DD community and DSHS. The Training Partnership has been revising the Advance Home Care Aid Specialty curriculum. The curriculum is scheduled to be completed and launched by the end of 2023.</p>