Train Your Team

Group Facilitator's Guide

Practice and prepare for COVID-19 surges with the Centers for Medicare & Medicaid Services (CMS) Targeted COVID-19 Training for Frontline Nursing Home Staff. This free, fully updated training will walk you through real-world situations so you can deliver the best quality of care to your residents.

The Frontline Nursing Home Staff training includes five modules and can be completed in any order:

- Hand Hygiene and Personal Protective Equipment (PPE)
- Screening and Surveillance
- Cleaning the Nursing Home
- Cohorting
- Caring for Residents with Dementia in a Pandemic

This group facilitator's guide provides everything that you will need to train your staff as a team.

The training is hosted on the **CMS Quality, Safety & Education Portal (QSEP)** and is available on-demand, 24/7.

The training includes a mandatory **pre-test, post-test** and **evaluation**. For nursing home staff members to receive certificates of completion, they must individually score a minimum of 80 percent on the post-test. Continuing education units (CEUs) are not available.

The group facilitator's guide includes the following materials:

- **Checklist** of everything you need to prepare for a group training session.
- **Group training agenda** and knowledge test question bank.
- **Flyer** to announce the training date(s) and completion requirements.
- **Welcome sign** with QR code and weblink to access the training.
- **User Guide** to find and login to the training modules.
- **Instructions** for staff to complete the post-test, training evaluation and to save, email and/or text their training certificates to their managers.

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Training Checklist | At Least 2 Weeks Before Training

Communicate to Staff

- ☐ Staff members will need to use individual email addresses to register for a CMS Quality, Safety & Education Portal (QSEP) account.
- ☐ Each staff member will need to bring their smartphone to each session to complete tests using their own QSEP account to get credit for the course.
- ☐ Ideally, staff should sign up for a QSEP account the week before the pre-test and training to save time on training day. The **User Guide** includes step-by-step instructions to register for a QSEP account.
- ☐ Post **flyers** in breakrooms and restrooms to let staff know about upcoming training sessions.

Set the Agenda

- ☐ Decide whether to complete the pre-test and post-test as a group.
  - Test questions are randomized.
- ☐ Customize the sample agenda to align with your existing all-hands meetings and/or add to new hire orientation sessions.
- ☐ Determine how and when to cover each module across multiple sessions or to bundle as time allows. You have the flexibility to complete the modules in any order.

Training Checklist | At Least 1-2 Days Before Training

- ☐ Practice accessing the training modules on the technology you will use 1-2 days prior to the training session. The technology and materials you will need are listed below.

Training Checklist | Training Day

Materials

- ☐ **Welcome sign** with QR code and web link to access the training
- ☐ Copies of **User Guide**
- ☐ Knowledge test questions
- ☐ Notebooks or paper and pens for taking notes
- ☐ [For final session] **Copies of instructions for post-test and training evaluation**
- ☐ [Optional] Printed or electronic handouts with facility policies related to the topics covered in the modules (e.g., donning and doffing personal protective equipment [PPE], storing reusable masks)

Technology Needs

TRAINER:

- ☐ Laptop computer
- ☐ Confirm Adobe Acrobat Reader is installed. If needed, you can **download Acrobat Reader for free** to the computer you will use for the training.
- ☐ Internet connection to the laptop
- ☐ Projector
- ☐ Speakers to listen to the audio in the training
- ☐ [Optional] Microphone

STAFF:

- ☐ Smartphone, tablet or laptop for each staff member to complete the pre-test, test-out questions, post-test and training evaluation.

Group Training Agenda with Trainer Notes

Instructions: Use this group training agenda as a starting point to help you integrate this training into group orientations, all-hands meetings, or other times when you gather your frontline staff as a team. The training modules are listed in order, but they can be completed in any order.

- **Preparing to Train**

- **Module 1**: Hand Hygiene and Personal Protective Equipment (PPE)

- **Module 2**: Screening and Surveillance

- **Module 3**: Cleaning the Nursing Home

- **Module 4**: Cohorting

- **Module 5**: Caring for Residents with Dementia in a Pandemic

- **Post-Test and Training Evaluation**

How to Access the Training

1 Login to your QSEP account at **https://qsep.cms.gov** (follow steps 1-7 in the **User Guide**).

2 Select **CMS Targeted COVID-19 Training for Frontline Nursing Home Staff**

3 Open the pre-test or navigate to the training.

4 When the training launches, click **Menu**. Select the module that you will cover for the day and then click **Start Module**. Click the **Next** arrow to advance or **Prev** arrow to go back.

5 At the end of each training module, ask the staff to login to their QSEP accounts, select the appropriate module, and then select **Attempt to Skip**.

- For each staff member to get credit for completing a module via the group training, they will need to "test out" of the module by answering four of five questions correctly. It is only possible to attempt to skip a module once. Test-out questions for each module are included in the Group Facilitator's Guide and can be printed or displayed on the projector. If a staff member answers two or more questions incorrectly, he or she will be prompted to repeat the module to receive credit.

Preparing to Train (10 minutes) – Part of an All-Hands Meeting

10 minutes | Pre-Test

> **TRAINER NOTES:**
>
> Display the **welcome sign** with the link and QR code for staff to access the training. If possible, ask staff to create accounts in the QSEP system prior to the training date to maximize training time. The 20 pre-test questions are randomized.

> **TRAINER SCRIPT:**
>
> *"Today we are testing our knowledge of the latest COVID-19 guidance and preparing for COVID-19 surges with the CMS Targeted COVID-19 Training for Nursing Home Frontline Staff. Please login to your QSEP training account using this QR code or link. We have user guides and a QR code to scan to help you access the QSEP training system. You will need access to an individual email address to register for a QSEP account if you haven't already done so.*
>
> *There are 20 questions to answer. Read each question carefully. Some questions may have more than one answer. Click on "Submit Answer" to go to the next question. Do not click the Back browser button. If you do, you will exit the test. The pre-test is not scored and is a way to see how the training improves our knowledge."*

Module 1 (50 minutes)

2 minutes Welcome | Brief Announcements

45 minutes **Module 1: Hand Hygiene and Personal Protective Equipment (PPE)**

TRAINER NOTES:

There are several places where the narration pauses to allow for interaction with the audience (i.e., knowledge checks, who wore it best). You can read the content on the screen aloud and ask the group to vote on the answer by a show of hands. The answers will be shown upon clicking with an explanation that you can read aloud before moving on. There are also opportunities to briefly discuss any procedures specific to your facility (e.g., donning/doffing) that you may wish to emphasize.

3 minutes **Knowledge Test**

TRAINER NOTES:

Ask staff at the conclusion of the module to go into Module 1 and "attempt to skip." The test-out questions and their response options are included in this guide. You may wish to print these out or display on screen.

TRAINER SCRIPT:

"As we end this section, please be sure that you are logged in to your QSEP account and navigate to the training. We have user guides and a QR code to scan to help you access the QSEP training system. Today we completed Module 1: Hand Hygiene and Personal Protective Equipment (PPE). Please go into the training in QSEP, navigate to the menu within the training, and click on that module. Then, click "attempt to skip". Completing these 5 test-out questions will help reinforce what we learned today and ensure that you get credit for completing today's module. You must get 4 out of 5 questions correct in order to successfully test out. If you do not answer 4 out of 5 correctly, you will be prompted to repeat the training module."

Knowledge Test for **Module 1: Hand Hygiene and PPE**

1 Why does the Centers for Disease Control and Prevention, or CDC, recommend using alcohol-based hand rub for hand hygiene during the COVID-19 pandemic? Pick the best answer.

    a. Alcohol-based hand rub starts killing germs immediately.

    b. Alcohol-based hand rub is effective against many viruses, including the one that causes COVID-19.

    c. Alcohol-based hand rub is easy to use anywhere.

    d. All of the above.

2 When should nursing home personnel practice hand hygiene? Pick the best answer.

    a. If you do hand hygiene at the beginning and end of the shift, you can use gloves the rest of the day to prevent contamination.

    b. When surveyors are on site.

    c. Before and after touching a resident or objects in the resident's environment when visibly soiled, after exposure to blood or bodily fluids, and before and after aseptic procedures.

    d. Only if a resident or family member asks you to clean your hands.

3 Which of the following are recommended for caring for residents with confirmed COVID-19? Select all that apply.

    a. Contact precautions.

    b. Eye protection.

    c. Droplet precautions.

    d. Airborne precautions.

4 Related to donning and doffing of personal protective equipment (PPE), select the best answer:

    a. As long as you are properly wearing the right PPE for the task, you can put it on and take it off any way you want.

    b. If you are caring for a resident with confirmed or suspected COVID-19, you should remove your face shield and respirator first.

    c. There is more than one acceptable way to put on and remove PPE. You should follow your facility's policy and procedure.

    d. None of the above.

5 What is the proper sequence for removing and storing a face mask for reuse if your facility is following the CDC optimization strategy for PPE?

    a. Grab the front of the face mask, pull it up over your head and put it in your pocket.

    b. With clean hands, remove the face mask by the ties or elastic around the ears, then carefully hang it on the back of the resident's door.

    c. With clean hands, remove the face mask by the straps, which are considered clean. Fold your mask in half with the outer part of the mask folded in and store according to your facility and/or manufacturer guidance. Then perform hand hygiene.

    d. Face masks should never be reused.

Module 2 (35 minutes)

2 minutes Welcome | Brief Announcements

30 minutes **Module 2: Screening and Surveillance**

TRAINER NOTES:

There is a link to a video that you will be prompted to show during this session. There are also a few places where the narration pauses to allow for interaction with the audience (i.e., knowledge checks, interactive scenarios). You can read the content on the screen aloud and ask the group to vote on the answer by a show of hands. The answers will be shown upon clicking with an explanation that you can read aloud before moving on.

3 minutes **Knowledge Test**

TRAINER NOTES:

Ask staff at the conclusion of the module to go into Module 2 and "attempt to skip." The test-out questions and their response options are included in this guide. You may wish to print these out or display on screen.

TRAINER SCRIPT:

"As we end this section, please be sure that you are logged in to your QSEP account and navigate to the training. We have user guides and a QR code to scan to help you access the QSEP training system. Today we completed Module 2: Screening and Surveillance. Please go into the training in QSEP and click on that module. Then, click "attempt to skip". Completing these 5 test-out questions will help reinforce what we learned today and ensure that you get credit for completing today's module. You must get 4 out of 5 questions correct in order to successfully test out. If you do not answer 4 out of 5 correctly, you will be prompted to repeat the training module."

Knowledge Test for **Module 2: Screening and Surveillance**

1 True or False: The COVID-19 Infection Control Assessment and Response (ICAR) tool is used by the state survey agency to monitor compliance with infection control practices.

2 Prioritizing the risk of an infection prevention (IP) issue is based on:

    a. The probability the risk will occur.

    b. The potential severity if the risk occurs.

    c. How well-prepared the organization is if the risk occurs.

    d. All of the above.

3 Which of the following is **not** true regarding a strong infection prevention and control program?

    a. The program establishes goals and priorities for IP.

    b. The program is a system for preventing, identifying, reporting, investigating, and controlling infection and communicable diseases for all residents, staff, and visitors.

    c. The program needs to be rebuilt if the infection preventionist leaves the facility.

    d. The program includes plans and implementation strategies to achieve goals, monitor compliance, and respond to identified issues.

4 Screening of health care personnel during a COVID-19 epidemic is crucial to decreasing (select all that apply):

    a. Risk of transmission of infection to vulnerable residents.

    b. Employee health care costs.

    c. Risk of infection for health care providers.

    d. Concerns among residents related to COVID-19.

5 What is an example of process surveillance?

    a. COVID-19 positive staff members.

    b. COVID-19 positive residents.

    c. Isolation compliance.

    d. *Clostridioides difficile* infection.

    e. All of the above.

Module 3 (30 minutes)

2 minutes Welcome | Brief Announcements

25 minutes **Module 3: Cleaning the Nursing Home**

> **TRAINER NOTES:**
>
> There are links within this module that you do not need to review with the team. You can opt to download any signs or tools that may be helpful to share with your staff at a later time. There is a link to graphic novel about Environmental Services staff that walks through different scenarios. The content presented is covered within the training module. However, you may wish to pause and read 1-2 scenarios aloud.

3 minutes **Knowledge Test**

> **TRAINER NOTES:**
>
> Ask staff at the conclusion of the module to go into Module 3 and "attempt to skip." The test-out questions and their response options are included in this guide. You may wish to print these out or display on screen.

> **TRAINER SCRIPT:**
>
> *"As we end this section, please be sure that you are logged in to your QSEP account and navigate to the training. We have user guides and a QR code to scan to help you access the QSEP training system. Today we completed Module 3: Cleaning the Nursing Home. Please go into the training in QSEP and click on that module. Then, click "attempt to skip". Completing these 5-question knowledge checks will help reinforce what we learned today and ensure that you get credit for completing today's module. You must get 4 out of 5 questions correct in order to successfully test out. If you do not answer 4 out of 5 correctly, you will be prompted to repeat the training module."*

Knowledge Test for **Module 3: Cleaning the Nursing Home**

1 Which is the correct location to discard personal protective equipment (PPE)?

    a. A biohazard waste receptacle.

    b. A trash can inside resident's room near the exit.

    c. A trash can in a common area of the floor.

    d. A dumpster outside the facility.

2 Which of the statements below are true? (Select all that apply.)

    a. Disinfectants will immediately kill all pathogens on a surface.

    b. COVID-19 is destroyed with any disinfecting product.

    c. Surfaces should be cleaned before they are disinfected.

    d. Cleaning hands with soap and water removes germs and impurities to reduce risk of spreading infection.

3 Where should you look to determine which pathogens a product is effective against and the necessary contact time?

    a. An advertisement for that product.

    b. EPA label.

    c. CDC website.

    d. Facility policies and procedures documents.

4 Which statements below regarding cleaning a resident's room are true? (Select all that apply.)

    a. Disinfect surfaces before cleaning.

    b. Start with the least dirty surfaces, moving toward the most dirty.

    c. Start cleaning lower surfaces, moving toward those that are higher.

    d. For soft surfaces such as a rug or drapes, launder or clean according to manufacturer instructions, using the warmest water setting possible.

    e. The bathroom should be cleaned first.

5 Which statements below are true regarding washing and handling of linens? (Select all that apply.)

    a. Linens should be washed for at least 5 minutes.

    b. Linens should be washed at temperatures between 158 and 170 degrees Fahrenheit.

    c. Bundles of linens should be sealed or taped.

    d. Linens need to be stored at temperatures below 68 degrees.

    e. Storage areas should have doors that can be kept closed.

    f. Separate areas should be designated for receiving and handling soiled linen and processing washed and clean linen.

Module 4 (30 minutes)

2 minutes Welcome | Brief Announcements

25 minutes **Module 4: Cohorting**

TRAINER NOTES:

There are 8 knowledge checks that help the team review a case and determine the best course of action for a patient. You can read the content on the screen aloud and ask the group to vote on the answer by a show of hands. The answers will be shown upon clicking with an explanation that you can read aloud before moving on.

3 minutes **Knowledge Test**

TRAINER NOTES:

Ask staff at the conclusion of the module to go into Module 4 and "attempt to skip." The test-out questions and their response options are included in this guide. You may wish to print these out or display on screen.

TRAINER SCRIPT:

"As we end this section, please be sure that you are logged in to your QSEP account and navigate to the training. We have user guides and a QR code to scan to help you access the QSEP training system. Today we completed Module 4: Cohorting. Please go into the training in QSEP and click on that module. Then, click "attempt to skip". Completing these 5 test-out questions will help reinforce what we learned today and ensure that you get credit for completing today's module. You must get 4 out of 5 questions correct in order to successfully test out. If you do not answer 4 out of 5 correctly, you will be prompted to repeat the training module."

Knowledge Test for **Module 4: Cohorting**

1 To help prevent the spread of COVID-19 in a facility, strategies that could be deployed are:

   a. Establishing separate dedicated spaces for the care of residents testing positive for COVID-19, residents testing negative for COVID-19, and unvaccinated/symptomatic residents awaiting test results for COVID-19.

   b. Dedicating staff and supplies to the COVID-19 positive care unit.

   c. Limiting ancillary staff access to the COVID-19 positive care unit.

   d. Using appropriate products for cleaning and disinfecting shared equipment and environmental surfaces.

   e. All of the above.

   f. None of the above.

2 Which of the following groups could be held in an observation unit upon admission to the facility? (Select all that apply.)

   a. Symptomatic residents awaiting COVID-19 test results.

   b. Residents with a known exposure to someone who tested positive for COVID-19.

   c. Residents who tested positive but have no COVID-19 symptoms.

   d. Residents who have respiratory symptoms but have tested negative for COVID-19.

3 If a glucometer is shared between residents, what is the nurse's responsibility for preventing spread of infection?

   a. The nurse does not need to worry about a shared glucometer spreading infection between residents.

   b. The nurse does not need to worry because the facility, not the nurse, would be liable for preventing the spread of infection between residents.

   c. The nurse should clean the glucometer with soap and water, and thoroughly dry with a paper towel before leaving the room.

   d. The nurse should thoroughly clean and disinfect the glucometer using appropriate cleaning supplies as recommended by the manufacturer.

4 Consider a scenario where a resident tests positive, but never develops symptoms. How long should the resident remain in the COVID-19 positive care unit?

   a. Until she has two negative tests, more than 24 hours apart.

   b. Until she has three negative tests, more than 24 hours apart.

   c. Until 10 days have passed.

   d. None of the above.

5 What is the best course of action for transitioning a new patient (COVID-19 status unknown) from the hospital to the facility?

   a. The facility should require a negative COVID-19 test before the patient can be admitted.

   b. If the patient has no symptoms; continue monitoring and if symptoms arise, engage in proper protocols.

   c. The patient should be transitioned to the COVID-19 positive unit since it is likely they are infected.

   d. The patient should be transitioned to the COVID-19 negative unit since it is unlikely they are infected.

2 minutes Welcome | Brief Announcements

25 minutes **Module 5: Caring for Residents with Dementia in a**

TRAINER NOTES:

There are a few buttons that you will want to click on and read the text that appears on the screen about trauma-informed care and tips to avoid re-traumatization. There are 3 knowledge checks that help the team review a case and determine the best course of action for a patient. You can read the content on the screen aloud and ask the group to vote on whether something is true or false by a show of hands. The answers will be shown upon clicking with an explanation that you can read aloud before moving on.

3 minutes **Knowledge Test**

TRAINER NOTES:

Ask staff at the conclusion of the module to go into Module 5 and "attempt to skip." The test-out questions and their response options are included in this guide. You may wish to print these out or display on screen.

TRAINER SCRIPT:

"As we end this section, please be sure that you are logged in to your QSEP account and navigate to the training. We have user guides and a QR code to scan to help you access the QSEP training system. Today we completed Module 5: Caring for Residents with Dementia in a Pandemic. Please go into the training in QSEP and click on that module. Then, click "attempt to skip". Completing these 5 test-out questions will help reinforce what we learned today and ensure that you get credit for completing today's module. You must get 4 out of 5 questions correct in order to successfully test out. If you do not answer 4 out of 5 correctly, you will be prompted to repeat the training module."

Knowledge Test for **Module 5: Caring for Residents with Dementia in a Pandemic**

1. True or False: Dementia is a known risk factor for COVID-19.

2. What strategies can you use if a person with dementia refuses to be tested for COVID-19? (Select all that apply.)
   a. Approach them at a different time of day.
   b. Approach them in a calm, caring manner.
   c. Remove your mask to ask the resident more clearly to be tested.
   d. Check their plan of care for strategies to approach the resident.
   e. Consult with other staff for tips on how best to approach the resident.
   f. If possible, isolate the resident in their room and/or encourage mask-wearing until they agree to be tested.
   g. Test the resident despite their refusal.

3. Which of the following is **not** a good way to ease the transition if a resident with dementia must be moved due to COVID-19?
   a. Make the new space as welcoming as possible.
   b. Keep the resident isolated in the new room in order to acclimate.
   c. Bring in familiar pictures or objects before the resident comes in.
   d. Educate the staff on the new unit about the person so that they can connect and support them in a comfortable way.
   e. Try to maintain the resident's routine and schedule as much as possible.

4. When interacting with residents while wearing personal protective equipment (PPE), what are some strategies to help communicate more effectively? (Select all that apply.)
   a. Speak louder to help them hear you through your mask.
   b. Use hand gestures to help communicate messages.
   c. Pay attention to the residents' behavioral expressions and body language.
   d. Try to minimize the amount of communication necessary for the interaction.
   e. Provide written information to substitute for speaking to the resident.

5. Which of the following is **not** a way to practice trauma-informed care?
   a. Realize the widespread impact of trauma.
   b. Understand potential paths for recovery.
   c. Understand the nature of the trauma a resident experienced to avoid triggering them.
   d. Recognize signs and symptoms of trauma in residents and staff members.
   e. Seek to actively avoid resident retraumatization.

15 minutes **Post-Test and Training Evaluation**

TRAINER NOTES:

Staff must answer at least 16 of 20 post-test questions correctly to receive a score of 80 percent or better. Then, the staff will complete an 11-question training evaluation. Both the post-test and the training evaluation must be completed to receive a certificate of completion. After successfully completing the post-test and training evaluation, staff will be able to view and save, email or text their certificate of completion.

TRAINER SCRIPT:

"With this final module, we have completed the training and are prepared to protect our residents and each other from COVID-19. In order for us to get credit for completing the training, we need to complete a post-test to show that we are up-to-date on the latest COVID-19 guidance. Please login to your QSEP training account. Then, scan the QR code and select the post-test from the training menu. We have handouts and instructions on the screen. Read each question carefully. Some questions may have more than one answer. Click on Submit Answer to go to the next question. Do not click the Back browser button. If you do, you will exit the test. The post-test is scored. You must answer at least 16 questions correctly to pass. You can retake the test if you do not pass the first time.

After you take the post-test and pass, you will be asked to submit a training evaluation. You must submit the training evaluation to get your certificate of completion. The training evaluation is 11 questions. Please answer honestly about your experience with the training modules. If you have suggestions about what might be done to improve running this training as a group, please let me know."
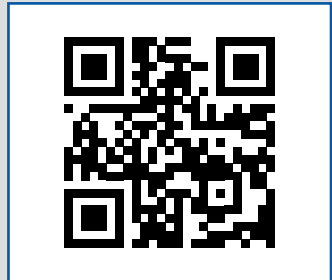
We Care and We Will Be Prepared: Preparing for the the CMS Targeted COVID-19 Training for Frontline Nursing Home Staff

Keep your residents and co-workers safe and healthy! Practice and prepare for COVID-19 surges with CMS Targeted COVID-19 Training for Frontline Nursing Home Staff.

Sign up for a QSEP account before the first training session.

Note: You will need to use an individual email address that you can login to in order to set-up your QSEP account to get credit for the training.

1 Go to the Centers for Medicare & Medicaid Services (CMS) Quality, Safety & Education Portal (QSEP): **https://qsep.cms.gov** or scan the QR code.

2 Click on **Sign Up** and then **Providers & Other Learners**.

3 Fill out the **Tell Us Who You Are** form.
   a. Enter your first name, last name, and email address.
   b. Under **Select Your User Role**, select **Provider/Supplier** from the dropdown list.
   c. Then click **Next** to continue registration.

4 Under **Provider/Supplier Type**, select **SNF/NF - Skilled Nursing Facilities/Nursing Facilities** from the dropdown list.

5 Select **Facility Search**.
   a. Enter the facility name (first few characters), zip code or state. Click **Search**.
   b. A list of facilities will appear. Select our facility from the list. Confirm your choice on the following screen and then select **Next** to complete registration.

6 You will be sent an email from CMS (**donotreply@qsep.org**) confirming your registration. Click on the link in the email. It may take up to 30 minutes to get this email.
   a. If you do not receive the confirmation email within 30 minutes, please contact **helpdesk@qsep.org**.

Bring your smartphone to the training sessions to complete tests and get your certificate.

Group training sessions will be held on the following dates and times:

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Welcome to the CMS Targeted COVID-19 Training for Frontline Nursing Home Staff

Pre-Test: Please follow the steps below to login to your QSEP account at the beginning of the session.

Modules 1-5: Please follow the steps below to login to your QSEP account at the end of each session.

If you already have a QSEP account:

1. Go to **qsep.cms.gov**.

2. Click **Login**.

3. Click **Providers & Other Learners**.

4. Enter the email address that you used to register for an account. Click **Next**.

5. Scan the QR code or type **COVID** in the search box and tap **Go**.

6. Tap the + to find **CMS Targeted COVID-19 Training for Frontline Nursing Home Staff** (may be second + down).

7. Tap **Launch** if this is your first login or **Resume**.

8. Scroll to the bottom of the page to take the pre-test, training, post-test and/or training evaluation. Your trainer will tell you which one to select today.

If you need to create a QSEP account, please follow the instructions in the **User Guide**.

Newly Updated!

User Guide: CMS Targeted COVID-19 Training for Frontline Nursing Home Staff and Management

The Centers for Medicare & Medicaid Services (CMS) developed these free, self-paced, scenario-based trainings for frontline nursing home staff and management, focusing on using best practices to protect residents and contain and prevent the spread of COVID-19. The trainings are hosted on the **CMS Quality, Safety & Education Portal (QSEP)** and are available on-demand, 24/7.

Each training includes a mandatory **pre-test** and **post-test**. To receive a certificate upon completion, you must score a minimum of 80 percent on the post-test. Continuing education units (CEUs) are not available.

The frontline nursing home staff training includes the following modules and takes about 3 hours to fully complete all the modules:

- Hand Hygiene and Personal Protective Equipment (PPE)
- Screening and Surveillance
- Cleaning the Nursing Home
- Cohorting
- Caring for Residents with Dementia in a Pandemic

The nursing home manager training includes the same modules listed to the left, as well as the additional modules listed below and takes about 4.5 hours to fully complete all the modules:

- Basic Infection Control
- Emergency Preparedness and Surge Capacity
- Emotional Health
- Telehealth for Nursing Homes
- Getting Your Vaccine Delivery System Ready

BEFORE YOU START, make sure you have:

- ☑ A working email address. You will need to access the inbox for the email address you use to register.
- ☑ Access to a computer, smartphone or tablet with internet access.
- ☑ Computer speakers or headphones to listen to the audio in the training (closed captions are also available if needed).
- ☑ A notebook or paper and a pen for taking notes.

Questions? During the trainings, questions can be submitted using the comment tool. For all technical issues, including training access, email **helpdesk@qsep.org**.

Steps to access and complete the trainings:

1   Go to the **Centers for Medicare & Medicaid Services (CMS) Quality, Safety & Education Portal (QSEP):** **https://qsep.cms.gov**.

2   Click on **Sign Up** and then **Providers & Other Learners**.

3   Fill out the **Tell Us Who You Are** form. Enter your first name, last name and email address. **Under Select Your User Role**, select **Provider/Supplier** from the dropdown list. Then click **Next** to continue registration.

4   Under **Provider/Supplier Type**, select **SNF/NF - Skilled Nursing Facilities/Nursing Facilities** from the dropdown list.

5   Select **Facility Search**. Enter your primary facility CCN (CMS Certification Number), facility name (first few characters), zip code or state. Click **Search**. A list of facilities matching your criteria will appear. Select your facility from the list. Verify your choice on the following screen and then select **Next** to complete registration.

6   You will be sent an email confirmation. Click on the **link** in the email. It may take up to 30 minutes to receive this email. If you do not receive the confirmation email within 30 minutes, please contact **helpdesk@qsep.org**.

7   After confirming your email, return to the QSEP homepage (**https://qsep.cms.gov**). Click on **Login**. Select **Providers & Other Learners**. Enter your email address to login to QSEP. You will be sent to the **QSEP Training Catalog**.

8   Use either the **search field** or the **alphabetical listing** to locate the training. The training names are:
- **CMS Targeted COVID-19 Training for Frontline Nursing Home Staff**
- **CMS Targeted COVID-19 Training for Nursing Home Management**

9   Select the **Launch** button at the right side of the window beside the course listing.

10   The **Training Menu** page will be displayed. Click to begin the **Pre-Test.**
- Read each question carefully. Some questions may have more than one answer.
- Click on **Submit Answer** to go to the next question. (*Note: Do not click the Back browser button. If you do, you will exit the test.*)
- Pre-test progress is saved automatically. If you exit a pre-test, you may return within 14 days and continue where you left off. You will be required to restart the pre-test if you return after 14 days.
- Pre-tests are not scored, but your responses may be stored for statistical purposes.

11   After completing the pre-test, click to return to the **Training Menu** page. Now you may start the training. Click the **play** button. Load times may vary based on your internet connection. Please allow up to one minute for the training to start.

12   A test-out option is available for each training module if you choose **Attempt to Skip**. If you achieve a score of 80 percent or higher on a short quiz before you start the module, you will receive full credit for the module. You may proceed to another module. The training modules may be completed in any order. (*Note: If you exit the training before you complete it, make sure you note which module you were on so you can jump ahead to the correct spot when you return to complete the training. The system will not automatically resume where you left off.*)

13   After completing the training, click to return to the **Training Menu** page. Choose the **Post-Test** option. You must get at least 16 of the 20 post-test questions correct to pass. You can retake the test if you do not pass the first time.

14   After completing the post-test, return to the **Training Menu** page. Select the **Training Evaluation** link. Answer the evaluation questions. Select the **Submit Evaluation** button at the bottom of the survey.

15   Once the evaluation is submitted, select **Click to View/Print Your Completion Certificate**. You can also log in to QSEP to download the certificate later.

How to Get Your Certificate for Completing CMS Targeted COVID-19 Training for Frontline Nursing Home Staff

You must complete a post-test and a training evaluation in order to get your training certificate.

TAKE THE POST-TEST

First, take a 20-question post-test. You must answer at least 16 questions correctly to pass. You can take the post-test as many times as you need to.

1. Go to **qsep.cms.gov**
2. Click **Login**.
3. Click **Providers & Other Learners**.
4. Enter the email address that you used to register for an account. Click **Next**.
5. Scan the QR code or type **COVID** in the search box and tap **Go**.
6. Tap the + to find **CMS Targeted COVID-19 Training for Frontline Nursing Home Staff** (may be second + down).
7. Tap **Launch** if this is your first login or **Resume**.
8. Scroll to the bottom of the page to take the **Post-Test**.

Login to your account before you scan.

SUBMIT THE TRAINING EVALUATION

After successfully completing the post-test, take the training evaluation. This 11-question training evaluation allows you to share your experience with the training. It is required in order to get your certificate of participation.

1. Go to the **Training Menu** for the CMS Targeted COVID-19 Training for Frontline Nursing Home Staff.
2. Select the **Training Evaluation**. Answer the 11 questions.
3. Select **Submit Evaluation**.

DOWNLOAD AND SEND YOUR CERTIFICATE TO YOUR SUPERVISOR TO PRINT

1. You can select **Click to View/Print Your Completion Certificate** after your evaluation is submitted or login later and click **Certificate**.
2. A PDF copy of your certificate will display.
3. You can email or text the certificate from this screen to yourself and/or your supervisor.