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.