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To: Nurse Aide Training and Competency Evaluation Programs

NATP 02

From: Donna Cochems, Chief
Caregiver Regulation and Investigation Section

Cc: Susan Schroeder, Director
Bureau of Quality Assurance

Contracting Out Wisconsin Nurse Aide Competency Evaluation Testing and Directory Services

On April 5, 2002, the Department published a Request for Bid to contract out Wisconsin's Nurse Aide Competency Evaluation Program and Nurse Aide Directory services. This does not include Nurse Aide Training Programs. The deadline for interested parties to submit a bid for delivering these services is May 20, 2002.

The Department has determined that contracting out these services, and having one approved nurse aide competency evaluation program, is the best method to ensure the neutral, objective and standardized testing of students, thus increasing the quality of nurse aides on a statewide basis.

The contractor will also be required to maintain the Wisconsin Nurse Aide Directory (called a registry in most other states) services. Approximately 40 states currently contract with another agency for nurse aide testing and/or registry services.

The contractor will be responsible for processing all Nurse Aide Directory applications, renewals, updates and customer contacts. In addition, the contractor will be required to provide an enhanced automated Interactive Voice Response (IVR) telephone system and Internet-based Directory verification system. Current budget constraints have prevented the Department from improving the Nurse Aide Directory services for approximately 150,000 nurse aides statewide.

It is anticipated that the contract will be in place in July 2002. However, the actual start-up of testing and Directory services will occur some time later in the fall. The contracted agency may pursue sub-contracts with existing testing programs.

Wisconsin Nurse Aide Directory and Nurse Aide Training Program Web Site

For more information about Wisconsin's nurse aide training, testing and Directory requirements, please access the Department's website at www.dhfs.state.wi.us, click on "Licensing" and then on "Nurse Aide Training & Directory." There you will find the recently posted [Wisconsin Nurse Aide Training Program and Directory Manual](#), a user-friendly manual describing nurse aide training, testing and Directory requirements.