

# **CIVIL MONEY PENALTY (CMP) FUNDED PROJECT**

## **FINAL REPORT**

### **Grantee**

**Wisconsin Department of Health Services  
Division of Long Term Care**

### **Project Title**

**Dementia Training**

### **Award Amount**

**\$100,000**

### **Grant Period**

**July 01, 2016-December 31, 2018**

### **Additional Information and Resources**



**Department of Health Services / Division of Quality Assurance  
Quality Assurance and Improvement Committee**

*This project report has been prepared by the author under a research grant from the Department of Health Services (DHS) Quality Assurance and Improvement Committee. The views expressed in the report/training are personal to the author and do not necessarily reflect the view of the Department of Health Services or any of its staff and do not bind the Department in any manner.*

F-01593 (08/2015)



**WI Department of Health Services (DHS)  
Civil Money Penalty (CMP) Grant  
For Dementia Training Attendance  
Grantee Report**

Prepared on March 21, 2019

**Identification**

**Grantee Name:** University of Wisconsin Oshkosh (UWO), Center for Community Development, Engagement and Training (CCDET)

**Reporting Period:** From 10/01/16 to 12/31/18

**Project Scope of Work**

The goal of this project was to provide dementia care training for Wisconsin nursing home staff to increase competency in the areas of Dementia, Crisis Response and Challenging Behaviors. The purpose of this project was to improve the competency of the nursing home workforce to meet the needs of a changing resident demographic with an increasing number of residents living with Alzheimer’s or related dementia.

The original dates of this project were July 1, 2016 through February 28, 2018. The signed contract was received October of 2016, making October the starting point of quarterly reporting. Due to remaining funds, the project was extended starting March 1, 2018 through December 31, 2018.

**Reports**

Reports for each quarterly period included the attachments listed below.

Project Overview	
Exhibit 1	Reconciliation/Coupon Code Usage
Exhibit 2	Participant Roster Information
Exhibit 3	Facility List
Evaluation Summaries	
Exhibit 4	Participant and Post Training Summary
Exhibit 5	Evaluation Comments

**Project Strengths and Weaknesses**

UWO CCDET has an established relationship in providing Wisconsin nursing home staff with quality training. This relationship worked as a strength as we promoted the use of CMP coupons for participation in dementia trainings designed and delivered by UWO CCDET. We also used our ongoing experience in providing online registration and payment services.

Throughout the project we evaluated for weaknesses and implemented improvements as needed. The only project weakness found was the need to continually remind Wisconsin nursing homes of the availability of the coupon code. Another concern was trying to reach the person at each nursing home that was responsible for determining staff training needs. The coupon code was very well received initially, with a good start to participants registering for trainings. After the first quarter of the program, orders slowed down. Increases in coupon code use seemed to coincide with mailings to Wisconsin nursing homes and exhibiting at the Alzheimer's Association and FOCUS conferences. The biggest gain in coupon use came the last quarter of the project. We attribute this increase to a mailing to Wisconsin nursing homes, exhibiting at the 2018 FOCUS conference and a DHS listserv announcement.

### **Recommendations for Project Improvement**

UWO CCDET continually looked at ways to improve training delivery through our continuous improvement process. Comments received in our Call Center or through the evaluation process were regularly reviewed for suggested training improvements. No specific project improvements were needed throughout the project.

### **Marketing Plan**

UWO CCDET continually marketed the coupon code throughout the project. Mailings were sent to all Wisconsin nursing homes in November 2016, July 2017, January 2018, May 2018 and October 2018. This increased course registrations for each of those reporting periods.

UWO CCDET also exhibited at the Alzheimer's Association Conference and FOCUS Conference in 2017 and 2018. We distributed information promoting the coupon code and available dementia trainings.

### **Quarterly Planned vs. Actual Activities**

<b>Planned Activities for the Period 10/01/2016-12/31/2018</b>	<b>Progress</b>
Submit quarterly report to DHS.	Reports were submitted to DHS each quarter throughout the project timeline of October 1, 2016 to December 31, 2018.
<b>Coupon Code:</b> The coupon (promotional) code was available for use by Wisconsin nursing home staff to take the dementia trainings as listed below.	The coupon code was available from October 1, 2016 to December 31, 2018 for appropriate dementia training courses.
<b>Training:</b> Provide the following courses to employees of Wisconsin nursing homes: <ol style="list-style-type: none"> <li>1. Dementia Generalist Health Care</li> <li>2. Dementia Specialist Designation</li> <li>3. Dementia Generalist Crisis Response</li> <li>4. Challenging Behavioral Specialist Train the Trainer Classroom Training</li> </ol>	Total number of attendees at these training sessions for the project are as follows: Dementia Generalist Health Care: <b>1,284</b> Dementia Specialist Designation: <b>201</b> Dementia Generalist Crisis Response: <b>267</b> Challenging Behavioral Specialist Train the Trainer Classroom Training: <b>70</b>
<b>Mailing:</b> Send each Wisconsin nursing home administrator a letter via US Mail with information regarding the program and their	Throughout the project, five mailings were sent out to all Wisconsin nursing homes as a notification and then a reminder that the coupon code was available through December

<b>Planned Activities for the Period 10/01/2016-12/31/2018</b>	<b>Progress</b>
eligibility, including the coupon (promotional) code that can be used by their staff. This letter will be reviewed by DHS prior to sending out to nursing home administrators.	31, 2018. DHS also sent out a listserv announcement in November 2018.
<b>Marketing:</b> Market training at conferences.	UWO CCDET distributed the coupon (promotional) code at two (2017 and 2018) Alzheimer's Association Conferences and two (2017 and 2018) FOCUS Conferences.
<b>Competency Testing and Evaluation:</b> Administer a competency test as part of the training curriculum. Administer an evaluation to the students upon their completion of the course and a post evaluation to the student's supervisor within 90 to 120 days of the student's completion of the course.	Competency testing was administered at the end of each training session, for both online and classroom sessions. Individuals had to receive an 80% or above for successful course completion. Training evaluation results were collected and included with each quarterly report submitted to DHS.
<b>Registry:</b> Maintain a no-fee, publicly accessible registry of attendees to include name, courses completed, and completion date posted the first business day of each month.	The no-fee, publicly accessible registry of attendees was updated on first of the month and also mid-month and included: name, courses completed, and training completion date.
<b>TouchNet Fulfillment:</b> Fulfill registration orders through TouchNet for individuals using coupon (promotional) codes.	Orders were fulfilled daily on business days using the TouchNet payment system.
<b>Technical Assistance:</b> Provide technical assistance to participants registering for dementia online courses using the coupon (promotional) code.	Technical assistance was provided daily on business days via phone and email. Additionally, a computer settings document was available on our website.
<b>Coupon Code Acceptance:</b> Accept coupon (promotional) codes through February 2018 or until the funds have been expended, whichever comes first. The contract was extended due to remaining coupon code funds. The coupon (promotional) codes will be accepted through December 31, 2018.	Coupon code was accepted for all for appropriate dementia training courses orders placed through December 31, 2018.

**Project Contact:**

Kim Stuyvenberg  
Associate Director, CCDET/UW Oshkosh  
(920) 424-1113  
[stuyvenk@uwosh.edu](mailto:stuyvenk@uwosh.edu)