



SUMMER 2020 news & updates



DIGITAL NEWSLETTER FROM IHA WIO

Upcoming Events

See what's happening [this year](#).

New Training Content & Features

Scroll down to learn more.

Peer to Peer Mentoring Pilot Program

Read our full [press release](#).



Caring Gene® Call to Care

Do you have it? [Visit us online](#).

COVID-19 Testing Training for Home Care

Read our full [press release](#).

CNA Certification Support Program

Scroll down for **more information**.

Updated Program Evaluations

See what [others are saying](#) about IHA WIO.

A Message from our Senior Director

We are pleased to have your organization as a participant in the Iroquois Healthcare Association Workforce Investment Organization (IHA WIO) program. As we move into the third year of the program, we wanted to share several program updates and enhancements with you.

We recognize the extraordinary circumstances that your organization has faced during the COVID-19 pandemic. A number of the initiatives we have undertaken these past 6 months reflect these circumstances. As we continue to work on this program, we welcome feedback and suggestions on how we can make it more meaningful to participating organizations.

All of our initiatives and programs have been delivered - AT NO COST - to long term care organizations across the state through funding from the New York State Department of Health. For more information, please [visit us online](#).

Sincerely,

Eileen Murphy

OUR ONLINE TRAINING PROGRAM

To date, we have enrolled over 19,500 long term care employees into our virtual training program. Participants have taken courses related to value-based payment outcomes, customer service, cultural competency, behavioral health, management and leadership, and many

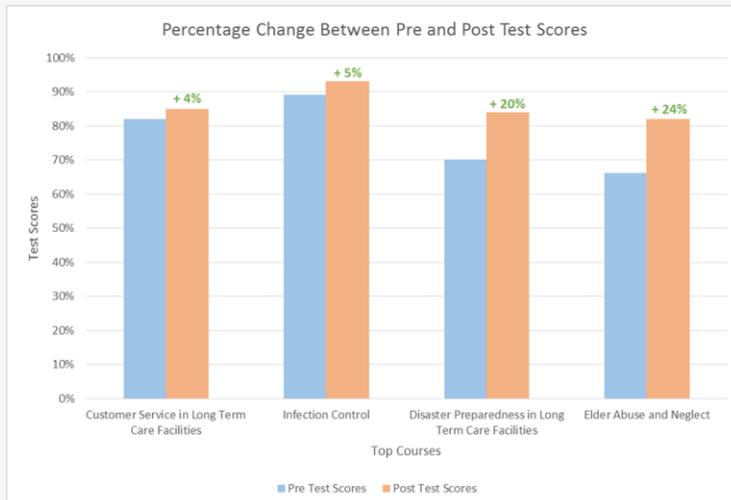
more. We have also provided technology in the form of Google Chromebooks to our participants. IHA WIO has delivered 4,300 Chromebooks through this program to enable online learning.

The following courses have been our most popular:

- **Maintaining Confidentiality**
- **COVID-19: Hand Hygiene**
- **Customer Service in Long Term Care Facilities**
- **Infection Control**
- **COVID-19: Protecting Yourself with PPE in Post-Acute Care**
- **Disaster Preparedness in Long Term Care Facilities**
- **Elder Abuse and Neglect**
- **COVID-19: What Healthcare Professionals Need to Know**

In Year 3, we are closely monitoring individual organization usage. While we understand that training efforts may have lagged over the last several months due to the COVID-19 pandemic, given the high demand for this program, **organizations who are not actively utilizing the system may not have their licenses renewed during Year 3.**

Any organization that does not have their license renewed this year can re-enroll for the program at any time. Contact your [Regional Liaison](#) for more information.



Pre- and post- test scores of learners demonstrate, as indicated below, there is an increase in scores signifying that participants are comprehending and retaining the course material.

*Additionally, evaluations of top courses, compared with 2019, show that satisfaction has increased in every category with an overall average rating of **91.73%**.*

[Click here](#) to see the full details.

NEW TRAINING CONTENT & FEATURES

IHA WIO continues to add new online courses and features based on provider feedback and need. Recent developments include:

- Addition of over 160 **COVID-19 Training Courses** designed to educate staff on current guidelines for:
 - Infection control across various care settings;
 - Precautions for airborne pathogens;
 - Best practices for using personal protective equipment (PPE);
 - Maintaining proper hand hygiene.
- Development of a **Chromebook training video** for users unfamiliar with how to navigate a Chromebook. Search **IHA WIO How to Operate the Chromebooks** in the HealthStream catalog.
- Expansion of the **use cases for Chromebooks**. Additional uses during the pandemic include:
 - Videoconferencing applications to visually connect residents to friends and family while visitors are prohibited in residential buildings;
 - Remote work applications;
 - EMR and telehealth applications;
 - To date, we have reconfigured close to 600 Chromebooks for over 40 WIO participants.
- Addition of **enhanced video capabilities** which allows HealthStream courses to be provided in an online classroom setting.
- Addition of **headphones for the Chromebooks** to enhance the group learning experience.

[CONTACT US](#) to learn more about these new features and enhancements.



IHA WIO Administrative Rights

The administrative rights capability allows site managers to add and delete students, assign courses, run a variety of reports and up-load organization specific content. In order for an organization to access administrative rights, a training module should be completed.

We ran a two-hour webinar on administrative rights training in March which was attended by 20 users. We will continue to provide organizations with administrative rights and the appropriate training as requested. IHA WIO staff will also continue to assist participants with these administrative functions if an organization does not want to take on these duties. If your organization is interested in administrative rights access, please contact your Regional Liaison.

WIO User Groups

This program provides an opportunity for program users to learn more about the HealthStream system and its capabilities, as well as share best practices with other IHA WIO participants.

SAVE THE DATE!

We plan to host additional WIO User Group meetings in 2020 on the following dates:

- **September 15 - 17**
- **November 17 - 19**

**Additional details to follow.*



IHA WIO hosted a series of User Groups in March.

Participants indicated that the most useful aspects of the sessions were:

- **Explanation of the HealthStream platform**
- **Navigation and usage of the HealthStream system**
- **Reporting capabilities**
- **Learning more about COVID-19 courses**
- **Learning about the VBP Track**
- **Group interaction and networking opportunities with other WIO participants**

CARING GENE® CALL TO CARE CAMPAIGN

Do You Have It?

IHA WIO launched the **Caring Gene®** recruitment campaign in 2019 to attract individuals with an innate desire to care for others to job and training opportunities within the long term care industry.

To date, over 200 long term care organizations across New York State have signed up to participate in this initiative. Participating organizations have direct links to their career and training landing pages from the Caring Gene® [website](#).

We are extremely proud to announce the Caring Gene® won three national awards in the 2019 Healthcare Advertising Awards Show. These awards include a gold medal for our digital marketing program, and two silver medals for our integrated marketing campaign and our TV Ad campaign.



On June 1, IHA WIO launched a new phase of the Caring Gene® - **Call to Care** - a multi-media effort created to recruit individuals to both clinical and non-clinical roles within long term care organizations. Call to Care seeks individuals with the "caring gene" to join the fight against COVID-19 and protect the public health and safety of New York's most vulnerable populations. The new campaign is running statewide on all social and digital platforms, as well as TV, video, and radio.

Join the Call to Care campaign and receive a launch kit - including sample social media posts and graphics - that can be used by your organization to support local recruitment efforts.

[JOIN THE CALL TO CARE](#)



Program Evaluations

In order to provide ourselves with the feedback necessary to continually modify and amend our program, as well as determine their impact on providers, IHA WIO has conducted surveys with various subsets of participating providers.

Two baseline surveys were conducted in August 2019 related to both our training program and recruitment campaign. The results of these surveys were made available to all respondents and included in our Winter 2020 Update.

A set of follow up surveys were administered in February 2020. Click below to see the results.

[SURVEY RESULTS](#)

IMPROVING QUALITY OF THE LONG-TERM CARE WORKFORCE

Mother Cabrini Grant for Home Care COVID-19 Test Training

The Home Care Association of New York State (HCANYS) has partnered with Mohawk Valley Health System and IHA WIO to deliver an online COVID-19 test training course utilizing the IHA WIO/HealthStream platform. The initiative, which began in late May, provides online training for up to 18,000 clinicians, including home health RNs, nurse practitioners, and

therapists. The intent of the training is to broaden the number of home care clinicians who can conduct testing in a safe and approved way to keep vulnerable, at home, high risk populations from having to go to congregate sites. In addition, early diagnosis reduces exposure risk for home health care workers.

[READ MORE](#)

Peer to Peer Mentoring Pilot Program

IHA WIO is supporting the New York State Association of Health Care Providers (HCP) in a home health aide peer-to-peer mentoring program in 6 home care agencies across the state. The intent of the mentoring program is to increase retention of newly employed home care aides through a formal pairing with experienced aides during the first 30, 60 and 90 days of employment. Home health aide mentors will receive training on how to function as a mentor. Data will be collected to evaluate the impact of this initiative on home health aide and caregiver satisfaction and retention.

[READ MORE](#)

CNA Certification Support Program

IHA WIO has initiated a certification support program for nursing homes that operate their own programs. This program is designed to support initiatives such as funding of a CNA - focused HR position, mentoring program during training, utilization of unit support positions to test suitability of potential training applicants into a certification program, transportation support and other innovative approaches. The intent of the program is to increase the number of and quality of CNA trainees and to increase the completion rate of candidates enrolled in these programs.

WE'RE HERE FOR YOU

Our Regional Liaisons, Andrew and Madeline, are supporting our participants in the field by enhancing the usage of the program at individual organizations. Many of you have had on-site meetings with your Regional Liaison. If you have not met with them, please feel free to reach out to them to get a meeting scheduled. While we have suspended on-site meetings for the foreseeable future, we are happy to do a videoconferencing meeting instead.

Please feel free to [contact the WIO team](#) with questions or feedback on our programs.



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