

# **CNA Mentor Training – Train-the-Trainer Request for Proposal**

## **Summary**

The Pennsylvania Health Care Association (PHCA), a non-profit trade association whose members comprise for-profit, nonprofit and government providers of skilled nursing, assisted living, personal care and post-acute care services in Pennsylvania, and SCPa Works, the South Central PA workforce development board, have received a grant to create a long-term care industry partnership to support the healthcare workforce needs of the south central region (Adams, Cumberland, Dauphin, Franklin, Juniata, Lebanon, Perry and York counties) of Pennsylvania.

The grant will address, in part, the challenges that exist in the South Central region, which are also common elsewhere in Pennsylvania and nationally, in the recruitment, training, retention, and career advancement for Certified Nurse Assistants (CNAs) in nursing homes. Nursing homes are constantly recruiting and filling CNA vacancies caused by high turnover. Improvements can be made in the recruitment, training and support processes to reduce turnover and promote career growth. Resource limitations are at the core of each of these challenges.

The objective of this grant is to improve the recruitment, training, retention and career advancement for Certified Nurse Assistants (CNA) in nursing homes in Pennsylvania. Reduced turnover and the consistent assignment of CNAs to patients and residents has been shown to improve care and quality outcomes.

## **Statement of Purpose**

The South-Central PA Long-Term Care Industry Partnership is soliciting proposals from an education and training provider to develop and deliver training for CNA Mentor/Trainers to better lead new CNA employees through the orientation and on-the-job training process. The successful bidder will be expected to develop a train-the-trainer curriculum for effective mentorship of CNAs and deliver that training to the first, and potentially future, cohort of mentor trainers.

## **Background Information**

The PHCA and SCPa Works secured a Pennsylvania Industry Partnership Worker Training grant. The grant is for \$100,000 in fiscal year 2016-17 (July 1, 2016 – June 30, 2017) to:

- Enhance the initial screening and referral process delivered by CareerLink resulting in better career matches.
- Develop and deploy a well-constructed orientation and on-the-job training program for recently hired CNAs providing them the initial practical experience and support they need for long-term success. Studies have shown that initial orientations and support improve retention. The development of the training curriculum as well as a portion of the wages of both trainees and mentors would be subsidized by the grant and SCPa Works On-the-Job training dollars during the training period.
- Develop and deploy leadership and supervisory training for CNA supervisors as better trained “trainers” and supervisors should both improve care for patients and improve CNA job satisfaction.

- Provide wraparound support services for the CNA further improving the potential for retention and career success. Newly hired CNAs often have real-life challenges relating to child care, transportation, health care and other issues. Providing support should improve employee satisfaction and retention.

### **Scope of Work**

The scope of the project shall include:

1. Design and develop a one-day train-the-trainer curriculum based on best practices for CNA and nurse mentors, focusing on the roles, activities and behaviors of an effective mentors needed in the onboarding and on-the-job training process.
2. Develop and provide all training-related materials (online training, powerpoint or other presentations, workbooks, handouts, training aids, tests, etc.) to support the training.
3. Deliver the training to the first cohort of mentors (estimated at 15).
4. Evaluate the effectiveness of the training.
5. Make any revisions to the curriculum based on feedback from training the first cohort of mentors.
6. Deliver follow-up training to the first cohort on changes in the curriculum and materials.
7. The onboarding and on-the-job training process must include a life skills component and how employees can cope or compensate with life challenges occur, the mentor training should include reinforcing this planning and skills.
8. The train-the-trainer curriculum and model developed and modified should be easily delivered by a Director of Nursing, Nursing Supervisor, or company trainer.

All deliverables shall be considered work for hire and the property of the Industry Partnership, and individually the SCPa Works and the PHCA.

### **Outcome and Performance Standards**

The training is expected to be delivered approximately 30 days after a provider is selected and the terms of the agreement are agreed to. Prior to delivery, the Industry Partnership Steering Committee or a sub-group of the Steering Committee shall review and approve the curriculum content and process. Members of the Steering Committee, staff of SCPa Works or members or staff of PHCA may observe the training to better understand the process and provide feedback.

The selected provider shall report back to the Steering Committee the results of the training of the first cohort of mentors and any changes proposed to the curriculum based on the initial feedback.

### **Requirements for Proposal Preparation**

Providers submitting a proposal should include at a minimum:

1. A description of the curriculum development process.
2. A description of the key elements of the training to be provided.
3. A description of the qualifications and experience of the curriculum developers.
4. A description of the qualifications and experience of the trainer or trainers.
5. A detailed description of the deliverables to be provided.
6. A not-to-exceed price for providing the deliverables.

7. The contact information for the primary contact on the project.

### **Evaluation and Award Process**

Proposals will be evaluated based on the quality of the process and anticipated deliverables as well as the overall price. The SCPa Works – PHCA Industry Partnership at its sole discretion will have all decision making authority in the selection of the provider, and in submitting a proposal the submitter agrees that the Industry Partnership may make a decision in its sole discretion.

### **Proposed Process Schedule**

January 13, 2017:	Proposals due
January 20, 2017:	Selected bidder will be notified
Mid-February – mid-March, 2017:	Mentor training provided to first cohort of mentors

Please submit all proposals electronically to SCPa Works at [info@scpaworks.org](mailto:info@scpaworks.org)

### **Points of Contact**

Any questions may be directed to:

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