

Nursing Assistant Program

Section One: Mission and Goals

Mission of the department:

The CGCC Nursing Assistant Program transforms lives by instilling nursing assistant students with the necessary skills for succeeding in the health care job market and opening doors to future education.

Goals and objectives for the department for the next review cycle:

Goal: The CGCC Nursing Assistant Program will prepare students with the knowledge and skills needed to provide safe care to patients in long term and acute care settings.

Objective: The CGCC Nursing Assistant Program will be instrumental in assisting community health care facilities in satisfactorily meeting their nursing assistant workforce needs.

Nursing Assistant Program is offering these courses:

- 1) Nursing Assistant 1 (NA1) Course (NUR 90)
- 2) CNA2 Course (CEU 947J; non-credit). In-Active, effective spring 2015, due to required curriculum changes needing to be made and low enrollment in past courses. Plans to develop for Spring 2020 offering
- 3) Medication Aide Certification Course (CEU 946R; non-credit). In-Active, effective March 2018, due to required curriculum changes needing to be made and low enrollment in past courses. No plans to develop new offering at this time.

Section Two: Action on Previous Review's Recommendations

In December 2018, the Oregon State Board of Nursing (OSBN) conducted a site survey of the CGCC Nursing Assistant Program. The survey findings, as well as the Plan of Correction, which was developed in response to the OSBN's findings/recommendations, are attached.

Section Three: Assessment of Key Functions and Data Elements

Faculty:

The Nursing Assistant Program employs utilizes 3 Registered Nurses; all part time, one of whom functions as the program director; all have been approved by the Oregon State Board of Nursing (OSBN) and copies of those approval letters are on file. One FT Nursing faculty was also used for the Fall 2018 class to cover 16 hours of lab instruction.

All Nursing faculty hold unencumbered Oregon RN (or LPN) licenses; those who are clinical instructors also hold current AHA BLS for Healthcare Provider cards. Many of them work in local facilities and participate in ongoing training through that employer. All are encouraged to participate in continuing education activities and several have completed required OSBN and Headmaster trainings in order to be approved for their positions here. These activities provide CGCC with individuals who are current and up to date with regards to trends in Nursing Assistant education.

Curriculum:

The curriculum for NA1 (NUR 90) was newly revised for the fall 2018 class and included OSBN changes to rules and authorized duties. OSBN approval assures that our curriculum content aligns with professional and state standards in order that course/program graduates are qualified to sit for the state certification exam. Our program director keeps in close communication with agency partners to gain input on how the program can continue to meet their training needs.

Courses reviewed as per department schedule or within the last three years:

- 1) The NA1 course completed the CGCC Course Assessment process fall 2018.
- 2) The NA1 Course was reviewed most recently by the OSBN in fall 2018. A self-study was submitted and the OSBN conducted a site survey.
- 3) Syllabi for NA1 was updated fall term 2018.
- 4) NA Program policies need to be reviewed periodically and updated. This was an area for improvement identified by the OSBN review.

Enrollment:

Maximum student enrollment in courses is set by the OSBN. Currently, we can take up to 20 students in the NA1 course. The OSBN requires 1 lab instructor for up to 10 students; more than 10 students requires a second lab instructor. Recent enrollment in the NA1 course for fall 2018 was 10 students; in the previous academic year we had tried to offer the course but wound up canceling it (fall 2017, instructor backed out; winter and spring 2018, low enrollment). The need for nursing assistants remains strong in our local community as evidenced by ongoing notices in the local newspaper want ads. Since our last review, 3 local agencies are running their own courses and have stopped providing support and students for this course/program.

Budget Resources:

We historically had local agencies help with funding but, as mentioned above, this has gone away. Some of the students who took the fall NUR 90 course were supported by local Worksource funding. This class is not eligible for financial aid. Additional funding sources and resources are being explored. For fall 2019, Providence Hood River Memorial Hospital has offered to supply scholarships for some of the students; Steph Hoppe has been working on this on behalf of the CGCC Foundation. We also plan to approach Columbia Basin Care to ask if they will provide an in-kind instructor.

Section Four: Analysis of Assessment and New Recommendations

Based on analysis of the review:

- What new recommendations are being set by the department for the next review cycle?
 - 1) Continue to improve the course/program experience for the students, increase enrollment and improve student success.
 - 2) Our lead NA1 course instructor will do a course assessment of NUR 90 for fall term 2019. This will be her second time as lead on this course. In discussion with the department dean, she was given some ideas and tips on the course assessment process that will help her; for example, how to get student involvement in the process by completing course surveys.

- What benchmarks will be used for assessment of the recommendations and any new activities being implemented during the next review cycle?
 - 1) Use the results of the fall course assessment will be used to assess effectiveness and improve teaching strategies. Enrollment numbers will be tracked and other avenues to encourage enrollment will be explored. Student success will be tracked through OSBN exam results.
 - 2) Continued participation in OSBN's evaluations and surveys as well as their training opportunities. The next self-study and site survey is due fall 2020.
 - 3) Participate in Headmaster training and updates; the lead course faculty attended a training on March 23, 2019.
 - 4) The lead instructor has also been encouraged to access certification results on the OSBN website for course/program completers.

Respectfully submitted,

Cassie Hill, RN, CGCC Nursing Assistant Program Lead Instructor

Doris R. Jepson, MSN, RN, Dean of Nursing and Health Occupations

Attachments:

- OSBN report summary of findings for 2018 NA1 program review (full report on file)
- Site survey plan of corrections from 5.09.18 and 1.26.19
- OSBN letters of re-approval for NA1 program from 3.07.18 and 12.07.18
- Certified Medication Aide inactivation by OSBN

SUMMARY LISTING OF COMMENDATIONS:

To the administration of Columbia Gorge Community College for their support of the training program director and of this training program.
To Carol Fisher for her dedication to this program.

SUMMARY LISTING OF RECOMMENDATIONS:

Develop formal written policies as defined in OAR 851-061-0110(1)(c)(G) and document the review of those policies at least once every two years.
Make arrangements with the college administration for an established amount of time for administrative oversight of this program.
Review, update, and develop as needed written policies necessary for the operation of the program. Include a signature and the dates to indicate when the policy was initiated, reviewed, or revised on the formal written policy.
Explore options to optimize the clinical experience, e.g., dividing students into group A and group B with the clinical experience on different days or utilize different clinical sites.
Develop a plan to submit program data timely upon request.
Send the 2017-2018 Annual Department of Human Services Student Capacity Survey to the Board office by December 31, 2018.
Submit a self-evaluation of the program in December 2019.
Evaluate the effectiveness of the current teaching strategies used in lab and clinical and make the necessary changes to continue to increase the pass rate for first time candidates taking the Board-approved competency examination.
Utilize the Written and Skill Detail Reports to help diagnose weak areas in the content instruction.
Analyze the pass rate for each faculty member and each cohort.
Hold a review session for graduates a few days prior to the student's state certification exam test date.
Have faculty participate in the Headmaster Testing Workshops to be offered March 17-23, 2019 and other testing workshops offered.
Organize and update the program files.

In all cases, "not fully attained" standards were deemed sufficiently met to merit the recommendation for continuing approval. All recommendations and commendations are intended as advisory to the training program. The Columbia Gorge Community College Nursing Assistant Training Program continues to be approved, effective, December 7, 2018.

Evaluator- Debra K. Buck RN, MS

Signature Debra K Buck RN

Program Director- Carol Fisher, RN

Signature _____



Columbia Gorge Community College

building dreams, transforming lives

Debra Buck, RN MSN
Oregon State Board of Nursing
17938 SW Upper Boones Ferry Road
Portland, OR 97224-7012

May 9, 2018

Dear Debra,

Thank you for the opportunity to improve our Nursing Assistant Program by your recent survey visit to CGCC.

Nursing Assistant Program Plan of Correction for OSBN

851-061-0075

1. Develop formal written policies as defined in OAR 851-061-0110(1)(c)G) and document the review of those policies at least once every two years.
 - a. Carol has looked for policies, including one already written on record keeping, and has found some, not all.
 - b. Policies need to be hardcopy and electronic—Carol is putting together a binder of the policies and Angela (NHO Adm Asst) will have our work study student create electronic copies of any that are not already electronic.
 - c. Carol will review policies and update and initial them.
 - d. Policies to include: (G) Policies, including but not limited to attendance, behavioral expectations, course requirements including satisfactory progress standards, criminal history checks, dress code, cancellations and refunds, and administration of examinations.
2. Remove all references that imply that the program “certifies”.
 - a. Done on webpage. Note: Our college website was compromised within the past few weeks and our IT department is still working on getting the latest information back online. Currently, updates we made for 2018 are not visible. We will continue to monitor and update once the correct webpages are restored.
 - b. Done in new college catalog to be published in summer.

851-061-0080

3. Attend the Board's orientation for new training program faculty.
 - a. Plan: Carol has signed up with John Goodine at OSBN to attend May 24, 2018 class.
 - b. Carol will attend.
4. Review, update, and develop as needed written policies necessary for the operation of the program. Include a signature and the dates to indicate when the policy was initiated, reviewed, or revised on the formal written policy.
 - a. See responses until #1 above.
5. Ensure that all students have initiated a criminal history check prior to entering the program and that there is documentation present in the student record to support the initiation of the criminal history check.
 - a. Plan: Angela to collect information at orientation, sign and date. Once Angela has initiated background checks, this information will be filed by Carol in student files.
6. Create a program specific orientation checklist for new faculty.
 - a. Plan: Carol has started one and will complete it as soon as she can, no later than September 2018.
7. Develop a plan to submit program data timely upon request.
 - a. Carol to monitor email from OSBN and DHS.
 - b. Carol to ask OSBN if Angela can be added to email list for Nursing Assistant to have second set of eyes on this.
8. Submit a self-evaluation of the program in September 2018.
 - a. Carol and Angela reviewed records and found previous self-evaluation template; they also found a formal one that was submitted in 2013. Last one OSBN received was 11/21/2016; Carol will contact John Goodine to get copy of it.
 - b. Carol will work on this between now and September.

851-061-0090

9. Implement a system to assure that accurate documentation supports the students' completion of the required classroom/lab and clinical training hours and skills on the laboratory and clinical skills checklist and CPR training in accordance with the Board-approved curriculum.
 - a. A policy will be written for this. It will be included as part of new instructor orientation.
 - b. Lead instructor or lab assistant to check each day after lab—specifically identify who is responsible to check.
 - c. If a student turns a skill sheet in with something not signed, then they must repeat the skill.
 - d. Sign-off skills as occur in lab, not at the end of class.
 - e. Have sign-in sheet and sign-out sheet for lecture and lab.

10. Evaluate the effectiveness of the current teaching strategies used in lab and clinical and make the necessary changes to continue to increase the pass rate for first time candidates taking the Board-approved competency examination.
 - a. Angela will contact Headmaster to get recent data.
 - b. New staff will follow evaluation process in CBA as per college policy.
 - c. Carol, as program director, will evaluate all faculty who teach in the program once per year, with feedback given.
 - d. Carol to identify training needs for faculty and make plans to provide needed training. She can provide updates on new testing guidelines, too.
11. Utilize the Written and Skill Detail Reports to help diagnose weak areas in the content instruction.
 - a. Angela to contact Headmaster to get reports.
 - b. Carol to review reports and identify areas of weakness and places in which content needs to be bolstered.
12. Analyze the pass rate for each faculty member and each cohort.
 - a. Carol to print out information, analyze and make changes as indicated. We are a small school and only offer one class at a time. Carol plans to meet with faculty do discuss training updates. Note: the next class scheduled is for fall 2018.
13. Hold a review session for graduates a few days prior to the student's state certification exam test date.
 - a. Put this into the student's schedule.
 - b. Actually practice as if going in for the test; all students observe each other one at a time.
 - c. Make mandatory and more formal.
14. Have faculty participate in the Headmaster Testing Workshops to be offered in April 2018 and other testing workshops offered.
 - a. Carol attended April 8th, 2018. See Item #12 above.
 - b. Carol to get certificate/email confirmation showing she attended.
 - c. Lynn Brophy has offered to meet with Carol (can't discuss specifics but can give general info)
15. Maintain documentation in the student records to support the students receiving the most current version of the Department of Human Services and Board of Nursing's criminal history requirements and policies, e.g., "I have received and reviewed the Oregon Department of Human Services criminal history requirements and policies located in Division 7 located at http://arcweb.sos.state.or.us/pages/rules/oars_400/oar_407/407_007.html . I have also received and read the Oregon Board of Nursing's criminal history requirements and policies found in Division 1 of the Nurse Practice Act located at <https://secure.sos.state.or.us/oard/viewSingleRule.action?ruleVrsnRsn=215762> .

- a. We have this form. Need to make sure that students read and sign as identified above at their mandatory orientation.

851-061-0110

16. Record the actual number of classroom and clinical hours completed on every student's certificate of completion.
 - a. Carol to contact Debbie Buck for clarification on whether the OSBN certificate is sufficient or we need to do our own certificate that goes with it.
 - b. Reinstate certificate we give students and put this information on it. We already have a template. We need to keep copies of our certificate and OSBN certificate in student files.
17. Organize and update the program files.
 - a. In process by Carol and Angela; binders will be updated and missing ones put together.
 - b. This to include electronic files.
18. Establish a system to ensure that all students' records meet the standards of OAR 851-061-0110(1)(d).
 - a. To be done as part of record keeping and tracking systems that will be developed and used.
 - b. Update and use student checklist for each student file.
19. Discontinue the use of "nicknames" on all program legal documents.
 - a. Done.
 - b. Will change program legal documents to require full legal name.

NOTES:

-We are having discussions about establishing more stringent criteria for admission to the Program. We have talked with Advisors and will consider increasing reading, writing, and math requirements to be successful in the class and for State Certification exam.

Thank you again for your continued assistance and guidance with our program.

Sincerely,



Carol Fisher, RN

Nursing Assistant Program Director

Carol Fisher, RN
Columbia Gorge Community College
400 East Scenic Drive
The Dalles, OR 97058

January 26, 2019

RE: Plan of Correction – Survey 12/7/2018

Debra Buck, MS, RN
Policy Analyst – Training & Assessment
17938 SW Upper Boones Ferry Road
Portland, OR 97224-7012
E-mail: debra.buck@state.or.us

Dear Debra:

Thank you for the “Report of Survey Visit: of 12/7/18 and for the continuing approval of the Columbia Gorge Community College Nursing Assistant Program.

STANDARD 851-060-0075

Written policies as defined in OAR 851-061-0110(1)(c)(G) are written and include a signature line for reviewer and date. A footnote indicates that said policies are to be reviewed and signed/dated at least every two years.

STANDARD 851-061-0080

A meeting with my supervisor regarding adequate administrative time and the increased use of our Administrative Assistant was held on 1/8/2019 to establish adequate time for the Program Director/Primary Instructor to complete their assigned duties. As previously mentioned, policies were developed for the Nursing Assistant Program, to include the policy on cancellations and refunds. It is duly noted and appreciative of your suggestion to split the clinical groups into two groups when the ratio of residents to students is small. This would increase clinical exposure for the students and decrease “standing around time.” I believe with the increase use of our Administrative Assistant, reports going forward will be responded to by their due date and evaluations and surveys will be completed on time. The OSBN Training Program Annual Survey for 2017/2018 if being sent via e-mail

today. I have noted on the calendar the need for the self-evaluation of the program is due by December 2019.

STANDARD 851-061-0100

The effectiveness of current teaching strategies will be evaluated going forward by utilizing the information available by Headmasters indicating the pass rate for students (Written & Skill Detail Report). The information will be shared with the instructors and plan for a way to hopefully increase the pass rate through changes in instructors' style, testing, visual aids, evaluations and student feedback. The next class schedule will include time for a "review" session prior to the student's state exam, to prepare them more thoroughly for their exam. I have contacted the Primary Instructor regarding the Headmaster Testing Workshop in March of 2019, and am hopeful she will be able to attend.

STANDARD 851-061-0110

The Program Files and Student Records have been re-organized by separating the components rather than filing the components individually by student name. Forms, tests, student requirements and policies have been reviewed and compiled in appropriately labeled files.

Thank you again for the opportunity to improve. I will e-mail this copy to your office and follow-up with the signed copy of your survey report in the mail.

Sincerely,



Carol Fisher, RN

Program Director



Oregon

Kate Brown, Governor

Board of Nursing

17938 SW Upper Boones Ferry Rd

Portland, OR 97224-7012

(971) 673-0685

Fax: (971) 673-0684

Oregon.BN.INFO@state.or.us

www.oregon.gov/OSBN

April 16, 2018

Carol Fisher, RN
Columbia Gorge Community College
400 E Scenic Dr
The Dalles, OR 97058

Dear Carol:

I am happy to inform you that the Columbia Gorge Community College Nursing Assistant Training Program continues to be approved, effective, March 7, 2018. However, due to the repeat number of "not fully attained" or "not met" standards, this program will be re-visited in one year.

Please read through the enclosed survey report, sign both copies, and return one copy to the Board office with a written plan of correction within the next 30 days. The other copy is for your records.

I look forward to working with you and your faculty in the future.

Sincerely,

Debra K Buck RN

Debra K. Buck, MS, RN
Policy Analyst- Training & Assessment





Oregon

Kate Brown, Governor

Board of Nursing

17938 SW Upper Boones Ferry Rd
Portland, OR 97224-7012
(971) 673-0685
Fax: (971) 673-0684
Oregon.BN.INFO@state.or.us
www.oregon.gov/OSBN

December 27, 2018

Carol Fisher, RN
Columbia Gorge Community College
400 E Scenic Dr
The Dalles, OR 97058

Dear Carol:

I am happy to inform you that the Columbia Gorge Community College Nursing Assistant Training Program continues to be approved, effective, December 7, 2018.

Please read through the enclosed survey report, sign both copies, and return one copy to the Board office with a written plan of correction within the next 30 days. The other copy is for your records. I have also enclosed a copy of the student evaluation summary for your records. I am sure that you will value their feedback.

I look forward to working with you and your faculty in the future.

Sincerely,

Debra K Buck RN

Debra K. Buck, MS, RN
Policy Analyst- Training & Assessment





Doris Jepson <djepson@cgcc.edu>

Closure of Columbia Gorge Community College MA Training Program

Debra Buck <debra.buck@state.or.us>

Fri, Mar 9, 2018 at 1:54 PM

To: "cfisher@cgcc.edu" <cfisher@cgcc.edu>

Cc: "djepson@cgcc.edu" <djepson@cgcc.edu>, John Goodine <john.goodine@state.or.us>

Hello Carol,

Per our discussion on March 7, 2018, I am placing the Columbia Gorge Community College Medication Aide Training Program on inactive status as no classes have been taught utilizing this program since 2015. Once there is satisfactory evidence that the Columbia Gorge Community College Nursing Assistant Training Program is meeting Board standards, you may contact the Board to reinstate the medication aide training program. Until then, my understanding is that all efforts will be put into rebuilding the nursing assistant training program.

Please feel free to contact me if you have any questions. Debbie

Debra K. Buck, RN, MS

Policy Analyst- Training & Assessment

Oregon State Board of Nursing

17938 SW Upper Boones Ferry Rd

Portland, OR 97224-7012

(971) 673-0636

(971) 673-0685 (main office)

(971) 673-0684 (fax)

Debra.buck@state.or.us

Our Mission: To safeguard the public's health and well being by providing guidance for, and regulation of, entry into the profession, nursing education, and continuing safe practice.

This e-mail is intended for the named recipient only and may not be read, copied, discussed, or distributed by anyone except the named recipient or the agent or employee of the named recipient upon the named recipient's directions. The named recipient is responsible for the confidentiality of the message. Please notify the sender should any part of the following document(s) fail to transmit correctly. Please destroy incorrectly transmitted documents immediately.