



Guidelines for the Conduct of Directed In-Service Training

Ohio Department of Health

Bureau of Regulatory Operations

As addressed in your enforcement letter from the Ohio Department of Health (ODH), you must conduct a Directed In-Service Training (DIT). ODH prepared the guidelines below to help you plan and initiate an acceptable DIT. Please note: Compliance with one or more of these guidelines does not guarantee ODH will approve your DIT. Your DIT should address the following components, as appropriate:

- 1. The specific deficient practice(s) identified in the Statement of Deficiencies (SOD) and enforcement letter imposing the DIT.** The training should be focused on the specific deficient practices identified, not just the Data tag cited.
- 2. Facility policies and procedures (P&Ps).** Frequently a facility will update a policy or procedure as part of its Plan of Correction (POC). The DIT should include a review of existing applicable P&Ps as well as any updates or new P&Ps.
- 3. The specific needs of the resident population.** The DIT should consider the characteristics of the facility resident population. For example, in a facility with a high census of memory impaired residents, the DIT must identify additional measures that should be taken when caring for that population.
- 4. Skills/Return Demonstration.** The DIT, regardless of the method of delivery, must include a skills/return demonstration component where appropriate. The demonstration must be observed by the trainer and conducted in such a manner that the trainer can interact with the trainees in real time.
- 5. Q&A.** The DIT, regardless of the method of delivery, must include an opportunity for live Q&A. Submitting questions in writing for a later response is not sufficient.
- 6. Trainer requirements.** The organization or individuals providing the DIT may not be an employee, corporate staff or have directed ownership in your organization. The individual conducting the DIT should be a qualified subject matter expert.
- 7. Maintain Compliance.** The DIT shall include education of staff on the plan for ongoing, sustained compliance.