EXPLORING NEW FRONTIERS FOR BETTER LEARNING TRANSFER

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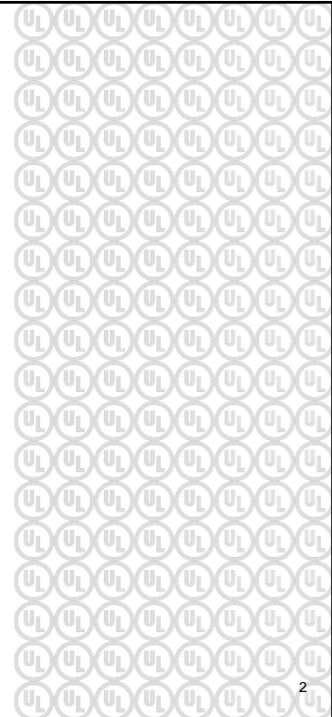
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THESE SLIDES ARE FOR NOTE TAKING DURING THE CONFERENCE PREZI PRESENTATION

2

OUR EXPLORATION TODAY

MICROLEARNING, PRACTICE & PERFORMANCE SUPPORT
FOR EFFECTIVE TRAINING & EDUCATION

- Meeting Regulatory Requirements
- Engaging the Learner
- Achieving Company Objectives

3

THE FRONTIER

- $164 Billion Per Year on Learning & Development

- 50% – 90% Labeled Learning Scrap

Microlearning, Practice & Performance Support

4

MICROLEARNING AND LEARNING TRANSFER

AUDIENCE

- 2025 Millennials will make up 75% of the workforce
- Average attention span of 90 seconds
- Grew up on technology

5

MICROLEARNING

WHAT IS IT?

- Byte-sized (5 minutes or less)
- Micro-actionable (What 1 behavior needs to occur?)
- Visually engaging
- Relevant and contextual
- Multimedia (Video, Text, Audio, Images, Animations)
- Flexible access (PC, Mobile Device)

6

MICROLEARNING AND LEARNING TRANSFER

WORKS WITH NEW INFORMATION FROM BRAIN SCIENCE

- Improves retention

    - ✓ Quick for shorter attention span

    - ✓ Uses variety of media to keep and hold attention

    - ✓ Focused on one learning goal

    - ✓ Interspersed assessments

- Matches the pace of business

7

MICROLEARNING SCENARIO

Notes:

8

PRACTICE MAKES PERMANENT

- 70% of the total learning experience occurs during the practice phase

- Enhances learning transfer

- Can improve ROI of compliance training

9

PRACTICE MAKES PERMANENT

RETRIEVAL PRACTICE IS SUPERIOR TO STUDYING FOR RETENTION AND LEARNING

Two Types of Retrieval Practice

- Massed, immediately after learning

- Distributed, spaced at intervals after learning

When to Practice?

- 2 days, 2 weeks, 2 months

10

PRACTICE MAKES PERMANENT SCENARIO

Notes:

11

PERFORMANCE SUPPORT

DEFINITIONS

- Learning modality, resource or asset that is used in the moment of need to improve human performance

- "Providing intuitive, tailored aid to a person at his or her moment of need to ensure the most effective performance on the job" (Gottfredson & Mosher).

CHARACTERISTICS

- Embedded in the work flow

- Accessed in the workflow to solve a specific business problem, apply a skill, or change performance practices
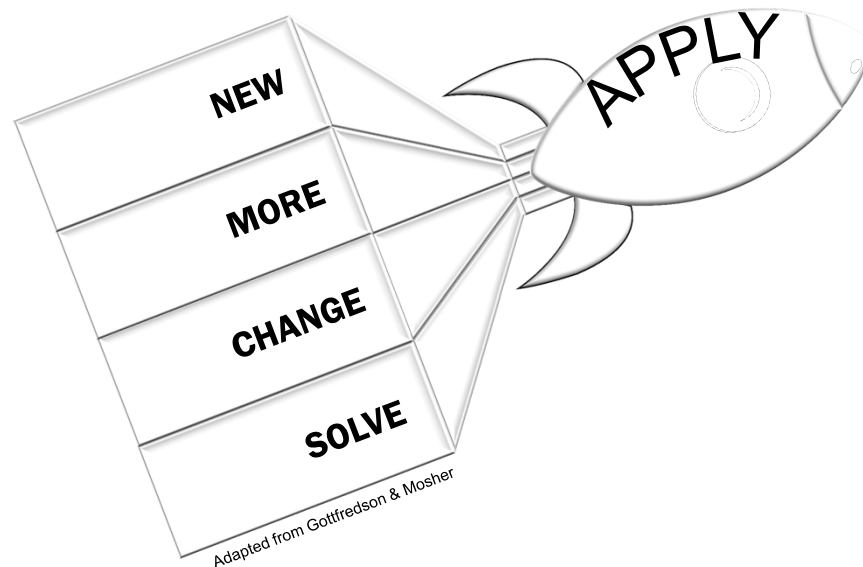
What are some examples of today's most used Performance Support tools?

12

MOMENTS OF LEARNING NEED

NEW

MORE

CHANGE

SOLVE

APPLY

Adapted from Gottfredson & Mosher

13

PERFORMANCE SUPPORT

WHEN TO USE IT

- High risk tasks

- Infrequent tasks

- High error rate

- Complex tasks with many steps

- Recently changed tasks

- New tasks

- New employee/role and training not completed

14

PERFORMANCE SUPPORT EXAMPLE

A customer service representative receives a call from a customer asking, "Why did I get this letter? (letter job aids)

	Summary of Notice Requirements for Part C Organization Determinations (Claims)					
	This Exhibit is intended to be a summary of notice requirements and talking points for explaining the notice to a member.					
	For exact detail on requirements and time frames, refer to the appropriate sections within this guidance.					
	Notice	Sent by	Section(s)	Timeframe	CCR: This letter was sent to you	Copy of notice
1	OMB Integrated Denial Notice (IDN)	Claims PMG	Ch. 13, 40.2.1	Within 30 days of receipt of a clean claim from a non-contracted provider	to let you know the reason(s) why your claim was denied. <CCR may have to provide additional explanation on a case-by case basis if the member does not understand.>	EGWP 2015 Appendix 1 OMB Integrated Denial
				Within 60 days of receipt of all other claims	If the member does not agree with the denial and wants to appeal - you must send in an appeal in writing to our Appeals and Grievance Department. They will process your appeal and provide you with a	

PUTTING IT ALL TOGETHER SCENARIO

Notes:

PUTTING IT ALL TOGETHER

BENEFITS OF EXPLORING THE NEW FRONTIERS OF MICROLEARNING, DISTRIBUTED PRACTICE, AND PERFORMANCE SUPPORT

- Improved compliance
- Increased engagement
- Increased transfer of learning to job performance
- Cost savings
- Measurable impact

17

ACKNOWLEDGEMENT

Thank you for the industry specific information!
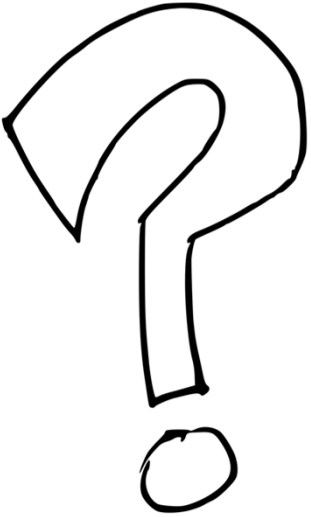
Shelley Segal and Julie Mason, Principals
Medicare Compliance Solutions

18

THANK YOU!

19

APPENDIX: CURRENT REGULATORY REQUIREMENTS

Thank you to our subject matter expert partners for this regulatory information:

Shelley Segal and Julie Mason, Principals
Medicare Compliance Solutions

CURRENT REGULATORY REQUIREMENTS

Compliance Program Element III: Effective **Training and Education**

- Sponsors must be able to demonstrate that their employees have fulfilled these training requirements.

- Examples of proof of training may include copies of sign-in sheets, employee attestations and electronic certifications from the employees taking and completing the training.

- Sponsors are accountable for maintaining records for a period of 10 years of the time, attendance, topic, certificates of completion (if applicable), and test scores of any tests administered to their employees, and must require FDRs to maintain records of the training of the FDRs' employees.

Medicare Managed Care Manual Chapter 21 – Compliance Program Guidelines and Prescription Drug Benefit Manual Chapter 9 - Compliance Program Guidelines, Section 50.3

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21

CURRENT REGULATORY REQUIREMENTS

Effectiveness of Training and Education

- Effectiveness of training, education, compliance policies and procedures, and Standards of Conduct will be apparent through sponsor's compliance with all Medicare program requirements. Sponsors must ensure that employees are aware of the Medicare requirements **related to their job function.**

- The sponsor must establish, implement and provide effective training and education for its employees, including the CEO, senior administrators or managers, and for the governing body members, and FDRs.

Medicare Managed Care Manual Chapter 21 – Compliance Program Guidelines and Prescription Drug Benefit Manual Chapter 9 - Compliance Program Guidelines, Section 50.3

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CURRENT REGULATORY REQUIREMENTS

Effectiveness of Training and Education

- The training and education must occur at least annually and be made a part of the orientation for new employees, including the chief executive and senior administrators or managers, governing body members, and FDRs.

- FDRs who have met the FWA certification requirements through enrollment into the Medicare program or accreditation as a Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) are deemed to have met the training and educational requirements for fraud, waste, and abuse (FWA).

  - Therefore training for compliance is still required.

Medicare Managed Care Manual Chapter 21 – Compliance Program Guidelines and Prescription Drug Benefit Manual Chapter 9 - Compliance Program Guidelines, Section 50.3

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THE FUTURE MAY CHANGE IN 2019

Medicare Program; Contract Year 2019 Policy and Technical Changes to the Medicare Advantage, Medicare Cost Plan, Medicare Fee-for-Service, the Medicare Prescription Drug Benefit Programs, and the PACE Program

- Centers for Medicare & Medicaid Services (CMS), issued the proposed rule.CMS-4182-P

- Comments were required by 5 p.m. on January 16, 2018.

https://federalregister.gov/d/2017-25068

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24

THE FUTURE MAY CHANGE IN 2019

2019 (CMS-4182-P)

- **Compliance training would still be required** of MA and Part D sponsors, their employees, chief executives or senior administrators, managers, and governing body members.

- This change will allow sponsoring organizations, and the FDRs with which they contract, the maximum flexibility in developing and meeting training requirements associated with effective compliance programs.

- CMS will continue to hold MA organizations and Part D sponsors accountable for the failures of their FDRs to comply with Medicare program requirements.

https://federalregister.gov/d/2017-25068

25