



Train the Trainer

This job aid provides an overview of resources and tools available to help clinicians with their own learning and with their approach to training others on using the interRAI assessments for long-term care (LTC) and home care (HC), and submitting to the National Rehabilitation Reporting System (NRS) and Ontario Mental Health Reporting System (OMHRS).

Fostering staff buy-in

The following videos provide an overview of the databases and assessment instruments, and of how the information is used by CIHI and participating organizations. The videos are excellent resources to inform both new and current staff on the value and importance of collecting data and on how it can be used to improve patient care and outcomes.

Topic	Link to video
interRAI assessment instruments	Using the interRAI assessment system
NRS	Improving Canadian rehabilitation through quality data
OMHRS	Using the interRAI Assessment System

Staff training

Prepare for training

Prospective trainers will need to know how to access the material as well as understand it so they can present the material effectively, handle questions and manage the session.

Key resources	Description	Link
How to create your CIHI profile	A guide on how to create your CIHI profile	Create Profile — Select Your Affiliation
How to enrol in a CIHI course	A guide on how to enrol in a CIHI course	How to Enrol Yourself in a Course (PDF)
Education offerings/ learning pathways	Information about the learning pathways and education offerings related to the NRS, OMHRS, LTC and HC	CIHI's Learning Centre



Job Aid

Before each session, trainers will need to

- Characterize the learning audience;
- Identify their learning needs;
- Create learning objectives; and
- Establish ground rules.

Train new staff

Educators can use the resources and learning pathways available to train new staff. They may wish to mirror the course material used in CIHI's education sessions or have participants log in to CIHI's Learning Centre and take eLearning modules. To make training more organization-specific, it can be combined with an organization's software application. Additional case studies are available.

- Create materials for onboarding new staff.
- Tailor the training to your organization.
- Mirror courses and materials used in CIHI's education sessions.
- Integrate your organization's software application in the training materials.

Monitor ongoing learning needs

Educators and super-users should regularly check in with staff to monitor ongoing learning needs and identify any challenges. This will provide opportunities to

- Establish an ongoing refresher training series to ensure that staff are up to date with coding guidelines;
- Use data quality and other reports to address areas of concern that may require clarification or more training;
- Ensure that educators and super-users are subject matter experts and are available to mentor staff;
- Share and disseminate information among staff when clarification is required; and
- Leverage the knowledge of educators and super-users by sharing challenging case scenarios with staff.

Troubleshoot difficult scenarios

Be a resource to assist with difficult scenarios and coding questions. Use CIHI's job aids to help code more challenging scenarios and sections. Use eQuery to search for previous answers. If you're unable to find an answer to your question, you can [submit the question via eQuery](#) or email it to specializedcare@cihi.ca.



Ensure data quality

Ways to ensure data quality

- Complete chart audits at your facility.
- Conduct external competency testing for interRAI tools.
- Review outcome scales and Clinical Assessment Protocols (CAPs) for data quality.
- Review data collection processes for training opportunities.
- View comparable and interactive data in [Your Health System](#).
- View and analyze administrative and clinical data via eReports.
- Review [Quick Stats](#).

Be a subject matter expert

Know the resources

Educators and super-users can leverage their knowledge of the many resources available in order to help with coding and with troubleshooting difficult scenarios.

Manuals

Database	Manual	Where to find it
CCRS	RAI-MDS 2.0	CIHI's eStore Resident Assessment Instrument (RAI) MDS 2.0 User's Manual, Canadian version
HC	RAI-HC	CIHI's eStore Resident Assessment Instrument–Home Care (RAI-HC) User's Manual, Canadian version
	interRAI CA (HCRS)	CIHI's eStore Home Care Reporting System — Contact Assessment (HCRS-CA) Administrative Data Elements Coding Manual
IRRS	interRAI LTCF	interRAI.org interRAI Long-Term Care Facilities (LTCF) Assessment Form and User's Manual, Canadian Edition, 9.1.4
	interRAI HC	interRAI.org interRAI Home Care (HC) Assessment Form and User's Manual, Canadian English Edition, 9.1.4
	interRAI CA	interRAI.org interRAI Contact Assessment (CA) Form and User's Manual: A Screening Level Assessment for Intake to Home and Community Care, interRAI Standard Edition, Version 10.0
NRS	RMDSM	CIHI's eStore Rehabilitation Minimum Data Set Manual
OMHRS	RAI-MH	CIHI's eStore Ontario Mental Health Reporting System Resource Manual



Job Aid

Job aids

CIHI has many job aids to assist assessors with completing the assessments. They are especially helpful when coding challenging scenarios and sections:

- interRAI LTCF and interRAI HC: Resources for Educators — Access via CIHI's [Learning Centre](#)
- [Long-term care interRAI resources](#)
- [Home care interRAI resources](#)
- NRS: Resources for Trainers — Access via CIHI's [Learning Centre](#)
- [Resources for mental health interRAI assessors](#)

eQuery

eQuery is a web-based tool that allows CIHI's clients to search a repository of questions and answers about clinical coding, data submission and reports related to our reporting systems and services. CIHI has created a [resource](#) that provides step-by-step instructions on how to use eQuery. If you're unable to find an answer to your question, you can [submit the question via eQuery](#).

Stay informed

Subscribe to eBulletins

- Quarterly updates from CIHI delivered to your inbox
- Highlights from recent announcements and analyses, summaries and news of upcoming education and data quality tips for assessments
- To sign up: specializedcare@cihi.ca

Attend Support sessions

- Quarterly meetings that connect CIHI with external stakeholders and facilitate discussion and interaction
- Relevant and engaging topics related to LTC/HC/NRS/OMHRS
- A forum where stakeholders can provide direct feedback on LTC/HC/NRS/OMHRS



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