PROVIDER INSTRUCTOR'S GUIDE FOR CAREGIVER EVV TRAINING

CARE BRIDGE

OVERVIEW

This Instructor's Guide is used to equip trainers with materials and information to train caregivers on the setup and use of the mobile app and IVR process. This guide gives the trainer an overview of the materials available, and the most effective manner and order in which to use the materials while training caregivers.

TRAINING MATERIALS

We have prepared several materials for you to effectively train your caregivers. The following materials are available for use when training the caregivers within your agency.

- Instructor's Guide (this document)
- PowerPoint Presentation with a script to help guide the trainers
- Video that can be used during training and available to caregivers for later use, if needed
- Four quick reference guides for the caregivers:
  - Downloading the Mobile App on a smart device
  - Completing a visit using the Mobile App
  - Completing a visit using the IVR process
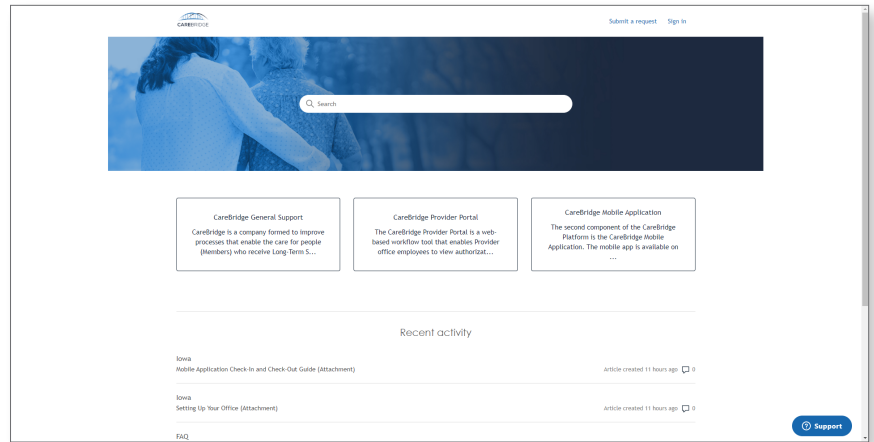 - Caregiver FAQs

All the aforementioned training materials are to be used by the Provider Agency trainers and will be available within the CareBridge Resource Library accessible through the Provider Portal and the Resource Library website. Please continue reading for more detailed descriptions of these materials.

SUGGESTED TRAINING MODEL

1. Begin with the PowerPoint Presentation. A demonstration video is embedded into the PowerPoint as part of the training but is also available as a stand-alone training item for caregivers to use if they need reminders or assistance with any of the steps in downloading the app or completing visits. This is the same video discussed below. The IVR process is also demonstrated in the PowerPoint for caregivers who will need to use that process.

2. The next tool is a video demonstrating the mobile application. The video is 11 minutes long and details each step the caregiver will need to take when downloading and using the mobile app. As mentioned above, this video is embedded in the PowerPoint and also available on its own. It is a great tool to pause, replay, and play as many times as needed to learn the mobile app.

3. And finally, there are four quick reference guides.

   a. The first is specific to the mobile app and has instructions for how to download the app on a smart device.

   b. The next one, also specific to the mobile app, provides instructions for how to complete a visit using the mobile app. This guide walks the caregiver through checking in and checking out, as well as answering the observed changes survey and completing the care plan documentation, if it applies.

   c. The third guide is for the caregivers who will be utilizing the IVR process, which has instructions for how to complete a visit using the IVR and answering the prompts.

   d. The final resource document for Caregivers is the Caregiver Frequently Asked Questions. This document answers common questions asked across different topics related to a Caregiver's use of EVV.

The PowerPoint, videos, quick reference guides, and more will be available for viewing or download in the CareBridge Resource Library. You can reach the Resource Library through the provider portal. You and your Employees/Caregivers can also follow this link to access the Resource Library online. If the Employee/Caregiver has no way to access the library, all the document files are print-ready and can be shared via hard-copy.

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