



The Council of State Governments
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2011 Innovations Awards Application

DEADLINE: MARCH 28, 2011

ID # (assigned by CSG): 2011- _____

Please provide the following information, adding space as necessary:

State: Washington Program Category: Public Safety

1. Program Name: Fire Safety Training for Licensed Care Facilities
2. Administering Agency: Washington State Patrol, Fire Protection Bureau
3. Contact Person: Karen Jones, Chief Deputy State Fire Marshal
4. Address: PO Box 42600, Olympia, WA 98504-2600
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8. Web site Address: http://www.wsp.wa.gov/fire/licensed_care.htm

9. Please provide a two-sentence description of the program.

This is a training program for the staff members of licensed care facilities (nursing homes) which is designed to increase life safety by raising fire safety awareness of staff, and reducing the number of fire code violations.

10. How long has this program been operational (month and year)? Note: the program must be between 9 months and 5 years old on March 28, 2011 to be considered.

The program was implemented in October of 2007.

11. Why was the program created? What problem[s] or issue[s] was it designed to address?

The Fire Safety Training for Licensed Care Program was created to reduce the fire and life safety threats to licensed care facilities. Inspectors found that the facilities' staff members were not identifying and reporting common fire and life safety problems in their facilities. Instead, the staff members relied upon the annual inspections to cite problems before taking action. This delay in action allowed problems to exist for up to a year, which increased risks for both patients and staff members. This program gives the staff members knowledge necessary to take timely and appropriate action.

12. Describe the specific activities and operations of the program in chronological order

2005 to 2006

Curriculum developed and pilot classes delivered to evaluate the program. Changes were made in response to feedback from pilot classes.

2007

Final program developed and implemented.

- Presentation kits developed for the inspectors delivering the training. Kits include the inspector's existing laptops, a lesson plan in PowerPoint format, a portable projector, and a laser pointer.
- Printed training materials which include student handouts, facility record books, and instructor guides with CD of the PowerPoint presentation.
- Continuing Education credits approved by the Board of Nursing Home Administrators for staff members who complete the class.

2009

Delivered 8 classes to 29 facilities and 272 students.

2010

Delivered 13 classes to 104 facilities and 224 students.

- Used feedback from instructors and students to update PowerPoint presentation and class materials.
- Inspector's job performance expectations formally expanded to include responsibility for instructing Fire Safety Training for Licensed Care Program classes.

2011

Continued with improvements to program.

- Annual update of curriculum and class materials.
- Increased outreach to licensed care facility owners and maintenance staff across the state. Outreach messages focused on the value of staff members mitigating issues immediately as opposed to waiting for annual inspections.
- Webinar developed in partnership with the Washington Health Care Association to provide remote access throughout the state.

13. Why is the program a new and creative approach or method?

The Fire Safety Training for Licensed Care Program creates a fire and life safety team in each nursing home consisting of regular staff members and maintenance directors, in addition to the inspectors who perform annual inspections. This team approach provides rapid identification and resolution of fire safety issues as they occur. Code violations not noted until the annual inspection could cause a minor oversight to become a major emergency incident. Rapid resolution of fire code violations also reduces the overall liability of the facility.

14. What were the program’s start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.)

The start-up cost was \$9,760 for implementing the program. These costs included purchasing portable projectors, remote control/laser pointers devices, the first year’s printed materials, and approximately 60 hours of staff time to develop the curriculum, etc. Costs were minimized through the use of the inspectors existing laptops. The specific costs are detailed below:

• 9 existing laptops and carrying cases	\$ -0 -
• 8 portable projectors with carrying cases	\$3,600
• 8 Slide Advancer/laser pointers	\$ 360
• One-year supply of materials (handouts)	\$4,300
• 60 hours of staff time	<u>\$1,500</u>
TOTAL	<u>\$9,760</u>

15. What are the program’s annual operational costs?

The annual operation costs are \$6,250, consisting of staff time and printed materials.

Staff time (preparation, drive time, and presentation)	\$1,950
6 hours per class x \$25/hour (wage) = \$ 150 per class	
13 classes per year x \$150 = \$1,950 per year	
Printed materials	\$4,300
1,500 Student Handouts	
200 Instructor Guides	
200 Facility Record Books	
TOTAL	<u>\$6,250</u>

16. How is the program funded?

The program is funded through a contract with Washington State Department of Social and Health Services for the inspection of licensed care facilities. The Fire Safety Training for Licensed Care Program costs are absorbed within the regular annual contract costs.

17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number

No special legislation or administrative rule was required.

18. What equipment, technology and software are used to operate and administer this program?

The required equipment used to administer this program is a laptop computer, PowerPoint software, portable projector, and a remote control/laser pointer device.

19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address.

This program was developed from a similar concept used by the Oregon State Fire Marshal's Office with some important differences. Please see the response to Question #20 for a description of the differences.

20. Are you aware of similar programs in other states? If YES, which ones and how does this program differ?

The state of Oregon has a similar program. Our Fire Safety Training for Licensed Care Facilities program differs significantly by using a team approach, by being more accessible to licensed care facilities statewide, and by providing more information.

The team approach seeks to engage the facility staff members in the value of early recognition and correction of problems. We also discuss how the inspectors are a useful reference source that can help them if they have any code questions. Because the inspectors are also the instructors, the classes provide the opportunity for the facility staff members to meet the inspectors ahead of the regular inspection, which works to reduce staff concerns and the usual challenges of code enforcement.

This program is more accessible than Oregon's because it is free and it is delivered locally at the facilities. Oregon charges for each student (\$150) and uses centralized training locations to teach the classes, which work to reduce enrollment because of the cost and travel time. We are more flexible on the class locations because we use the local field inspectors to conduct the training.

In addition to the information on the fire and life safety issues, we provide information regarding emergency planning for the facility. We have found this information has improved facilities' behavior during emergencies.

Other significant differences include:

- Classes are targeted to facilities that have had major incidents (i.e., a fire) or have had a higher than average number of violations cited during the annual inspection.
- Training materials and the PowerPoint lesson plan are provided to facilities so that they can train new staff members when they are hired.
- Facilities are provided with a binder containing inspection forms that can be used by the maintenance staff to document the required monthly and quarterly inspections of the fire protection systems.
- We have partnered with the Washington Health Care Association to sponsor a webinar, enabling more students to watch a single presentation at their location throughout the state.
- An annual evaluation of the training program is conducted annually that enables us to identify the reduction of fire safety violations in facilities that have participated in the training.

21. Has the program been fully implemented? If NO, what actions remain to be taken?

Yes, the program has been fully implemented. The program is evaluated annually and adjusted as needed to meet changing circumstances.

22. Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples.

The effectiveness of this team approach to fire and life safety is clearly demonstrated in the 52% drop in violations from the 2009 to the 2010 inspection period (from 175 to 91 violations). Facilities with decreased or no violations are inherently safer for residents, staff, and guests. This dramatic reduction could only have been achieved with the education and cooperation of the nursing home staff members.

23. How has the program grown and/or changed since its inception?

The program continues to be well received by nursing homes across the state. Class materials have been updated and added additional information and pictures have been added to the PowerPoint lesson plan regarding common violations.

Class scheduling and student registration is now performed by administrative staff. This change in process has eliminated problems related to duplicate requests, timely responses, etc. It also allows the Inspectors more time to focus on their inspection duties.

We have increased our marketing of the class by developing a common e-mail list ("list serve") for all facilities in the state. The use of a "list serve" has enabled us to quickly and effectively distribute timely information.

Finally, we have developed a one-hour focus class for facilities that have time constraints. We continue to improve the program using feedback from the nursing homes and our Inspectors.

Our Fire Safety Training for Licensed Care Facilities program has received recognition from Fire Rescue Magazine and Vision 20/20, the national fire and life safety strategic planning process.

24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program?

One challenge was the reluctance of the Inspectors to teach classes. Many Inspectors were initially uncomfortable with being in front of a class. Much of this concern was resolved by enrolling our Inspectors in a "Train-the-Trainer" course. A fire service educator role-modeled teaching the class to provide practical teaching skills. A requirement to teach the classes was added to the Inspector's job description.

An additional challenge was the ability of some nursing homes to make a three-hour time commitment for the class. The three-hour block is difficult for facilities that have limited staff availability. This has been addressed by creating one-hour focus classes, which targets a specific area of need such as, fire drills or fire prevention.

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2011 Innovations Awards Application Program Categories and Subcategories

Use these as guidelines to determine the appropriate *Program Category* for your state's submission and list that program category on page one of this application. Choose only one.

Infrastructure and Economic Development

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- Economic Development
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- Elections
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- Public Information
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- Telecommunications

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- Children & Families
- Health Services
- Housing
- Human Services

Human Resources/Education

- Education
- Labor
- Management
- Personnel
- Training and Development
- Workforce Development

Natural Resources

- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
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- Corrections
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- Public Safety

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This application is also available at www.csg.org.