The Iowa Department of Human Services (IA DHS) and the IA PASRR Program team at Maximus intend this document to help facility staff get started with PASRR. This document covers:

- **Who should train on PASRR**
- **Bookmarking the Maximus site, reviewing materials, and requesting database access**
- **Attending available PASRR trainings**
- **Learning compliant care planning**

Facility management should make this document available to all employees involved in PASRR—on individual computers and in shared workspaces.

### Who Should Train on PASRR?
Iowa DHS recommends that facilities train at least two staff people in the PASRR process, including one **Access Coordinator, who can give access to others**. Bigger facilities may need more trained staff—depending on the type of staff the facility has. At a minimum, facilities must train:

- Social workers
- Directors of nursing
- Administrators
- Any business office staff who submit admission, transfer, or discharge notices

### Bookmarking the Maximus Site, Reviewing Materials, and Requesting Database Access
- **Visit** [https://maximus.com/svcs/iowa](https://maximus.com/svcs/iowa). The page should say **Iowa PASRR, Provider Tools and Resources** at the top
- Bookmark the page in your internet browser and paste a shortcut to the site on your desktop
- Tour the site. Familiarize yourself with the content under these headings:
  - System Log In
  - PASRR Access Coordinator Registration
  - Contact the Help Desk
  - Announcements
  - Resources
  - Educational & Training
  - "PASRR 101 Video Webinar, all new staff should view this ASAP, available 24/7/365"
  - PASRR Tip of the Month
  - Service Matters
- Familiarize yourself with the information found on the website. Sign up for the **Iowa PASRR update email list** by clicking this link
- Ask your facility’s **Access Coordinator** to give you access to the PASRR database. If he or she has forgotten how to do this, contact the IA PASRR Helpdesk at Maximus. Ask the helpdesk for access and to assign a new Access Coordinator
Available Trainings

The website has training materials available for you. We will email you directly with invitations to training, using the email list you signed up for. These trainings include webinars that happen twice a month and face-to-face trainings that happen twice a year. Because PASRR is complicated, DHS recommends you attend trainings more than once and periodically repeat or review the trainings you’ve gone to before.

This table lists available Maximus trainings and who must attend them:

<table>
<thead>
<tr>
<th>Available Training</th>
<th>Required Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>The full-day PASRR Roadshow</td>
<td>Anyone involved in PASRR</td>
</tr>
<tr>
<td>PASRR 101 Video or Webinar Training, ALL new staff should watch this video before starting to work with PASRR, available 24/7/365</td>
<td>Anyone involved in PASRR, put link here: <a href="https://vimeo.com/259952944">https://vimeo.com/259952944</a></td>
</tr>
<tr>
<td>PathTracker Plus Training</td>
<td>Anyone submitting admission, transfer, or discharge information</td>
</tr>
<tr>
<td>How to Complete PASRR Level I Submissions</td>
<td>Anyone who submits PASRRs</td>
</tr>
<tr>
<td>PASRR Status Change Training</td>
<td>Anyone who submits PASRRs, reads PASRRs, monitors expiration dates, or implements care plans</td>
</tr>
<tr>
<td>PASRR Compliance Training</td>
<td>Anyone who is actively involved in PASRR, writes or develops care plans, implements services, or delivers PASRR identified services</td>
</tr>
<tr>
<td>Completing a ServiceMatters Review</td>
<td>Anyone who writes or develops PASRR care plans, implements services, or delivers PASRR identified services</td>
</tr>
<tr>
<td>Developing a PASRR-Compliant Care Plan</td>
<td>Anyone who develops or writes care plans. Each facility should have at least two people trained to this</td>
</tr>
</tbody>
</table>

If you implement PASRR at an NF or NFMI, you should attend any new training that isn’t on this table.

Learning Compliant Care Planning

If Maximus or IA DHS has not trained you on writing PASRR care plans, you probably shouldn’t write them. Writing compliant care plans requires expertise. Before you write care plans, you should:

- Learn to read Level II PASRR summaries of findings
- Understand the difference between specialized services, rehabilitative services, and community placement supports
- Understand how Iowa defines these services and supports
- Be able to describe the three situations when you must care plan for community placement supports in addition to specialized and rehabilitative services
- Learn the four criteria for compliant care planning and know to include all four in any care plan that includes PASRR identified services
- Get familiar with the Iowa PASRR NF Level II Care Plan Tool—IA DHS does not require you to use this tool. However, the state (DHS), licensing agency (DIA), and Maximus (ServiceMatters) all find that care plans comply with PASRR much more often when facility staff use it. Here are some tips for using the tool:
  - Review the latest version of the tool, here: Updated Iowa PASRR NF Level II Care Plan Tool
  - Watch the 13 minute video about how to use the tool, which you can find here: Care Planning Tool—How To Video 01.30.2017
  - Use the form on your computer. Don’t print it. It's long and designed only for computer use