

Analyzing The Need For Training
All Provider Specialty

Directions: Follow the steps and process below to answer the questions in the questions column. This helps you complete a training needs assessment. The example Training Needs Assessment was completed using the scenario presented in “The Call.”

Actions	Process	Questions
1. Define the problem	Interviews, job descriptions, work examples, evaluations, training results	Is this a performance problem? Does the learner know how to do the job or is it a question of attitude or complexity of task?
2. Identify the source	Observation, focus groups, interviews, written surveys	Does the learner have the prerequisite experience? How often does this task have to be performed? Has there been feedback?
3. Look for solutions	Assess alternatives for cost, time requirements, ease of implementation	Would this problem be helped by training, mentoring, different or more supervision, and/or better support or incentives?
4. Communicate results	A written report documents findings as to whether or not to proceed	What were the results of data gathering? What are possible training solutions? Are there alternative solutions? Support the rationale for the recommendations, including cost benefit analysis if practicable.

Needs Assessment Example

Directions: This Training Needs Assessment example was completed using the scenario presented in “The Call.”

Step 1: Define the Problem	A. Supervisor reports documentation on CMS Form—2567 is not meeting the standards B. Ask supervisor specific questions about grammar, accuracy, Deficient Practice Statements, etc.
Step 2: Identify the Source	A. Ask surveyors to describe their process and challenges with CMS Form—2567. B. Analyze where the problem begins: a new surveyor, time constraints, organizing material, Principles of Documentation (POD) considered unimportant, etc.? C. Review samples of CMS Form—2567 for additional information.
Step 3: Look For Solutions	A. Is this insufficient or inadequate training? B. Are there ways to reinforce both the need for and methods of accurate Form CMS—2567 documentation such as mentoring or coaching?
Step 4: Communicate Findings	A. Write a description of your assessment and options for remediation. B. Describe pertinent training solutions.