Hello everyone,

Back from vacation and bringing you MAP Update #5.

Reminders:

- When searching for a test date and time, try using the new option to search by particular type of test, geographic area via zip code and date range. On the WebeTest site it is called "User Built Test Schedule". You can also access it directly from the individual candidate record on WebETest in the test schedule section of the record and it is called "Build Test Schedule". This is just another option for scheduling rather than selecting the option that is automatically filled based on the site that was selected. (see MAP Testing Update #3 below)

- If when attempting to enter the results of in-house recertification into the registry the word "**suspended"** or "ineligible" appears under 'abuse' please contact me so that I can determine if it is an error made in interpreting Red Cross record notes. In most case it is but I need to verify whether or not there are any issues.

- Please tell staff to call the D&S office 24 hours in advance of their test to make sure the test has not been cancelled. While staff and the provider are notified by D&S via phone and/or email when a cancellation occurs, checking with the D&S office 24 hours in advance assures receipt of the information in case the phone messages or emails are not received. We will be making sure that this information is also noted on the candidate's Test Notification Letter. As a provider, please contact D&S if you are not being notified of cancellations and you want to be notified to make sure they have the correct contact information.

- Contact me if you are having any issues with the registry, WebETest, the testing process or the D&S testing office. The sooner we know about them, the sooner we can resolve them.

- If you are having difficulty finding your Certified staff in the registry or candidates in WebETest please contact D&S or me. The issue may be with the interpretation of the data transferred from Red Cross.

- Any candidates that started their testing process with Red Cross but have not yet completed it may require some overrides in the D&S system to allow them to be scheduled to test. Please contact D&S if you are having difficulty scheduling anyone. Contact me if D&S is unable to help you.

New Info:

- The testing schedule is created by filling up "slots" in order so that the best use can be made of the Tester's time. This means that the morning slots are always filled before the afternoon slots are made available. This has created a problem for staff that may work nights and would prefer an afternoon slot to test. In speaking to D&S about this, we became aware that changing this process would require major reworking of the testing software. While D&S is very committed to providing what the Providers need, we are not sure how big an issue this actually is. For now, please contact the D&S office if you want to schedule a person for an afternoon slot and the

system does not yet allow it. The D&S office will be tracking the number of times this accommodation is requested and if it occurs often enough, they will change the software.

- At the request of some providers we asked D&S if it is possible that an employee from one Provider conduct testing for another provider and vice versa. It has been determined that that is allowed under the following circumstances:

One agency can provide a proctor (person who administers the CBT/written test who is over 18. It can be a nurse but does not have to be) or a

Tester (RN) to another agency for testing of that agency's staff. The criteria for that would be:

1. **Proctors and testers can test at another agency's flexible site (meaning only that agency's staff will test there). That way there is no chance that the proctor or tester will encounter any staff from their own agency (conflict of interest)**

2. **If an RN is a MAP trainer he/she cannot test for D&S if they are currently providing MAP training anywhere. They can conduct the initial cert tests for D&S if they are only doing in-house recertifications for their own agency but no MAP training.**

3. **D&S would pay the proctors and testers for the tests they administer.**

As a Provider, you may want to explore this option especially if you want to provide flexible (onsite) testing but, because you are small, may have difficulty procuring a proctor or tester.

- There is misinformation circulating that personal information (SS#, DOB, home address, phone number) other than a Certified staff person's Certification status is available through the public provider registry portals. That is not true. The only information posted on the registry is: the person's name, city and state, date of certification, date of expiration and current status relative to disciplinary actions. We will be removing the city and state soon as well as clarifying the current status section using language similar to what was used on the old registry.

- D&S continues to work on providing a Provider Registry Tracking Report and a Provider MAP Testing/Training Status Report. I will let you know when it is available.

- DDS and D&S reviewed the performance statistics of the knowledge (CBT) portion of the Test and found the first try pass rate to be at 70% with 750 tests administered. That is within the target pass rate of 70-75%. We identified very few questions that were performing better than expected or a lower than expected rate and made adjustments as indicated. We will continue to monitor the testing pass rates on a monthly basis to identify trends and patterns as well as monitor test item performance.

Questions of the week:

1. **Q**: I am a MAP trainer. Why can't I "approve" a person's in-house recertification in the registry?

   A: There may be a couple of reasons. One is that the staff person may not be "tied" to the Provider for whom you train. The staff person may have originally become certified through another Provider and is still "tied" to that provider. Contact D&S to change the staff person's record to assign the staff person to the correct provider. Another reason may be that the staff person also has a record in WebETest as he/she may have been was in the middle of passing recertification with Red Cross when the data from Red Cross went over to D&S. Contact D&S to remove the record from WebETest.

2. **Q: When someone fails the transcription, I cannot see what they have done to fail. Red Cross always printed that so, you could go over it with the individual. Is**

   there any way we can see what they did wrong?

   A: The staff person should receive a letter telling them if they passed or failed. If they failed it should list what they did wrong very specifically (see handbook for specific 'steps" that will be listed).

3. **Q:** If I book someone, and try to book a second person, I have to get out of the D&S webpage altogether, and go back in. It's tedious when you are trying to book multiple people.

   A: You can just click on the back button. Sometimes, depending on the number of edits made, you have to click it twice. If you continue to encounter problems you may need to update your browser to IE8 or 9 or Mozilla Firefox. Both updates are free.

4. **Q: As a MAP trainer, if I provide an in-house recertification and hit "accept", I do not need an Administrator to approve. Why not?**

   A: You will use the same documents you used to do in-house recertification with the Red Cross including having the supervisor sign off at the bottom recommending the person for recertification. Once that is done, you will go in to the registry and "approve" the person for recertification thus changing their date of expiration. Instead of mailing the form to D&S, it should be filed in the person's personnel record or training record (or wherever the provider maintains such information). The MAP trainer ID and PIN serve as a "signature" in the same way the paper document that was sent to Red Cross served as proof of recertification. If a person fails you also need to enter "deny" in the registry so that their 3 time tries can be tracked. (Remember, if they fail 3 times they must attend the full MAP training again and take all 3 parts of the MAP test again.)

Again, thank you for your patience with this process. Keep those questions and suggestions coming. Your input can only make the process better.

Sharon