



HB 1168 – Maryland Department of Health – Residential Service Agencies – Training Requirements
POSITION: SUPPORT

My name is Susan Harrington and I am the President of Harrington Software Associates, a small woman-owned business founded in 1997. We specialize in developing innovative, research-based training solutions for long-term care facility owners, operators and staff.

In the early 2000s, we received several research grants funded by the National Institute on Aging to study the effectiveness of e-learning with a long-term care audience. Our research demonstrated the effectiveness of e-learning on improving the knowledge, attitudes, and practices of long-term care administrators and staff in areas related to care practices, emergency preparedness, and injury prevention. We currently market and sell web-based continuing education to long-term care administrators and staff throughout the country.

We have many Maryland customers who are Assisted Living and Nursing Home providers, who use our web-based training to satisfy their COMAR training requirements. Specifically, we offer two courses to Maryland assisted living staff that are very similar to what is being proposed by House Bill 1168. These courses include a 5-hour dementia course for newly hired staff and a 2-hour dementia refresher course.

The current single user price is \$35 for the five-hour course and \$25 for the two-hour course. However, our customers typically purchase packages of courses and rarely pay full price. For example, an assisted living facility in Maryland recently purchased our 5-hour cognitive impairment course for 40 staff members and the per learner price was \$7.50. Web-based training allows learners to complete the training on-site, eliminating the need for travel. There is competition among training vendors in Maryland which, in my opinion, is really what drives the market price for assisted living training.

Thank you for the opportunity to submit testimony on this legislation, and I urge a favorable report.

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