

# Transforming Nursing Home Care Together (TNT) Program

## Unit 1, Session 3: July 20, 2022

### QI And QAPI in Your Facility

#### Questions and Answers

**Question:** What should I do if I cannot hear the presentation?

**Answer:** If you are unable to hear the presenter, please click the three dots by the reactions button, and click switch audio, hover over to “Call in” and click on “View” on the right. You may use the number displayed to call into the meeting. If you need to call in to join with your audio, you can use this Call in number, but please make sure to also be signed in with another device that indicates your full name so you can receive credit for your attendance.

**Question:** Why do I not see the slides that are being shared?

**Answer:** There may be several reasons why this may happen. 1) When you have a slow, or glitchy internet connection, Cisco WebEx meetings can experience audio or video issues. 2) Other applications running simultaneously, like email, may cause low bandwidth causing video issues. 3) Sometimes using mobile devices, such as a phone or a tablet on a 3G or 4G connection may also result in experiencing audio issues.

There are several things you can try to fix the issue. 1) Close any other applications using your internet bandwidth. 2) Log in to Webex through the App rather than the browser. 3) If using a Webex app, make sure it is up-to-date.

If experiencing these issues during the session, you may need to log out and log back in. To make sure you have enough time to try this, please log in promptly at session start time or a few minutes before start time.

**Question:** Do we need to enter our license number when completing each post-session evaluation quiz?

**Answer:** Yes, you must enter your license number each time you complete the post-session evaluation quiz. Your license number will be used to identify you and issue you Continuing Education Units at the end of the Units.