



Inservice Education Programs

The educational and staff development inservice offerings listed below can be tailored to meet a facility's specific needs and for any level of staff - nursing, activities, social service, housekeeping, dietary, maintenance - for the staff as a whole or targeting a specific employee care group.

Clinical Issues

1. Behavior assessment/intervention - (dementia, mental illness, aggression)
2. Fall prevention/management
3. Hydration assessment/management
4. Incontinence assessment/management; Toileting programs
5. Infection control
6. Insulin administration
7. Ostomy care
8. Pain assessment/management - (Dementia; General population)
9. Understanding addiction
10. Peri-care and hygiene
11. Pressure ulcer prevention and management
12. Preventing ADL decline
13. Restraint reduction
14. Skin assessment and care
15. Nutritional program: weight management
16. Elopement
17. Documentation
18. Medication management
19. Restorative program
20. Specific illness reviews - (e.g. CHF, Parkinson's, COPD, Schizophrenia, etc.)

Quality of Life Issues

1. Abuse/neglect assessment and reporting
2. Advanced Directives
3. End of life care
4. Ethical issues
5. Meeting spiritual needs
6. Resident rights

RAI/MDS Processes

1. Care planning
2. Documentation for Medicare/Skilled Nursing
3. Documentation for MDS
4. MDS coding
5. RAI/MDS process for all staff
6. RAPS
7. Transmission and online reports

Quality Indicators

1. QI training for MDS coordinators, DON, Care Plan team, administrator
2. QIs & MDS process for all staff – Impact and responsibility
3. QI/QM for Quality Assurance Program

Staff Development

1. Assessment and reporting change of condition
2. ADL coding & documentation - staff
3. Communication issues/techniques:
 - Staff-residents and staff-staff
 - General resident population
 - Demented residents
4. Confidentiality issues
5. Customer service – “Who is your customer?”