



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

Quality Improvement

1. QI training for MDS coordinators, DONs, Care Plan teams, administrators
2. Quality improvement and MDS process for all staff - impact and responsibility
3. Quality Assurance Programs

Staff Development

1. Assessing and reporting change of condition
2. ADL coding and documentation - staff
3. Communication issues/techniques
 - Staff-residents and/or staff-staff
 - General resident population
 - Demented residents
4. Confidentiality issues
5. Customer service - "Who is your customer?"

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