



## **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. Hand in Hand program (CMS)
3. Rehospitalization/INTERACT program
4. Fall prevention/management
5. Hydration assessment/management
6. Incontinence assessment/ management; toileting programs
7. Nutritional program; weight management
8. Pain assessment/management - dementia; general population
9. Pressure ulcer prevention and management
10. Skin assessment and care
11. Infection control
12. Peri-care and hygiene
13. Preventing ADL decline
14. Restraint reduction
15. Nutritional program; weight management
16. Elopement
17. Documentation
18. Medication management: reducing antipsychotics
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
7. Culture change

### **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. QM 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/QAPI
4. Advancing Excellence

### **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
  - Dementia residents
4. Confidentiality issues
5. Customer service - "Who is your customer?"

### **CULTURE CHANGE**

1. Dining room services
2. Dementia care (Hand in Hand)

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