

## **Training and Education In The Healthcare Industry**

With the ever-changing regulations and standards in the healthcare industry, staff training and education is critical for the overall success of the facility and to provide quality service. Employees should be properly trained so that they can successfully accomplish the job requirements and to communicate effectively the facility's standards and procedures. It begins with a strong Initial Orientation and should continue on throughout the career of every individual.

State and federal regulations require initial and on-going training for specific subjects, such as HIPAA, Residents' Rights, and Abuse/Neglect, just to name a few. OSHA has their requirements, as well as new requirements imposed by the Affordable Care Act.

### **DELIVERY OF TRAINING**

- Lecture Methods – Storytelling, Blackboard or whiteboard, PowerPoint Presentation, Overhead projector
- Interactive Methods – Quizzes, break-out sessions, case studies, question cards, role playing, Q&A sessions
- CBT Computer Based Training – Technological advancements is making computer-based training more prevalent and a viable option for organizations to train their staff.

### **COMPETENCY**

Competency is an important tool to help assess and measure the ability of staff to apply knowledge and skills, reduce risk and ensure optimal patient outcomes. Competency can show limitations so that measures can be put in place to improve these limitations. This can be done through written modes and/or skills demonstration with return demonstration.

### **DOCUMENTING ATTENDANCE**

The facility is required to maintain a written record of each formal in-service session which shall include:

- Date of training
- Description of the subject matter
- Identity of the individual or individuals providing the in-service education
- List of individuals attending the session that is signed by each attendee
- Duration of the session

## REQUIRED IN-SERVICE EDUCATION SKILLED NURSING FACILITIES

### NURSING ASSISTANTS

SUBJECT	REFERENCE	NEW HIRE	ON-GOING OR ANNUAL
ORGANIZATIONAL STRUCTURE OF FACILITY	OAC 3701-17-07.1	X	
PHILOSOPHY OF CARE & DESCRIPTION OF RESIDENT POPULATION	OAC 3701-17-07.1	X	
EMPLOYEE HANDBOOK	OAC 3701-17-07.1	X	
12 HOURS FORMAL IN-SERVICE TRAINING	OAC 3701-17-07.1		X
SUFFICIENT SPECIALTY UNIT TRAINING	OAC 3701-17-07.1	X	X
DEMENTIA AND ABUSE PREVENTION TRAINING	ACA 6121	X	X

### ALL STAFF MEMBERS

SUBJECT	REFERENCE	NEW HIRE	ON-GOING OR ANNUAL
HEALTH INSURANCE MARKETPLACE NOTICE	DEPARTMENT OF LABOR 2013-02	X	
PHYSICAL LAYOUT OF FACILITY	OAC 3701-17-07 (J)	X	
APPLICABLE JOB RESPONSIBILITIES	OAC 3701-17-07 (J)	X	X
ORGANIZATIONAL STRUCTURE OF FACILITY	OAC 3701-17-07.1	X	
POLICIES & PROCEDURES RE: SAFE & APPROPRIATE RESIDENT CARE	OAC 3701-17-07 (J)	X	
RESIDENT'S RIGHTS <ul style="list-style-type: none"> <li>COPY OF RESIDENTS' RIGHTS</li> <li>POLICIES &amp; PROCEDURES REGARDING RESIDENT RIGHTS</li> <li>RESIDENT RULES OF CONDUCT &amp; RESPONSIBILITIES</li> <li>TRANSFER &amp; DISCHARGE RIGHTS POLICY</li> <li>AGENCY &amp; ADVOCATES NAMES, ADDRESS &amp; PHONE</li> </ul>	ORC 3721.02 OAC 3701-17-07 (J)	X	X
FIRE PREVENTION PLAN	29CFR 1910.39	X	X
FIRE EXTINGUISHERS	29 CFR 1910.157(g)	X	X
EMERGENCY RESPONSE/DISASTER PLAN	29CFR 1910.38 OAC 3701-17-07 (J)	X	X
SAFETY AND PERSONAL PROTECTIVE EQUIPMENT	29CFR 1910.132(f)	X	X
HAZ COM, HAZARDOUS MATERIALS, GHS	29CFR 1910.1200(h)	X	X
LOCK OUT/TAG OUT	29CFR 1910.147(c)(7)	X	X
EXPOSURE PREVENTION & CONTROL BLOODBORNE PATHOGENS	29CFR 1910.1030 & CPL2-2.69	X	
FEDERAL FALSE CLAIMS ACT <ul style="list-style-type: none"> <li>CORPORATE COMPLIANCE/CODE OF CONDUCT</li> </ul>	US HHS OIG – 31 USC3279	X	X
HIPAA	US HHS – 45 CFR 164.530(b)	X	X
ABUSE, NEGLECT, INVOLUNTARY SECLUSION, MISAPPROPRIATION <ul style="list-style-type: none"> <li>APPROPRIATE INTERVENTIONS TO DEAL WITH AGGRESSIVE RESIDENT REACTIONS</li> <li>REPORTING WITHOUT FEAR OF REPRISAL</li> <li>RECOGNIZE SIGNS OF BURNOUT AND STRESS THAT MAY LEAD TO ABUSE</li> <li>WHAT CONSTITUTES ABUSE, NEGLECT &amp; MISAPPROPRIATION</li> </ul>	CFR 42 483.74	X	X
INFECTION PREVENTION & CONTROL INCLUDING STANDARD PRECAUTIONS	CFR 483.65	X	X

## REQUIRED IN-SERVICE EDUCATION ASSISTED LIVING FACILITIES

### STAFF MEMBERS PROVIDING PERSONAL CARE SERVICES

SUBJECT	DESIGNATED BY	NEW HIRE	ON-GOING OR ANNUAL
FIRST AID TRAINING (Within 60 days of hire & every 3 years)	OAC 3701-16-06 E(1)	X	X
PROVIDING PERSONAL CARE SERVICES OBSERVATIONAL SKILLS OF CHANGE OF STATUS COMMUNICATION AND INTERPERSONAL SKILLS	OAC 3701-16-06 E(2)	X	
TRAINING TO MEET RESIDENT NEEDS (2 Hours within 14 days of hire) (4 Hours Annually)	OAC 3701-16-06 E(3)	X	
TRAINING TO MEET <i>SPECIALIZED</i> RESIDENT NEEDS (4 Hours within 14 days of hire) (8 Hours Annually)	OAC 3701-16-06 E(3)	X	
8 HOURS FORMAL IN-SERVICE TRAINING ANNUALLY	OAC 3701-16-06 F(7)		X

### ALL STAFF MEMBERS

SUBJECT	DESIGNATED BY	NEW HIRE	ON-GOING OR ANNUAL
HEALTH INSURANCE MARKETPLACE NOTICE	DEPARTMENT OF LABOR 2013-02	X	
RESIDENT'S RIGHTS & STAFF RESPONSIBILITY IN IMPLEMENTATION OF THE RIGHTS	OAC 3701-16-06 K(1)	X	X
PHYSICAL LAYOUT OF FACILITY	OAC 3701-16-06 I(1)	X	
APPLICABLE JOB RESPONSIBILITIES	OAC 3701-16-06 I(2)	X	X
FACILITY'S POLICIES AND PROCEDURES	OAC 3701-16-06 I(3)	X	X
<ul style="list-style-type: none"> <li>• PRINCIPLES AND PHILOSOPHY OF ASSISTED LIVING</li> <li>• THE AGING PROCESS</li> <li>• INTERMITTENT CUING, REDIRECTING, AND ENVIRONMENTAL CUES FOR COGNITIVELY-IMPAIRED AND/OR BEHAVIORALLY-IMPAIRED CONSUMERS;</li> <li>• CONFIDENTIALITY;</li> <li>• THE CONSUMER SERVICE PLAN PROCESS; AND,</li> <li>• THE CONSUMER'S RIGHT TO ASSUME RESPONSIBILITY FOR DECISIONS RELATED TO HIS/HER CARE</li> </ul>	OAC 173-39-02.16	X	
FIRE PREVENTION PLAN	29CFR 1910.39	X	X
FIRE EXTINGUISHERS	29 CFR 1910.157(g)	X	X
EMERGENCY RESPONSE/DISASTER PLAN (Within 3 days of hire)	29CFR 1910.38 OAC 3701-16-13 (P, Q)	X	X
SAFETY AND PERSONAL PROTECTIVE EQUIPMENT	29CFR 1910.132(f)	X	X
HAZ COM, HAZARDOUS MATERIALS, GHS	29CFR 1910.1200(h)	X	X
LOCK OUT/TAG OUT	29CFR 1910.147(c)(7)	X	X
EXPOSURE PREVENTION & CONTROL BLOODBORNE PATHOGENS	29CFR 1910.1030 & CPL2-2.69	X	X
FEDERAL FALSE CLAIMS ACT - CORPORATE COMPLIANCE/CODE OF CONDUCT	US HHS OIG – 31 USC3279	X	X
HIPAA	US HHS – 45 CFR 164.530(b)	X	X
INFECTION PREVENTION & CONTROL INCLUDING STANDARD PRECAUTIONS	CFR 483.65	X	X

## REQUIRED IN-SERVICE EDUCATION CENTERS FOR INTELLECTUAL DISABILITIES

SUBJECT	DESIGNATED BY	NEW HIRE	ON-GOING OR ANNUAL
HEALTH INSURANCE MARKETPLACE NOTICE	DEPARTMENT OF LABOR 2013-02	X	
RIGHTS OF A PERSON WITH DEVELOPMENTAL DISABILITIES (ORC 5123.62) (ANNUAL)	ORC 5123:2-3-08	X	X
PREVENTION, IDENTIFICATION AND REPORTING OF UNUSUAL INCIDENTS (ORC RULE 5123:2-17-02) (ANNUAL)	ORC 5123:2-3-08	X	X
APPLICABLE JOB RESPONSIBILITIES	ORC 5123:2-3-08	X	X
OVERVIEW OF THE NATURE AND NEEDS OF INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES	ORC 5123:2-3-08	X	X
ORGANIZATION'S PHILOSOPHY , ORGANIZATIONAL STRUCTURE, PROGRAMS, SERVICES AND GOALS	ORC 5123:2-3-08	X	X
PROGRAMS AND TECHNIQUES NECESSARY TO DEVELOP AND IMPLEMENT SERVICES DESCRIBED IN IHP	ORC 5123:2-3-08	X	X
CURRENT FIRST AID AND CPR CERTIFICATION	ORC 5123:2-3-08	X	X
FIRE PREVENTION PLAN	ORC 5123:2-3-08	X	X
FIRE EXTINGUISHERS	29 CFR 1910.157(g)	X	X
EMERGENCY RESPONSE/DISASTER PLAN	OSHA 29CFR 1910.38 ORC 5123:2-3-11	X	X
SAFETY AND PERSONAL PROTECTIVE EQUIPMENT	29CFR 1910.132(f)	X	X
HAZ COM, HAZARDOUS MATERIALS, GHS	29CFR 1910.1200(h)	X	X
LOCK OUT/TAG OUT	29CFR 1910.147(c)(7)	X	X
EXPOSURE PREVENTION & CONTROL BLOODBORNE PATHOGENS	29CFR 1910.1030 & CPL2-2.69	X	X
JOB DESCRIPTION	ORC 5123:2-3-08	X	
8 HOURS FORMAL IN-SERVICE TRAINING	ORC 5123:2-3-08		X
FEDERAL FALSE CLAIMS ACT • CORPORATE COMPLIANCE/CODE OF CONDUCT	US HHS OIG – 31 USC3279	X	X
HIPAA	US HHS – 45 CFR 164.530(b)	X	X
INFECTION PREVENTION & CONTROL INCLUDING STANDARD PRECAUTIONS	C CFR 483.65	X	X