

## Course Packages – Key Features

The *careLearning* Learning Management System comes with the Silver Package and Continuing Education Package. For just a few dollars more you can upgrade and receive courses from the Gold Package or add the Information Security Series or HCAHPS Survey Education. These courses will assist your facility in meeting training requirements for OSHA, CMS, CDC, and other regulatory bodies and accrediting organizations. Here are some options that you can take advantage of while utilizing these courses:

### Interactive Learning

If you have not had a chance to view these courses, request a free demo at any time! They are extremely interactive and provide:

- Professional Narration
- Closed Captioning
- Quizzes throughout to help engage learners and reinforce learning
- Media-Rich Content



### Customized Content

Add facility-specific material to the courses at no additional charge! This is ideal for bringing awareness to others about the designees and experts in your facility or policies pertaining to the course topics.

### Pre-Testing

Save time and resources by allowing staff an opportunity to demonstrate their knowledge by testing out of courses. Pre-testing can be turned on per course and learners will be presented with the test when initially entering the classroom. Should they receive a passing grade, they will be deemed competent in that topic and can move on to spend more time on areas that might be less familiar. Should they not receive a passing grade, the course will provide the training they need and give them another opportunity to show their knowledge on the post-test. Many facilities use this option for seasoned employees only, thus mandating new employees participate fully in the content.

### Add-On Courses

Other courses are available to assist with acquiring continuing education and knowledge in healthcare specific topics. These courses have different features than the courses in the Silver and Gold Packages but are an affordable way to make sure that your employees easily meet their educational needs throughout the year.

# LMS Course Packages – Detail Listing

## Silver – Health and Safety Series

### Abuse, Neglect, and Exploitation

- Identification, Assessment, Signs, Reporting
- Physical, Emotional, Sexual, Financial, Domestic, Neglect, Elder

### Bloodborne Pathogens

- Standard Precautions, Exposure Control Plan
- Prevention of Sharps Injuries, Indirect Exposures
- Spills, Medical Waste, Post Exposure

### Emergency Preparedness

- Four core elements of an Emergency Preparedness Program, differentiate between a Warning and Watch

### Electrical Safety

- Electrical Basics, Electric Shock, Prevention of Electrical Accidents, Lockout/Tagout

### Fire Safety

- Fire Hazards, Fire Classifications
- Safety Plan, RACE, Using a Fire Extinguisher

### Hand Hygiene

- Spread of Pathogens
- Handwashing and alcohol-based hand rub guidelines

### Hazard Communication

- Hazard Communication program
- Hazardous Chemical Lists, SDS, container labeling

### Infection Control for Non-Clinical Employees

- Standard and Transmission-Based Precautions, Bloodborne Pathogens, Direct/Indirect contact
- Spills, Medical Waste, TB, Post Exposure

### Influenza

- Signs and Symptoms, How Flu Spreads, Populations at risk, Prevention strategies

### Isolation and Standard Precautions

- Standard and Transmission-Based Precautions

### Medical Radiation Safety

- Radiation Basics, Radiation sources, Minimizing and Monitoring Exposure, Contamination, MRI

### Medication Administration

- Standard Precautions, “Rights” of Medication Administration
- Oral, Injectable, Intravenous Medications and Safe Practices for Administration
- Documentation, Education
- Adverse Drug Reaction, Medication Error

### Moving, Lifting, and Repetitive Motion

- Safe Lifting and Moving Guidelines, Mechanical Aids and Assistive Devices, Repetitive Motion, Prevention of Injuries, Reporting

### Patient Rights

- Notice of Rights, Right to Treatment, Communication, Informed Consent, Privacy, Safety, Visitation, File a Complaint, Advance Directives, Code of Ethics

### Population Specific Care – Adults

- Care of young to middle adult and elderly care

### Population Specific Care – Pediatrics

- Care of infants, school-aged and adolescent children

### Restraint (Optional Seclusion Module)

- Definition, Alternatives, Monitoring, Assessment, Order, Documentation, Reporting

### Slips, Trips, and Falls

- Prevention, Reporting

### Tuberculosis Prevention

- Risk, Prevention, Symptoms, Diagnosis, Testing, Treatment, Unprotected Contact, Monitoring

## Gold – Rights and Responsibilities Series

(Includes all titles from Health and Safety Series)

### Combating Medicare Parts C & D Fraud, Waste and Abuse

- FWA in the Medicare Program; Laws and regulations; Consequences and penalties
- Prevention, reporting, correction

### Cultural Competence in the Workplace

- Culture, Cultural Awareness, Imposition and Sensitivity
- CLAS Standards

### Customer Service

- Meet Customer Expectations, Positive Attitude, Active Listening, Handle Stressful Service Encounters, Internal Customer Service, Workplace Conflict, Bullying

### EMTALA

- Signage, Medical Screening Examination, Treatment and Transfer, Delay in Examination or Treatment; Refusal to Consent
- Availability of On-Call Physicians, Penalties, Central Log

### FACTA Red Flags

- Identity Theft Prevention Program, FACTA Requirements

### HIPAA

- The Privacy Rule and PHI, Covered Entities and Business Associates, Uses and Disclosures, Administrative Requirements, Privacy Practices Notice
- The Security Rule, HITECH Act, Safeguards, Penalties

### Medicare Fraud & Abuse: Prevent, Detect, Report

- Fraud & Abuse Identification, Provisions/Penalties, Prevention, Entities that Detect, Reporting

### Pain Management

- Pain Treatment Plan, Tools, Therapies, Adverse Effects
- Barriers to Pain control, Special Populations

### Patient/Resident-Centered Strategies for the Transgender Population

- Identity Terminology, Disparities and Challenges Faced, Strategies to Enhance the Health Care Experience

### Sexual Harassment (Employees & Supervisors)

- Prevention, Reporting and Correction, Employer Liability

### Workplace Diversity

- Characteristics Protected by Anti-Discrimination Laws, Harassment, Reporting, Correction

### Workplace Violence

- Risk Factors, Prevention, Keeping Safe, Lateral violence

*Clinic Versions Available*

*Spanish Transcripts Available*

# LMS Course Packages – Detail Listing (cont.)

## + Information Security Series

(Add the Information Security Series to the Silver or Gold Package to protect against the unauthorized use of information)

### The Cybercriminal

- History of high profile cybercrimes, threat landscape, description of a cybercriminal

### Social Engineering: The Cybercriminals Favorite Tool

- Social engineering, various types of phishing attacks/physical attacks

### How to Stop a Cybercriminal

- Cybersecurity defenses including policy, software, hardware, and practices, how each help protect sensitive/private personal/organizational information, how to stop a phishing attack/physical attack, how to report a cyberattack

## + HCAHPS Survey Education

(Add the HCAHPS Survey Education Series to the Silver or Gold Package to improve patient care and outcomes)

### Introduction to the HCAHPS Survey Series

- Humanize the survey through patient reenactments

### Your Care from Nurses

- Encourages the nurse to discover who the patient is, provide memorable care, and be attentive

### Your Care from Doctors

- Importance of communication, speaking slowly, avoiding medical terms, listening, achieving eye contact, and seeing themselves as part of the team

### The Hospital Environment

- The influence of environment on healing and emotional well-being

### Responsiveness of Staff

- Be proactive, avoid relaying information, and provide patients with guidelines on how to make requests.
- Apologize for delays, use service recovery, and make staff accountable

### Communication about Medications

- The informed and the uninformed patient
- Clarity, confirmation, and consistency in communication

### When You Left the Hospital

- An effective discharge process

### Overall Rating of the Hospital

- Tips for achieving a positive score

## Continuing Education Package

Add the Continuing Education Package to the Silver or Gold Package to enhance knowledge and assist in meeting continuing education requirements for the following disciplines:

- Nurses
- Respiratory Care Providers
- Radiologic Technologists
- Laboratory Technologists

To learn more, or to request a quote or demo, contact

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