



A Member of Med-Net Concepts' Network of Compliance, Risk, Education and Consulting Companies

MNA PRIME Programs

Category	Title	Description
Assessment Series		Our new Assessment Series provides a step-by-step guide on how to perform a complete and accurate assessment for each major body system. The Assessment Series is an excellent guide to provide your staff with the information needed to perform accurate assessments on the residents in your facility.
	1. General Assessment	The series begins by providing a module called General Assessment, which can be used to guide your staff in what should be assessed when encountering the resident for the first time. This will then allow your staff to choose the system or systems they will need to thoroughly assess the resident's individual needs as each system has its own module.
Clinical Category	1. Bloodborne Pathogens - All Staff Version	The All-Staff Version of Bloodborne Pathogens provides the following information to all levels of non-clinical staff. It reviews how to prevent transmission of bloodborne pathogens and needlestick injuries, appropriate PPE selection, the sequence for applying and removing PPE, the importance and timing of hand hygiene, the Importance of Hepatitis B vaccination, that timely reporting of blood and body fluid exposures is critical, and steps to take following possible exposure to bloodborne pathogens. A more clinical version is available for nurses and administrators in the MNA Prime Additional CE Opportunities Category.
	2. Caring for Residents with Sensory Impairments	This program will review different types of sensory impairment; common visual conditions and hearing problems; CMS and ADA requirements for caring for residents with sensory impairments and communication difficulties; the wide variety of technologies which can be used to aid residents in communicating; and communication strategies and interventions which can be used with residents who have sensory impairments.
	3. Caring for the Resident with Diabetes	This course will discuss the relationship of blood sugar, insulin, and diabetes; identify the signs and symptoms of both high and low blood sugar; identify three complications of diabetes; and discuss the important aspects of caring for a resident with diabetes.
	4. Dietary Considerations in Long Term Care	This program will identify how nutritional needs change as a person ages; discuss how nutrition can impact the older adult's state of health and wellness; and explain how to provide foods and nutrition to enhance health and well-being.
	5. Essentials of Resident and Family Education	This program discusses the importance and benefits of resident and family education; identifies key elements of a framework for resident and family education; how to use good practices for clear

		communication; explains checking for retention of information; documenting resident/family education in the clinical record; and ensures the hand-off of care includes an education plan that supports safe follow-up at home and/or home health follow-up.
	6. High Alert and Hazardous Medications in the LTPAC Setting	Discuss how to safely manage high alert, hazardous, and Look-Alike/Sound-Alike medication in the long-term post-acute care setting; Identify where to locate lists of high alert, hazardous, and Look-Alike/ Sound-Alike medications; and identify special safeguards to reduce the risk of errors.
	7. Hydration, Diets and Nutrition, Meal Intake, and Weights	This program will discuss the importance of proper hydration and good nutrition; dehydration risks and how to improve fluid intake; the importance of following diet orders for the right type and consistency of diet; how to record meal intake; and steps to take for accurate weights and resident monitoring.
	8. Identifying and Understanding a Resident's Change of Condition	This course will review information that is needed to determine a resident's baseline status; the most common areas of a resident's physical and non-physical status that signal a change of condition may be occurring; signs and symptoms to watch for in each of the key areas of resident function; monitoring for change of condition in residents who have dementia; the SBAR method of reporting observations and concerns; and recognizing early signs and symptoms signaling change of status related to UTI, sepsis, stroke, pneumonia, CHF, MI, thrombosis, and much more.
	9. Medication Administration for Nurses	This program will review the nine rights to medication administration, and why they are important to know; why it is the nurse's responsibility to make sure the medication and the dose are correct before he/she administers the medication, and to clarify with the physician and the pharmacist if there is a concern; and other areas where medication errors can occur.
	10. Medication Error Prevention	This course will discuss how to calculate the medication error rate, what constitutes a significant medication error, common medication errors and how to avoid them, the importance of regular and ongoing training, and methods for the proper preparation and administration of medications, including via feeding tubes.
	11. MRSA in Long-Term Care	This program is appropriate for all staff in a long-term care facility. The course discusses what MRSA means, how the infection is spread, and why long-term care facilities are so at risk for the spread of MRSA. The program also discusses ways to prevent the spread of MRSA and when an infection is considered to be resolved.
	12. Nursing Assessment and Care of a Resident with Heart Failure (CHF)	This course will help the learner to understand CHF; explain why observation and assessment of residents with heart failure is important; and explain how planning, implementation, documentation, and communication in the care of residents with heart failure will enhance their health and well-being.

	13. Parkinson's Disease	This course will discuss Parkinson's Disease and recognizing its signs and symptoms; describe the 5 stages of Parkinson's Disease; and explain the importance of care planning for improving the quality of life of a resident with Parkinson's Disease.
	14. Pneumonia	This program discusses what pneumonia is; the effects of aging on respiratory health; additional considerations that affect the respiratory health of the elder population; how pneumonia may present differently in the elderly; how to prevent pneumonia; and why documentation is extremely important.
	15. Preventing Rehospitalization	This program defines rehospitalization and the problems it causes, including relocation stress syndrome. Explanation is given about the rehospitalization 30-day risk window, the CMS SNF VBP and SNF QRP programs, clinical conditions and other influences which increase a resident's risk of rehospitalization, red flags for staff to monitor, and best practices to follow.
	16. Restorative Nursing Programs	This program will discuss what a Restorative Nursing Program (RNP) is; describe the various types of RNPs; explain what happens after a referral is made to the RNP; and discuss the importance of Compliance.
	17. Sepsis – Urgent Medical Attention Needed	This program reviews what sepsis is and what causes it; risk factors; symptoms; what happens during septic shock; how sepsis is diagnosed; types of treatment; and long-term effects.
	18. Skin Care	This program covers skin and skin and skin impairments, pressure ulcers and how to prevent them; the causes of skin breakdown; the importance of turning and repositioning; risk factors; the importance of monitoring and documentation; and staff responsibilities to prevent skin impairments.
	19. Tuberculosis and Infection Control	This course will review what TB is and how it spreads; the difference between latent TB infection and TB disease; signs and symptoms of TB; risk factors; what to do if exposed to someone with TB; tests, vaccines, and treatment for TB; preventing latent TB infection from progressing to TB disease; drug-resistant TB; and annual screening, testing, and education.
	20. Understanding and Managing Pain	This program will explain the importance of providing pain management to residents; when to perform resident pain assessments; nonverbal signs of pain; causes, categories, and types of pain; the importance of pain monitoring; barriers to effective pain management; and nonpharmacological interventions.
	21. What Staff Need to Know About HIV	This program will review the origin of HIV, symptoms and stages of HIV, how to prevent opportunistic infections, how HIV is transmitted, how to prevent occupational exposure, management of occupational exposure, the different types of HIV tests and treatment, side effects of HIV treatment, and what constitutes HIV stigma and discrimination.

Family Caregiver Series	1. Advanced Directives and Power of Attorney	This course will discuss the definitions of Advanced Directives and Power of Attorney, why they are necessary, definitions of CPR and DNR, how family members can participate in these discussions, and what the facility can do to assist in the process.
	2. Communicating with the Healthcare Team	This course will explain the different roles that make up the healthcare team; what family and friends can do to help make the resident's stay more successful; what the resident can do when they are able; what staff can do to coordinate communication; and what the physician can do to provide care and communication.
	3. Discharge – Family Education	This course is designed to help you identify what actions you can take to help make the discharge process safe, comfortable, and successful.
	4. Facts about Alzheimer's Disease	This course will help the learner to understand more about Alzheimer's Disease, what can be done to help the resident cope with the disease, how family and friends can help, and why their participation is vital.
	5. Falls and Balance	This course will discuss factors related to falls and impaired balance, how they occur from various issues, and what can be done to help prevent falls and improve balance.
	6. Family Expectations	This course will discuss the most common questions that family and residents have when a loved one is admitted to a skilled nursing facility. Topics such as safety; meeting a loved one's needs; what happens in case of an emergency; and many others are discussed.
	7. First Few Weeks of a Long-Term Care Stay	This course is designed to help a resident and their family know what to expect during the process of adjusting to living in a skilled nursing facility; what the resident can do to prepare for the admission, communicate their needs and adjust to the new environment; and what family can do to support their loved one.
	8. Introduction of Risk	This course will help the learner to understand the more common risks related to living in a long-term care facility and that such facilities cannot provide complete protection from many sources of risk.
	9. Patient, Family, and Physician Communication	This course will discuss why communication may be challenging; what a resident and family can do to improve it; and how staff and the physician can also help.
	10. Special Diets	This course will review recommendations regarding specialized diets, what your physician can do, complications that require specialized diets, what the facility can do, and what the family can do to support their loved one.
	11. Understanding Delirium	This course will discuss the symptoms and causes of delirium; and what the facility and the family can do to support the resident that experiences it.
	12. Understanding Dementia	This course will discuss the symptoms and causes of dementia; and what the facility and the family can do to support the resident that has it.

	13. Understanding Depression	This course will discuss facts and symptoms of depression; and what the facility, the physician, and the family can do to support the resident that experiences it.
	14. Understanding Parkinson's Disease	This course will discuss basic facts about Parkinson's disease; potential complications; and what the physician, the facility and the family can do to support the resident with Parkinson's.
Human Resources Category	1. Burnout and Compassion Fatigue	This course will explain symptoms of burnout and compassion fatigue; how COVID-19 amplified stressors; coping mechanisms; the importance of self-care; professional and peer support strategies; and organizational wellness.
	2. Communication Tips for Interacting in the Workplace	This program offers tips for interacting with each other in the workplace and at home; how to effectively and respectfully communicate with others; help to gain understanding of the various means we use to communicate; and discuss how your communication affects your colleagues and the facility's work environment.
	3. Comparison Between Licenses and Certifications	Distinguish between certifications and licenses. Identify what classifies each, and what makes someone licensed and/or certified.
	4. Creating a Culture of Leadership that Maximizes Performance	Discern the difference between a leader and a manager; identify styles of leadership and their advantages and disadvantages; discover elements for successful communication and team development.
	5. Creating a Culture of Teamwork: Eliminating Bias and Discrimination	Explain how employees should act in the resident's home. Welcome a new employee to the team. Define bias and identify one's own biases. Describe discrimination and what to do if there is discrimination in the workplace. Includes a case study.
	6. EEOC – Its Role and Requirements	This program reviews the role of the EEOC, who is covered by EEOC laws, what is considered illegal discriminatory behavior, and what the EEOC requires of employers.
	7. Effective Position Statements: Responding to EEOC Allegations	Craft an effective position statement if faced with an allegation of discrimination from the Equal Opportunity Employment Commission (EEOC). Gain a better grasp of proper and effective responses to EEOC allegations, specifically covering aspects such as justification for adverse actions, proving the occurrence of consistent past decisions, and verifying the accuracy of the response. Acquire essential position statement practices that can minimize the potential damage caused by a lawsuit.
	8. Emotional Intelligence	This program will discuss the origin and definitions of the term emotional intelligence; main constructs of emotional intelligence; characteristics of a high level of emotional intelligence; benefits and attributes of emotional intelligence; the importance of regulated emotions; how

		emotional intelligence can help with stress and burnout; emotional intelligence competencies; the importance of empathy; and the practical application of emotional intelligence.
	9. Employee Use of Cell Phones	Cell phone policies protect both residents and employees. This program explains the guidelines for cell phones in the workplace.
	10. Grief Support in Long-Term Care Facilities	Learn what grief entails, the five stages of grief and cautions concerning them, the importance of compassionate communication and tips for good communication, special considerations due to the COVID-19 pandemic, workplace grief and loss coping strategies, and support strategies.
	11. Guidelines for Rest and Meal Periods	Define what constitutes a rest break and a meal break, and identify the differences. Understand why every employee should take a meal break everyday. Learn strategies to assist with scheduling meal breaks.
	12. Handling Stress in the Workplace	Identify causes of workplace stress. State the consequences of workplace stress on the organization. Discuss strategies to reduce workplace stress and worker well-being.
	13. Human Trafficking	This program defines human trafficking and human smuggling. It identifies common work sites of victims of human trafficking and signs of human trafficking in victims. It provides screening questions of suspected human trafficking victims. The content also identifies where to report suspected human trafficking and what a healthcare worker should do if a resident has been identified as a human trafficking victim.
	14. Improving Retention of Staff	This program will discuss the challenges of staff turnover; how turnover relates to quality of care; effective employee retention strategies; the benefits of positive onboarding; the importance of employee engagement; how to use exit interviews and surveys to gain insights; and how to conduct a stay interview.
	15. Incidents between Resident and Employees	Review the expectations of OSHA for safe and healthy working conditions and reporting of concerns. Review multiple related case studies.
	16. Interview Questions - What Can Be Asked and What Cannot	This program will help the learner to be able to select applicants for interviews by using job applications to screen for candidates; prepare an interview script that will guide the interview process; list at least 5 interview questions to ask when interviewing a candidate; and list at least 5 interview questions that should NOT be asked during a job interview.
	17. Jealousy in the Workplace	Review the impact of jealousy in the workplace and its link to discrimination based on gender.
	18. Keeping Nursing Staff Competent	Define Competency. Identify steps to establish a competency-based education for nursing staff.

	19. Massachusetts Equal Pay Law	Review the Massachusetts Equal Pay Law and its provisions that prevent discrimination related to gender and rates of pay. Discover when exceptions to this rule apply.
	20. New Employees and Workplace Cliques	Discuss the value of a mentoring program to support new employees during their orientation process; avoiding negative outcomes caused by cliques; and best practices to create a team-first culture among all staff.
	21. OSHA Electronic Recordkeeping Rule	Review why the final rule was issued; what the rule requires; what constitutes a recordable injury or illness; how OSHA defines first aid; why OSHA collects the data, and how they use it; the electronic reporting requirements; and the timeframe to report a fatality or severe injury.
	22. Overcoming Negative Gossip in the Workplace	This module describes the negative effects of gossip, and explains how it can violate HIPAA. It also gives strategies to avoid gossip, what to do if one is the victim, and how to turn gossip around by saying something positive.
	23. Personality Tests as Part of the Hiring Process	Define personality tests. Distinguish between different kinds of personality tests. Identify the risks associated with using personality tests. Successfully and appropriately use personality tests during the hiring process.
	24. Professionalism and Accountability	This program will discuss professional qualities desired in healthcare workers; the importance of a good first impression; best practices for resident care; how to identify unprofessional behavior; the importance of being a team player; the meaning of accountability; what it means to take personal responsibility; and the importance of having clear understanding before committing to something.
	25. Providing Superior Customer Service	Design a partnership between facility staff, residents, and families. Anticipate the needs of residents and their family members. Utilize basic listening skills. Handle complaints successfully. Answer a call from a telephone relay service. Elicit feedback from residents and family members. Provide superior customer service to residents and their family members.
	26. Recognizing Unions	Analyze a case regarding refusal to recognize a union and wrongful termination. Demonstrate a refined knowledge of the National Labor Relations Act and evaluate how the law impacted the discussed case.
	27. Recording and Reporting Occupational Injuries and Illnesses	Discuss the Occupational Safety and Health Administration's (OSHA) standards regarding reporting workplace injuries and illnesses. Demonstrate knowledge of what constitutes appropriate PHI sharing for reporting purposes.
	28. Recruiting New Employees – Paving the Road to Obtaining Competent Staff	Identify three ways to recruit employees; determine how many positions are available in the facility; discuss the Office of General Inspector (OIG) Exclusion List, and when the list should be reviewed.

	29. Role of HR Managers in Dealing with Sexual Harassment	This program will discuss competencies for HR managers; the role and responsibilities of an HR manager; types of sexual harassment; EEOC guidelines regarding sexual harassment; the importance of corporate culture and training in preventing sexual harassment; what to expect after an EEOC charge is filed; and what should be included in a position statement.
	30. Sexting in the Workplace	Understand how advances in communication can create risks for employers and employees alike. Define sexting. Describe the types of sexting. Discuss why sexting in the workplace is wrong. Explain the company policy regarding harassment.
	31. Supervisor's Guide to Counseling	This program will help the learner to: verbalize proper counseling techniques; understand why the company is encouraged to continue providing training and guidance in specific policy or procedures with respect to counseling; explain the differences between the counseling session and the counseling memo; explain the importance of discussing specific questions, problems, or unusual circumstances with an appropriate level supervisor or the human resources personnel.
	32. Teambuilding – Creating an Effective Team	Discover the difference between effective and ineffective teams. Identify the benefits of working as a team. Discover elements for successful communication and team building.
	33. Worker Fatigue	Summarize and analyze a new approach to the issue of worker fatigue. Evaluate current policies and procedures regarding workplace fatigue. Gain a more comprehensive grasp of the consequences of widespread worker fatigue. Obtain suitable solutions to combat the issue in their own workplace.
	34. Workplace Romance	This program will discuss the issues and areas of concern surrounding workplace romances; the need for and key components of a workplace romance policy; sexual harassment regulations; best practices for personal relationships in the workplace, including romantic relationships between supervisors and subordinates; how to avoid conflicts of interest; and disclosure requirements.
Regulatory Category	1. An Admission Process that Says Welcome	This program discusses information to gather ahead of time; questions to ask new residents; communication and care gaps; creating a person-centered welcome; and ideas to welcome new residents.
	2. Antibiotic Stewardship	Understand the danger of antibiotic overuse. Know the core elements of antibiotic stewardship in nursing homes. Be able to identify the leaders of antibiotic stewardship in nursing homes and explain their roles. Know how to improve communication with clinical providers. Know how to implement infection control measures.
	3. Baseline Care Plans	This program will review the requirement for a baseline care plan; what to include in a baseline care plan; the timeframe for completing and implementing a baseline care plan; when to update the baseline care plan; and resident rights in regard to a baseline care plan.
	4. Being Compliant with the PASARR Process	Preadmission Screening and Resident Review (PASARR or PASRR) was created in 1987 through the Omnibus Budget Reconciliation Act (OBRA). Each State Medicaid Agency has its own

		processes for Level I and Level II Screens. This program reviews federal requirements for PASARR Levels I and II, exceptions and required timing.
	5. Bullying: It Really Is Abuse	Learn the common types of bullying that may happen in a nursing home. Discover recommended actions to address a culture of workplace bullying. Review the impact of staff-to-resident bullying on the resident and why staff must intervene. Review how to comply with reporting requirements when observing any incident of bullying.
	6. CMS Admission Process Requirements	This program discusses establishing and implementing an admissions process; charges and contributions for Medicaid-eligible residents; Waiver of Rights Prohibitions; safeguarding residents' personal possessions; and alleviating transfer trauma and stress over the admissions process.
	7. CNA Documentation	This program will help the learner to explain the importance of CNA documentation; list key documentation "Dos;" discuss what CNAs may be asked to document, and the importance of their documentation; demonstrate an understanding of important tips regarding electronic documentation; and verbalize important points to remember.
	8. Communicating Respectfully with Residents	Explain the difference between verbal and non-verbal communication. List five tips for communicating respectfully with residents. Discuss why failure to support resident dignity through communication can be considered abuse or neglect.
	9. Communicating with Residents and Others Who Speak English as a Second Language	This program covers possible language barriers, the importance of clear communication, ways to involve patients and family members in care processes, best practices for communication, the need for interpreters and translation of documents, the law regarding discrimination based on national origin, and the benefits of bilingual staff.
	10. Comprehensive Care Plans	This program discusses what should be included and described in a comprehensive care plan; how to make the care plan culturally competent; what is meant by trauma-informed care; what should be included in the care planning process; how to support resident goals; what to do if a resident refuses treatments or services; who should be included in the interdisciplinary team and what is meant by professional standards of quality.
	11. Death, Dying and the Grieving Process	This program covers attitudes toward death, the stages of dying; residents' psychosocial, spiritual, and emotional needs; Hospice care; Do not resuscitate orders; death and postmortem care.
	12. Dementia and Alzheimer's Disease	This program discusses the different types of dementia, both reversible and irreversible; symptoms and possible causes; diagnosis and treatment; stages and common characteristics and behaviors; good communication techniques; and alternative treatments and interventions.
	13. Dementia Management: Dealing with Challenging Behaviors	Learn about dementia, its common causes, and common medical conditions that can mimic dementia. Identify the differences between dementia, delirium, and depression. Review seven dementia care principles. Understand how to develop a care plan for a resident with dementia. Gain

		understanding in how to implement, revise, monitor, and follow up on interventions for a dementia care plan. Learn to incorporate dementia care planning into the QAA/QAPI process.
	14. Dialysis in the Nursing Home	This program reviews how nursing home residents may receive home dialysis services in a skilled nursing facility (SNF) or nursing facility (NF), facility responsibilities in collaboration with a certified ESRD provider, policy and procedure requirements for nursing home dialysis provision, competency training requirements, surveyor oversight and concerns, infection control expectations, what to include in emergency plans, and how to manage treatment complications in the SNF/NF setting.
	15. Dining Experience	This program reviews resident dining fundamentals; protocol for serving meal trays; information about the All-Hands-on Dining program and what it entails; and non-clinical duties for participants
	16. Documentation Do's and Don'ts	Discuss the value of documentation in the medical record; explain 3 negative outcomes of lack of required documentation; describe how appropriate documentation preserves an employee's credibility; list 4 elements of a malpractice claim; and provide details of the 'what, where, when, and why' of accurate medical record documentation.
	17. Elder Justice Act	This program reviews what the Elder Justice Act is and does; the requirements; what constitutes a serious bodily injury; penalties for failure to comply and for retaliation; posting requirements; and major categories of abuse and their warning signs.
	18. Ethics Committee: Providing a Venue for Healthcare Ethics Discussions	Define healthcare ethics. Explain what is an Ethics Committee. Describe the differences between an Ethics Committee and a Compliance and Ethics Committee.
	19. Freedom from Abuse, Neglect, and Exploitation	Discuss the various types of abuse that may occur in a facility; state the categories of individuals who may abuse or exploit elders; understand the responsibility of each employee to be observant for potential abuse; know the importance of and process for reporting concerns.
	20. Grievance Requirements	This program discusses what grievances are; the CMS requirements for a grievance policy; the procedures that surveyors follow while investigating a complaint to determine how staff address and resolve resident complaints and grievances; other F-tags that provide helpful information; and the key CMS elements of noncompliance with grievance regulations.
	21. Immediate Jeopardy - How It Is Determined and Areas At Risk	Learn how a survey team determines that noncompliance exists and at what level it becomes immediate jeopardy, what constitutes a serious adverse outcome, negative psychosocial outcomes which constitute immediate jeopardy, components of an IJ removal plan, and situations which trigger further investigation.

	22. Implementing a Trauma-Informed Care Approach	Define the concept of trauma, understand what trauma-informed care is, and identify a trauma-informed approach. Learn interventions to prepare the facility for successful implementation of trauma-informed care, including identifying and addressing the resident with PTSD.
	23. Infection Prevention and Control Program Requirements	This program will review the importance of an effective Infection Prevention and Control Program (IPCP); the minimum requirements of an IPCP; what to include in written standards, policies and procedures; infection control policies and procedures to be included in IPCP; and standard and transmission-based precautions.
	24. Infection Preventionist Responsibilities	This program will review the responsibilities of an infection preventionist (IP); the required professional training and qualifications; considerations to determine the amount of IP hours a facility needs; specialized training recommendations; QAA committee participation requirements; and key elements of compliance.
	25. Involuntary Transfer and Discharge	Review involuntary transfer and discharge; documentation requirements for involuntary transfer and discharge; categories of events for which an involuntary transfer or discharge can occur; topics that must be included in the written notice of discharge; and the Notice to Ombudsman requirements.
	26. Legal Guidelines for CNAs	This program will discuss the importance of understanding and following guidelines to lawful behavior; penalties for breaking the law; various legal terms and issues that might be encountered; different types of physical restraints; various types of abuse which must be avoided; and the importance of reporting abuse.
	27. LGBT and the Long-Term Care Environment	This module will discuss concerns and challenges of LGBT residents and staff; terminology; health disparities; creating a welcoming environment; culturally and physically appropriate care; early LGBT political organizations; The Stonewall Rebellion; the AIDS epidemic; and anti-discrimination laws.
	28. Long-Term Care Survey Process	This program reviews the entrance requirements; the selection process for the survey sample; the phases of the survey; the mandatory facility tasks that are completed at any time during the survey; the triggered facility tasks that are based on surveyor areas of concern; and the purpose and scope of the Survey Pathways, formerly known as Critical Element Pathways.
	29. Meaningful Communication for Direct Care Staff	Review the difference between sympathy and empathy; understand key communication factors when speaking with family members and others; learn about the two types of communication: written or spoken words or the non-verbal communication of body language; review tips to incorporate active listening skills into all conversations; and gain deeper understanding of the value of effective communication.
	30. Medical Director Responsibilities	This program will discuss Medical Director qualifications and responsibilities; how duties should be performed; facility activities in which Medical Directors should participate; and what state surveyors ask Medical Directors during inspections.

	31. Meeting Hydration Needs of Residents and Staff	This program reviews the importance of and requirements for proper hydration; water consumption concerns in older adults; limitations, factors, conditions, and diagnoses which affect hydration; the effects of dehydration; how to keep residents self-hydrated; what to include in a hydration assessment; how to maintain fluid and electrolyte balance; standards of practice for administering IV fluids; and risk factors for healthcare workers.
	32. Meeting Resident Psychosocial Needs	This program will discuss the psychosocial needs of residents; person-centered approaches; the importance of sufficient staffing; skills and competencies needed to care for residents; mental or psychosocial adjustment difficulties; anxiety and anxiety disorders; appropriate treatment and services; responsibilities of the interdisciplinary team; non-pharmacological interventions; and medically-related social services.
	33. New Jersey LGBTQI+ Senior Bill of Rights	This course will discuss the requirements of New Jersey Senate Bill 2545; the terminology used in the bill; what should be included in the requirement posted notice; the minimum training required; the duties of designated employees; recordkeeping requirements; and about HIV transmission. This program is specific to NJ and does not need to be viewed by clients in other states.
	34. Oral Care and Hygiene	This program discusses what oral care consists of and its importance; difficulties providing oral care; needed oral hygiene supplies; basic procedures; and what to report to a nurse.
	35. Paid Feeding Assistants	This program reviews the need for and purpose of paid feeding assistants; eligibility and requirements for paid feeding assistants; training course contents; maintenance of records; what adequate supervision of feeding assistants entails; monitoring by supervisory nurses; resident selection criteria; state surveyors' focus; resident rights in relation to feeding assistants; and benefits of feeding assistants.
	36. Person-Centered Activities Programming	This program discusses person-centered care plans and activities; space and equipment requirements; promoting and facilitating resident self-determination through support of resident choice; creating purposeful and meaningful activities for residents which support their goals; planning activities compatible with a resident's known interests and preferences; and what to include in RAI assessments and resident activities documentation.
	37. Pest Control in Healthcare Facilities	This program will discuss the importance of maintaining an effective pest control program; what constitutes an effective pest control program; the different types of pests that can infiltrate facilities; general guidelines for sanitation and pest prevention; guidelines for environmental infection control in healthcare facilities; that front-line employees are the first line of defense in maintaining a pest-free facility; and different management strategies to control pests.

	38. Physical and Chemical Restraints and Involuntary Seclusion	This program will review the physical risks and psychosocial impacts related to the use of restraints; when restraints may be used; the documentation needed to show that restraints are warranted; what to do if restraints are requested or refused; what to do in an imminent danger situation or if there is behavior escalation; what to do if a medication is prescribed on a PRN basis; examples of physical and chemical restraints and involuntary seclusion; and the requirements regarding residence in a secure/locked area of the facility.
	39. Preventing Infection through Housekeeping Measures	This program will help the learner to understand how to provide a safe, clean, comfortable, orderly and sanitary environment for residents; what must be included in an infection prevention program; strategies for cleaning and disinfecting; cleaning strategies for spills of body substances; guidance for COVID-19 cleaning and disinfecting; and safety guidelines for housekeeping staff.
	40. Preventing Infection through Laundry Measures	This course reviews laundry handling precautions; best practices for PPE for laundry staff; appropriate measures to use to prevent cross-contamination when transporting laundry; infection control laundry practices; when to use dry cleaning services; mattress and pillow care; and linen storage best practices.
	41. QAPI – Engaging Your Team Around Quality	Learn how to get started with QAPI, review CMS guiding principles and the five elements of QAPI, the PIP process, the PDSA Cycle, how to conduct root cause analysis, and much more.
	42. Safe Environment	This program will review how to provide a safe, clean, comfortable, and homelike environment for nursing home residents; the importance of adequate and comfortable lighting; required temperature and sound levels; what is meant by an orderly and sanitary environment; how to create a homelike setting; and the importance of person-centered care.
	43. Self-Administration of Medications	This program will help the learner to identify steps for assessing a resident’s ability to safely self-administer medications in the nursing home; determine if bedside storage of medications is appropriate for the resident; identify the steps to take for bedside storage of medications; and to understand the type of education that should be provided to the resident.
	44. So Many Committees! Clearing the Confusion Over Role Responsibilities	This program discusses what the Office of the Inspector General (OIG) requirements are for the Compliance and Ethics Program; the seven required elements for an effective Compliance and Ethics Program; the difference between a Compliance and Ethics Program and Committee, an Ethics Committee, and the QAA/QAPI Program and Committee; and the goals/purpose of each of the committees.
	45. Special Focus Facilities	This program reviews the background of the Special Focus Facilities (SFF) program; how the SFF program works; the SFF Categories; red flags to watch for; and how a facility becomes eligible to graduate from the SFF program.
	46. Staff Sensitivity Toward Residents	Provides information on standards of care and enabling residents’ quality of life while respecting their privacy, dignity, and individuality; ways to show sensitivity toward residents’ feelings, beliefs,

		and wishes; establishing rapport with residents during mealtime and personal care times; avoiding all types of abuse while recognizing areas of potential noncompliance; helping residents cope with death and bereavement
	47. Sufficient Nurse Staffing	This program will help the learner to identify ways to determine if the facility follows the criteria for sufficient nursing staff; list several probing questions to answer when determining sufficient nurse staffing in the facility; and discuss initiatives being planned by CMS related to sufficient nurse staffing.
	48. Transmission-Based Precautions	This program will discuss standard and transmission-based precautions to be followed to prevent the spread of infections; the three categories of transmission-based precautions; precautions to take for each of the three categories; high contact resident care; airborne infection isolation rooms; how to avoid unnecessary involuntary seclusion of residents; and how to implement transmission-based precautions.
Safety Category	1. Airborne Infectious Disease Exposure Prevention Plan	This program covers the New York State HERO Act, steps to eliminate exposure, responsibilities and controls during an outbreak, protocols, infection response, training and reporting violations.
	2. Clostridioides Difficile Infection	Review what <i>Clostridioides difficile</i> is, risk factors, effects, symptoms, the importance of proper antibiotic use, what to do if a resident has a C-Diff infection, and steps to take to prevent infection and spread.
	3. Compliance with F689: Free of Accidents	This course will help the learner to state the four processes that should be in place to formulate a systems approach to accident prevention; identify the differences between an avoidable and an unavoidable accident; define adequate supervision; know the difference between incidents, near misses and accidents; know the primary purpose of accident investigations; and understand the importance of root cause analysis.
	4. Ergonomics and Safe Lifting	Safely lift and move residents. Assess residents. Eliminate hazards. Use proper body mechanics. Prevent injury from other potential ergonomic hazards. Get involved to make the workplace safer.
	5. Fall Prevention – Residents, Staff, Visitors	Understand the meaning of an “avoidable” accident. Discover 5 strategies for preventing resident falls and promoting resident safety. Identify fall prevention and injury prevention tools and techniques. Learn how to conduct a review of hallways and common areas, identify potential hazards, and make correction to prevent/reduce the risk of injury for residents, staff, and visitors.
	6. Falls Management	This program reviews what to do when a resident falls; the components of a fall investigation; how to identify risk factors for a fall; and how to utilize interventions to prevent falls and promote safety.

	7. Hand Hygiene Guidelines for Healthcare Settings	Learn the risk of healthcare-associated infections and the importance of proper hand hygiene. This program discusses product type effectiveness, proper technique for handwashing and using alcohol-based sanitizers, and steps for glove use.
	8. Key Medical Waste Facts and Protocols	Review potential health risks and adverse health outcomes from medical waste. Discover how to manage regulated medical waste in healthcare facilities, safe work practices to follow when disposing of hazardous drugs, how to dispose of vaccines, multiple ways to dispose of fluid waste, and the critical importance of education and training for staff.
	9. Legionella and Facility Water System Safety	This program addresses the following: Risk factors of <i>Legionella</i> ; how <i>Legionella</i> can grow and spread; symptoms and treatment; what healthcare providers and facility leaders can do; what CMS expects in regard to water management policies; what an effective water management program does; the seven key activities to routinely perform in a <i>Legionella</i> water management program; the importance of proper disinfection and water temperature; who to test; how to implement water restrictions and immediate control measures; and the importance of prevention and reporting.
	10. Maintaining Proper Infection Control Procedures	Learn about maintaining proper infection control procedures; following the CDC's recommendations; hand hygiene; personal protective equipment; facemasks for staff, residents, and visitors; proper patient placement; safe aerosol generating procedures.
	11. Preventing Burns from Hot Liquids and Other Hazards	Learn about the primary causes of resident burns; risk factors for burns; burn classification; safety measures; resident goals; barriers to safety; and the needed assessments and audits.
	12. Preventing Heat Related Illnesses	Risk factors for heat related illnesses; the difference between heat cramps, heat prostration, and heat stroke; ways to alleviate minor heat related illnesses; what to do in case of heat stroke; preventative measures for both residents and staff.
	13. Reducing the Risk of Resident Induced Harm to Self or Others	Protect residents' rights while maintaining an acceptable level of resident and staff safety. Learn employee responsibilities in recognizing early signs of escalating behavior that could lead to harm. Put precautions in place to reduce the risk of harm induced by a distraught person on the post-acute unit. Review the role of the interdisciplinary team in the implementation of suicide precautions for the resident assessed to be at risk for injurious behavior
	14. Resident to Resident Aggression – Managing Resident Altercations	Understand how to comply with Company systems to prevent resident-to-resident altercations. Discuss how environmental modification can reduce the risk of resident aggression. Identify situations that increase the potential for resident altercations. Identify interventions to prevent escalation of resident agitation. Be better prepared to respond to a resident-to-resident altercation.
	15. Safe Use of Bed Rails and Identifying Entrapment Risks	Learn CMS requirements for bed rail pre-assessment, informed consent, and safe use; review entrapment risk and bed gap analysis expectations to keep residents safe.

	16. Safety Data Sheets	This program will discuss the Hazard Communication Standard and its requirements; Safety data sheet responsibilities for employers; the 16 different sections of safety data sheets; and the information contained in safety data sheets.
	17. Sharps Safety in Healthcare Settings	Lessen the risk of occupational exposure. Properly dispose of sharps. Act following an injury. Report and record sharps injuries. Use standard prevention and precaution techniques.
	18. Suicide Prevention in Long-Term Care Settings	Describe potential suicidal behaviors, including passive or indirect suicide and suicidal ideation. Discuss the realities of suicide and the older adult. List 5 warning signs of suicidal risk. Explain 4 characteristics that may prevent an elder from considering suicide.
	19. Winter Weather Safety	This course will discuss winter weather safety; explain hazards in snow removal; list considerations when shoveling snow; explain several considerations regarding powered snow blower safety; discuss several winter driving tips; and list emergency tips.
	20. Workplace Violence Prevention and Response	List risk factors for workplace violence. Discuss the 4 primary types of workplace violence. Describe strategies for de-escalating a resident-to-resident altercation. Discover the primary way to de-escalate an angry family member. Explain the Run, Hide, Fight Model of response to an active shooter event. Learn the key activities of a Threat Assessment Team (TAT).
NAB/NCERS Approved Category		
Data Security Series – 1.0 NAB CEs	1. Module 1 – Security Program Oversight	Adhere to components of the Data Security and Risk Management programs. Identify the role responsibilities of the Security Officer. Ensure compliance with Data Security requirements.
	2. Module 2 – Managing Systems Access	Manage workstation security. Report login discrepancies. Adhere to wireless communication standards. Demonstrate compliance to record processing and media controls. Conduct an internal audit.
	3. Module 3 – Access Privileges	Restrict access to protected health information for only those entities having access privileges. Ensure the privacy and security of protected health information. Manage unsecured health information from unauthorized use. Adhere to the emergency access policy. Apply the disciplinary process fairly and equitably for privacy violations.

	4. Module 4 – Identity Theft	Identify the components of the Company Identity Theft Prevention Program. Be alert for discrepancies (red flags) in documents and resident information that suggest risk of identity theft or fraud.
	5. Module 5 – Acceptable Use	Comply with the Company Acceptable Use policy. Follow workstation management protocols. Adhere to Company remote access and VPN guidelines.
	6. Module 6 – Workforce Data Security Training	Demonstrate awareness of the Company Data Security Program.
Fraud Series Part 1 –with 3.0 CEs	1. Module 1 – Overview	Ensure proper documentation of services and the prevention, prompt detection, and appropriate corrective action to detect, address, and prevent fraud, waste, and abuse. Identify the components of the Fraud Compliance Program. State the role of the compliance officer and compliance committee.
	2. Module 2 – Reporting and Communicating	Articulate the principles of the compliance reporting system. Handle external communication requests.
	3. Module 3 – Legal Implications and Antitrust Laws	Learn to discuss key points of federal compliance related laws; adhere to medical record retention requirements; identify three principal federal antitrust statutes.
	4. Module 4 – Code of Conduct and Conflict of Interest	Learn to identify Company core compliance values; state the purpose of the Company Code of Conduct; report a conflict of interest.
	5. Module 5 – Harassment and Discrimination	Discuss harassment and discrimination occurring in the workplace. Identify the Company communication system for reporting workplace harassment and discrimination.
	6. Module 6 – Workplace Violence	Distinguish the requirements for Violence Prevention in the Workplace Program including: The Committee, The Officer, The Plan, The Risk Assessment, and The Training Program. Identify the procedures related to reporting, recording, and respond to incidents of workplace violence. Comply with the Company enforcement policy.
	7. Module 7 – Investigating	Discuss how the Company demonstrates compliance through auditing and monitoring medical and financial records. Identify the Company system for responding to compliance issues. Describe the steps to be taken for any report or activity giving rise to an investigation.
	8. Module 8 – Corrective Action	Identify elements of Company corrective action planning. Discuss the role of the compliance committee in development of a corrective action plan.
	9. Module 9 – Independent Contracts and Referrals	Learn to adhere to the Company Contracting Policy; identify Company referral requirements; and discuss key points of the anti-kickback law.



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Part 2 – 3.75 CEs	10. Module 10 – Vendor Contracts and Services	Adhere to the Company vendor contracting policy. Discuss key points of Medicare Part B consolidated billing. Identify elements for Federal government contracting.
	11. Module 11 – Business Practices	Adhere to Company business practices that support vendor relations; identify Company protocol related to accepting gifts from vendors or residents.
	12. Module 12 – Employee Licensing and Certification	Maintain current licensure and provide appropriate proof to the Company. Identify protocol for verifying excluded entities from employment and conducting Company business.
	13. Module 13 – Enforcing Disciplinary Standards	Discuss elements of the Company disciplinary policy. State the range of possible disciplinary actions. Discuss the impact of the non-retaliation policy.
	14. Module 14 – Quality Care and Improvement	Summarize elements necessary for providing quality care. Identify elements of Quality of Life compliance that relate to resident’s rights. Discuss the Company’s quality improvement program.
	15. Module 15 – Resident Rights and Elder Justice	Promote the rights of each resident consistent with applicable legal requirements and standards of practice. Summarize key points of the Elder Justice Act.
	16. Module 16 – Financial Integrity	Submit claims for reimbursement that are accurate, based upon medically necessary items and services rendered or costs incurred, and substantiated by verifiable documentation. Discuss elements of the Company protocol for demonstrating contractual financial compliance. Identify Company protocol for protecting resident personal need accounts.
Management of Environmental Concerns – 1.5 NAB CE Series	1. Legionella and Facility Water System Safety	This program addresses the following: Risk factors of <i>Legionella</i> ; how <i>Legionella</i> can grow and spread; symptoms and treatment; what healthcare providers and facility leaders can do; what CMS expects in regard to water management policies; what an effective water management program does; the seven key activities to routinely perform in a <i>Legionella</i> water management program; the importance of proper disinfection and water temperature; who to test; how to implement water restrictions and immediate control measures; and the importance of prevention and reporting.
	2. Pest Control in Healthcare Facilities	This program will discuss the importance of maintaining an effective pest control program; what constitutes an effective pest control program; the different types of pests that can infiltrate facilities; general guidelines for sanitation and pest prevention; guidelines for environmental infection control in healthcare facilities; that front-line employees are the first line of defense in maintaining a pest-free facility; and different management strategies to control pests.
	3. Preventing Infection Through Laundry Measures	This course reviews laundry handling precautions; best practices for PPE for laundry staff; appropriate measures to use to prevent cross-contamination when transporting laundry; infection control laundry practices; when to use dry cleaning services; mattress and pillow care; and linen storage best practices.

Privacy Series - 2.25 NAB CEs	1. Module 1 - Privacy Management – Governance and Oversight	Identify the HIPAA privacy regulations. Define the six components of an organization’s Privacy Program. Distinguish the roles of the Governing Body, the Privacy Officer, and the Privacy Committee. Identify components of privacy policy, procedures, and education.
	2. Module 2 - Privacy Management – Executing Policy	Ensure organizational processes are in place for reporting and responding to privacy concerns. Recognize infractions related to confidentiality, breach, and acceptable use. Apply consistent discipline for privacy infractions. Implement privacy practices including use, disclosure, and notice.
	3. Module 3 - Privacy Management – Operational Implications	Discuss legal implications associated with privacy concerns. Manage electronic and mail communications. Identify principles of document management. Implement workforce and business associate privacy training. Deal with privacy violations.
	4. Module 4 - Privacy Management – Mitigating Risk	Implement a social media policy. Guard against identity theft. Manage a breach of protected health information (PHI).
Med-Net Suicide Prevention	1. Caring for the Resident with Depression - Information for Direct Care Staff	Identify the presenting symptoms of depression in the older adult. Discuss therapeutic interventions and providing care and services for residents with depression. Identify staff communication techniques to use with a depressed resident.
	2. Counseling Staff After A Resident's Suicide	Lead a group or individual discussion that supports caregivers after a resident’s suicide attempt or actual suicide. Facilitate discussion by caregivers that honors the memory of a resident who has attempted to take or has taken his or her own life. Summarize and apply lessons learned through the discussion that can facilitate safety and support for residents still in the care of those participating in the group discussion.
	3. Identifying Elder Adults at Risk for Depression and Suicide - Guidance for Healthcare Supervisors and Social Workers	Recognize residents exhibiting signs of depression. Use a depression identification tool. Explain the value of obtaining a resident’s mental health history. Discuss the link between depression and suicidal thinking. Help identify a resident at immediate risk of a suicide attempt and intervene.

	4. Preventing Suicide Through Elder-Centered Care	Identify risk factors and warning signs that indicate a resident may be thinking of committing suicide. Explain the difference between active and passive suicide. Define suicide ideation. Discuss what to do immediately should a resident attempt to commit suicide or succeed in this attempt. List several employee responsibilities that may prevent a resident from committing suicide.
	5. Reducing the Risk of Resident Induced Harm to Self or Others - Keeping Your Unit Safe	Protect residents' rights while maintaining an acceptable level of resident and staff safety. Recognize early signs of escalating behavior that could lead to harm. Implement precautions to reduce the risk of harm induced by a distraught resident. Participate with the interdisciplinary team in the implementation of suicide precautions for the resident assessed to be at risk for injurious behavior.
	6. Replacing Suicide and Suicide Ideation in Older Adults	Explain the value of Reminiscence Therapy for nursing home residents. Discuss the steps in setting up a Reminiscence Therapy Process. Provide two examples of potential discussion topics for use in a Structured Reminiscence Group Session.
	7. Suicide Prevention in Long-Term Care Settings	Recognize the warning signs of suicide. State what to do if concerned that a resident is showing the signs. Explain how to promote emotional health of all residents.
Additional CE Opportunities	1. Bloodborne Pathogens Risk and Guidelines	This program will cover how to prevent transmission, what should be included in an exposure control plan, needlestick injuries, safe injection practices, safe blood glucose monitoring and insulin injection practices, PPE, hand hygiene, Hepatitis B vaccination, and steps to take after possible exposure.
	2. Dialysis in the Nursing Home	This program reviews how nursing home residents may receive home dialysis services in a skilled nursing facility (SNF) or nursing facility (NF), facility responsibilities in collaboration with a certified ESRD provider, policy and procedure requirements for nursing home dialysis provision, competency training requirements, surveyor oversight and concerns, infection control expectations, what to include in emergency plans, and how to manage treatment complications in the SNF/NF setting.
	3. HIPAA Right of Access and the Cures Act	This program covers regulations under HIPAA regarding the right of a person to access and obtain a copy of their health information; explanation of the violation of information blocking, its eight (8) exceptions, and what is excluded from the right of access; verifying the identity of an individual requesting access; timely access requirements; allowable copying fees; and authorized grounds for

		denying access to information. With new penalties proposed by the OIG, it is crucial to know and apply this information.
	4. How to Prepare for a NY OMIG Audit	This course will help the learner to list the responsibilities of a compliance officer and committee under OMIG rules; discuss the seven (7) OMIG elements and how they relate to elements from OIG and CMS; gain awareness of how to demonstrate compliance with OMIG expectations for implementation of each of the seven (7) elements; assess risk exposures related to organizational experience with the NY Medicaid program; ensure all required training needs are met for new hires and annually for all staff; prepare required information in advance of receipt of a Notification Letter from OMIG signifying a pending audit to ensure all expectations are being met ongoing.
	5. Identifying and Understanding a Resident's Change of Condition	This course will review information that is needed to determine a resident's baseline status; the most common areas of a resident's physical and non-physical status that signal a change of condition may be occurring; signs and symptoms to watch for in each of the key areas of resident function; monitoring for change of condition in residents who have dementia; the SBAR method of reporting observations and concerns; and recognizing early signs and symptoms signaling change of status related to UTI, sepsis, stroke, pneumonia, CHF, MI, thrombosis, and much more.
	6. Immediate Jeopardy - How It Is Determined and Areas at Risk	Learn how a survey team determines that noncompliance exists and at what level it becomes immediate jeopardy, what constitutes a serious adverse outcome, negative psychosocial outcomes which constitute immediate jeopardy, components of an IJ removal plan, and situations which trigger further investigation.
	7. Origin of Fraud	This program will discuss the role of the Office of Inspector General (OIG) and Department of Justice (DOJ); Medicaid fraud control units and Medicare and DOJ fraud strike forces; Federal monitoring of nursing homes; CMS nursing home enforcement; enforcement remedies; deficiency severity and scope levels; the origin of fraud; the importance of a compliance and ethics program and required components; Federal compliance-related laws; and what to do if contacted by government agents/investigations.
	8. Preventing Infection Through Housekeeping Measures	This program will review the CMS requirements for providing a safe, clean, comfortable, orderly, and sanitary environment for residents, including strategies for cleaning and disinfecting surfaces in resident-care areas, how to use disinfectants effectively and safely, cleaning strategies for spills of blood and body substances, use of one-step and multi-step products, COVID-19 cleaning and disinfecting guidance, safety guidelines for staff, and much more.
	9. Protecting Your License	This program provides valuable information on performing credibility as a leader in a skilled nursing facility; the importance of accurate, complete documentation in the medical record and areas to audit; leading a team-generated action plan following review of audit information and previous state survey outcomes; ensuring compliance by staff with Nurse Practice Acts and standards of care;

		steps in performance development designed to protect the licenses of staff, the facility, and the administrator; and lists 14 action steps to take immediately upon completion of the program.
	10. Understanding and Preventing Ransomware, APTS, and Zero-Day Exploit Attacks	This module describes ransomware and how it operates, explains the consequences of an attack, explains why Advanced Persistent threats and Zero Day Exploits are a serious threat in healthcare, provides case studies, and gives steps to protect systems and avoid becoming infected.
	11. Understanding the 5-Star Rating Program	This course will review the methodology for the 5-star rating system, the three domains of nursing home performance, how CMS calculates a health inspection score, how deficiencies are counted for complaint inspections, how CMS calculates deficiencies cited on focused infection control surveys, what criteria is used to determine if a facility receives an abuse icon, the measures used for rating facility staffing, scoring exceptions, and what can cause a change in facility rating.
	12. Unnecessary Drugs	This program reviews the potential adverse consequences of unnecessary drugs; the difference between an adverse drug reaction and a side effect; what to include in a resident evaluation and circumstances that warrant an evaluation; the importance of periodic evaluation of a resident's medication regime; common considerations for appropriate medication duration; the purpose and proper monitoring of gradual dose reduction; guidance for, and appropriate use of, psychotropic and antipsychotic drugs; when antipsychotic medications may be necessary; considerations for Medication Management; and the importance of monitoring and proper documentation.