



2017–2018 Monthly Aide Teleconference Series...

Why Participate? An investment in staff education is an investment in quality customer service for all types of agencies. For home health and hospice agencies, these hour-long teleconferences can be used to help meet the 12 hours per year educational requirements under the Medicare Conditions of Participation. For all providers, an educational investment in your staff pays off in quality care!

Super Customer Service begins with Super Staff Education!!

“The things I learn in these teleconferences help me provide better care for my patients and helps me in my personal life as well.”



July 13, 2017

TOPIC: The Aide's Role in Falls Prevention Risks

Speaker: Cheryle Atwater, PT

Description: Statistics show that 30% of those greater than 65 years old fall each year. One out of five will suffer multiple falls. Emergent care due to injuries secondary to falls is one of the most common events reported for our home health population. This session will explore the risk factors contributing to falls and methods for identifying and addressing these factors by in home aides, in collaboration with other members of the interdisciplinary team.

August 10, 2017

TOPIC: The Aide's Role in Cultural Diversity

Speaker: Kathie Smith, RN

Description: The United States has long been seen as a “melting pot” of people from many countries and cultures; this diversity will continue to increase. Misunderstandings caused by lack of cultural sensitivity and skills can lead to poor interaction with patients and their families. This webinar will cover basic principles of cultural diversity understanding in patient care.

September 14, 2017

TOPIC: The Aide's Role in Quality Improvement Activities

Speaker: Heather Jones, MPH, CHES, COS-C

Description: What is QAPI? This session will describe the requirement for home health and hospice agencies to conduct Quality Assessment and Performance Improvement (QAPI) activities including a family satisfaction survey. How your agency performs on these measures is available to the public. In-home aides will learn how they play a role in supporting QAPI.

October 12, 2017

TOPIC: The Aide's Role in Maintaining Professional Boundaries

Speaker: Cindy Morgan, RN, MSN, CHC, CHPN

Description: During this presentation the participant will discover: the meaning of professional boundaries, and the importance of maintaining professional boundaries. We will identify some red flags or indicators that give warning to boundary issues and strategies to prevent boundary issues.

November 9, 2017

TOPIC: The Aide's Role in Communication & Conflict Resolution in the Workplace

Speaker: Kathie Smith, RN

Description: Basic principles of communication include verbal and non-verbal communication. We are communicating, even when we are not using words, with our body language. This webinar will cover communication skills and ways to communicate to help with conflict resolution such as effective listening; self-management; self-awareness and how emotions affect communication.

December 14, 2017

TOPIC: The Aide's Role in Understanding Depression

Speaker: Cindy Morgan, RN, MSN, CHC, CHPN

Description: The CDC estimates that one in ten adults in the United States reports depression. About 25 million Americans will have an episode of major depression this year alone but only half of them receive treatment. Depression is a leading cause of disability worldwide and represents a public health challenge. This disease may be experienced by people of any age group, any nationality or any socioeconomic level. Many times depression is not detected and therefore goes unmanaged. This presentation will focus on the manifestations of depression that patients may exhibit and the aide's role in caring for the depressed patient.

January 11, 2018

TOPIC: The Aide's Role in Recognizing & Reporting Patient Abuse

Speaker: Kathie Smith, RN

Description: According to the National Center on Elder Abuse, every year an estimated 5 million older Americans are victims of elder abuse, neglect, or exploitation. And that's only part of the picture. Experts believe that for every case of elder abuse or neglect reported as many as 23 cases go unreported. According to the National Children's Alliance, in 2015, an estimated 1,670 children died from abuse and neglect in the United States. This webinar will provide information on recognizing signs of patient abuse and neglect both for adults and children and the importance of reporting appropriately.

February 8, 2018

TOPIC: The Aide's Role in Dealing with Combative Dementia Patients

Speakers: John Conrad and Libby Hart, RN

Description: Our aides often notice that some elderly patients demonstrate behaviors that include paranoia, delusions, hallucinations and/or aggression. Each patient with aggressive behavior brings a unique challenge as caregivers attempt to assist with ADL/IADL care in the home. This presentation is intended for aides and caregivers to minimize the risk of injury when providing care for patients with dementia who demonstrate some form of combative behaviors. We will provide education and instructions regarding positions and techniques to avoid physical confrontations with those patients who have the tendency to hit, push, kick, spit or grab those providing care. We will address some of the causes of these combative behaviors and provide valuable tips and techniques to ameliorate each occurrence.

March 8, 2018

TOPIC: The Aide's Role in Confidentiality and HIPAA

Speaker: Michelle White, MSN, RN

Description: This workshop will focus on assisting your In-Home Aides in understanding HIPAA and confidentiality guidelines. This workshop will offer practical tips to ensure that the para-professional adheres to the required privacy standards. Also included: the impact of social media such as Facebook, My Space, YouTube and cell phones, text messages, etc.

April 12, 2018

TOPIC: The Aide's Role in Assisting a Patient with Chronic Pain

Speaker: Cindy Morgan, RN, MSN, CHC, CHPN

Description: Our world is aging. The elder population may falsely believe that because they are aging that pain is a normal part of living and is therefore not reported or managed. Since the majority of our patients seen in the home are elderly, this webinar will provide an overview of symptoms the aide may observe and the aide's role in providing care to those patients experiencing pain.

May 10, 2018

TOPIC: The Aide's Role in Infection Control in Home Care & Hospice

Speaker: Michelle White, MSN, RN

Description: This workshop will focus on understanding the basic principles of infection prevention and control. This workshop will also focus on Blood Borne Pathogens and the principles surrounding transmission and methods in which the aide can protect themselves and the patient.

June 14, 2018

TOPIC: The Aide's Role in Enhancing the Patient's Experience with the Home Care Bill of Rights

Speaker: Sherry Thomas, BSN, MPH

Description: The Patient Bill of Rights (BOR) sets forth requirements that ensure that patients and families are engaged in their home care and have good outcomes and experiences from their services. This webinar will review key BOR areas common to all home care settings that if not met by agency staff most often lead to disgruntled patients, complaints and a surveyor at your agency's door.



2017-2018 Monthly Aide Teleconference Series... Registration Form

Each teleconference is from 3:00-4:00PM, EST

Register for some or all!

- July 13, 2017 **The Aide's Role in Falls Prevention Risks**
- August 10, 2017 **The Aide's Role in Cultural Diversity**
- September 14, 2017 **The Aide's Role in Quality Improvement Activities**
- October 12, 2017 **The Aide's Role in Maintaining Professional Boundaries**
- November 9, 2017 **The Aide's Role in Communication & Conflict Resolution in the Workplace**
- December 14, 2017 **The Aide's Role in Understanding Depression**
- January 11, 2018 **The Aide's Role in Recognizing & Reporting Patient Abuse**
- February 8, 2018 **The Aide's Role in Dealing with Combative Dementia Patients**
- March 8, 2018 **The Aide's Role in Confidentiality and HIPAA**
- April 12, 2018 **The Aide's Role in Assisting a Patient with Chronic Pain**
- May 10, 2018 **The Aide's Role in Infection Control in Home Care & Hospice**
- June 14, 2018 **The Aide's Role in Enhancing the Patient's Experience with the Home Care Bill of Rights**

Member rate for each session is \$99.00 (non-member rate is \$198.00)

Payment must be made at time of registration

The is NO refund for cancellations or non-attendance

Agency Name: _____

Address: _____

City, State, Zip: _____

Contact Person: _____ Email: _____

Phone: _____ Fax: _____

Alternate Email: _____

Payment Information:

Sending Check Credit Card: M/C VISA TOTAL \$: _____

Credit Card #: _____ Expiration Date: _____ Security Code: _____

Name on Card: _____

Address of Cardholder: _____

Email Address of Cardholder: _____

Signature (Required): _____