



*Right training.
Right place.
Right time.*



Regulatory Compliance Course Catalog

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Regulatory Compliance Course Catalog

Annual compliance training is essential for all healthcare institutions. Regulatory agencies such as the Joint Commission and the Occupational Health and Safety Administration (OSHA) require healthcare personnel to be trained each year in order to meet guidelines for safety and quality care.

PerforMax3 has made that task easy. Contained in this catalog are training programs that meet national requirements such as the Joint Commission's National Patient Safety Goals and Environment of Care standards. PerforMax3 also offers a High Performance Organization Suite that provides staff training on the management of customer and co-worker relationships. A third training program, the Patient Care Suite, meets additional training requirements for patient care staff.

PerforMax3 can help you create a comprehensive, easily implemented training program that will help ensure compliance with a variety of governmental regulations. All courses are customizable, so that information about your particular facility can be incorporated into the training. Suite pricing allows for volume pricing: Purchase two suites and receive 20% off individual suite prices; three suites and receive 30% off. Purchase the entire catalog for the best value.



Content Suites

Employee & Facility Safety Suite (14 Lessons)

- Body Mechanics
- Radiation Safety
- Environment of Care
- Facility Safety

Patient Safety & Infection Control Suite (13 Lessons)

- Patient Safety
- Privacy & Information Security
- Infection Control
- HIV/AIDS
- Tuberculosis

High Performance Organization Suite (13 Lessons)

- Customer Service
- Workplace Relationships
- Ethics/Quality

Patient Care Suite (14 Lessons)

- Medical Records
- Blood/Blood Products
- Pain Management
- Restraints & Seclusion
- Special Patient Needs

Employee & Facility Safety Suite

OSHA guidelines ensure safe and healthful working conditions. The PerforMax³ Employee & Facility Safety Suite will train staff to identify and respond to potential work-site hazards. Trainees learn how to: assign duties in case of an emergency; respond to utility system failures; recognize that “locked/tagged out” equipment should not be used; and identify and manage biomedical waste. Employees trained in accident prevention techniques increase safety for both workers and patients in the care setting. All lessons can be customized to include facility-specific information.

Target Audience

All Staff Training

Body Mechanics (2 Lessons)

- Body Mechanics: Back Injury Avoidance
- Body Mechanics: Ergonomics

Radiation Safety (2 lessons)

- Radiation Safety: The Basics
- Radiation Safety: Review for Healthcare Workers

Environment of Care (7 Lessons)

- Environment of Care: Emergency Management
- Environment of Care: Fire & Life Safety Management
- Environment of Care: Hazardous Material & Waste Management
- Environment of Care: Medical Equipment Management
- Environment of Care: Personnel Safety & Hazard Recognition
- Environment of Care: Security Management
- Environment of Care: Utility Systems Management

Facility Safety (3 Lessons)

- Electrical Safety
- Emergency Response to Terrorist Event
- Workplace Violence—Prevention & Management



Patient Safety & Infection Control Suite

Employees who work in clinical settings require specialized instruction in addition to training in facility awareness. They need to understand patient safety issues, patients' rights, HIPAA privacy laws and infection control. The PerforMax³ Patient Safety & Infection Control Suite provides a broad overview of safety issues as well as instruction in specific topics, such as proper hand hygiene to prevent the spread of infection. Proactive safety planning is essential for preventing emergencies and providing quality patient care.

Target Audience

All Staff Training

Patient Safety (4 Lessons)

- 2012 Joint Commission National Patient Safety Goals
- A Culture of Safety
- Awareness & Reporting of Patient Abuse
- Patients Rights

Privacy & Information Security (2 Lessons)

- HIPAA: Privacy Awareness
- Information Management & Computer Security

Infection Control (3 Lessons)

- Infection Control: The Basics
- Infection Control: Plan
- Infection Control: Personal Protective Equipment

HIV/AIDS (2 Lessons)

- HIV/AIDS: General Information
- HIV/AIDS: Protective Measures

Tuberculosis (2 Lessons)

- Tuberculosis: Awareness
- Tuberculosis: Control & Treatment



High Performance Organization Suite

Set a solid foundation for top-notch customer service and employee satisfaction by using the principles outlined in the PerforMax3 High Performance Organization Suite, which teaches staff how to build positive relationships and exceed patient expectations. These lessons provide instruction in: non-verbal communication and body language; resolving problems and complaints; and interacting with emotional callers. The Workplace Relationships lessons cover important human resources topics including EEO requirements and guidelines for dealing with sexual harassment.

Target Audience

All Staff Training

Customer Service (5 lessons)

- Customer Service: Basic Principles
- Customer Service: Co-Workers as Customers
- Customer Service: Proactive Behavior at Work
- Customer Service: Responding to the Difficult Patient
- Customer Service: Telephone Etiquette

Workplace Relationships (3 Lessons)

- Creating Effective Workplace Relationships
- Diversity & Discrimination
- Sexual Harassment

Ethics/Quality (5 Lessons)

- Ethical Business Practices: Doing the Right Thing
- Drug Free Workplace
- Impaired Practitioners: Recognition, Prevention & Treatment
- Quality/CPI
- Risk Management



Patient Care Suite

Clinical personnel have a need for compliance training that centers on patient care issues. The PerforMax³ Patient Care Suite covers a wide range of topics, from protecting patient privacy to providing appropriate end-of-life care. Standardized clinical training ensures that all personnel are given the same information about sensitive topics such as recognizing the warning signs of suicide and discussing informed consent and advance directives. All lessons can be customized to include facility-specific information.

Target Audience

All Personnel Providing Patient Care, Treatment or Services

Medical Records (3 Lessons)

- Advance Directives
- Continuum of Care: Discharge Planning
- Documentation of Medical Records

Blood/Blood Products (2 Lessons)

- Blood/Blood Products Administration
- Blood/Blood Products Administration: Complications

Pain Management (2 Lessons)

- Pain Management: Understanding & Evaluating Pain
- Pain Management: Treating Pain

Restraints & Seclusion (3 Lessons)

- Restraint & Seclusion: General Information
- Restraint Procedures
- Using Restraints

Special Patient Needs (4 Lessons)

- Age Specific Care
- Latex Protein Allergy: Prevention & Exposure Control
- Meeting the Needs of Dying Patients
- Suicide Awareness & Prevention

