

PerforMax³ Catalog

Right Training

Right Place

Right Time



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Regulatory and Safety Lessons	9
2011 Joint Commission National Patient Safety Goals for Hospitals	9
A Culture of Safety	9
Awareness and Reporting of Patient Abuse.....	9
Body Mechanics: Back Injury Avoidance	9
Body Mechanics: Ergonomics	9
Diversity and Discrimination	9
Domestic Violence	9
Drug Free Workplace	9
Elder Abuse.....	10
Electrical Safety	10
Emergency Management Planning	10
Emergency Response to a Terrorist Event	10
Environment of Care: Emergency Management.....	10
Environment of Care: Fire and Life Safety Management	10
Environment of Care: Hazardous Material and Waste Management	10
Environment of Care: Medical Equipment Management	10
Environment of Care: Personnel Safety and Hazard Recognition	10
Environment of Care: Security Management.....	10
Environment of Care: Utility Systems Management	11
HIPAA Privacy Awareness.....	11
HIPAA Security Rule	11
HIV/AIDS General Information	11
HIV/AIDS Protective Measures	11
Infection Control Plan	11
Infection Control: Personal Protective Equipment	11
Infection Control: The Basics	11
Lifting Safely to Prevent Injury.....	11
Patient's Rights.....	12
Preventing Falls: Keeping Patients Safe	12
Quality/Continuous Process Improvement.....	12
Radiation Safety Review for Healthcare Workers	12
Radiation Safety: The Basics.....	12

Recognizing and Reporting Child Abuse	12
Risk Management.....	12
Sexual Harassment	12
Clinical Lessons	13
A Comprehensive Geriatric Assessment	13
Adult Procedural Sedation I	13
Adult Procedural Sedation II	13
Adult Procedural Sedation III	13
Advanced Directives	13
Age-Specific Care.....	13
Aging: The Natural Process.....	14
Airway Care: Tracheostomy Care, Tube Change, and Artificial Airway Cuff Management	14
Anaphylactic Shock	14
Arrhythmia I: Overview.....	14
Arrhythmia II: Sinus Rhythms.....	14
Arrhythmia III: Atrial Arrhythmias	14
Arrhythmia IV: Junctional Arrhythmias.....	15
Arrhythmia V: Ventricular Arrhythmias.....	15
Arrhythmia VI: Heart Blocks	15
Arrhythmia VIII: Pacemakers.....	15
Blood/Blood Products Administration.....	15
Blood/Blood Products Administration: Complications	16
Caring for the Stoma, Caring for the Patient: Enterostomal Nursing.....	16
Continuum of Care/Discharge Planning.....	16
Defensible Documentation	16
Diabetes in Clinical Practice	16
Documentation of Medical Records.....	16
Electronic Fetal Monitoring.....	16
Impaired Practitioners: Recognition, Prevention & Treatment.....	17
Informed Consent: A Communication Process.....	17
IV Push Medication	17
Latex Allergy: Prevention and Exposure Control.....	17

Medicating Children: Preventing Medication Errors and General Considerations	17
Medication Administration: Terminology Part I.....	17
Medication Administration: Understanding Medical Orders Part II	18
Medication Administration: Medication Errors and Legal Aspects Part III.....	18
Medication Administration: Calculation of Dosage Part IV	18
Meeting the Needs of the Dying Patient: From Curing to Caring	18
Multidrug Resistant Pathogens	18
Nasogastric Intubation, Balloon Gastronomy, Tube Replacement.....	18
Nursing Negligence Protect Yourself, Protect Your Patients	18
Nutrition Therapy	18
Pain Management: Treating Pain	19
Pain Management: Understanding and Evaluating Pain	19
Patient Training: Effective Healthcare Instruction.....	19
Physical Assessment of a Child: Part I	19
Physical Assessment of a Child: Part II.....	19
Post Traumatic Stress Disorder Care for Patients	19
Preventing Medication Errors: A Prescription for Patient Safety	20
Prevention, Assessment and Treatment of Pressure Ulcers	20
Rapid Physical Assessment	20
Recognizing and Reporting of Child Abuse and Neglect	20
Restraint and Seclusion: General Information.....	20
Restrain Procedure	20
Using Restraints.....	20
Skin Management: Preventing Pressure Ulcers	20
Spiritual Care:	21
Suicide Awareness and Prevention.....	21
Surgical Skin Prep.....	21
Tuberculosis Awareness	21
Tuberculosis Control and Treatment.....	21
Wound Care: Normal and Impaired Healing.....	21
Wound Care: Nursing Interventions	21
Wound Care: Phases of Healing.....	21

Customer Service and Human Resources Lessons	22
Basic Management: Running an Effective Meeting	22
Coaching Novice Managers in the Progressive Disciplinary Action Process	22
Conflict Management	22
Creating Effective Workplace Relationships	22
Critical Thinking Skills	22
Customer Service: Basic Principles.....	22
Customer Service: Co-workers as Customers	22
Customer Service: Proactive Behavior at Work	23
Customer Service: Responding the Difficult Patient	23
Customer Service: Telephone Etiquette	23
Effective Writing in the Workplace: Giving Your Words Power and Precision	23
Ethical Business Practices: Doing the Right Thing.....	23
Federal Workers' Compensation	23
Finance and Budget Skills: Interpreting Performance Indicators	24
Finance and Budgeting Skills: The Operating Statement	24
Intimidation in Workplace.....	24
Performance Based Interviewing: The Basics.....	24
Performance Based Interviewing: The Interview	24
Tracer Methodology I: Introduction.....	25
Tracer Methodology II: Caregiver Participation in a Survey.....	25
Tracer Methodology III: Management of the On-site Survey	25
Workplace Violence: Prevention and Management.....	25
Relationship Based Care	26
Healing Words I: Building a Culture of Civility.....	26
Healing Words II: Fostering Effective Relationships with Patients	26
Healing Words III: Effective Apologizing and Truth Telling (Disclosure)	26
In A Blink I: Communicating Effectively in Diverse Ethnicity	27
In A Blink II: Communicating Effectively Across Gender Barriers	27
In A Blink III: Communicating Effectively at All Levels of Literacy.....	27
In A Blink IV: Communicating Effectively through Time and Personality Conflicts....	27

Cultural Competence in Healthcare	28
Cultural Competence in Healthcare: African American Cultures	28
Cultural Competence in Healthcare: Anglo American Cultures	28
Cultural Competence in Healthcare: Asian Cultures	28
Cultural Competence in Healthcare: Hispanic Cultures	28
Cultural Competence in Healthcare: Middle Eastern Cultures	28
Cultural Competence in Healthcare: Native American Cultures	28
Cultural Competence in Healthcare: Russian Cultures	28
Cultural Competence in Healthcare: South Asian Cultures	28
Cultural Competence in Healthcare: Southeast Asian Cultures	28
Cultural Competence	29
Diversity and Cultural Competency I	29
Diversity and Cultural Competency II	29
In Development.....	30
Abdominal Myomectomy	30
Abdominoplasty/Thigh Lift	30
Achilles Tendon Repair	30
Acute Coronary Syndromes	30
Acute Pericarditis	30
Alzheimer's Disease.....	30
Amputation of Lower Limb: Above the Knee, Below the Knee, and Toe.....	31
Anatomy and Physiology: The Digestive System	31
Anthrax	31
Antianxiety Agents	31
Antidepressant Agents	31
Antipsychotic Agents	31
Appendectomy.....	31
Application of Splints	32
Assessment of Respiratory Distress in the Pediatric Patient	32
Assistive Devices.....	32
Asthma.....	32
AV Blocks and Bundle Branch Blocks	32
Basic Cardiac Monitoring: Dysrhythmias of the SA Node and Atria, Part I	32



Basic Cardiac Monitoring: Setting Up Cardiac Monitors.....	32
Basic Cardiac Monitoring: Understanding Fundamentals.....	33
Bathing the Resident	33
Bed Making and Comfort Measures	33
Cardiac Dysrhythmias.....	33
Caring for the Postpartum Patient.....	33
Communications Skills	33
Continuous Quality Improvement in Long Term Care	33
Critical and Creative Thinking: Skills Building for Use in Management Work	34
Depression and the Elderly	34
Developing Effective Relationships.....	34
Heart Medications: Anatomy Review and Angina.....	34
Isolation Precautions	34
Managing Behavior.....	34
Managing Pain in the Elderly Adult.....	34
Normal and Abnormal Breath Sounds.....	34
Nutrition Screening: Identifying the Hidden Signs of Nutritional Risk.....	34
Positioning and Lifting.....	35
Project Management.....	35
Resident Rights: The Art of Caring.....	35
Team Building Without Time Wasting	35
The Confused Resident.....	35
Time Management.....	35



PerforMax³ Course Catalog

PerforMax³ provides highly interactive online courseware designed and built with the needs of the learner in mind. This Catalog provides a list of the courses available along with the learning objectives for each course. These courses cover a wide range of subjects including annually required regulatory and safety courses, clinical lessons, continuing education materials, courseware for physicians, and customer service and human resources training.

In response to The Joint Commission's new proposed requirements on advanced communication and cultural competency training, PerforMax³ is also offering exclusive new courses on relationship based care.

The courseware content is designed around the needs of the adult learner. The learning objectives for each course are reinforced through self-checks, video based scenarios, and other interactive learning objects.

PerforMax³ is constantly updating the courseware to reflect industry trends and regulations. All courseware is structured for flexibility allowing for modifications in lessons to include site specific information, policies, and procedures.

PerforMax³ Courses

Regulatory and Safety Lessons

2011 Joint Commission National Patient Safety Goals for Hospitals

- Identify 2011 Joint Commission National Patient Safety Goals for hospitals
- Identify the goal requirements
- Identify the Joint Commission's elements of performance for these goals

A Culture of Safety

- Demonstrate proactive thinking and behavior in your daily tasks as a part of your Culture of Safety
- Recognize and report near misses and sentinel events

Awareness and Reporting of Patient Abuse

- Identify signs of abuse and neglect
- Identify the legal requirements and personal responsibilities in handling potential abuse and neglect issues
- Respond appropriately and notify the appropriate resources when reporting
- Follow the standard reporting process and procedures
- Share learned information with team members

Body Mechanics: Back Injury Avoidance

- Apply the principles of back injury avoidance
- Identify and apply proper lifting and sitting procedures
- Recognize the benefits of exercise in reducing the risk of back injury

Body Mechanics: Ergonomics

- Recognize signs and symptoms of musculoskeletal disorders (MSDs)
- Apply proper techniques to reduce occurrences of MSDs; report MSDs promptly

Diversity and Discrimination

- Appreciate and accept the diversity of your workforce
- Recognize and avoid discrimination
- Identify ways to reshape your reactions to others by trying to see the world from their point of view

Domestic Violence

- Recognize signs of domestic violence
- Screen potential victims of domestic violence
- Document domestic violence observations thoroughly
- Provide referral information to victims

Drug Free Workplace

- Apply hospital policy regarding the Drug-Free Workplace program
- Identify the prevalence of alcohol and drug abuse and its impact on the workplace
- Distinguish between poor performance and/or alcohol and drug abuse
- Recognize the progression of the disease of addiction
- Identify the types of available assistance



Elder Abuse

- Describe types and signs of elder abuse
- Identify factors that put elders at risk of being abused
- Describe steps that should be taken if elder abuse is suspected
- Identify when reporting is necessary, and how and where to report suspected abuse

Electrical Safety

- Identify and respond to electrical safety hazards
- Apply accident prevention techniques
- Properly select, use, inspect, and maintain medical and non-medical equipment
- Understand that equipment that has been "locked/tagged out" is not to be used

Emergency Management Planning

- Describe the major steps The Joint Commission has mandated for emergency planning
- Describe the major types of mass casualty events
- Describe the importance of emergency drills
- List the areas of a hospital that must have emergency power backup

Emergency Response to a Terrorist Event

- Differentiate between biological, chemical and nuclear events
- Recognize the effects of these types of events on the environment and on people
- Identify the signs and symptoms of illness and injury created by nuclear, biological and chemical weapons
- Take appropriate steps for treating casualties

Environment of Care: Emergency Management

- Recognize various types of emergencies
- Perform assigned duties during emergencies
- Utilize backup communication systems
- Obtain required supplies and equipment

Environment of Care: Fire and Life Safety Management

- Identify characteristics of a fire
- Respond appropriately if a fire occurs
- Operate a fire extinguisher
- Recognize alarm and sprinkler systems

Environment of Care: Hazardous Material and Waste Management

- Recognize your rights regarding chemical hazards
- Extract information from a Material Safety Data Sheet (MSDS)
- Identify and properly manage biomedical waste

Environment of Care:

Medical Equipment Management

- Use medical and non-medical equipment properly
- Recognize and report medical device reporting (MDR) events
- Implement emergency procedures for equipment disruption or failures
- Identify defective equipment properly

Environment of Care: Personnel Safety and Hazard Recognition

- Identify and respond to safety hazards
- Recognize and correct slip, trip and fall hazards
- Prevent hand injuries

Environment of Care: Security Management

- Respond to security guidelines and regulations
- Recognize proper identification for patients, personnel, and visitors
- Maintain confidential patient and hospital information

Environment of Care: Utility Systems Management

- Recognize critical utility systems failures
- Report utility systems failures
- Respond properly to critical utility systems failures

HIPAA Privacy Awareness

- Apply privacy standards brought about by the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule
- Identify medical records as protected and confidential information
- Apply the hospital's policy on patient confidentiality
- Recognize examples and repercussions of patient-confidentiality breaches
- Identify what information can be released without prior approval from the patient

HIPAA Security Rule

- Recognize what the HIPAA Security Rule requires at your facility
- Identify where to go for questions and answers
- Understand the basic security concepts at your facility
- Apply security "best practices" to safeguard electronic protected health information
- Apply security policies related to your job
- Recognize that all staff play a role in protecting ePHI

HIV/AIDS General Information

- Provide accurate information to patients, staff members, and others regarding HIV/AIDS, its symptoms, and ways it can be contracted
- Recognize potentially infectious situations

HIV/AIDS Protective Measures

- Select the correct protective measures for infectious situations
- Identify procedures to be taken after an occupational exposure to blood or potentially infectious materials
- State purpose/time constraints regarding post-exposure chemoprophylaxis

Infection Control Plan

- Apply safe work practices and hand hygiene techniques
- Recognize biohazard signs
- Select the correct actions to take in the event of accidental exposure

Infection Control:

Personal Protective Equipment

- Select and use proper personal protective equipment
- Remove and dispose of personal protective equipment properly

Infection Control- The Basics

- Identify hazards of infectious diseases in the workplace and tactics to reduce exposure
- Recognize major infectious diseases that may be present in your facility

Lifting Safely to Prevent Injury

- Describe the importance of mobility assistance
- Describe the proper body mechanics for lifting a resident
- Describe assisting residents with different abilities



Patient's Rights

- Understand the fundamental rights that respect and protect the patient's dignity, safety, personal security and privacy, and cultural values
- Recognize which actions require patient consent
- Understand the patient's right to confidentiality of information
- Comply with The Joint Commission requirements for assuring the rights of patients and the special rights of patients at the end of life

Preventing Falls: Keeping Patients Safe

- List who is at risk for trips and falls in a hospital
- Describe what the nurse can do to help prevent trips and falls
- Explain what to do if a fall occurs

Quality/Continuous Process Improvement

- Identify the three functions within the Quality/CPI department
- Recognize your role in each function

Radiation Safety Review for Health-care Workers

- Discuss different types of radiation and their sources
- Summarize the use and location of radiation producing equipment
- Define ALARA Program and how it is used to limit exposure to radiation
- Describe the three main routes of exposure and their health risks
- Explain the role of a Radiation Safety Officer

Radiation Safety: The Basics

- Name the two main types of radiation and their sources
- Recognize radiation signs and symbols
- Describe the three main routes of exposure and their health risks
- List agencies responsible for radiation health, safety and administration in the U.S.
- Identify individual actions which may be taken to minimize radiation exposure

Recognizing and Reporting Child Abuse and Neglect

- Describe the physical signs of suspected abuse, sexual abuse and neglect
- Describe behaviors that reinforce the suspicion of abuse or neglect
- Describe how and when to report suspected abuse or neglect

Risk Management

- Identify Root Cause Analysis as a "reactive" tool for identifying the cause(s) of adverse events
- Discuss the FMEA process and its role in the prevention of risk at your facility
- Prevent legal actions by strictly adhering to patient rights, directives, and orders
- Share learned information regarding risk management's role in your organization

Sexual Harassment

- Recognize the different types of sexual harassment
- Recognize activities and behaviors that may constitute harassment
- Prevent your actions from being perceived as harassment; take appropriate steps to stop harassment against you or file a complaint

Clinical Lessons

A Comprehensive Geriatric Assessment

- Explain the importance of performing an accurate and thorough assessment of the geriatric patient
- Take a health history and perform a functional assessment
- Perform a comprehensive, "head-to-toe" physical assessment of the patient
- Assess the mental status of the geriatric patient
- Take an inventory of medications that the patient is currently taking

Adult Procedural Sedation I

- Prepare for procedural sedation
- Complete a pre-sedation patient assessment
- Acquire patient consent
- Develop an individualized plan for sedation

Adult Procedural Sedation II

- Perform an appropriate physical examination
- Perform procedural sedation safely and effectively, per regulatory established guidelines
- Demonstrate didactic knowledge of safe sedation practice
- Demonstrate psychomotor skills required to establish and maintain an airway and skill to manage an unstable cardiovascular system

Adult Procedural Sedation III

- Plan for and address special patient needs and appropriately respond to emergency situations
- Seek anesthesiology consultation for high risk patients
- Use oxygen supplementation when necessary or where feasible
- Adequate oxygen saturation does not equal adequate ventilation
- Monitor the recovery phase and discharge the patient according to direct observation or predefined criteria
- Remember that sedation has its limitations - some patients should not receive moderate sedation
- Consultation with an anesthesia provider is indicated in these situations

Advance Directives

- Apply hospital policy regarding advance directives
- Identify when an advance directive is needed
- Distinguish between the types of directives
- Recognize when advance directives become effective
- Answer patients' questions about advance directives

Age-Specific Care

- Describe physical attributes of each age group
- Discuss psychosocial and developmental tasks of each level
- Use at least 4 different techniques for providing age-appropriate care for each age group

Aging: The Natural Process

- Describe changes that commonly occur in the integumentary system during the aging process, and ways to keep the skin and nails of the elderly healthy
- Explain common changes in the muscles and bones of the elderly and suggest ways to keep the muscles and bones healthy
- Describe the common changes in vision, hearing, and touch in the elderly and identify basic helpful responses to these changes
- Describe the main changes that commonly occur in the cardiovascular and respiratory systems with aging
- Describe changes that may affect the functioning of the gastrointestinal system and ways to prevent constipation in the elderly
- Describe changes in the genitourinary and central nervous systems that may occur with aging

Airway Care: Tracheostomy Care, Tube Change, and Artificial Airway Cuff Management

- Describe the function of a tracheotomy tube
- Explain the procedure for cleaning and changing the inner cannula
- Describe care for the stoma
- Describe the procedure for changing a tracheotomy tube
- Identify complications associated with over-inflation of a soft cuff
- Describe the preferred procedure for maintaining adequate cuff pressure

Anaphylactic Shock

- Recognize common causes and symptoms of anaphylactic shock
- Demonstrate actions to take in the case of anaphylactic shock
- Apply methods of preventing anaphylactic shock

Arrhythmia I: Overview

- Recognize and describe normal cardiac conduction
- Read and measure waveforms on ECG machines
- Distinguish normal cardiac conduction from arrhythmia
- Name the six most common arrhythmias
- Use key terms associated with cardiac conduction and ECG interpretation

Arrhythmia II: Sinus Rhythms

- Recognize rhythms that originate within the sinus node
- Describe the characteristics of a sinus rhythm
- Identify ECG features common to all sinus rhythms
- Distinguish the four most common sinus rhythms
- Explain the causes, significance, and interventions associated with sinus rhythms

Arrhythmia III: Atrial Arrhythmias

- Recognize arrhythmias that originate within the atria
- Describe the characteristics of an atrial arrhythmia
- Identify ECG features common to all atrial arrhythmias
- Distinguish the four most common atrial arrhythmias
- Explain the causes, significance, and interventions associated with atrial arrhythmias

Arrhythmia IV: Junctional Arrhythmias

- Recognize arrhythmias that originate within the AV junction
- Describe the characteristics of a junctional arrhythmia
- Identify ECG features common to all junctional arrhythmias
- Distinguish the four most common junctional arrhythmias
- Explain the causes, significance, and interventions associated with junctional arrhythmias

Arrhythmia V: Ventricular Arrhythmias

- Recognize arrhythmias that originate within the ventricles
- Describe the characteristics of a ventricular arrhythmia
- Identify ECG features common to all ventricular arrhythmias
- Distinguish the five most common ventricular arrhythmias
- Explain the causes, significance, and interventions associated with ventricular arrhythmias

Arrhythmia VI: Heart Blocks

- Recognize the different types of heart blocks
- Describe the different characteristics of each type
- Identify ECG features common to all heart blocks
- Distinguish among the most common heart blocks
- Explain the causes, significance, and interventions associated with heart blocks

Arrhythmia VII: Pacemakers

- Distinguish between the types of pacemakers
- Describe the characteristics and particular limitations of each pacemaker type
- Recognize and distinguish among the pacemaker codes
- Explain how to troubleshoot common pacemaker problems



Blood/Blood Products Administration

- Identify and characterize different types of blood components
- Describe the protocol for requisition of blood and blood components
- Apply the appropriate verification processes at the blood bank and at the patient's bedside
- Differentiate between various filter types and their applications

Blood Products Administration: Complications

- Recognize and react to signs/symptoms of a transfusion reaction
- React appropriately to blood transfusion complications
- Ensure that proper documentation is completed in all areas of blood administration

Caring for the Stoma, Caring for the Patient: Enterostomal Nursing

- Define the terms "stoma" and "ostomy"
- Describe the steps involved in caring for the stoma
- Define common ostomy procedures
- Describe the factors of a patient's self-care of his/her stoma
- Describe possible complications and irrigation technique
- Develop a list of problematic foods that can produce odor, gas and other intestinal ailments that can cause the post-ostomy patient pain and embarrassment
- Describe the types of sexual dysfunction both male and female ostomy patients may experience and suggest ways these patients may help themselves overcome some of these issues

Continuum of Care/Discharge Planning

- Identify and use the resources available to facilitate continuum of care
- Identify the principles of the Primary Care Model
- Identify the characteristics of the Preliminary Discharge Plan
- Identify and use available resources in the discharge process
- Work collaboratively with other team members to provide the best care to patients

Defensible Documentation

- Explain the three main purposes of documentation
- State documentation guidelines that relate to being: factual, accurate, complete, timely
- Describe what is required to maintain patient confidentiality, and list several exceptions to confidentiality rules

Diabetes in Clinical Practice

- Define the types of diabetes
- Identify signs, symptoms and risk factors for diabetes
- Describe the roles of clinical and home glucose tests
- Describe the importance of periodic and ongoing reassessment
- Describe conditions to look for when assessing patients with diabetes

Documentation of Medical Records

- Recognize opportunities for documentation
- Apply electronic documentation guidelines
- Locate appropriate documentation resources
- Understand staff's responsibility to provide and document patient education resources
- Identify the medical record as protected and confidential information
- Identify legal aspects of proper documentation

Electronic Fetal Monitoring

- Identify the most common fetal monitoring techniques and equipment
- Describe the steps involved in these fetal monitoring techniques
- Understand how the electronic fetal monitor is attached and used
- Educate/support patients regarding fetal monitoring
- Monitor for complications during labor using different monitoring techniques

Impaired Practitioners: Recognition, Prevention & Treatment

- Identify signs of impairment
- Report incidents of impairment
- Discuss the process that provides education about licensed independent practitioner's health
- Facilitate confidential diagnosis, treatment, and rehabilitation of LIPs and nurses who suffer from a potentially impairing condition
- Maintain the privacy and confidentiality of impaired practitioners and nurses

Informed Consent: A Communication Process

- Explain the main goals of the informed consent process
- Describe what content must be covered in an informed consent discussion
- State who can give informed consent and who cannot
- Describe at least four techniques for ensuring the patient understands the informed consent discussion
- State at least two exceptions to the need to obtain informed consent; explain what to do if the patient refuses consent

IV Push Medications

- Identify advantages and disadvantages of using the IVP method
- Recognize potential complications of the IVP method
- Administer IVP medications properly
- Document required information in patient's chart

Latex Protein Allergy: Prevention and Exposure Control

- Recognize the symptoms of latex allergy
- Identify patients at increased risk for latex allergy
- List three types of reactions that can occur in persons using latex products
- Discuss methods for diagnosing latex allergy
- Take appropriate precautions when dealing with a patient with latex allergy
- Respond to a Type I anaphylactic emergency
- Educate patients about ways they can prevent a latex protein allergy reaction

Medicating Children: Preventing Medication Errors and General Consideration

- Describe the five "rights" of pediatric drug administration
- Describe specific guidelines for writing prescriptions
- Administer medication to children using a firm, yet positive approach
- Select suitable injection sites for medication
- Describe how to administer oral, otic, ophthalmic and nasal medications to children
- Explain the nurse's role in the administration of children's medications
- Demonstrate appropriate strategies for administering medication to children of different development levels

Medication Administration: Terminology Part I

- Explain common legal terminology used in medication administration
- Practice responsible medication administration
- Apply the Six Rights of Medication Administration

Medication Administration: Understanding Medical Orders Part II

- Apply drug therapy considerations
- Distinguish types of medication orders
- Recognize parts of a medication order
- Apply proper considerations when dispensing medication
- Practice safety techniques when administering medications

Medication Administration: Medication Errors and Legal Aspects Part III

- Recognize legal considerations in medication administration
- Identify and report medication errors properly
- Select appropriate route and location of administration for medications

Medication Administration: Calculation of Dosage Part IV

- Convert medical equivalents between metric, apothecary, and household systems of measurement
- Calculate drug dosages prior to administration of medications

Meeting the Needs of the Dying Patient: From Curing to Caring

- Explore patient wishes and goals
- Promote discussion of cultural, spiritual religious preferences
- Respect patient rights
- Discuss informed consent and advance medical directives
- Understand ethical issues relevant to end-of-life care
- Suggest alternatives when unable to carry out patient's wishes
- Apply interventions appropriately when death is imminent
- Utilize pain management techniques to alleviate pain and suffering

Multidrug Resistant Pathogens

- Describe how antibiotic misuse leads to drug resistance
- Identify contributing causes, both in and out of the medical field
- Describe the major nosocomial threats
- Identify a course of action and possible solutions for preventing the development of more drug-resistant pathogens in the future

Nasogastric Intubation, Balloon Gastronomy, Tube Replacement

- Describe intubation procedures, including verifying placement
- List the steps in nasogastric tube removal
- Describe procedures for removal and replacement of replacement balloon gastrostomy tubes

Nursing Negligence: Protect Yourself, Protect Your Patients

- Describe nursing negligence and the common forms of nursing negligence
- List the four components of nursing negligence
- Explain an exception report and why it's crucial to file one with your supervisor in patient events that do not fall under routine care
- Describe steps in the prevention of nursing negligence

Nutrition Therapy

- Recognize the process for writing diet orders
- Locate the diet manual and other diet information
- Use the services of the dietitian as part of the interdisciplinary team
- Help educate patients and communicate that nutritional classes are available including drug/nutrient interactions
- Use the dietitian as an expert who can help with referrals and consults

Pain Management: Treating Pain

- Understand the principles of pain management
- Apply pharmacological management guidelines
- Recognize the risks associated with various drug therapies
- Properly treat pain in patients with differing conditions
- Clarify addiction and pseudo addiction

Pain Management: Understanding and Evaluating Pain

- Understand basic pain physiology and types of pain
- Identify the importance of effective pain management in patient care
- Identify The Joint Commission Standards regarding pain management
- Understand and integrate pain assessment into routine patient care
- Explain the use of various pain assessment scales to measure patients' pain intensity

Patient Training: Effective Healthcare Instruction

- Identify the different kinds of memory and list ways that recall can be improved
- Apply education models to increase student's motivation to learn
- Match the most effective teaching techniques to the student's learning styles
- Evaluate and document patient learning

Physical Assessment of a Child: Part I

- Perform a complete medical history of the child
- Perform an exam using the four basic techniques of a physical assessment
- Accurately measure physical growth, including weight, height, and head circumference
- Evaluate the status of vital functions
- Assess the child's general appearance and skin
- Thoroughly examine the head, neck, eyes, ears, nose, mouth, and throat
- Test a child's vision, including binocularity, visual acuity, peripheral vision, and color vision

Physical Assessment of a Child: Part II

- Take a complete medical history of a child
- Perform an internal exam using the four basic techniques of a physical assessment
- Assess the health of the heart; evaluate the abdomen
- Determine abnormalities of the musculoskeletal system
- Perform a complete neurological assessment

Post Traumatic Stress Disorder Care for Patients

- Recognize Post-Traumatic Stress Disorder (PTSD) symptoms
- Take appropriate actions to alleviate trauma-related symptoms
- Identify and avoid actions that interfere when providing support to a patient

Preventing Medication Errors: A Prescription for Patient Safety

- Describe medication errors and the common types of medication errors that can occur
- Describe the five "rights" of administering medications to patients
- Describe a "systems approach" to preventing medication errors and how every member of the medical team can work to prevent medication errors
- Explain the nurse's role in preventing medication errors

Prevention, Assessment and Treatment of Pressure Ulcers

- Assess an at-risk patient for the presence of pressure ulcers
- Assess a pressure ulcer and properly categorize it into one of four stages
- Outline and describe the four initial steps of ulcer care
- Describe positioning techniques used to support healing
- Describe the types of support surfaces and their uses
- Identify when adjunctive therapy or operative repair may be required

Rapid Physical Assessment

- Describe what is involved in a rapid physical assessment
- Explain the importance and purpose of a rapid physical assessment
- Identify and perform pre-assessment tasks
- Make general observations about the patient's condition
- Perform a rapid physical assessment of major body regions
- Describe changing your approach immediately in the event of a highly abnormal finding, or if the patient expresses a crucial complaint

Restraint and Seclusion: General Information

- Use alternative measures instead of restraint or seclusion
- Apply the proper guidelines for when to consider restraint and seclusion

Restraint Procedure

- Use the proper procedures and policies for restraint of patients admitted to your facility
- Respond appropriately to a crisis intervention code
- Document use of restraint correctly

Using Restraints

- Evaluate whether restraints are necessary for a patient
- Name the types of restraint available
- Apply appropriate restraint techniques
- Ensure patient safety when using restraints

Skin Management: Preventing Pressure Ulcers

- Identify pressure ulcers
- List the signs that indicate potential risk for pressure ulcers and what causes them
- Identify high-risk residents
- Demonstrate preventative measures for pressure ulcers

Spiritual Care

- Listen actively for clues to patients' spiritual preferences
- Be sensitive to their background and affiliation
- Notify the physician of anxiety or depression that may require pharmacologic or psychiatric intervention
- Recognize the value spiritual leaders can contribute to the needs of patients or fellow team members
- Provide referrals (with patient's permission) to an appropriate spiritual leader
- Recognize that a spiritual leader is part of the interdisciplinary team who can support the patient's family in times of grief or despair

Suicide Awareness and Prevention

- Describe risk factors of suicide
- Name common warning signs of suicide
- Identify protective factors
- Take appropriate action in response to an at-risk individual

Surgical Skin Prep

- Name the types of bacteria present on the skin
- Discuss the three objectives of surgical skin preparation, and discuss all the steps of preoperative skin preparation
- Contrast the procedure for performing the final prep for a closed surgical site and an open wound or body orifice

Tuberculosis Awareness

- Recognize that healthcare workers are at high-risk for transmission of TB
- List symptoms of active TB disease
- Describe differences between latent TB infection and active TB disease
- Define the policies regarding the screening of employees for TB

Tuberculosis Control and Treatment

- List symptoms and conditions that predict infectious TB disease
- Name three precautions that should be instituted for patients suspected of having TB
- Understand our three-level hierarchy for prevention of exposure to infectious diseases
- Use appropriate caution when working with a patient who is under special airborne precautions and isolation

Wound Care: Normal and Impaired Healing

- Describe signs of normal and impaired healing
- Describe systemic factors that impair healing
- Describe the steps of wound assessment
- Describe the stages of a pressure ulcer

Wound Care: Nursing Interventions

- Describe the nursing interventions that are available to aid in wound healing
- Describe the kinds of dressings available
- Describe the importance of documentation and what must be documented in wound care

Wound Care: Phases of Healing and Type of Wounds

- Describe the physiological phases of wound healing
- Describe the different types of wounds

Customer Service and Human Resources Lessons

Basic Management: Running an Effective Meeting

- Cite the importance of having an agenda for meetings
- Describe why it is important to assign accountability for action items including due dates
- Explain the purpose and importance of setting ground rules.

Coaching Novice Managers in the Progressive Disciplinary Action Process

- Define the progressive disciplinary process
- Identify the six skills novice managers must demonstrate in order to successfully manage the progressive disciplinary process
- List five steps common to the progressive disciplinary process
- Identify three unacceptable behaviors for which a full progressive disciplinary process may be an unsuitable intervention
- List the seven essential components of a written warning
- Identify at least three additional factors a manager should consider when administering the progressive disciplinary process
- List four factors a manager should consider when assessing what disciplinary action to take

Conflict Management

- Discuss the impact of managed care on conflict in the work setting
- Name the three stages of conflict resolution
- Identify sources of conflict
- Identify irresolvable conflicts
- List conflict resolution tools
- List basic steps in conflict resolution
- Apply the conflict management process to disputes in nursing

Creating Effective Workplace Relationships

- Understand the possible negative consequences of personal relationships in the workplace
- Recognize which actions are appropriate with patients, and which actions cross the line into risky personal relationships
- Avoid the negative consequences of inappropriate relationships at work
- Use the available resources for help if you are in a risky or compromising situation

Critical Thinking Skills

- Define the concept of critical thinking
- Identify the common characteristics of a critical thinker

Customer Service: Basic Principles

- List the components and standards of quality customer service
- Recognize the role you play in quality customer service
- Understand the importance of quality customer service to your facility

Customer Service: Co-Workers as Customers

- Identify who is a customer
- Recognize the different types of communication
- Choose appropriate body language to achieve personal effectiveness
- Identify the 5 steps of active listening
- Apply principles of positive relationship building

Customer Service: Proactive Behavior at Work

- Respond quickly and positively in your day-to-day work activities
- Demonstrate commitment to others
- Develop alternative solutions to various work related problems
- Exceed patient's expectations
- Recognize the value of personal accountability

Customer Service: Responding to the Difficult Patient

- Identify verbal and non-verbal communication factors and use them effectively in your interactions
- Resolve problems and complaints
- Accept and defuse anger
- Listen actively to the total message

Customer Service: Telephone Etiquette

- Answer the telephone professionally
- Place callers on hold and transfer calls properly
- Deal with emotional callers
- Take accurate telephone messages
- Ensure appropriate telephone coverage

Effective Writing in the Workplace: Giving Your Words Power and Precision

- Prepare himself or herself to write clear business communications
- Employ the seven steps to effective writing
- Utilize a range of tools to sharpen one's writing
- Apply the principles of effective workplace writing to various clinical situations

Ethical Business Practices: Doing the Right Thing

- Recognize improper business practices that could result in illegal or unethical conduct
- Report possible violations of ethical business practice policies to the proper authorities
- Identify ways all personnel can be of assistance in meeting your facility's standards and policies regarding proper conduct, ethical behavior, honesty and integrity

Federal Workers' Compensation

- Differentiate between traumatic injury, occupational injury or illness, partial disability, and light duty in the context of Workers' Compensation reporting
- Recognize worker rights and responsibilities relative to Workers' Compensation
- Report job related injuries or illness immediately to your supervisor
- Communicate accurate information regarding the illness/injury when completing a Workers' Compensation report

Finance and Budgeting Skills: Interpreting Performance Indicators

- Read reports containing financial, productivity, and volume performance data
- Use key terms related to financial, productivity, and volume performance
- Understand reports containing financial, productivity, and volume performance data
- Describe the relationships between key financial, productivity, and volume metrics
- Recognize how core financial principles apply in the healthcare setting
- Distinguish favorable from unfavorable performance
- Interpret performance data to provide meaningful variance explanations

Finance and Budgeting Skills: The Operating Statement

- Read reports containing financial data
- Use key terms related to financial performance
- Understand reports containing financial data
- Recognize how core financial principles apply in the healthcare setting
- Distinguish favorable from unfavorable performance
- Interpret performance data to provide meaningful variance explanations

Intimidation in the Workplace

- Identify inappropriate behaviors that can hinder the orderly conduct of hospital business and compromise patient safety
- Use assertive statements to raise and address legitimate concerns
- Seek resolution of concerns through your chain of command
- List four possible consequences of unprofessional behaviors
- Describe examples of passive activities that impede communication, teamwork and patient safety
- Report and appropriately document intimidating and disruptive behaviors as a patient safety concern

Performance Based Interviewing: The Basics

- Recognize the importance of effective selection interviewing
- Use a systematic approach for interviewing
- Differentiate between open and closed interview questions
- Make informed hiring decisions with confidence



Performance Based Interviewing: The Interview

- Plan a performance based interview
- Describe the structure of an interview
- Conduct an actual performance based interview
- Identify unlawful interview questions

Tracer Methodology I: Introduction

- Describe the Tracer Methodology used by The Joint Commission to evaluate compliance
- Explain the role of hospital staff during a survey
- Explain the responsibilities of hospital staff during a survey
- Describe the interaction of hospital staff with surveyors
- Describe how a Joint Commission survey impacts a hospital

Tracer Methodology II: Caregiver Participation in a Survey

- Explain the role of clinical staff during a survey
- Explain the responsibilities of clinical staff during a survey
- Describe the interaction of clinical staff with surveyors
- Describe how a Joint Commission survey impacts clinical practice

Tracer Methodology III: Management of the On-site Survey

- Explain continuous compliance to Joint Commission standards
- Describe the tracer selection process
- Explain the roles and responsibilities of management in survey readiness
- Describe the interaction of management with surveyors
- Describe what occurs after a Joint Commission on-site survey is completed

Workplace Violence: Prevention and Management

- Identify workplace situations that have the potential for violence
- Assess a situation and make appropriate decisions as to how to handle a problem
- Demonstrate verbal communication skills that will help diffuse a potentially violent situation
- Take action to protect yourself and others in the event of a serious workplace problem

Relationship Based Care

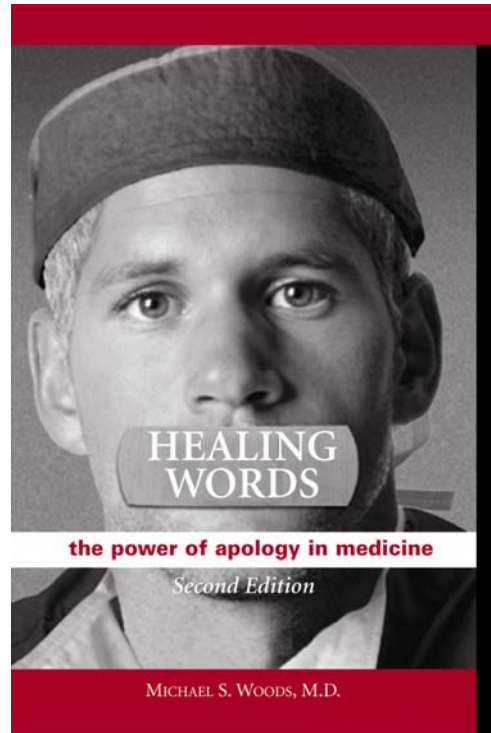
The Joint Commission is proposing new requirements for training in advanced communication and cultural competency. In response to these proposed requirements, PerforMax³ is offering exclusive new E-learning courseware based on The Joint Commission Resources publications *Healing Words, In A Blink* by Dr. Michael Woods and *Caring for Patients from Different Cultures* by Geri-Ann Galanti, Ph.D.

Healing Words I: Building a Culture of Civility

- Explain the relationship between civility and quality in patient care
- Describe the six principles of civility and how they relate to healthcare providers
- Cite three social and personal benefits of civility in the healthcare setting, and articulate a business rationale for each

Healing Words II: Fostering Effective Relationships with Patients

- Define the rationale for apology and disclosure as it relates to the provider-patient relationship
- Explain the motivations for apology related to instances of unexpected outcomes in medicine
- Recognize roadblocks to apology in the healthcare setting and offer mitigating strategies
- Describe several indicators that signal the need for an apology by a healthcare provider
- Describe the five R's of apology and how they each affect the provider-patient relationship
- Create an effective apology given a scenario of unexpected outcomes in medicine
- Select the appropriate level of transparency for a given scenario of unexpected outcomes in medicine



"80% of Malpractice claims are attributed to failures in communication and/or interpersonal skills, on the part of the physician."
- "The Joint Commission, 2003"

Healing Words III: Effective Apologizing and Truth Telling (Disclosure)

- List several clues to a patient's health literacy level
- Identify verbal and non-verbal communication factors and how to use them effectively in building patient confidence
- Cite three clues that signal difficulty in a provider-patient relationship
- Explain the key components of authentic speaking as it relates to provider-patient interactions
- Explain the key components of authentic listening as it relates to the healthcare setting

In A Blink I: Communicating Effectively in Diverse Ethnicity

- Describe the effect of ethnic diversity on provider-patient communication
- List four differences between "hot" climate and "cold" climate cultures
- Describe the impact of socioeconomic levels on patient communication
- List the three A's of effective patient-centered communication
- Define TREAT and defend its affect on the provider-patient relationship
- Define the four C's and their benefits in patient assessment
- Select the most effective reactions to ethnic diversity given several scenarios

In A Blink II: Communicating Effectively Across Gender Barriers

- Describe the key differences in the way men and women communicate and their affects on provider-patient communication
- Provide examples of metamessages and resulting miscommunications
- Describe the impact of socioeconomic levels on provider communications
- List the three A's of effective patient-centered communication
- Identify indicators of communication issues due to gender in several typical scenarios
- List several actions to increase effectiveness across gender barriers

In A Blink III: Communicating Effectively at All Levels of Literacy

- Describe the ways literacy impacts the provider-patient communication and patient outcomes
- Describe the affect of socioeconomic levels on patient literacy and outcomes
- List the three As of effective patient-centered communication
- Assess the level of patient literacy in several given scenario
- Select the appropriate actions to assure effective communication at several levels of literacy

In A Blink IV: Communicating Effectively through Time and Personality Conflicts

- Define the conflict of time and treatment as it relates to the provider-patient relationship
- Describe the perception of time for both "hot" and "cold" climate cultures
- Identify indicators of conflict avoidance in given scenarios
- List the three A's of effective patient-centered communication
- List six Principles of Civility and their impact on personality conflicts

Cultural Competence in Healthcare

This series of courses is appropriate for clinical and non-clinical staff and covers principles of culturally competent care for nine unique cultures. The content is presented through a series of case studies, through which your staff will learn to interpret cultural patterns and perceptions of behaviors that can lead to misunderstanding in the healthcare environment.

The Learning Objectives for each lesson include:

- Cite several questions to ask to elicit cultural information
- Explain strategies for providing culturally appropriate medical and nursing care
- Describe several tools for increasing patient trust and compliance
- Recognize the difference between a stereotype and a generalization and know how to apply generalizations without stereotyping
- Explain cultural variations in patient beliefs and practices
- Ask questions to elicit information about the patient's beliefs and practices
- Explain the impact of racism and prejudice on medical care and a patient's experience in medical contexts
- Explain the effects of cultural values and beliefs (world view) on behavior
- Recognize the difference between traditional treatments and abuse
- Explain strategies for dealing with difficult family members; recognize items of religious or spiritual significance and treat them with respect

**Cultural Competence in Healthcare:
African American Cultures**

**Cultural Competence in Healthcare:
Anglo American Cultures**

**Cultural Competence in Healthcare:
Asian Cultures**

**Cultural Competence in Healthcare:
Hispanic Cultures**

**Cultural Competence in Healthcare:
Middle Eastern Cultures**

**Cultural Competence in Healthcare:
Native American Cultures**

**Cultural Competence in Healthcare:
Russian Cultures**

**Cultural Competence in Healthcare:
South Asian Cultures**

**Cultural Competence in Healthcare:
Southeast Asian Cultures**



Cultural Competence

- Identify cultural needs of patients; document relevant patient preferences
- Recognize the need for interpretation services
- Identify cultural differences that may affect interactions with patients
- Explain clearly a patient's medical diagnosis and treatment information

Diversity and Cultural Competency I

- Discuss key concepts and terms relating to diversity and cultural competency
- Appreciate and apply the business rationale for diversity and cultural competency in healthcare
- Recognize the aspects upon which people differ, and how similarities and differences can affect staff and patient interactions
- Identify ways to make interactions with all staff members and patients more effective

Diversity and Cultural Competency II

- Understand the requirements for providing language assistance services to LEP patients, and the resources typically available
- Prepare for a patient encounter involving an interpreter
- Effectively manage a patient encounter involving an interpreter
- Recognize the need to locate and understand your organization's specific protocols and processes for language assistance/interpretive services

In Development

Abdominal Myomectomy

- Identify the instrumentation and equipment for the surgical procedure
- Understand the sequence of events for the specific surgical intervention
- Anticipate the surgeon's instrument and equipment needs during the surgical procedures
- Describe the purpose of the surgical procedure

Abdominoplasty / Thigh Lift

- Identify the instrumentation and equipment for the surgical procedure
- Understand the sequence of events for the specific surgical intervention
- Anticipate the surgeon's instrument and equipment needs during the surgical procedure;
- Identify the anatomical incision site for abdominoplasty and thigh lift
- Identify the surgical prep borders for abdominoplasty and thigh lift
- Identify the post-op dressing routine for abdominoplasty and thigh lift

Achilles Tendon Repair

- Identify the instrumentation and equipment for the surgical procedure
- Understand the sequence of events for the specific surgical intervention
- Anticipate the surgeon's instrument and equipment needs during the surgical procedure
- Identify the surgical site and the function of the Achilles tendon
- Understand the sequence of events in positioning the patient for the surgical intervention

Acute Coronary Syndromes

- Identify various types of acute coronary syndromes and their causes and risk factors
- Assess patients presenting with symptoms of angina and/or myocardial infarction
- Perform appropriate diagnostic tests, including accurate identification of ECG changes and evaluation of cardiac markers
- Implement appropriate nursing interventions to stabilize the patient, including the administration of pharmacologic agents and thrombolytic therapy
- Perform all necessary tasks to effectively manage the patient

Acute Pericarditis

- State at least five causes of acute pericarditis
- Describe the signs and symptoms associated with acute pericarditis
- Discuss the ECG changes associated with acute pericarditis
- List the nursing interventions for the patient with acute pericarditis

Alzheimer's Disease

- Define Alzheimer's disease and dementia, and understand the difference between them
- List six symptoms of Alzheimer's disease.
- Identify six different non-medical treatments for residents with Alzheimer's disease
- Demonstrate how to deal with a resident who wanders
- Demonstrate effective communication with a resident suffering from Alzheimer's disease.

Amputation of Lower Limb: Above the Knee, Below the Knee, and Toe

- Identify the instrumentation and equipment for the surgical procedure
- Understand the sequence of events for the specific surgical intervention
- Anticipate the surgeon's instrument and equipment needs during the surgical procedure
- Describe the positioning considerations important to both operative exposure as well as patient safety
- Describe the intra-operative nursing actions in the care of the amputation patient

Anatomy and Physiology: The Digestive System

- Explain the digestive system
- Identify some common problems of the digestive system



Anthrax

- Describe the three forms of anthrax and how they are transmitted
- Identify the clinical manifestations of each form of anthrax
- Discuss tools available to diagnose anthrax
- Describe protocols for antibiotic and other therapy for anthrax
- Describe post exposure prophylaxis and vaccination for anthrax
- Describe exposure control and reporting procedures for anthrax

Antianxiety Agents

- Identify the different types of anxiety disorders
- Implement appropriate interventions for patients who present with symptoms of anxiety disorders
- Identify the various types of medications used to treat anxiety disorders, and understand which are appropriate for specific types of patients
- Describe the potential side effects of each type of antianxiety medication

Antidepressant Agents

- Identify the signs and symptoms of depression
- Implement appropriate interventions for patients who present with symptoms of depression
- Identify the various types of medications used to treat depression, and understand which are appropriate for specific types of patients
- Describe the potential side effects of each type of antidepressant medication

Antipsychotic Agents

- Identify and assess the signs and symptoms of schizophrenia
- Describe appropriate interventions for patients who present with symptoms of schizophrenia
- Identify the various types of medications used to treat schizophrenia, and understand which are appropriate for specific types of patients
- Describe the potential side effects of each type of antipsychotic medication

Appendectomy

- Identify the instrumentation and equipment for the surgical procedure
- Understand the sequence of events for the specific surgical intervention
- Anticipate the surgeon's instrument and equipment needs during the surgical procedure
- Describe the purpose of the surgical procedure
- Explain the anatomy involved in an appendectomy

Application of Splints

- Identify the instrumentation and equipment for the procedure
- Understand the sequence of events for the specific intervention
- Anticipate the surgeon's instrument and equipment needs during the procedure
- Describe the purpose of the procedure

Assessment of Respiratory Distress in the Pediatric Patient

- Describe the anatomy and physiology of the pediatric respiratory system
- Explain respiratory mechanics
- Perform a complete respiratory physical assessment on a pediatric patient
- Identify respiratory distress and evaluate its degree of severity
- Demonstrate appropriate intervention to stabilize patients in respiratory distress

Assistive Devices

- Describe the importance of independence to residents and to other people
- Be able to explain that independence can mean doing all or some self care tasks, and list a least three of those tasks
- Explain how assistive devices are chosen to help individual residents to be more independent
- Describe the role of the nursing assistant in helping residents to be more independent
- Define assistive device terminology used in this lesson

Asthma

- Describe the various causes and contributing factors of asthma
- Describe the components of an asthmatic patient assessment
- Describe laboratory studies and other diagnostic procedures
- Describe all appropriate and necessary interventions
- Discuss follow-up care instructions at time of patient discharge.

AV Blocks and Bundle Branch Blocks

- List nursing responsibilities when a dysrhythmia is detected
- Name the six steps in analyzing the ECG waveform
- Describe and recognize the main dysrhythmias that originate in the AV node
- Describe probable causes of AV node dysrhythmia and the nursing intervention
- Identify Junctional Rhythms, First-Degree AV Blocks, Second-Degree AV Blocks, Third-Degree AV Block/Complete Heart Blocks, and Bundle Branch Blocks originating in the AV node

Basic Cardiac Monitoring: Dysrhythmias of the SA Node and Atria, Part 1

- Identify nursing responsibilities when a dysrhythmia is detected
- Describe the five steps in analyzing the ECG waveform
- Define the main sinus dysrhythmias
- Sinus tachycardia, sinus bradycardia, sinus arrhythmia, and sinus arrest
- Recognize from the ECG waveform the main sinus dysrhythmias and their probable causes
- Identify the appropriate interventions for the main sinus dysrhythmias

Basic Cardiac Monitoring: Setting Up Cardiac Monitors

- Identify the purpose of bedside cardiac monitoring
- Identify bedside monitor controls and the alarm limits
- Describe seven common waveform problems, and possible interventions
- Identify the purpose of the central station monitor
- Describe how to connect the patient to telemetry equipment

Basic Cardiac Monitoring:

Understanding Fundamentals

- Define cardiac monitoring and the parts of the electrical conduction system of the heart
- State the function of the SA node and the AV node
- Define depolarization and repolarization of the myocardium
- Name the waves of the normal ECG complex and relate each ECG wave to the corresponding electrical activity of the heart
- Demonstrate a fast method of using the electrocardiogram to estimate the heart rate
- Demonstrate how to measure a P-R interval, the QRS duration, and the Q-T interval
- Demonstrate applying the electrodes to the patient for Lead II and Modified Chest Lead I

Bathing the Resident

- How to assist a resident to take a tub or shower bath
- How to bathe residents who are confined to bed

Bed Making and Comfort Measures

- Make an unoccupied bed
- Keep a resident comfortable and safe while making an occupied bed
- Give a back rub to increase circulation and comfort
- Provide perineal care

Cardiac Dysrhythmias

- Understand and evaluate the causes and symptoms of each type of cardiac dysrhythmia
- Identify the various cardiac dysrhythmias through the analysis of rhythm strips
- Administer and analyze all necessary related diagnostic procedures
- Perform appropriate interventions for various dysrhythmias, including advanced cardiac life support using ACLS algorithms, and temporary pacing

Caring for the Postpartum Patient

- List and discuss the physiological changes that occur to the postpartum patient
- List and discuss the psychological and emotional changes that can occur to the postpartum patient
- Describe and perform physical assessment of the postpartum patient
- Discuss the nurse's primary role during postpartum care
- Discuss the importance of emotional support and patient education during the postpartum phase of care

Communication Skills

- Describe the importance of listening in the communications process
- Describe the role that non-verbal communication plays in the communications process
- Describe the importance of reading and communications skills for a hospital manager
- Describe appropriate methods to give feedback and instructions to staff members

Continuous Quality Improvement In Long Term Care

- Describe the major concepts of the CQI philosophy
- Name five features of a CQI program that are essential to success
- Give examples of possible important aspects of care that a CQI team in long-term care may choose to study
- Describe some possible criteria for selecting CQI team members
- List the main steps that a CQI team will complete while studying and improving a work process

Critical and Creative Thinking: Skill Building For Use In Management Work

- Define key concepts related to critical and creative thinking
- Identify five key approaches used in critical thinking
- Identify habits or styles that affect how we think
- Identify personal tendencies used to reach decisions, by reflecting on past thinking
- Select new strategies to increase the array of ideas used to approach complex issues or problem solving
- Apply principles of critical thinking to a case study related to managing change in a leadership role

Depression and the Elderly

- List the nine primary symptoms of depression
- Describe the predisposing factors that contribute to depression
- Describe the process of setting client-focused goals
- List hope-inspiring strategies for elderly clients
- State conditions for giving anti-depressant medications to elderly clients

Developing Effective Relationships

- List and discuss the two forms of communication
- Identify the role of the sender, the message, and the receiver in all communication
- Explain communication barriers
- Demonstrate several ways to improve your communication skills
- Perform an analysis on individual abilities and traits

Heart Medications: Anatomy Review and Angina

- Identify the major components of the heart and explain their purpose/functions
- Identify three main factors that determine proper function of the heart
- Define angina and describe the causes and results of this condition
- Identify the three types of angina medications, and understand how and under what circumstances each is used

Isolation Precautions

- Define communicable disease and isolation
- Identify the isolation precaution categories and required protective wear
- Demonstrate the procedures for wearing and discarding protective gowns and gloves

Managing Behavior

- Identify five influences of behavior
- Demonstrate eleven types of behavior and their associated behavior management interventions
- Demonstrate four professional codes of conduct
- List six types of abuse and give examples of each

Managing Pain in the Elderly Adult

- Identify the different types of pain
- Discuss the reasons for and the ramifications of under treating pain
- Describe and discuss the World Health Organization's (WHO) analgesic ladder
- Discuss different pain management strategies, including adjuvant pain therapies
- Identify barriers to pain management
- Discuss the differences between drug tolerance, dependence, and addiction
- Discuss side effects of various pain medications

Normal and Abnormal Breath Sounds

- Identify the anatomic structures used to describe pulmonary assessment findings, and perform the sequential steps of a pulmonary assessment
- Differentiate normal, bronchial, and absent breath sound, and their pathophysiologic causes
- Describe the characteristics of adventitious breath sounds and their causes, including crackles, wheezes, and friction rubs

Nutrition Screening: Identifying the Hidden Signs of Nutritional Risk

- Describe the types, causes and signs of malnutrition
- Describe the common components of a nutrition screen, and assessment

Positioning and Lifting

- Demonstrate correct posture
- List the four positions used to position a resident
- List five ways to lift and/or reposition a resident

Project Management

- Define the characteristics of a good project manager
- Identify the key persons, group members and stakeholders in a project
- List the steps involved in directing a project
- Define the characteristics of an effective team

Resident Rights: The Art of Caring

- Identify the specific rights that are protected by federal and state law
- Discuss the importance of the individual resident's right to be informed both orally and in writing and when this should occur
- Describe how the right to self-determination and the rights to association and communication can be implemented
- Discuss circumstances when the right to privacy must be protected
- Identify personnel's responsibilities to insure the resident's right to freedom from abuse and restraint
- List the areas of personal care that a resident should receive to insure quality of care and dignity

Team Building Without Time Wasting

- Describe the mini-survey process and why it is important
- Explain why building accountability and follow-up into the team building process is important
- Describe why this process works

The Confused Resident: Strategies for Quality Care

- Identify the stages of Alzheimer's disease, and common events at each stage
- Identify techniques that can minimize the effects of short term memory loss
- Describe how a catastrophic reaction can be avoided for an impaired person
- Identify interventions that can assist the dementia sufferer who has loss of coordination
- List activities that will minimize wandering and ensure the safety of the wanderer
- Identify interventions that can help with depression, rummaging, and hoarding behaviors
- Explain how the diagnosis of Alzheimer's Disease is reached

Time Management

- Periodically analyze use of time and identify areas for improvement
- Maximize the use of time through a personal system that identifies and prioritizes how time is used to achieve results
- Develop and use an effective system for efficiently handling paperwork
- Develop a workable system that provides regular uninterrupted time to think and plan
- Effectively manage the tendency to procrastinate and waste time