



On-line Courseware Catalog



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Right Training
Right Place
Right Time



Annual/Required Lessons



Title and Learning Objectives	Code
<p>A Culture of Safety (Patient Safety)</p> <ul style="list-style-type: none"> • Demonstrate proactive thinking and behavior in your daily tasks as a part of our Culture of Safety • Recognize and report near misses and sentinel events 	SAFP
<p>Awareness and Reporting of Patient Abuse</p> <ul style="list-style-type: none"> • 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 	ABUS
<p>Body Mechanics – Back Injury Avoidance</p> <ul style="list-style-type: none"> • 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 	BACK
<p>Body Mechanics - Ergonomics</p> <ul style="list-style-type: none"> • Recognize signs and symptoms of musculoskeletal disorders (MSDs) • Apply proper techniques to reduce occurrences of MSDs • Report MSDs promptly 	ERGO
<p>Diversity and Discrimination</p> <ul style="list-style-type: none"> • 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 	DIVE
<p>Drug Free Workplace</p> <ul style="list-style-type: none"> • 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 	DFWP
<p>Electrical Safety</p> <ul style="list-style-type: none"> • 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 	ELEC

Annual/Required Lessons



Title and Learning Objectives	Code
<p>Managing a Terrorism Event</p> <ul style="list-style-type: none"> • 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 	TERR
<p>Environment of Care - Emergency Management</p> <ul style="list-style-type: none"> • Recognize various types of emergencies • Perform assigned duties during emergencies • Obtain required supplies and equipment 	EMER
<p>Environment of Care - Employee Safety and Hazard Recognition</p> <ul style="list-style-type: none"> • Identify and respond to safety hazards • Recognize and correct slip, trip and fall hazards • Prevent hand injuries 	SAFE
<p>Environment of Care - Fire and Life Safety Management</p> <ul style="list-style-type: none"> • Identify characteristics of a fire • Respond appropriately if a fire occurs • Operate a fire extinguisher • Recognize alarm and sprinkler systems 	FIRE
<p>Environment of Care - Hazardous Materials and Waste Management</p> <ul style="list-style-type: none"> • Identify and properly manage biomedical waste • Recognize your rights regarding chemical hazards • Extract information from a Material Safety Data Sheet (MSDS) 	HAZA
<p>Environment of Care - Medical Equipment Management</p> <ul style="list-style-type: none"> • 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 	MEDI
<p>Environment of Care - Security Management</p> <ul style="list-style-type: none"> • Respond to security guidelines and regulations • Recognize proper identification for patients, employees, and visitors • Maintain confidential patient and hospital information 	SECU

Annual/Required Lessons

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Code

Environment of Care -Utility Systems Management

UTIL

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

HIPAA Privacy Awareness

HIPA

- Apply privacy standards brought about by the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule
- Identify the medical record 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

HIPS

- 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

AIDG

- 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

AIDP

- 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 - The Basics

INFB

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

Infection Control Plan

INFP

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



Annual/Required Lessons



Title and Learning Objectives

Code

Infection Control - Personal Protective Equipment

PPRE

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

Patient Rights

RITE

- 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

Quality/Continuous Process Improvement

QUAL

- Identify the three functions within quality management
- Recognize your role in each function

Risk Management

RISK

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

Sexual Harrassment

SEXU

- 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



Title and Learning Objectives

Code

2009 JCAHO National Patient Safety Goals for Hospitals

SAF9

- Identify The Joint Commission 2009 National Patient Safety Goals for hospitals, their requirements, and the Joint Commission's expectations for the implementation of these goals

Adult Procedural Sedation

SEDA

- Prepare for procedural sedation, including completing a pre-sedation patient assessment, acquiring consent, developing an individualized plan for sedation, and performing a physical exam
- Perform procedural sedation safely and effectively, per regulatory established guidelines
- Plan for and address special patient needs and appropriately respond to emergency situations
- Monitor the patient during the post-sedation recovery period to ensure safe emergence from sedation
- Discharge the patient appropriately at the completion of the recovery period

Advance Directives

ADVD

- 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

AGES

- 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

Anaphylactic Shock

ANAP

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

Blood/Blood Products Administration

BLDA

- 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

BLDC

- 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

Clinical Lessons



Title and Learning Objectives	Code
<p>Continuum of Care/Discharge Planning</p> <ul style="list-style-type: none"> • Identify and use the resources available to you 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 	CONT
<p>Cultural Competence</p> <ul style="list-style-type: none"> • 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 	CULT
<p>Critical Thinking Skills</p> <ul style="list-style-type: none"> • Define the concept of critical thinking • Identify the common characteristics of a critical thinker 	CRIT
<p>Documentation of Medical Records</p> <ul style="list-style-type: none"> • 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 	DOCU
<p>Domestic Violence</p> <ul style="list-style-type: none"> • Recognize signs of domestic violence • Screen potential victims of domestic violence • Document domestic violence observations thoroughly • Provide referral information to victims 	DOMV
<p>Impaired Practitioners: Recognition, Prevention & Treatment</p> <ul style="list-style-type: none"> • 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 	IMPA

Clinical Lessons



Title and Learning Objectives	Code
<p>IV Push Medications</p> <ul style="list-style-type: none"> • 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 	IVMD
<p>Latex Protein Allergy - Prevention and Exposure Control</p> <ul style="list-style-type: none"> • 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 	LATX
<p>Medication Administration-Terminology-Part 1</p> <ul style="list-style-type: none"> • Explain common legal terminology used in medication administration • Practice responsible medication administration • Apply the Six Rights of Medication Administration 	MED1
<p>Medication Administration-Understanding Medical Orders-Part 2</p> <ul style="list-style-type: none"> • 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 	MED2
<p>Medication Administration-Medication Errors and Legal Aspects-Part 3</p> <ul style="list-style-type: none"> • Recognize legal considerations in medication administration • Identify and report medication errors properly • Select appropriate route and location of administration for medications 	MED3
<p>Medication Administration-Calculation of Dosage-Part 4</p> <ul style="list-style-type: none"> • Convert medical equivalents between metric, apothecary, and household systems of measurement • Calculate drug dosages prior to administration of medications 	MED4

Clinical Lessons

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Code



Nutrition Therapy

NUTR

- 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 - Understanding and Evaluating Pain

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

Pain Management - Treating Pain

PANT

- Properly treat pain in patients with differing conditions
- Clarify addiction and pseudo addiction

Post Traumatic Stress Disorder – Treating Patients

PTSP

- 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

Restraint and Seclusion - General Information

RSTG

- Use alternative measures instead of restraint
- Use the proper procedures and policies for restraint on patients admitted to your facility

Restraint Procedures

RSTP

- Use alternative measures instead of restraint
- Use the proper procedures and policies for restraint on patients admitted to your facility
- Respond appropriately to the code requiring use of restraint
- Document use of restraint correctly

Suicide Awareness and Prevention

SUIC

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

Clinical Lessons

Title and Learning Objectives

Code



Using Restraints

RSTU

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

Spiritual Care

SPIR

- Listen actively for clues to patients' spiritual preferences, being 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

Tuberculosis Awareness

TBAH

- 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

TBTR

- List symptoms and conditions that predict infectious TB disease
- Name three precautions that should be instituted for patients suspected of having TB
- Understand our 3-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

Clinical Continuing Education Lessons

Title and Learning Objectives

Code



A Comprehensive Geriatric Assessment (1 hr)

GERI

- 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

Airway Care: Tracheostomy Care, Tube Change, and Artificial Airway Cuff Management (1 hr)

AIRW

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

Antipsychotic Agents (1 hr)

PSYC

- 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

Assessment of Respiratory Distress in the Pediatric Patient (1 hr)

RESP

- 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

Clinical Continuing Education Lessons

Title and Learning Objectives

Code



Caring For the Stoma, Caring for the Patient: Enterostomal Nursing (2 hrs)

STMA

- 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

Diabetes in Clinical Practice (1 hr)

DIAB

- 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

Electronic Fetal Monitoring (1 hr)

FETL

- 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

Lifting Safety to Prevent Injury (1 hr)

LIFT

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

Clinical Continuing Education Lessons

Title and Learning Objectives

Code



Medicating Children - Preventing Medication Errors and General Consideration (1hr)

MEDC

- 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

Multidrug Resistant Pathogens (2 hrs)

MDRP

- 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 (1hr)

INTU

- 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 (2 hrs)

NURS

- Describe nursing negligence and the common forms of nursing negligence
- List the four components of nursing negligence
- Explain an exception report and why it is 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

Preventing Falls – Keeping Patients Safe (1hr)

FALS

- 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

Clinical Continuing Education Lessons

Title and Learning Objectives

Code



Preventing Medication Errors:

A Prescription for Patient Safety (1.5 hrs)

RXER

- 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 (2 hrs)

ULCR

- 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 (1hr)

PHYS

- 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

Recognizing and Reporting Child Abuse and Neglect (1 hr)

CHAB

- 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

Surgical Skin Prep (1hr)

SKIN

- 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

Clinical Continuing Education Lessons

Title and Learning Objectives

Code



Wound Care – Nursing Interventions (0.5 hr)

WCRN

- 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 – Normal and Impaired Healing (0.5 hr)

WCHL

- 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: Phases of Healing and Types of Wounds (0.25 hr)

WCPH

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

Courseware for Physicians

Title and Learning Objectives

Code



Defensible Documentation

DDOC

- 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

Emergency Management Planning

EMGT

- 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

Hepatitis C

HEPC

- Recognize individuals at risk for Hepatitis C infection and properly screen them for the disease
- Understand the different diagnostics tests available to establish the diagnosis of Hepatitis C infection and how to use each test in different clinical situations
- Properly assess patients with Hepatitis C infection, establish severity of disease and discuss prognosis of the disease with the patient
- Discuss the current treatment of Hepatitis C, including its indications, contraindications, toxicity and clinical application

Informed Consent: A Communication Process

INFC

- 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

Risk Management: Protecting Patients, Protecting Your Practice

RSKM

- Explain the current trends in patient safety and health care risks
- Define the terms used in claims management
- Define the purpose of an incident report
- List actions that can reduce the risk of being involved in a lawsuit
- Define the actions to take when named in a lawsuit
- Describe the roles of the risk manager

Customer Service, HR and Other Lessons

Title and Learning Objectives

Code



Creating Effective Workplace Relationships

RELA

- 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 negative consequences of inappropriate relationships at work
- Use the available resources for help if you are in a risky or compromising situation

Customer Service – Basic Principles

CUSB

- 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

CUSC

- 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 – Responding to the Difficult Patient

CUSD

- 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 – Proactive Behavior at Work

CUSP

- 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 – Telephone Etiquette

TELE

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

Customer Service, HR and Other Lessons

Title and Learning Objectives

Code



Ethical Business Practices - Doing the Right Thing

ETHI

- 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 employees can be of assistance in meeting your facility's standards and policies regarding proper conduct, ethical behavior, honesty and integrity

Patient Training - Effective Healthcare Instruction

EDUP

- 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

Performance Based Interviewing – The Basics

INTB

- 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

INTI

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

Population Health

POPH

- Explain the importance of population health improvement
- Recognize the six Critical Success Factors of population health improvement
- Identify ways to keep the greatest number of people healthy in the most cost efficient way

Workplace Violence - Prevention and Management

DISR

- 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

Customer Service, HR and Other Lessons

Title and Learning Objectives

Code



Workers' Compensation

WORK

- 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

VA/DoD Courseware

Title, Learning Objectives and Topics

Code

Army's Sexual Assault Prevention and Response

SEXR

- Describe and discuss Army's Sexual Assault Policy
- Define commonly-used sexual assault terms
- Identify trends in sexual assault
- Identify types of sexual assaults; influencing factors; effects of sexual assault on the victim, the alleged perpetrator; and the unit; and techniques used to prevent the occurrence of sexual assaults
- Describe Army values
- Identify rights of victim and alleged perpetrator
- Identify Soldier's responsibilities within the Army's Sexual Assault Prevention and Response Program
- Identify procedures for timely reporting of sexual assault
- Identify resources for victims of sexual assault
- Identify techniques used to prevent sexual assault

Command, Control, Communications and Intelligence

C31

- Recognize facts about Command, Control, Communications, and Intelligence
- Demonstrate your understanding of the importance of upward, downward and lateral information flow
- List the forms of communication important at our Medical Treatment Facility
- Recognize and state the various recall procedures by which military members are recalled to work
- List the 4 factors that affect the quality of intelligence data and information

Geneva Conventions

GENE

- Identify provisions which pertain to medical personnel under the Geneva Conventions
- Discuss the history of the Geneva Conventions
- Recognize emblems and markings to protect medical resources, including personnel, facilities, and vehicles

Laws of Armed Conflict

LOAC

- Recognize the facts regarding the background of the Code of Conduct
- List the basic description and application for each of the six articles
- Recognize the special provisions for medical personnel & chaplains
- Differentiate between those considered "Retained Personnel" and POWs
- Communicate to the enemy only information required when questioned



VA/DoD Courseware

Title and Learning Objectives

Code



Nuclear, Biological and Chemical (NBC) Defense

NBCD

- Define Nuclear, Biological and Chemical warfare
- Recognize the effects of these types of unconventional warfare 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 surviving attacks and treating casualties

Orientation to Medical Readiness

OTMR

- Recognize our primary military medical mission
- Identify our number one priority
- Differentiate plans for wartime and peace
- Distinguish alarm conditions

USAF Medical Service Mission

MISS

- Demonstrate your understanding of the Air Force Medical Service Mission
- Describe the four echelons of care and the treatment they provide
- Name the channels of distribution within the Air Force Blood Distribution Program
- Recognize and state the Air Force evacuation policy and procedures

Depleted Uranium General Awareness

URAN

- Respond safely and effectively to depleted uranium (DU) on the battlefield
- Describe special cases when additional protective measures are necessary in order to keep exposures below US safety standards and as low as reasonably achievable.
- Initiate additional protective measures

Occupational Health

OCCU

- Describe the role of the Occupational Health Department at Moncrief Army Community Hospital
- Identify which personnel must have medical clearance and fit-testing of an appropriate respirator in order to work with patients suspected to have TB
- Differentiate between civilian and military personnel requirements for reporting and responding to work-related injuries

Operations Security

OPSEC

- Recognize OPSEC as a "mindset" and a way of thinking about security
- Identify the types of adversaries that may pose a threat to the mission of the organization
- Maintain the security of critical information

VA/DoD Courseware

Title and Learning Objectives

Code



Subversion and Espionage Directed Against the Army

SEDA

- Define subversion and espionage
- Recognize the possible threat of Foreign Intelligence Services and how they operate
- Recognize the indicators of people who may be committing espionage
- Discuss recent cases of spying
- Make decisions on what to do if approached
- Recognize the reporting requirements and how to report an incident

Veteran as Patient

VETE

- Identify Veterans' special needs
- Conduct a medical interview recognizing the often-unique medical problems/complaints of the veteran patient
- Use verbal and non-verbal communication factors effectively in your interactions
- Involve veteran patients and family members in patient's healthcare plan
- Respond to other areas of emphasis appropriately

Women Veterans Programs

WOMN

- Communicate services and resources available to women veterans
- Sensitively screen veterans for the potential of sexual trauma
- Recognize military sexual trauma and PTSD symptoms
- Direct eligible women veterans to appropriate services and resources

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