

**Advanced Training Initiative
2020/21 Training Programs Offered by LeadingAge New York/FLTC**

LeadingAge NY/FLTC will be offering the following Advanced Training Initiative (ATI) training programs remotely/in-person for the 2020-21 cycle:

1. Integrating Infection Control and Resident Monitoring (New)(Offered exclusively by LeadingAge NY/FLTC)

Program description/goals: This program will assist nursing homes in developing and sustaining infection control competencies to improve the quality of life and quality of care their residents receive. The information learned will provide staff with the resources needed to set up systems and establish policies and procedures to improve the process of assessing/monitoring residents' conditions with the ultimate goal of decreasing unnecessary hospital use. The program will also provide guidance to the entire Interdisciplinary Team on its role in identifying changes in resident condition and monitoring caregiver compliance with infection control policies/procedures.

Suggested participants: Training should include CNAs, nurses, therapies, food service, environmental services, recreation, social work, admissions, facility managers and any other Interdisciplinary Team members (up to 20 participants).

Numbers of sessions, hours and estimated costs: Program will consist of up to 5 days of training (45-60 minute sessions) as well as optional mentoring and technical assistance with policy and procedure development and or review. Estimated total cost of \$7,400 plus any applicable travel expenses for trainer(s).

2. Trauma-informed Care and Recognizing Changes in Residents (New)(Offered exclusively by LeadingAge NY/FLTC)

Program description/goals: According to the federal Substance Abuse and Mental Health Services Administration (SAMHSA), an estimated 55-90 percent of individuals experience at least one traumatic event in their lives. For many individuals, the COVID-19 pandemic has either resulted in significant trauma or in re-traumatization. SAMHSA emphasizes that older adults may be a particularly vulnerable population, especially during disasters and emergency situations. Chronic conditions that exist prior to a disaster can be exacerbated, and regular treatment or services can be interrupted. Older adults may have other physical limitations such as impaired mobility and loss of hearing that can put them at risk. We are often quick to recognize physical changes in a resident and respond accordingly but sometimes mental and emotional changes may not be as apparent. This training will focus on helping direct care staff understand the impact of trauma, recognize changes in behavior or routine that might indicate difficulties in coping, and what actions staff might take to support residents during a crisis.

Suggested participants: Direct care staff (8 participants per session).

Numbers of sessions, hours and estimated costs: Program will consist of up to 4 days of training. Sessions are 1 – 1 ½ hours in length and are interactive in nature. Estimated total cost of \$5,920 plus any applicable travel expenses for trainer(s).

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3. Growing Strong Roots (Offered exclusively by LeadingAge NY/FLTC)

Program description/goals: Growing Strong Roots creates an effective, replicable, and sustainable peer-mentoring program for the new CNA that encourages both retention and commitment to explicit values of long-term care. The goals of the program are to:

- Improve retention rate;
- Refocus the orientation process to concentrate on demonstrating exemplary caregiving in actual practice;
- Reinforce critical skills and behaviors;
- Teach a culture of caring;
- Support new staff to become part of the team; and
- Provide recognition and a potential career ladder for experienced nurse aides.

Suggested participants: Certified and nursing assistants, nursing supervisors (up to 20 participants).

Numbers of sessions, hours and estimated costs: Training consists of Introductory session for key leadership staff (2 hours); full-day session for selected CNA mentors (6 hours); instructional session for supervisors of the mentoring and new CNAs (2 hours); and three (3) additional booster sessions for the mentoring staff to review key strategies (2 hours each). Total of 6 educational sessions. Estimated total cost of \$4,855 plus any applicable travel expenses for trainer(s).

4. NYSDOH Electronic Dementia Guide for Excellence

Program description/goals: EDGE is a quality improvement tool that seeks to improve the process of caring for residents with dementia in long term care by teaching *all persons who deal with the resident* how to support the resident's attempts to obtain the highest quality of life possible. Using the Internet as a mode of access and distribution, EDGE works by giving staff members in dementia care settings the tools they need to help them provide quality care. The program offers guidance to identify and implement interventions that specifically address care and communication challenges faced in dementia care.

Suggested participants: Training should include all CNAs, licensed nurses, interdisciplinary team members and key administrative staff. Because EDGE is appropriate for all staff in the nursing home, the training can be scaled to include any additional staff the home elects to include (i.e., no limit on number of participants).

Numbers of sessions, hours and estimated costs: Training consists of seven sessions offered (30-60 minute sessions), plus mentoring, technical assistance, and additional training on implementation and quality oversight of the program. Total of up to 7 training sessions. Estimated total cost of \$10,360 plus any applicable travel expenses for trainer(s).

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5. Pathways to Leadership: Peer Mentoring for Long Term Care Nurses (Offered exclusively by LeadingAge NY/FLTC)

Program description/goals: Pathways to Leadership is designed to enable facilities to enhance residents' quality of care and quality of life by improving the preparation and retention of long-term-care nurses.

The goals of the program are as follows:

- Improve care by improving management, leadership and communication skills, especially as they relate to dementia care;
- Teach positive skills related to managing in a LTC unit;
- Improve retention of nursing staff;
- Create a caring community between staff and residents; and
- Sustain the intervention.

Suggested participants: Licensed nursing staff (up to 20 participants).

Numbers of sessions, hours and estimated costs: Training consists of an introductory session for the administrative team (up to 4 hours); orientation session for supervisors (1-2 hours); two full-day (6 hours) training; and two half-day (up to 4 hours) booster sessions for charge nurse mentors. Total of 6 training sessions. Estimated total cost of \$7,400 plus any applicable travel expenses for trainer(s).

6. Teaching and Encouraging Pain Management in Long Term Care (Offered exclusively by LeadingAge NY/FLTC)

Program description/goals: Unrelieved pain takes a toll on residents, and can result in functional decline, complications of immobility, skin breakdown, infections and subsequent hospitalization. Not only can pain affect a resident's health and safety, it can also significantly affect his/her quality of life. Pain has a strong correlation with depression, diminished self-confidence and self-esteem, and increases the frequency of behavioral problems particularly for those residents with cognitive impairments.

This training will include separate, and distinct education for nurses, CNAs and members of the Interdisciplinary Team. Participants in the program will learn the importance of implementing resident specific non-pharmacologic interventions. One of the educational sessions will focus on the identification of pain in the cognitively impaired resident.

Learning objectives include:

- Advance skills to improve the pain interview and reporting process including observation
- Improve techniques to help caregivers find and report pain in the cognitively impaired residents
- Acquire accurate data to monitor the effectiveness of pain management
- Create competency and expertise among direct care staff related to pain surveillance

Suggested participants: Training should include all CNAs, licensed nurses, nursing administration, members of the Interdisciplinary Team and physicians (30-50 participants).

Numbers of sessions, hours and estimated costs: Training consists of up to 5 days offered (30-60 minute sessions), plus mentoring, technical assistance, and additional training on implementation and quality

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oversight of the program. Total of up to 5 training days. Estimated total cost of \$7,400 plus any applicable travel expenses for trainer(s).

7. Care Process for Residents with Dementia and Other Special Needs (Offered exclusively by LeadingAge NY/FLTC)

Program description/goals: This behavioral health program is designed to assist long term care facilities in the development of systems and programs to support and participate in the mission of the National Partnership to Improve Dementia Care in Nursing Homes. The goal of this Partnership is to optimize the quality of life and function of residents in America's nursing homes by improving approaches to meeting the health, psychosocial and behavioral health needs of all residents, especially those with dementia.

Through this education and training program, facilities will gain the information and resources needed to create systems to facilitate rapid and focused recognition and response to psychosocial and behavioral health needs in the following ways:

- Communicating behavioral management or mental/psychosocial interventions that should be carried out between disciplines and to direct care staff timely and consistently;
- Reviewing behavior and/or mental/psychosocial symptoms and the roles various disciplines play in the management of behavioral and/or mental/psychosocial symptoms on an ongoing basis;
- Communicating what, when, and to whom to report indications of behavioral, mental and/or emotional status changes to all caregivers; and
- Monitoring implementation of the care plan, effectiveness of interventions, and any changes in symptoms that have occurred over time on an ongoing basis.

Suggested participants: Training should include all CNAs, licensed nurses, Interdisciplinary Team members and key administrative staff (up to 30 participants).

Numbers of sessions, hours and estimated costs: Training consists of two consecutive full day sessions, followed by a third full-day session a couple weeks later. Total of 3 training sessions. Estimated total cost of \$4,440 plus any applicable travel expenses for trainer(s).

8. DISC Training: Building Collaborative Caring Teams (Offered exclusively by LeadingAge NY/FLTC)

Program description/goals: It can be difficult to build collaborative teams that can work effectively and engage in open and honest dialogue, when each staff person brings a unique workstyle to how they approach work, what motivates them, and how they communicate with other team members. To provide exceptional customer service to residents and families, it is critical that staff understand *why* people communicate in a certain way to help minimize conflict, build consensus, and make the best decisions concerning resident care.

This is particularly important when staff are called upon to work together to routinely observe and address changes in a resident's condition that can result in adverse events such as avoidable hospital and emergency department use. When staff respect and understand the variety of perspectives from all team members, a better outcome for care and support can be realized and declines in resident condition and unnecessary hospital use can often be avoided.

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This interactive session provides a customized tool for each staff person to understand their own workstyle and understand the similarities and differences in others' workstyles. The DISC (Dominance, Influence, Steadiness, Conscientiousness) assessment is comprised of a series of questions that produce a detailed report on the factors affecting individual workstyles and provide strategies to work more effectively with other workstyles. The DISC program and associated training provides insight and workable strategies to:

- Reduce Conflict
- Increase Productivity
- Foster Self-Awareness
- Improve Communication
- Enhance Team Performance
- Appreciate Different Workstyles
- Aid in the Adaptation of Other Styles
- Increase Management Effectiveness

Suggested participants: Nursing home staff including CNAs, nurses, therapies, food service, environmental services, recreation, social work, admissions/marketing and facility leaders and managers (up to 20 participants).

Numbers of sessions, hours and estimated costs: An introductory teleconference provides a program overview (60 minutes). Off-site data collection of assessments is used for implementation and analysis, with an individual workplace profile survey completed by each participant. Facilitated debriefing training is used to review results of individualized workplace profiles (2 hours). A booster session is provided to discuss tips/strategies for reinforcing DISC concepts (60 minutes). Estimated total cost of \$3,200 plus any applicable travel expenses for trainer(s).