

Annual Mandatory Training (KnowledgeQ) Course Descriptions

Course Title	Course Description	Learning Objectives
<p>Active Shooter Response in Healthcare Settings - An HCCS Regulatory Course</p>	<p>Healthcare facilities are entrusted with providing safe and secure environments for their patients, staff, and visitors.</p> <p>Each facility is responsible for developing its own plan of action to address issues that may threaten the safety of its occupants.</p> <p>Among these safety issues is the threat of an active shooter in the healthcare facility.</p> <p>Although this issue is not a common occurrence, it could occur anywhere, with little or no warning.</p> <p>Having a plan of action could make the difference in what could be a life or death situation.</p> <p>This course will:</p> <ul style="list-style-type: none"> • Define the term “active shooter event.” • Discuss the challenges and ethical considerations of the healthcare professional when faced with an active shooter event. • Provide basic elements for healthcare facilities to consider in development of their own plan of action should they be faced with an active shooter event. 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> • Discuss the meaning of an active shooter event. • Recognize the challenges faced in healthcare settings. • Discuss the ethical considerations in healthcare settings. • Recognize indicators of potential violence. • Discuss the importance of following the organization’s response plan. • List courses of action.

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<p>Advance Directives - An HCCS Regulatory Course</p>	<p>Patients have the right to make decisions about their care. They have this right under the United States Constitution. They keep this right even when they are no longer able to communicate their decisions.</p> <p>An advance directive is a legal document that helps protect this right.</p> <p>This course will help you: •Protect patient rights related to advance directives. •Remain compliant with accrediting agency standards on advance directives.</p> <p>You will learn about: •Types of advance directives •When and how advance directives take effect •Your role in making sure that advance directives work</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> • List key features of advance directives that help to ensure a patient's care decisions are known. • Identify two types of advance directives that help to ensure a patient's care decisions are known. • Distinguish between advance directives and advance orders that can be used to ensure a patient's care decisions are known. • Identify the nurse's role in encouraging the use of advance directives to improve patient care.
<p>Back Safety - An HCCS Regulatory Course</p>	<p>Healthcare is a high-risk industry for back pain and injury.</p> <p>Nursing aides, orderlies, and attendants are at highest risk. According to the Bureau of Labor Statistics (BLS), these workers have more back injuries than any other healthcare occupation.</p> <p>This course will teach you: •How back injury occurs •The basic structure and function of the spine •How to properly use the back and spine during sleeping, sitting, standing, and lifting •How to reduce your risk of back injury</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Describe the occurrence of back pain and injury among workers in the United States •Identify risk factors for back injury •Describe basic spinal anatomy and physiology •Discuss safe operation of the spine during sleeping, sitting, standing, and lifting •Differentiate between lifting an object and moving a patient •Describe safe practices for handling patients •Discuss the importance of proper posture and regular exercise for back health

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<p>Confined Space Entry - An HCCS Regulatory Course</p>	<p>Employees who work in confined spaces are at risk for:</p> <ul style="list-style-type: none"> • Injury • Illness • Death <p>OSHA has regulations that help protect workers from these risks.</p> <p>This course will teach you what you need to know to: •Be compliant with OSHA rules on confined spaces •Keep yourself safe when working in a confined space</p> <p>You will learn about:</p> <ul style="list-style-type: none"> • The definition of a confined space • The possible hazards of confined spaces • OSHA’s rules for confined spaces 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> • Define “confined space” and “permit-required confined space” • List the hazards of confined spaces • Identify the duties of different employees related to confined spaces • Recognize the features of a confined space permit program

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<p>Control of Hazardous Energy: Lockout/Tagout - An HCCS Regulatory Course</p>	<p>Using equipment in any setting requires the use of energy. Unfortunately, energy can be hazardous if it is not controlled. Uncontrolled electrical energy, for example, can cause shock or electrocution.</p> <p>The U.S. Occupational Safety and Health Administration (OSHA) has regulations that help protect workers from the risk of uncontrolled energy.</p> <p>This course will provide you with information to:</p> <ul style="list-style-type: none"> •Be compliant with OSHA's rules on hazardous energy •Keep yourself and your co-workers safe when work is being performed on equipment that uses hazardous energy <p>You will learn about:</p> <ul style="list-style-type: none"> •Energy-control procedures •Lockout/tagout devices •How these procedures and devices are used 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ List the steps of an energy-control procedure. ▪ Define lockout and tagout, including when each is used. ▪ List the required features of lockout and tagout devices. ▪ Recall the training requirements for authorized, affected, and other employees.

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<p>Cultural Competence: Background and Benefits - An HCCS Regulatory Course</p>	<p>The United States is culturally diverse:</p> <ul style="list-style-type: none"> • Nearly 40 million Americans were born outside of the United States. • Fifty-five million Americans do not speak English at home. • At least 350 different languages are spoken in the United States. <p>Healthcare providers will see patients from many backgrounds. Learning about how to give culturally competent care will allow you to:</p> <ul style="list-style-type: none"> • Optimize your care for <i>all</i> patients • Maintain compliance with laws and recommendations <p>This is the first course in a two-part series on cultural competence.</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ Describe the clinical outcomes associated with cultural competence in a healthcare setting ▪ Cite the clinical outcomes associated with a lack of cultural competence in a healthcare setting ▪ Identify laws and recommendations about cultural competence in a healthcare setting ▪ Define key terms related to cultural competence in a healthcare setting ▪ Identify characteristics of selected cultural groups that may be encountered in a healthcare setting

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<p>Cultural Competence: Providing Culturally Competent Care - An HCCS Regulatory Course</p>	<p>In the healthcare setting, cultural competence refers to the ability to provide appropriate and effective care to members of various cultural groups.</p> <p>This ability rests on a set of</p> <ul style="list-style-type: none"> • Attitudes • Skills • Policies • Practices <p>It is important for providers and organizations to understand and communicate with their patients on an in-depth level.</p> <p>Providing culturally competent care will allow you to:</p> <ul style="list-style-type: none"> • Provide optimal care for all patients • Maintain compliance with laws and recommendations <p>This is the second course in a series. To get the most out of this course, you should have a working knowledge of the information presented in Part 1 (Cultural Competence: Background and Benefits).</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ Identify the assumptions you make about patients from different culture groups ▪ Identify guidelines and best practices for improving the quality of your interactions with cross-cultural patients ▪ Define the components and overall goal of a cross-cultural patient assessment ▪ Cite how the use of the acronym ADHERE helps to improve patient compliance with treatment recommendations in a clinical setting

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<p>Customer Service - An HCCS Regulatory Course</p>	<p>Patients today have both high standards and many healthcare options. To attract and retain patients, providers and facilities must stand out from the competition.</p> <p>Providing excellent customer service is one way to stand out from the crowd.</p> <p>This course will help you improve your customer service skills.</p> <p>You will learn: •The benefits of giving excellent customer service •Methods for delighting your customers •Methods for handling customer complaints</p>	<p>After completing this customer service course, you should be able to:</p> <ul style="list-style-type: none"> •Define customer service •Distinguish poor, good, and excellent customer service •Explain methods for delighting customers •Identify methods for handling customer complaints
<p>Developmentally Appropriate Care of the Adult Patient - An HCCS Regulatory Course</p>	<p>Healthcare professionals should be committed to providing quality patient care. In order to do so, they must understand a patient’s age-specific:</p> <ul style="list-style-type: none"> • Characteristics • Needs • Challenges <p>Understanding these features will allow you to better meet your patient’s needs.</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ Define the term “competency” ▪ Differentiate the needs, characteristics, and health care practices for the young, middle, and older adult as they relate to clinical care. ▪ Explain how age-specific competencies are acquired and assessed in a clinical setting.

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<p>Developmentally Appropriate Care of the Pediatric Patient - An HCCS Regulatory Course</p>	<p>Healthcare professionals are committed to providing quality patient care. To do so, they must understand a patient's age-specific:</p> <ul style="list-style-type: none"> • Characteristics • Needs • Challenges <p>This will allow you to better meet your patient's needs.</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ Define the term "competency" ▪ Differentiate needs, characteristics, and related healthcare practices for the: <ol style="list-style-type: none"> 1. Infant 2. Toddler 3. Preschooler 4. Schoolchild 5. Adolescent ▪ Describe how age-specific competencies are acquired and assessed
<p>Diversity in the Workplace - An HCCS Regulatory Course</p>	<p>Today's workforce is more complex than ever before.</p> <p>There are more: •Women •Cultural minorities •Aging employees</p> <p>To benefit from the diversity present in our workplace, we must learn to accept, value, and manage it.</p> <p>This course will teach: •The significance of diversity in the workplace •The goals and parts of diversity programs •How you can support and value diversity</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Define diversity •Explain the benefits of valuing workplace diversity •Discuss the legal aspects of diversity •List the goals and parts of a diversity program •Discuss your role in managing workplace diversity

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<p>Electrical Safety - An HCCS Regulatory Course</p>	<p>Most equipment in the healthcare setting is electric. For example, electrocardiogram (ECG) machines, bedside monitors, anesthesia machines, ventilators, and incubators all run on electricity.</p> <p>Patients and staff are often in contact with these devices. Therefore, electric shock is always a risk in the healthcare setting.</p> <p>This course will teach you:</p> <ul style="list-style-type: none"> • The basics of electricity • How and why electric shock occurs • How to identify and report electrical hazards • How to prevent electrical accidents 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> • Discuss the basic principles of electricity • List potential electrical injuries • List factors that increase the risk for an electrical injury • List what to look for during an equipment check • Discuss best practices for proper maintenance of electrical equipment • Discuss best practices for the safe use of electrical equipment
<p>Emergency Preparedness - An HCCS Regulatory Course</p>	<p>Emergencies happen almost every day. Some emergencies are large and obvious, while others may be relatively minor. Healthcare organizations must be able to respond effectively to all emergencies</p> <p>This course will give you information about how to respond to emergencies.</p> <p>You will learn about:</p> <ul style="list-style-type: none"> • Why healthcare organizations need to be prepared for emergencies • Types of disasters • How an emergency response plan helps your facility respond to emergencies <p>The National Incident Management System (NIMS)</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ Identify concepts relevant to responding to a disaster ▪ List different types of disaster events ▪ Identify the parts of an emergency operations plan ▪ Define NIMS, as well as key components of NIMS

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<p>End-of-Life Care - An HCCS Regulatory Course</p>	<p>With the anticipation of death comes anxiety, sadness, loneliness, anger, guilt, and other emotional responses. This anticipatory grieving is experienced by both the patient and the family.</p> <p>Dying patients require support for physical, psychosocial, emotional, and spiritual needs as they prepare for death. They often fear that they will die suffering, in pain, alone, and abandoned by their caregivers.</p> <p>Developing competence and striving for excellence in end-of-life care will help you:</p> <ul style="list-style-type: none"> •Help patients have a “good death” •Calm the fears of dying patients •Support the patient’s family <p>This course will help you learn important elements of excellent end-of-life care.</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Describe end-of-life care •Differentiate palliative care and hospice care as they relate to patients in an acute care setting. •Apply discussed methods of providing quality care to a patient at the end of life in an acute care setting. •Discuss common ethical and legal issues related to end-of-life care in an acute care setting.
<p>Ergonomics - An HCCS Regulatory Course</p>	<p>This course will teach you how to avoid work-related repetitive stress injury to your: •Wrists •Arms •Back</p> <p>•Other at-risk areas of your body</p> <p>You will learn: •Risk factors for injury •How good ergonomics can protect against injury</p>	<p>After completing this course on ergonomics, you should be able to:</p> <ul style="list-style-type: none"> •Define ergonomics •Identify common types of musculoskeletal disorders (MSDs), including their causes, symptoms, and risk factors •Discuss ergonomic strategies for preventing MSDs •List healthy habits for preventing work-related injury

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<p>Fire Safety - An HCCS Regulatory Course</p>	<p>Patients are often too sick to protect themselves from harm. This means that fires in healthcare facilities can be especially dangerous.</p> <p>Healthcare workers must be able to identify fire risks to prevent fires. They must also know what to do if a fire does occur.</p> <p>This course will teach you:</p> <ul style="list-style-type: none"> • How to identify fire risks and prevent fires • How to respond to a fire emergency • How accrediting agencies and the Centers for Medicare and Medicaid Services (CMS) expect accredited facilities to handle fire safety 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> • Identify sources of fuel, oxygen, and heat in the healthcare setting • Describe the healthcare worker's role in fire prevention and facility safety • Discuss how to respond appropriately to a fire • List guidelines for patient evacuation
<p>General Safety - An HCCS Regulatory Course</p>	<p>Healthcare facilities have many hazards. If safeguards are not put in place, these hazards can lead to:</p> <ul style="list-style-type: none"> ▪ Injury ▪ Lawsuits ▪ Poor regulatory reviews <p>On the other hand, staff commitment to safety policies and procedures can help:</p> <ul style="list-style-type: none"> ▪ Minimize hazards. ▪ Maximize safety. <p>This course will teach you:</p> <ul style="list-style-type: none"> ▪ How to identify and define different types of hazards. ▪ How to identify hospital staff at risk for exposure to each hazard. ▪ How to safeguard against different types of hazards. 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ Define different types of hazards. ▪ List examples of each type of hazard. ▪ Identify the hospital personnel at high risk for exposure to each type of hazard. ▪ Recognize factors that contribute to certain hospital hazards. ▪ Recognize how to guard against different hazards in the healthcare setting.

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<p>Hand Hygiene - An HCCS Regulatory Course</p>	<p>According to the Centers for Disease Control and Prevention (CDC), proper hand hygiene is the single most important way to stop the spread of infection. Unfortunately, compliance with handwashing guidelines is often poor.</p> <p>This course will teach you how to do your part in:</p> <ul style="list-style-type: none"> •Promoting proper hand hygiene •Helping to prevent the spread of infection in your facility <p>You will learn about:</p> <ul style="list-style-type: none"> •Early and current hand hygiene guidelines •Why hand hygiene is so important •How to keep your hands as clean and as germ-free as possible 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •List current guidelines for hand hygiene. •Explain why hand hygiene in the healthcare setting is important to control the spread of infection. •Discuss best practices for hand hygiene to control the spread of infection and improve patient outcomes.
<p>Hazard Communication - An HCCS Regulatory Course</p>	<p>Under its Hazard Communication Standard (HCS), the Occupational Safety and Health Administration (OSHA) requires all employers to develop written hazard communication programs.</p> <p>The primary goal of the HCS is to ensure the safety of employees who work with hazardous materials.</p> <p>To keep safe at work: •Learn about hazardous materials and how they can hurt you •Identify your potential for exposure and recognize signs of overexposure •Learn how to safeguard against exposure</p> <p>This course will give you the information you need to keep safe when working with hazardous materials.</p>	<p>After completing this course, you should be able to:</p> <p>Define hazardous materials, including a description of why certain materials are hazardous to healthcare workers.</p> <p>Describe the components of a safety data sheet (SDS).</p> <p>Explain the requirements for and how to interpret a chemical container label that will help ensure healthcare worker safety.</p> <p>Discuss the importance of using personal protective equipment that can assist in improving healthcare worker safety.</p>

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<p>Identifying and Assessing Victims of Abuse and Neglect - An HCCS Regulatory Course</p>	<p>Physical, emotional, and sexual abuse can leave lasting scars. Victims of abuse can become abusers. Identifying abuse can break the cycle of violence.</p> <p>This course will provide you with the information needed to identify victims of abuse and neglect.</p> <p>This will allow you to: •Improve public health •Improve patient care</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Identify the different types of abuse and neglect. •Describe abuse/neglect-screening procedures. •List topics that should be included in healthcare staff training. •Discuss the key elements of an abuse assessment. •Identify when reporting abuse/neglect is legally mandated.

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<p>Identifying and Assessing Victims of Child Abuse and Neglect - An HCCS Regulatory Course</p>	<p>Child maltreatment is a serious problem in the United States:</p> <ul style="list-style-type: none"> •Over 676,000 children are abused each year. •1,750 children die from abuse and neglect. <p>In 2016, professionals in education, law enforcement, and social services represented the highest number of reporters of maltreatment. Healthcare providers did not contribute significantly to the reporting.</p> <p>Healthcare providers typically come into contact with children during emergency situations. These are opportunities—sometimes the only opportunity—for a trained reporter to observe the abuser and the abused together, to examine the child, and to facilitate immediate investigation to potentially end the child’s suffering.</p> <p>Recognizing, identifying, and reporting possible maltreatment is a legal obligation. Familiarize yourself with your facility’s policy and procedures and state laws for managing suspected abuse, so that you can be prepared, should you encounter maltreatment of a child.</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Define the types of abuse and recognize signs and symptoms of child maltreatment •Describe methods for identifying victims •Identify steps in the process of assessing a victim •Discuss the importance of laws governing child abuse reporting

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<p>Identifying and Assessing Victims of Domestic Abuse - An HCCS Regulatory Course</p>	<p>This course will discuss domestic abuse, and will provide you with the information you need to:</p> <ul style="list-style-type: none"> •Identify victims •Assess victims •Refer victims to other resources •Report victims of this form of abuse <p>By doing so, you can:</p> <ul style="list-style-type: none"> •Maintain compliance with Medicare Conditions of Participation (COPs) and with Centers for Disease Control and Prevention (CDC) and Joint Commission standards •Improve public health •Improve your facility’s quality of patient care 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ List the effects of domestic abuse on the victim and children as it relates to the provision of care. ▪ Cite the methods for assessing victims of domestic abuse in a clinical setting. ▪ Identify the importance of assessing and reporting domestic abuse as a healthcare provider.
<p>Identifying and Assessing Victims of Domestic Abuse (CE) - An HCCS Regulatory Course</p>	<p>Domestic abuse occurs between two people in a close, intimate relationship. It is a public health concern in the United States. Each year 4.8 million women experience intimate partner related physical assault or rape, 2.9 million men experience intimate partner related physical assault and over 1,500 women (75%) and men (25%) die as a result of domestic violence. In Florida alone, there were 114,759 reported domestic violence offenses and 86 murders in 2009. Understanding abusive relationships will help you to see domestic abuse as a public health threat and identify and care for victims of abuse. This course will discuss domestic abuse, and will provide you with the information you need to identify victims, assess victims, refer victims to other resources, and report victims of this form of abuse.</p>	<p>After completing this continuing nursing education activity, registered nurses will be able to identify, assess, and provide help/resources to patients who may be victims of domestic abuse. Specifically, they will be able to: (a) list the effects of domestic abuse on the victim and children as it relates to the provision of care; (b) cite the methods for assessing victims of domestic abuse in a clinical setting; and (d) identify the importance of assessing and reporting domestic abuse as a healthcare provider.</p>

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<p>Identifying and Assessing Victims of Elder Abuse and Neglect - An HCCS Regulatory Course</p>	<p>Elder maltreatment is a serious problem in the United States: •Between one and 2 million older Americans (over age 65) are estimated to be victims of abuse each year. •Only about 20% of cases are reported. •Over 90% of the abusers are family members. •50% of nursing home staff admit to physical violence, mental abuse, or neglect of older patients. •Abused elders have a 300% higher risk of death when compared to those who have not been mistreated.</p> <p>In this course, you will learn how to identify, assess, refer, and report victims of elder abuse and neglect. Ultimately the goal is to: •Stop elder abuse before it starts, through heightened awareness and recognition of risk factors •Educate healthcare providers to the prevalence and types of elder abuse to ensure constant vigilance in the fight to end abuse •Alter attitudes toward abuse resulting in a change of behaviors that evolve to a zero tolerance of elder abuse among caregivers •Increase accountability for healthcare workers and caregivers who abuse the elderly through diligent reporting</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Differentiate forms of elder maltreatment •Recall methods for identifying victims •List steps in the process of assessing a victim •Interview victims and incorporate interventions into care •Recall how state law affects your care of abused and neglected elders
<p>Infection Control - An HCCS Regulatory Course</p>	<p>This course will teach you the basics of infection control.</p> <p>You will learn: •How diseases are spread •How to help prevent the spread of disease in the healthcare setting</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Describe the impact of healthcare-associated infections and the importance of infection control practices today. •Identify how infections spread through day-to-day actions and activities. •Discuss how to block the spread of infection through good personal and institutional hygiene practices. •List your responsibilities for infection control.

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<p>Informed Consent - An HCCS Regulatory Course</p>	<p>When you think of informed consent, you may think of the written consent forms that patients are sometimes asked to sign.</p> <p>In fact, informed consent is not the same thing as a consent form. Instead, informed consent has to do with communication between a patient and a provider.</p> <p>This communication allows the patient to make informed decisions about treatment options.</p> <p>This course will teach you what you need to know to:</p> <ul style="list-style-type: none"> •Protect the patient’s right to make treatment decisions •Comply with the doctrine of informed consent <p>You will learn about: •Ethics, law, and accreditation concerns related to informed consent •Special cases of informed consent</p> <p>Keep in mind throughout this course that laws and regulations vary by state. It is best to check with legal counsel in order to review your obligations and duties.</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ Recognize the basis for informed consent ▪ Identify The Joint Commission requirements for informed consent ▪ List special cases in which informed consent is not required ▪ Identify cases in which informed consent is given by someone other than the patient

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<p>Introduction to Performance Improvement - An HCCS Regulatory Course</p>	<p>Have you ever wondered whether what you do at work makes a difference? And, if what you do does make a difference, could anyone ever measure that difference?</p> <p>If so, you will be interested in performance improvement (P.I.). P.I. is a method for making a difference and tracking that difference.</p> <p>This course will teach you the basic principles of P.I.</p> <p>Once you understand the basics, you will be ready to move onto part II in this series, Performance Improvement in the Workplace.</p> <p>This course will teach you how to help your facility use P.I. to:</p> <ul style="list-style-type: none"> •Improve quality and safety •Increase customer satisfaction •Create work environments that attract and retain staff •Save time and money 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Identify the function of each activity in the P.I process •List the responsibilities of each member of the P.I. team

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<p>Latex Allergy - An HCCS Regulatory Course</p>	<p>Allergic reactions to natural rubber latex are significant health and occupational concerns. Latex allergy can be very limiting to some people. In some cases, it can even be life threatening. Therefore, effective strategies must be taken in the practice setting to identify patients and healthcare workers at risk and also to reduce exposure to natural rubber latex products. This activity will discuss what nurses need to know about identifying patients who are likely to be latex-sensitive and how to protect latex-sensitive patients and staff in the acute care setting. In addition, discussion will focus on what latex allergy is and what causes it, risk factors for latex allergy, different types of latex reactions, and what to do if you, a coworker, or a patient is allergic to latex.</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ Identify sources of latex in the healthcare setting and the cause of latex allergies ▪ Identify groups of people at increased risk for latex sensitivity ▪ Distinguish among three different types of latex reaction ▪ Distinguish strategies for managing latex sensitivity ▪ Explain how to avoid latex anaphylaxis and describe treatment procedures in the event of an anaphylactic reaction during surgery
<p>Medical Equipment Safety - An HCCS Regulatory Course</p>	<p>Each year, the Food and Drug Administration (FDA) receives several hundred thousand reports of suspected medical device–associated deaths, serious injuries, and malfunctions.</p> <p>Medical device management is a shared responsibility requiring good communication between the user, the manufacturer, the maintenance team and the FDA.</p> <p>With proper systems in place, many of these injuries can be prevented.</p> <p>This course will help you:</p> <ul style="list-style-type: none"> •Use medical devices safely •Protect your patients from medical device risks <p>You will learn about:</p> <ul style="list-style-type: none"> •General medical device risks and safety •Specific risks and safety for selected medical devices 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Recognize factors that contribute to medical device risks •Identify contributions to medical device safety by federal agencies such as the U.S Food and Drug Administration (FDA), the Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA) •List the risks of selected medical devices •Discuss the significance of cleaning, disinfection, and sterilization of semi-critical and critical devices •Identify strategies for addressing each risk

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<p>Medical Ethics - An HCCS Regulatory Course</p>	<p>Medical ethics refers to the discussion about choices and values in medical practice as well as the duty of healthcare providers. It examines questions of moral right and wrong. This course will help nurses understand what they should and should not do as a healthcare provider and how to do their job in an ethical way. Participants will learn about the four basic ethical principles for healthcare providers and the ethics around specific issues in healthcare today.</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •List the four guiding principles of medical ethics to improve patient outcomes •Specify ethical duties related to patient care that help contribute to positive patient outcomes •Identify ethical duties related to patients near the end of life that will improve patient care •List the ethical duties that providers have in relation to their practice, to other providers, and to society as a whole
<p>Medication Terminology: Use of Abbreviations and Symbols - An HCCS Regulatory Course</p>	<p>Many healthcare providers use abbreviations, acronyms, and symbols when writing orders, taking notes, and documenting care. The delivery of safe patient care can be compromised if these “shortcuts” are confusing or if their meaning can be easily misunderstood by other caregivers.</p> <p>This course will help you and your hospital improve communication and protect patient safety.</p> <p>You will learn about:</p> <ul style="list-style-type: none"> •The danger of using abbreviations, acronyms, and symbols •At Risk drug terms to avoid •Safer terms to use instead 	<p>After completing this course, you should be able to:</p> <p>Identify The Joint Commission recommendations related to At Risk or error-prone drug terms</p> <p>Recognize At Risk abbreviations and symbols</p> <p>Select safer terms to use in place of At Risk terms</p>
<p>MRI Safety - An HCCS Regulatory Course</p>	<p>Magnetic resonance imaging (MRI) is used commonly in the healthcare setting.</p> <p>To avoid injury to you or your patients, you must:</p> <ul style="list-style-type: none"> •Have a basic understanding of MRI •Understand the risks associated with using MRI •Know the specific best practices to safeguard against potential dangers 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Identify how MRI is used in the healthcare setting. •List the hazards of MRI in a healthcare setting. •Identify safeguards for healthcare staff and patients involved in MRI in a healthcare setting.

Annual Mandatory Training (KnowledgeQ) Course Descriptions

Course Title	Course Description	Learning Objectives
<p>Overview of HIV - An HCCS Regulatory Course</p>	<p>HIV is one of the most important health threats of our time. It has killed millions of people in the United States and worldwide.</p> <p>The Centers for Disease Control and Prevention (CDC) estimated that over 1.1 million people were living with HIV/AIDS in the United States at the close of 2015, and that one in seven (about 15%) did not know they were infected.</p> <p>Therefore, all healthcare professionals need a basic understanding of the virus and the disease it causes: AIDS. AIDS is the final stage of HIV infection, characterized by a badly damaged immune system that makes a person vulnerable to at least one or two opportunistic infections. The individual's blood reveals a CD4 count less than 200 cells/mm³.</p> <p>This course will teach you the basics about HIV and AIDS.</p> <p>It will cover: •The relationship between HIV and AIDS •How HIV is spread •How HIV infection is diagnosed •How HIV infection can be prevented and treated</p>	<p>After completing this course, participants should be able to:</p> <ul style="list-style-type: none"> • Explain the difference between HIV infection and AIDS • Discuss the transmission routes of HIV • Identify tests used to diagnose and monitor the progress of HIV infection • Cite strategies for preventing the spread of HIV and the treatment of infected individuals and exposed healthcare workers

Annual Mandatory Training (KnowledgeQ) Course Descriptions

Course Title	Course Description	Learning Objectives
<p>Overview of HIV (CE) - An HCCS Regulatory Course</p>	<p>HIV is one of the most important health threats of our time. It has killed millions of people in the United States and worldwide. Centers for Disease Control and Prevention (CDC) estimates that over one million people are living with HIV/AIDS in the United States, and that one in five is unaware of their infection. Therefore, all healthcare professionals need a basic understanding of the virus and the disease it causes. This course will discuss the basics about HIV and AIDS. Participants will learn about the relationship between HIV and AIDS, how HIV is spread, how HIV infection is diagnosed as well as how HIV infection can be prevented and treated. This continuing medical education activity is for nurses.</p>	<p>After completing this continuing nursing education activity, registered nurses will be able to care for patients with HIV and AIDS. Specifically, they will be able to: (a) explain the difference between HIV infection and AIDS in individuals; (b) discuss the transmission routes of HIV in individuals; (c) identify tests used to diagnose and monitor the progress of HIV infection in individuals; and (d) cite strategies for preventing the spread of HIV and the treatment of infections in individuals.</p>
<p>Pain Management - An HCCS Regulatory Course</p>	<p>Pain management is good medicine in several ways: •Ethically: Clinicians have an ethical obligation to relieve pain and suffering. •Clinically: Good pain management can promote clinical healing. This means shorter hospital stays and fewer readmissions. •From a regulatory standpoint: Regulatory standards require clinicians to assess and treat pain.</p> <p>You will learn how to manage pain in your patients.</p> <p>You will learn: •The definition of pain •The benefits of managing pain effectively •Best practices and guidelines for assessing pain •Best practices and guidelines for managing pain</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Define pain and its characteristics. •List the benefits of effective pain management to improve patient outcomes. •Identify the necessary components of a pain assessment in order to improve patient care while mitigating potential harms. •Discuss best practices for safely managing pain to improve patient care quality and outcomes.

Annual Mandatory Training (KnowledgeQ) Course Descriptions

Course Title	Course Description	Learning Objectives
<p>Patient Rights - An HCCS Regulatory Course</p>	<p>Patients have the right to care, treatment, and services that protect their dignity and respect their values. These values often affect the patient's treatment needs and preferences.</p> <p>By understanding and respecting patients and their values, providers can help: •Meet the patient's needs for treatment and services •Protect the patient's rights</p>	<p>Upon completion of this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ List the six general areas of patient rights that ensure quality healthcare for hospital patients. ▪ Describe patient care information that each patient should know and be aware of to receive optimal inpatient hospital care. ▪ Explain the ways in which hospital personnel protect the rights of patients to ensure quality care.
<p>Performance Improvement in the Workplace - An HCCS Regulatory Course</p>	<p>Have you ever wondered whether what you do at work makes a difference? And, if what you do does make a difference, could anyone ever really measure that difference?</p> <p>If so, you will appreciate performance improvement (P.I.). P.I. is a structured method for making a difference and tracking that difference.</p> <p>This course will walk you through the P.I. process in a step-by-step way. You will learn how to use the P.I. strategy to help your facility: •Improve quality and safety •Increase customer satisfaction •Create work environments that attract and retain staff •Save time and money</p> <p>Note: You should already have a working knowledge of Part I in this series, Introduction to Performance Improvement.</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •List the steps in the performance improvement process •Identify the tasks involved in each step of a P.I. project

Annual Mandatory Training (KnowledgeQ) Course Descriptions

Course Title	Course Description	Learning Objectives
<p>Personal Protective Equipment - An HCCS Regulatory Course</p>	<p>In the healthcare setting, there are many biological, chemical, radiological, and other hazards that have potential for causing workplace injuries and illnesses. Personal protective equipment (PPE) is worn to minimize these exposures.</p> <p>This course will teach you how to protect yourself from these hazards by using PPE.</p> <p>You will learn about:</p> <ul style="list-style-type: none"> • The types of PPE used in the healthcare setting • How to choose the right PPE for the job • How to use PPE correctly and safely 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> • Explain the role of the Occupational Safety and Health Administration (OSHA) in regulating safety requirements for healthcare workers. • Briefly describe the role of other government agencies in protecting the health and safety of healthcare workers. • Explain when and how PPE should be used in the healthcare setting. • List best practices for the use of gloves. • Describe how and when to use masks, eye protection, and respirators. • Discuss when and how protective apparel should be used.

Annual Mandatory Training (KnowledgeQ) Course Descriptions

Course Title	Course Description	Learning Objectives
<p>Preventing Slips, Trips, and Falls in the Workplace - An HCCS Regulatory Course</p>	<p>All workers are at risk of dangerous slips, trips, and falls.</p> <p>You do not need to work on ladders or scaffolds to be at risk.</p> <p>Falls are the second leading cause of disabling work injury for all healthcare workers in the United States.</p> <p>Slips and trips without falling can also cause work injuries. These injuries include strains and sprains that happen when a person tries to regain balance after a slip or a trip.</p> <p>Overall in the United States, slips, trips, and falls cause:</p> <ul style="list-style-type: none"> • Nearly 15% of all accidental deaths (second only to motor vehicle accidents) • 10% of all work-related injuries <p>Healthcare workers have the highest rate of nonfatal slips, trips, and falls of any industry.</p> <p>Learning how to prevent slips, trips, and falls will help you to avoid injury.</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> • Explain risk factors for slips, and how to guard against these risks. • Identify risk factors for trips, and how to guard against these risks. • Describe situations in which a fall-to-below could occur, and list methods for preventing falls in these situations. • List techniques for falling safely.

Annual Mandatory Training (KnowledgeQ) Course Descriptions

Course Title	Course Description	Learning Objectives
Radiation Safety - An HCCS Regulatory Course	<p>Radiation is commonly used in the healthcare setting. Radiation is a powerful form of energy.</p> <p>To avoid injury to you or your patients, you must: •Have a basic understanding of radiation exposure •Know the specific best practices to safeguard against potential dangers</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Identify how radiation is used in the healthcare setting. •List the hazards of radiation in a healthcare setting. •Identify safeguards for healthcare staff who work with either radiation or with patients who are emitting radiation in a healthcare setting.
Rapid Regulatory Compliance: Clinical I - An HCCS Regulatory Course	<p>The purpose of this training is to inform healthcare workers of best practices, general regulatory compliance, and accrediting organization standards and requirements. This course is intended to serve as a review and refresher for learners who have previously completed the full Regulatory courses offered by HealthStream. It is not meant as a substitute for full training.</p>	<p>After completing this review, you should be able to:</p> <ul style="list-style-type: none"> • Cite key points of relevant compliance laws and regulations for healthcare • Identify the guiding principles of medical ethics • Discuss four sets of issues in medical ethics today • Define sexual harassment • Cite key points related to patient rights • Identify regulatory requirements for the use of restraint and seclusion • Identify regulatory requirements with regard to victims of assault, abuse, and/or neglect • Describe best practice recommendations for the use of opioids • Identify patients at risk for suicide

Annual Mandatory Training (KnowledgeQ) Course Descriptions

Course Title	Course Description	Learning Objectives
<p>Rapid Regulatory Compliance: Clinical II - An HCCS Regulatory Course</p>	<p>The purpose of this training is to inform healthcare workers of best practices, general regulatory compliance, and accrediting organization standards and requirements. This course is intended to serve as a review and refresher for learners who have previously completed the full Regulatory courses offered by HealthStream. It is not meant as a substitute for full training.</p>	<p>After completing this review, you should be able to:</p> <ul style="list-style-type: none"> Identify personal and facility safety concerns for healthcare workers. Cite best practices to ensure hospital safety for patients and healthcare workers. Identify components of an Emergency Operations Plan. Identify infection-related risks for patients and healthcare workers. Identify best practices to control the spread of infection in the healthcare environment. Cite key components of the Bloodborne Pathogens Standard.
<p>Rapid Regulatory Compliance: Non-clinical I - An HCCS Regulatory Course</p>	<p>The purpose of this training is to inform healthcare workers of best practices, general regulatory compliance, and accrediting organization standards and requirements. This course is intended to serve as a review and refresher for learners who have previously completed the full Regulatory courses offered by HealthStream. It is not meant as a substitute for full training.</p>	<p>After completing this review, you should be able to:</p> <ul style="list-style-type: none"> Cite key points of relevant laws and regulations for healthcare Cite key points for each of the seven categories of patient rights

Annual Mandatory Training (KnowledgeQ) Course Descriptions

Course Title	Course Description	Learning Objectives
<p>Rapid Regulatory Compliance: Non-clinical II - An HCCS Regulatory Course</p>	<p>The purpose of this training is to inform healthcare workers of best practices, general regulatory compliance, and accrediting organization standards and requirements. This course is intended to serve as a review and refresher for learners who have previously completed the full Regulatory courses offered by HealthStream. It is not meant as a substitute for full training.</p>	<p>After completing this review, you should be able to:</p> <ul style="list-style-type: none"> Identify personal and facility safety concerns for healthcare workers Cite best practices to ensure hospital safety for patients and healthcare workers Identify components of an Emergency Operations Plan Identify infection-related risks for patients and healthcare workers Identify best practices to control the spread of infection in the healthcare environment
<p>Standard Precautions: Bloodborne Pathogens and Other Potentially Infectious Materials - An HCCS Regulatory Course</p>	<p>Some organisms that cause disease are carried in a person's blood and other body fluids.</p> <p>Healthcare workers are routinely exposed to the blood and fluids of their patients. They are therefore at risk for contracting disease.</p> <p>This course will help you protect: •Yourself •Your coworkers •Your patients •Your family</p> <p>You will learn how to: •Work safely with blood and body fluids. •Protect against exposure to bloodborne pathogens.</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> List important bloodborne pathogens and how they are spread, thereby increasing the risk for disease transmission to healthcare workers. Explain critical safeguards against bloodborne pathogen exposure that will improve healthcare worker safety. Discuss the appropriate actions to take to increase your safety in the event of an exposure to a bloodborne (or other) pathogen.

Annual Mandatory Training (KnowledgeQ) Course Descriptions

Course Title	Course Description	Learning Objectives
<p>Transmission-Based Precautions: Airborne - An HCCS Regulatory Course</p>	<p>Three important pathogens known to be spread by the airborne route are:</p> <ul style="list-style-type: none"> • Varicella-zoster virus (VZV), the cause of chickenpox • Measles (or rubeola) virus • <i>Mycobacterium tuberculosis</i>, the cause of TB <p>All three pathogens can cause severe disease.</p> <p>Importantly, all three pathogens can be spread in the healthcare setting.</p> <p>This course will teach you how to prevent the spread of airborne infection in the healthcare setting.</p> <p>You will learn about:</p> <ul style="list-style-type: none"> ▪ Current airborne threats ▪ Airborne Precautions 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ List and describe the elements of Airborne Precautions ▪ Recognize key features and specific precautions for: varicella, measles, SARS-CoV, and smallpox ▪ Recognize key features and requirements for tuberculosis control according to the Occupational Safety and Health Administration (OSHA)

Annual Mandatory Training (KnowledgeQ) Course Descriptions

Course Title	Course Description	Learning Objectives
<p>Transmission-Based Precautions: Contact and Droplet - An HCCS Regulatory Course</p>	<p>Healthcare settings are the most common source of transmission for certain infections.</p> <p>Disease-causing microorganisms can be transmitted by:</p> <ul style="list-style-type: none"> ▪ Contact ▪ Droplet ▪ Airborne ▪ Common vehicle ▪ Vectors <p>This course will teach you how to prevent the spread of contact and droplet pathogens in the healthcare setting.</p> <p>You will learn about:</p> <ul style="list-style-type: none"> ▪ Contact Precautions ▪ Droplet Precautions 	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> ▪ Recognize how contact pathogens are spread. ▪ Identify Contact Precautions. ▪ Recognize how droplet pathogens are spread. ▪ Identify Droplet Precautions.
<p>Transportation & Shipping of Hazardous Materials - An HCCS Regulatory Course</p>	<p>The Department of Transportation (DOT) makes rules and regulations about transporting hazmat. Some states also have rules and regulations.</p> <p>These rules make the transport of hazardous materials as safe as possible.</p> <p>This course will help you follow DOT rules for hazmat transport.</p> <p>You will learn: •Hazmat definitions •Hazmat regulations •Hazmat training requirements</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Identify the nine classes of hazmat. •Define “hazmat employer” and “hazmat employee.” •Discuss requirements for packaging hazmat. •Identify when a hazmat spill must be reported. •List requirements for hazmat training.

Annual Mandatory Training (KnowledgeQ) Course Descriptions

Course Title	Course Description	Learning Objectives
<p>Workplace Violence - An HCCS Regulatory Course</p>	<p>Violence includes many behaviors. These behaviors range from rude language to murder. When violence happens to a person at work, that violence is termed workplace violence.</p> <p>Workplace violence is a very real threat in the healthcare setting. Healthcare workers deal with patients and family members who often feel frustrated, vulnerable, and out of control. These people can become violent.</p> <p>This course will teach you how to prevent and handle workplace violence.</p> <p>You will learn: •How, where, when, and why violence occurs in the healthcare setting •The key parts of a Violence Prevention Program •How to be safe around violent or potentially violent individuals around violent or potentially violent individuals</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> •Describe risk factors for violence in the healthcare setting •List the components of a Workplace Violence Prevention Program •Identify levels of combative behavior, including the appropriate responses for each