



The Missouri Alliance for Home Care in partnership with the Association of Home and Hospice Care of NC presents...

THE CARING CONNECTION

2016–2017 Teleconference Series...

Why Participate? An investment in staff education is an investment in quality customer service for all types of agencies. For home health and hospice agencies, these hour-long teleconferences can be used to help meet the 12 hours per year educational requirements under the Medicare Conditions of Participation. For all providers, an educational investment in your staff pays off in quality care!

Super Customer Service begins with Super Staff Education!!

“The things I learn in these teleconferences help me provide better care for my patients and helps me in my personal life as well.”



July 14, 2016

TOPIC: The Aide’s Role in Recognizing Elder Abuse

Speaker: Michelle D. White, MSN, RN

Description: This session will focus on signs and symptoms related to abuse and neglect for both children and adults. It will also cover the aide’s role in reporting any suspected abuse and neglect. The role of Child Protective Services and Adult Protective Services will be discussed.

August 11, 2016

TOPIC: The Aide’s Role in Disaster Preparedness

Speaker: Kathie Smith, RN

Description: History has taught us that a disaster can strike at any time. As a Home Care Aide you can provide information to your clients about the importance of disaster preparedness and help prepare supplies and information for your clients use during a disaster. Knowing what disasters are most likely in your area, what items are important in an emergency supply kit, important phone numbers, a medication list and list of special needs and other valuable information will be helpful in preparing for a disaster. This teleconference will cover the basics of planning for your clients and to help with your own personal disaster plan.

September 8, 2016

TOPIC: The Aide's Role in Assisting the Patient with Chronic Pain

Speaker: Cindy Morgan, RN, MSN, CHC, CHPN

Description: Our world is aging. The elder population may falsely believe that because they are aging that pain is a normal part of living and is therefore not reported or managed. Since the majority of our patients seen in the home are elderly, this teleconference will provide an overview of symptoms the aide may observe and the aide's role in providing care to those patients experiencing pain.

October 13, 2016

TOPIC: No Tricks & No Treats – What Aides Need to Know to Protect Themselves from Negative Accusations & Investigations

Speaker: Sherry Thomas, BSN, MPH

Description: It's no treat to be investigated by the Federal Office of Inspector General (OIG) ... scary sounding...yes? Have you ever heard of the OIG Exclusions List? That is a list you do not want to be on!! Are you aware that federal regulations can prohibit you ever working again in an agency such as a certified home health, hospice, Personal Care Services or a waiver program for seniors that receive federal funding like Medicare and Medicaid? Come join me as we talk about how you can land on this list and an aide's responsibility to be above reproach. Don't let the words fraud, abuse, neglect, misappropriation of property or drugs come near your good name. Handouts will include an Aide's Code of Ethics!

November 10, 2016

TOPIC: The Aide's Role in Patient Centered Care

Speaker: Kathie Smith, RN

Description: Patient Centered Care focuses on the patient as an individual and takes into account the individual person's likes, dislikes and what makes for a "good day" along with the tasks necessary to carry out the assigned plan of care. This teleconference will focus on how to see the patient as a unique individual in providing patient centered care.

December 8, 2016

TOPIC: The Aide's Role in Understanding Mental Health Disorders

Speaker: Cindy Morgan, RN, MSN, CHC, CHPN

Description: This presentation will explore some mental health disorders that may create challenges for the Nurse Aide in the home setting. According to the National Alliance on Mental Illness approximately 43.8 million adults or 1 in 5 adults in the U.S experiences mental illness annually. Chances are that some of the patients we care for in the home may be experiencing some sort of mental illness. Learn strategies that can help you when caring for these patients.

January 12, 2017

TOPIC: Who Can Sleep Tight...When Bed Bugs Bite!

Speaker: Kathie Smith, RN

Description: Bed bugs have been common in U.S. history. Although bed bug populations dropped dramatically during the mid-20th century, the United States is one of many countries now experiencing an alarming resurgence in the population of bed bugs. According to the US Environmental Protection Agency bed bugs are a public health pest. While bed bugs have not been shown to transmit disease, they do cause a variety of negative physical health, mental health and economic consequences. This teleconference will cover the negative effects of bed bugs, how to identify bed bugs and tips in preventing and treating bed bugs.

February 9, 2017

TOPIC: The Aide's Role in Working with the Immobile Patient

Speaker: John Conrad

Description: Immobility and long periods of inactivity are harmful to elderly patients and can lead to a further loss of ambulation and strength as well as the increased risk of falls. Patients suffering a loss of mobility can also become depressed. Immobility can impact and cause serious health complications – including blood clots, urinary tract infection and respiratory complications. In-home aides play a vital role in helping to increase/maintain patient mobility and in preventing serious negative impacts.

March 9, 2017

TOPIC: The Aide's Role in Confidentiality and HIPAA

Speaker: Michelle White, MSN, RN

Description: This workshop will focus on assisting your In-Home Aides in understanding HIPAA and confidentiality guidelines. This workshop will offer practical tips to ensure that the para-professional adheres to the required privacy standards. Also included: the impact of social media such as Facebook, My Space, YouTube and cell phones, text messages, etc.

April 13, 2017

TOPIC: The Aide's Role in Working with a Terminal Client & Their Family

Speaker: Cindy Morgan, RN, MSN, CHC, CHPN

Description: What does it mean to be terminally ill? This presentation will define terminally ill as well as some of the different aspects of care that are so important to the patients and families facing a terminal illness. Learn about the trajectory of terminal illness and what to expect when the patient is nearing the end of life.

May 11, 2017

TOPIC: The Aide's Role in Infection Control in Home Care & Hospice

Speaker: Michelle White, MSN, RN

Description: This workshop will focus on understanding the basic principles of infection prevention and control. This workshop will also focus on Blood Borne Pathogens and the principles surrounding transmission and methods in which the aide can protect themselves and the patient.

June 8, 2017

TOPIC: Eagle Eye Aides – Recognizing Key Patient Abnormalities

Speaker: Sherry Thomas, BSN, MPH

Description: You are in the first line of patient defense! You are the boots on the ground as far as helping to identify that something is “wrong” with your patient. You are the Eagle Eye Aide! Join this teleconference to learn how to recognize the subtle and not so subtle changes in your patient that is the first clue that something is amiss patient wise and what then to report to your supervisor!

FOR MORE INFORMATION ON THESE AND OTHER EDUCATIONAL ACTIVITIES GO TO:

www.homeandhospicecare.org