

**Northeastern PA Health Care Quality Unit (HCQU)
Training Syllabus
Spring 2009**

The training syllabus includes scheduled presentations and additional programs for presentation. To register for a scheduled program, select an additional program for presentation or for more information please call Sharon Falzone at (570) 342-7762 or toll free at (877) 315-6855

| Title | Audience | Description/Overview | Length | Date | Time | Location |
|---|----------|---|-------------|---------|-------------------|-------------|
| Fall Prevention | 25 | This training introduces a screening program designed by the Pennsylvania Department of Aging entitled Fall Reduction Initiative: Establishing New Directions for Safety (FRIENDS). This training discusses implementation of the Program. This training features: <ul style="list-style-type: none"> • Fall risk factors • Causes of falls and effective ways to prevent falls • The potential complications of a fall • The types of interventions and appropriate documentation if falls occur | 2 hours | 3-13-09 | 9:00 am—11:00 am | Scranton 1 |
| | | | 1 hour | 4-27-09 | 11:00 am—12:00 pm | Forty Fort |
| | | | 1 hour | 4-27-09 | 2:00 pm—3:00 pm | Forty Fort |
| Pain Management | 25 | This training provides an overview of Pain Management. This training features: <ul style="list-style-type: none"> • Pain Management by definition • Types of pain • Pain symptoms assessment especially for individuals with cognitive impairments and/or limited verbal abilities • General Pain Management options • Differentiating between pain facts and pain myths | 1 hour | 3-9-09 | 9:00 am—10:00 am | Scranton 2 |
| Sexuality and Sexual Expressions in Individuals with Developmental Disabilities | 25 | This training provides a general overview on the goals of Sexuality and Sexual Expressions. This training features: <ul style="list-style-type: none"> • How to facilitate discussion on physical Sex Education, emotional issues and sexual expression • How to support rights, consent for sex, misconceptions, sexual harassment, health benefits of sexual expression • The side effects that medication has on sexuality | 1 hour | 3-9-09 | 10:00 am—11:00 am | Scranton 2 |
| | | | 2 hours | 3-25-09 | 10:30 am—12:30 pm | Mansfield 1 |
| | | | 1 1/2 hours | 5-13-09 | 1:00 pm—2:30 pm | Pittston |

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| Positive Approaches | 25 | This training discusses best practices on Positive Approaches such as: the gift of listening; building bridges to belonging; EveryDay Lives; and good reasons for actions. This training features: <ul style="list-style-type: none"> • Listening as a gift of healing • Positive Approaches circle of support • Everyday Lives as a philosophy • Behavioral reasons for actions | 1 hour | 3-9-09 | 11:00 am—12:00 pm | Scranton 2 |
| | | | 1 hour | 5-13-09 | 11:30 am—12:30 pm | Pittston |
| Universal Precautions | 25 | This training provides an overview of Universal Precautions. This training features: <ul style="list-style-type: none"> • Routes of transmission by infected agents • Elements required for the spread of infection • Protective barriers to prevent transmission of infected agents | 1 hour | 3-9-09 | 1:00 pm—2:00 pm | Scranton 2 |
| Impulse Control Disorder | 25 | This training addresses various types of Impulse Control Disorders (including Intermittent Explosive Disorder). This training features: <ul style="list-style-type: none"> • Impulse Control Disorders by definition • Various types of Impulse Control Disorders • Commonalities between the different kinds • Treatment & management strategies for these disorders | 1 hour | 3-9-09 | 2:00 pm—3:00 pm | Scranton 2 |

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|---|----------|--|--------|---------|-------------------|----------|
| American Red Cross Quick Reference Guide for 911 Emergency Situations | 25 | <p>This training identifies emergency situations as outlined by the American Red Cross that are considered potentially life threatening. This training features:</p> <ul style="list-style-type: none"> • The importance of a caregiver taking three emergency action steps such as checking the scene, calling 911 and providing care • The caregiver role with access to 911 • Performance action steps for caregivers • Recognition of life threatening illnesses/injuries | 1 hour | 3-10-09 | 9:00 am—10:00 am | Towanda |
| Communicating with Health Care Professionals | 25 | <p>This training discusses how to be a more effective communicator in health related and social interactions through self-advocacy and assertive communication techniques. Approaches on how to better support consumers in meeting medical needs through communication methods are explored. This training features:</p> <ul style="list-style-type: none"> • Types of physician-patient relationships and physician's rights and responsibilities • How to get the most out of doctors appointments • Effective follow-up to medical appointments • Support for individuals through medical assessments and appointments • Effective communication through effective listening and assertiveness techniques | 1 hour | 3-10-09 | 10:00 am—11:00 am | Towanda |

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|------------------------|----------|--|---------|---------|-------------------|----------------|
| Autism | 25 | This training provides participants with an overview of Autism. Symptoms of Autism will be identified and strategies for the caregiver will be explored. This training features: <ul style="list-style-type: none"> • An introduction to Autism • Symptoms and characteristics • The causes, theories and treatment options | 1 hour | 3-18-09 | 9:30 am—10:30 am | Pittston |
| Behavior De-Escalation | 25 | This training discusses Behavioral De-escalation and factors contributing to challenging behaviors. This training features: <ul style="list-style-type: none"> • Stages of a crisis • The process of assessment in Behavioral De-escalation • Appropriate interventions for each stage of a crisis | 2 hours | 3-19-09 | 10:00 am—12:00 pm | Wilkes-Barre 1 |
| | | | 1 hour | 4-17-09 | 8:00 am—9:00 am | Troy |
| | | | 1 hour | 4-17-09 | 9:15 am—10:15 am | Troy |
| Dental Hygiene | 25 | This training provides an overview of oral care and dental conditions for the caregiver and individual. This training features: <ul style="list-style-type: none"> • A description of the importance of healthy oral care • A comparison and definition between healthy versus unhealthy dental conditions • Dental abnormalities and the causes • Prevention and treatment strategies | 1 hour | 3-18-09 | 11:30 am—12:30 pm | Pittston |

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|---------------------|----------|--|-------------------|--------------------|--------------------------------------|---------------------|
| Genetic Etiology | 25 | This training discusses various Genetic Etiologies of Mental Retardation. This training features: <ul style="list-style-type: none"> • Genetics and Mental Retardation by definition • The importance of genetic education • Etiology of Down, William, Fragile X, Smith-Magenis and Angelman Syndromes | 1 1/2 hours | 3-18-09 | 1:00 pm—2:30 pm | Pittston |
| Mood Disorders | 25 | This training provides an overview of various types of Mood Disorders. This training features: <ul style="list-style-type: none"> • Different types of Mood Disorders (with a concentration on Bipolar Disorder) • Symptoms and treatment options • Barriers to diagnosis Mood Disorders in individuals with Developmental Disabilities | 1 hour | 3-18-09 | 10:30 am—11:30 am | Pittston |
| Reportable Symptoms | 25 | This training provides an overview of normal and abnormal function of the body systems in individuals with developmental disabilities. This training features: <ul style="list-style-type: none"> • Basic body functions of each system • Signs and symptoms of potential problems • Communicating symptoms of potential problems | 1 hour 2 hours | 3-24-09 3-26-09 | 4:00 pm—5:00 pm 10:00 am—12:00 pm | Athens Wellsboro |

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|---------------------------|----------|--|---------|--------|-------------------|------------|
| Basic Crisis Intervention | 25 | This training identifies the potential for behavioral crisis and appropriate intervention. This training features: <ul style="list-style-type: none"> • Individual triggers that lead to behavioral crisis cycles • Basic techniques and interventions identified as best practices to manage behavioral crisis | 1 hour | 4-3-09 | 9:15 am—10:15 am | Troy |
| | | | 1 hour | 4-3-09 | 8:00 am—9:00 am | Troy |
| Challenging Behaviors | 25 | This training provides an overview of challenging behaviors. This training features: <ul style="list-style-type: none"> • Functions of challenging behaviors • The purpose of a Functional Behavioral Assessment • The definition and goals of crisis intervention • The basics of de-escalation | 1 hour | 4-3-09 | 9:00 am—10:00 am | Scranton 1 |
| Seizure Safety | 25 | This training provides an overview of Seizures and Epilepsy. This training features: <ul style="list-style-type: none"> • Epilepsy and Seizures by definition • The Seizure Disease process • Characteristics of several different types of Seizures • First aid protocols for Seizure activity • Emergency management protocols and procedures | 2 hours | 5-5-09 | 10:30 am—12:30 pm | Dupont |

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|---|----------|---|---------|---------|-------------------|------------|
| Safety | 25 | This training provides practical tips on how to prevent accidents. This training features: <ul style="list-style-type: none"> • Handling medications properly • Identifying ways to ensure personal safety | 1 hour | 4-3-09 | 10:00 am—11:00 am | Scranton 1 |
| Cancers of the Reproductive System: An Overview | 25 | This training provides basic information on prostate, testicular, breast, ovarian, uterine and cervical cancer. The training features: <ul style="list-style-type: none"> • Risk factors for various productive cancers and ways to reduce risks • Recommended time frames for screenings • Signs, symptoms, treatment, and prognosis of reproductive cancers | 2 hours | 4-7-09 | 10:30 am—12:30 pm | Dupont |
| Medication Errors | 25 | This training for direct care staff complements ODP's recently revised medication administration program. This training features: <ul style="list-style-type: none"> • Medication Error by definition • Importance of "standardization of medication administration" • Basic principles of medication administration • Importance of observation, documentation and reporting medication side effects and errors • Common elements that lead to medication errors • Staff interventions that may help to reduce Medication Errors | 1 hour | 4-15-09 | 9:30 am—10:30 am | Pittston |

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| Personal Hygiene | 25 | This training discusses the importance of providing good Personal Hygiene. This training features: <ul style="list-style-type: none"> • Individual rights when providing personal care • Risks associated with poor skin care | 1 hour | 4-15-09 | 10:30 am—11:30 am | Pittston |
| Psychotropic Drugs An Overview | 25 | This training provides an overview of the medication category of Psychotropic Medications. This training features: <ul style="list-style-type: none"> • Frequently prescribed Psychotropic Medications • The purpose for prescribing Psychotropic Medications • Common side effects of Psychotropic Medications • The importance of therapeutic blood level monitoring • Medications requiring therapeutic blood level monitoring | 1 hour | 4-15-09 | 11:30 am—12:30 pm | Pittston |
| Professionalism: Attitude, Behavior, and Etiquette | 25 | This training addresses the importance of Professionalism and how it is (or is not) reflected in one's attitude, behavior, and observed etiquette. This training features: <ul style="list-style-type: none"> • Professionalism by definition • Key elements of Professionalism • How Professionalism is manifested or displayed • How one can cultivate a professional attitude, behavior, and etiquette | 1 hour | 4-1-09 | 10:00 am—11:00 am | Scranton 2 |

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|------------------------------|----------|---|-------------|---------|-------------------|----------------|
| Relationships and Boundaries | 25 | This training focuses on Relationships and Boundaries of relationships. This training features: <ul style="list-style-type: none"> Relationships and Boundaries by definition The importance of healthy relationships to a person's quality of life Healthy and unhealthy relationships in regard to an individual's boundaries Use of assertiveness training to change boundaries in a relationship | 1 1/2 hours | 4-15-09 | 1:00 pm—2:30 pm | Pittston |
| Body Mechanics | 25 | This training emphasizes the importance of understanding lifting techniques and how the body performs functions of lifting. This training features: <ul style="list-style-type: none"> Basic anatomy of the spine and back Consequences of poor Body Mechanics Risk factors for musculoskeletal injuries Principles of good Body Mechanics Safe handling (lifts and transfers) of individuals Mechanical and assistive handling/lifting devices | 2 hours | 4-16-09 | 10:00 am—12:00 pm | Wilkes-Barre 1 |
| | | | 2 hours | 5-27-09 | 10:00 am—12:00 pm | Wellsboro |
| Interpretation of Blood Work | 25 | This training provides an understanding of why certain blood tests are performed and how often an individual should have blood levels drawn. This training features: <ul style="list-style-type: none"> White and red blood cells by definition Hemoglobin, hematocrit, and platelets discussion Various chemistry screens | 2 hours | 4-22-09 | 10:00 am—12:00 pm | Wellsboro |

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| Stress Management | 25 | This training discusses an overview of Stress Management including ways to cope with or manage Stress. This training features: <ul style="list-style-type: none"> • Stress Management by definition • Acute versus chronic Stress • Psychological effects of Stress • Physical effects of Stress on major body systems • Coping strategies | 1 hour | 5-13-09 | 9:30 am—10:30 am | Pittston |
| Urinary Incontinence | 25 | This training provides an overview of Urinary Incontinence. This training features: <ul style="list-style-type: none"> • A basic understanding of the anatomy and physiology (function) of the urinary system • Urinary Incontinence by definition • Types, risk factors, conditions that can contribute to Urinary Incontinence • Signs, symptoms and treatment of Urinary Incontinence • Tips in caring for consumers with Urinary Incontinence | 1 hour | 5-13-09 | 10:30 am—11:30 am | Pittston |
| Hospice Alternative | 25 | This training provides an overview of Hospice Care including the role in supporting individuals with developmental disabilities. This training features: <ul style="list-style-type: none"> • Hospice Alternative by definition • Difference between hospice care & palliative care • Eligibility criteria for Hospice Care • Considerations unique to individuals with developmental disabilities enrolled in Hospice Alternative | 2 hours | 5-1-09 | 9:00 am—11:00 am | Scranton 1 |

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| Anatomy of a Behavioral Support Plan | 25 | This training discusses Anatomy of a Behavior Support Plan and the basic skills necessary to safely support individuals with developmental disabilities. This training features: <ul style="list-style-type: none"> • The purpose of a Behavioral Support Plan • When a Behavioral Support Plan is necessary • The process involved in developing Behavioral Support Plans • Assessment tools and sections of a Behavioral Support Plan • Several of the proactive strategies used in Behavioral Support Plans | 1 hour | 4-29-09 | 8:00 am—9:00 am | Mansfield 2 |
| | | | 1 hour | 4-29-09 | 9:30 am—10:30 am | Mansfield 2 |
| Caregiver Sensitivity | 25 | This training discusses sensitivity as it pertains to caregivers working with individuals with developmental disabilities. This training features: <ul style="list-style-type: none"> • Types of abuse • Dynamics of an abusive relationship • Barriers to break free from abuse • The caregiver’s role in detecting and reporting abuse | 1 hour | 4-1-09 | 11:00 am—12:00 pm | Scranton 2 |
| PICA | 25 | This training provides an overview of PICA, an eating disorder characterized by eating non-food items. This training features: <ul style="list-style-type: none"> • PICA by definition • The different theories of what causes PICA • Warning signs of and medical harm from PICA • What can be done to manage and control PICA | 1 hour | 4-1-09 | 8:00 am—9:00 am | Mansfield 2 |
| | | | 1 hour | 4-1-09 | 9:30 am—10:30 am | Mansfield 2 |

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| Web Based Programs | 4 | Over 66 Web Based Programs have been developed by the Advocacy Alliance HCQU to provide a method of self study for anyone able to access the web or attend the computer lab. To access the Web Based Programs the address is www.theadvocacyalliance.org . After registering on the HCQU Web site, select and complete the training, post test and evaluation. Each participant can generate a certificate for 1 hour of continuing education units (CEUs) for each training completed online. Additional help is available by telephone at 1-877-315-6855 or 558-3206. | 5 hours | Wednesdays in March, April and May | 10:00 am—3:00 pm | Scranton 4 |
| Augmented Communication Fair | 25 (full) | This training introduces participants to a system of easy access to Augmented Communication technology. This training features: <ul style="list-style-type: none"> • A definition of Augmented Communication and various assistive technology • They types of Augmented Communication and assistive technology available • Individuals who may benefit from an evaluation for Augmented Communication devices • How to select, secure and own Augmented Communication devices | 4 hours | 4-2-09 | 10:00 am—2:00 pm | Forty Fort |

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| Reportable Non-Emergency Situations | 25 | This training provides an overview of normal and abnormal function of the body systems in individuals with developmental disabilities. This training features: <ul style="list-style-type: none"> • Basic body functions of each system • Signs and symptoms of potential problems • Communicating symptoms of potential problems | 1 hour | 3-3-09 | 10:00 am—11:00 am | Clarks Summit |
| | | | | 3-17-09 | 10:00 am—11:00 am | Dupont |
| | | | | 3-31-09 | 10:00 am—11:00 am | Hazleton |
| | | | | 4-9-09 | 10:00 am—11:00 am | Scranton 2 |
| | | | | 4-16-09 | 10:00 am—11:00 am | Scranton 3 |
| | | | | 4-23-09 | 10:00 am—11:00 am | Wellsboro |
| | | | | 4-26-09 | 10:00 am—11:00 am | Forty Fort |
| | | | | 4-26-09 | 1:00 pm—2:00 pm | Forty Fort |
| | | | | 5-12-09 | 10:00 am—11:00 am | Wilkes-Barre 1 |
| 5-26-09 | 10:00 am—11:00 am | Wilkes-Barre 2 | | | | |

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| Diabetes | 25 | This training provides an overview of Diabetes, including long-term management strategies. This training features: <ul style="list-style-type: none"> • Anatomy and physiology of Diabetes • Risk factors, signs and symptoms of Diabetes • Comparison of hypoglycemia with hyperglycemia • Treatment and long-term management of Diabetes • Complications of Diabetes | 1 hour | 5-6-09 | 10:00 am—11:00 am | Scranton 2 |
| | | | 2 hours | 4-9-09 | 9:30 am—11:30 am | Clarks Summit |
| | | | 2 hours | 4-13-09 | 9:30 am—11:30 am | Clarks Summit |
| | | | 2 hours | 4-23-09 | 9:30 am—11:30 am | Clarks Summit |
| Communicating with Nonverbal Individuals | 25 | This training provides an overview of general communication concepts with a focus on nonverbal communication. This training features: <ul style="list-style-type: none"> • The nature, scope, and importance of spoken and non-spoken communication • Causes of communication deficits • The language of behavior as communication • Care plan components for the non-speaking individual | 1 hour | 3-10-09 | 11:00 am—12:00 pm | Towanda |
| | | | 2 hours | 5-21-09 | 10:00 am—12:00 pm | Wilkes-Barre 1 |

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Location Key:

Athens—Penn York Opportunities—101 South Main St., Athens, PA
Clarks Summit—Keystone—100 Abington Executive Park, Clarks Summit, PA
Dupont—Goodwill Industries—284 Main Street, Dupont, PA
Forty Fort—Forty Fort Recreation Complex—1271 Wyoming Ave., Forty Fort, PA
Hazleton—Redco—102 McArthur Gardner Pkwy, Hazleton, PA
Mansfield 1—Partners In Progress—332 South Main St., Mansfield, PA
Mansfield 2—Martha Lloyd Community Services—204 B St. James Place, Mansfield, PA
Pittston—PA Mentors—312 Highway 315, Pittston, PA
Scranton 1—Harrison House Personal Care Home—712 Harrison Ave., Scranton, PA
Scranton 2—United Cerebral Palsy—425 Wyoming Ave., Scranton, PA
Scranton 3—The ARC of Lackawanna County—115 Meadow Ave., Scranton, PA
Scranton 4—The Advocacy Alliance—841 Jefferson Ave., Scranton, PA
Towanda —Futures—23 Main St., Towanda, PA
Troy —Martha Lloyd—W. Main St., Troy, PA
Wellsboro—Soldier and Sailors Memorial Hospital—32-36 Center Ave., Wellsboro, PA
Wilkes-Barre 1 —Step by Step—744 Kidder Street, Cross Valley Commons, Wilkes-Barre, PA
Wilkes-Barre 2—Impact—5 Pethick Drive, Wilkes-Barre, PA