

Montefiore
Workforce Investment Organization

CHANGING THE LANDSCAPE OF CARE

2019 COURSE CATALOG



The Montefiore Workforce Investment Organization (WIO) is committed to expanding the skills and knowledge of long term care workers to help them better meet the needs of the patients they care for and collaborate more closely with families, physicians, and other members of the health care team to improve the quality of patient life.



What is the Workforce Investment Program?

The Workforce Investment Program is a joint New York State and federally funded initiative designed to attract, recruit, retain and retrain healthcare workers to serve the long term care sector. The training is being conducted by eight Workforce Investment Organizations (WIOs) across the State. Montefiore's WIO has been designated to serve long term care providers in New York City and the Hudson Valley.

Montefiore WIO Goals

- Improve the quality of care delivered to individuals needing long term care
- Support the professional development of long term care workers by increasing their skills and knowledge
- Avoid unnecessary hospitalizations and visits to the emergency department
- Enhance the effectiveness of the entire health care team by more effectively incorporating information provided by long term care workers

Your Training Options



DIDACTIC

Attend live trainings delivered by our experienced RN Program Educators offered at your location or in Montefiore WIO classrooms in Yonkers, New York



eLEARNING

Take advantage of our highly successful trainings using an engaging and interactive eLearning platform



TRAIN-THE-TRAINER SERIES

Send your nursing leadership and nurse educators to our train-the-trainer series after which participants are certified to deliver Montefiore WIO content



MULTIPLE LANGUAGES

Courses are available in English, Spanish, Russian, Creole and other languages upon request



CONVENIENT

Most courses are available upon request

HOW TO REGISTER:

Visit Montefiore Workforce Initiatives at One Fordham Plaza, Suite 1000, Bronx, New York 10458
Call 929-220-8199 or email wio@montefiore.org

PROFESSIONAL DEVELOPMENT SERIES



Overview

There are five courses in the Montefiore WIO Professional Development Series. They are:

- Part I: Population Health and Care Coordination Basics
- Part II: Communication Skills
- Part III: Chronic Care Medical Management
- Part IV: Behavioral Health Care Management
- Part V: Improving Patient Care through Data Collection

Courses can be taken as a series, individually or in any preferred combination.



Each course has its own objectives and supporting materials and activities. Because active participation of learners in the training is key toward reaching learning goals, course activities include self-surveys, videos, interactive games

and role plays. Case studies that simulate situations that reflect the long term care population's medical and behavioral conditions, as well as their social and economic challenges, are used to facilitate skill development.

Each course includes an introduction and summary with a review of all handouts. Pre- and post-assessments and course evaluations are used to measure how well the learner understands the content.

Target Audience

The direct care workforce is vital to the successful transformation of health care from the institutional to the community setting. Long-term health care workers play a vital role in knowing their patients and the patient's goals and are well-positioned to serve as the eyes and ears of the health care team, ensuring patients receive the right care, at the right time, in the right setting.



Montefiore WIO offers training to a broad cross-section of long term care workers including Home Health Aides (HHAs), Personal Care Assistants (PCAs) and Certified Nurse Assistants (CNAs). Montefiore also provides recruitment and retention services focused on improving the skills of the workers to enable them to provide high quality patient care.

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Part I: Population Health and Care Coordination Basics



Understanding the importance of population health, care coordination, cultural competence, and health literacy is key when promoting health and wellness, and advocating for patients/residents. This course guides long term health care workers on how

to integrate key components of care to promote better care outcomes for their patients.

- Introduction to Population Health
- Cultural Competence and Health Literacy
- Special Populations (including the Developmentally Disabled and the LGBTQ population)
- Basic Principles of Population Health
- Basic Principles of Care Coordination
- The Long Term Care Worker's Role in Patient Wellness
- Population Health and Care Coordination Basics

 **Modality:** Didactic, eLearning

 **Language:** Available in English, Spanish, Russian, Creole and other languages upon request

Location: Online, at your location or in Montefiore WIO classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 4 hours

Date of Availability: Upon request

Course Credits: Certificate of Completion

Part II: Communication Skills

Effective communication skills are needed to speak clearly and appropriately and to build and maintain trusting relationships with patients, their families and co-workers. This course guides long term healthcare workers on effective and respectful communications with patients, their families and other members of the healthcare team. Participants learn techniques such as motivational interviewing, brief action planning, SBAR and the use of INTERACT tools to foster patient-centered decision-making.



Topics include:

- Introduction to Communication Skills
- What is Communication?
- Challenges to Communication
- Communication Best Practices
- Mutual Goal Setting
- Motivational Interviewing
- Brief Action Planning
- SBAR and INTERACT
- Communication Skills Summary

 **Modality:** Didactic, eLearning

 **Language:** Available in English, Spanish, Russian, Creole and other languages upon request

Location: Online, at your location or in Montefiore WIO classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 4 hours

Date of Availability: Upon request

Course Credits: Certificate of Completion

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Part III: Chronic Care Medical Management



Understanding chronic health conditions and the appropriate actions required to assist patients and family members are vital to improving quality of care and enhancing quality of life. This course identifies essential steps in recognizing and

reporting early changes in medical conditions in older adults. Participants learn to recognize “Red Flags,” signs and symptoms of a change in conditions, and learn the appropriate interventions.

This course includes:

- Introduction to Chronic Care Medical Management
- What is Chronic Medical Management?
- Anemia
- Heart Failure
- Electrolyte Imbalance
- Respiratory Infections
- Sepsis
- Urinary Tract Infection
- Diabetes
- Pain
- Recognizing “Red Flags”

Modality: Didactic, eLearning

Language: Available in English, Spanish, Russian, Creole and other languages upon request

Location: Online, at your location or in Montefiore WIO classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 4 hours

Date of Availability: Upon request

Course Credits: Certificate of Completion

Part IV: Behavioral Health Care Management Skills

This course provides the knowledge, practical skills and strategies needed to recognize and manage early warning signs and symptoms of behavioral health conditions.

This course includes:

- Introduction to Behavioral Health Care Management
- What is Behavioral Health?
- Integrated Behavioral-Medical Health
- Stigma
- Common Behavioral Health Conditions
- Depression and Anxiety
- Substance Abuse Disorder
- Post-Traumatic Stress Disorder
- Dementia
- Insomnia
- Changes in Condition and Evidence-Based Interventions
- The Role of the Long Term Healthcare Worker

Modality: Didactic, eLearning

Language: Available in English, Spanish, Russian, Creole and other languages upon request

Location: Online, at your location or in Montefiore WIO classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 4 hours

Date of Availability: Upon request

Course Credits: Certificate of Completion



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Part V: Improving Patient Care through Data Collection

The health care system requires timely and effective data collection and data reporting. The key components of the data collection process, the importance of accurate reporting and documentation are emphasized. Also covered is how patient outcomes can be improved when data is integrated and used across various healthcare settings.

The main course concepts include:

- Introduction to Improving Patient Care through Data Collection
- Basic Data Collection Skills
- Chronic Health Conditions
- Behavioral Health Conditions
- Social Determinants of Health
- Data Collection in Healthcare
- Principles of Effective Data Communication and Transmission
- The Role of the Long Term Healthcare Worker in Improving Patient Outcomes

 **Modality:** Didactic, eLearning

 **Language:** Available in English, Spanish and Creole and other languages upon request

Location: Online, at your location or in Montefiore WIO classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 4 hours

Date of Availability: Upon request

Course Credits: Certificate of Completion

Train the Trainer Series

Designed for nursing leadership and nurse educators, this series is a high-level program that covers the guiding principles for effective and efficient training delivery. This course integrates cultural competency and health literacy (CCHL) principles into training and focuses on various strategies for delivering excellence in WIO program training.

Participants learn how to:

- Understand the guiding principles for effective and efficient training delivery to adult learners
- Consider the impact of Personality Style and Learning Style in training
- Integrate foundational cultural competency and health literacy (CCHL) principles into training
- Implement strategies for delivering WIO program training
- Develop interactive classroom tools
- Manage a collaborative and interactive classroom
- Deliver highly effective training and professional presentations
- Understand training frame work and implementation of change management modules
- Access pre-class and in-class preparation techniques to make you an outstanding trainer

At the completion of this course, participants are certified to deliver Montefiore's WIO content and have full access to Montefiore's WIO content library and training materials.

 **Modality:** Didactic

Location: At the SNF or home care agency location or in Montefiore WIO classrooms in Yonkers, New York

Target Audience: Nursing Leadership, RN Nurse Educators

Duration: 6.5 hours

Date of Availability: Upon request

Course Credits: 6.5 contact hours contact hours have been approved by the Commission for Case Management Certification to provide continuing education credit to CCM® board certified case managers.

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OTHER COURSES



Case Management Certification Preparation

This course provides the content that case managers need to prepare for the Case Management Certification (CCM) exam and the ACM and ANCC CM certifications. It is also appropriate for interdisciplinary professionals who want a basic course in case management practice.

Participants receive a 300-page course manual that is updated every four months. The manual includes:

- The domains of essential case management knowledge per national standards and the CCM Commission
- Overview of the CCM process and exam
- 130+ sample questions
- Self-assessment design
- Resources for self-study

Modality: Didactic

Location: Montefiore WIO training classrooms in Yonkers, New York

Target Audience: Registered Nurses, Nurse Practitioners and Social Workers

Duration: (14 hours) Two-Day Course

Prerequisite: Valid and active New York State RN or NP license and two years of case management experience

Date of Availability: Upon request

Course Credits: 14 contact hours have been approved by the American Association of Occupational Health Nurses, an accredited approver of Continuing Education in Nursing by the American Nurses Credentialing Center's Commission on Accreditation and CCMI Associates.

Skin and Wound Care Management Basics

Proficient wound management is an ever-present challenge for providers of long term care. Chronic and acute wound prevention and treatment require a strong foundation in theory and principles of wound management combined with evidence-based practice.



This comprehensive course provides essential tools and strategies to confidently address wound and skin care management. The learner will be able to apply theory using case study examples, interactive assessments and collaborative discussion.

The main course concepts include:

- Prevention
- Assessment
- Healing
- Infection
- Dressings
- Pain Management

Modality: Didactic

Location: SNF or home care agency location

Target Audience: Long Term Healthcare Workers, Registered Nurses

Duration: 2 hours

Date of Availability: Upon request

Course Credits: Certificate of Completion

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