

Montefiore

Workforce Investment
Organization

CHANGING THE LANDSCAPE OF CARE

2022 COURSE
CATALOG



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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 (2018-2021) designed to attract, recruit, retain and retrain healthcare workers to serve the long term sector.

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.

Program Accomplishments

- Montefiore WIO course offerings are targeted to impact the outcomes of the MLTC VBP metrics.
- Courses are designed to give learners important and useful information about caring for individuals with chronic medical and behavioral conditions, as well as social determinants of health issues. Cultural competency and health literacy are interwoven into learner courses.
- Montefiore WIO educated over 30,000 trainees in three years!
- Significant improvements noted in pre and post Competency testing results.
- Learners evaluated WIO training with 99% Satisfaction responses.
- WIO offers a supplement to organizations training resources.
- Montefiore WIO is flexible to tailor training to your organization's training needs.
- Montefiore WIO can support your recruitment and retention plans for the Long Term Care workforce.

Your Training Options



DIDACTIC

Attend live trainings delivered by our experienced RN Program Educators offered 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.



WEBINAR

Live trainings delivered virtually by our experienced RN educators.

HOW TO REGISTER:
Call 914-922-6972 or email wio@montefiore.org

WHY PARTNER WITH OUR WIO?



Knowledge and skill building transcend into greater depths in clinical practice.

- ✓ Montefiore WIO has the experience and proven training outcomes.
- ✓ Montefiore WIO training is grounded in evidenced based practice.
- ✓ We utilize cutting edge technology, innovative training strategies, modalities and incentive options.
- ✓ WIO offers a supplement to an organization's training resources.
- ✓ Montefiore's WIO is flexible to tailor courses to your organization's training needs.
- ✓ We promote learner engagement.
- ✓ Montefiore WIO has taken great strides in its training efforts to ensure that long-term care workers and its leadership are working in tandem for the overarching goals of preventing unnecessary hospitalizations and Emergency Room visits while improving the patients' quality of life and reducing costs.
- ✓ Montefiore WIO has established and maintained alliances with community-based organizations to develop critical partnerships to improve patient outcomes.
- ✓ Montefiore WIO can support your recruitment and retention plans for the Long Term Care Workforce.



HOW TO REGISTER:
Call 914-922-6972 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.

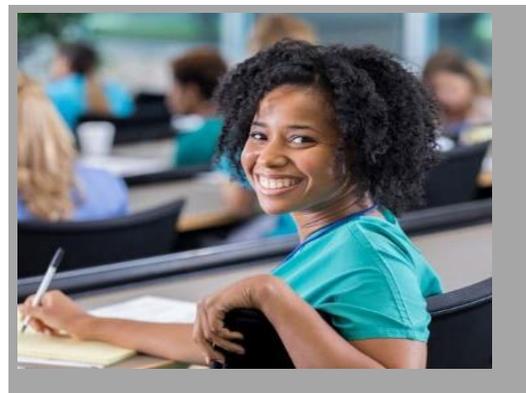
Each course includes an introduction and summary with a review of all handouts. Pre- and post-assessments and course evaluations are used to measure how well the learner understands the content.



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), Health Home Managers, Peer Educators, and Community Health Care Workers.



HOW TO REGISTER:

Call 914-922-6972 or email wio@montefiore.org



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, Webinar

 **Language:** Available in English, Spanish

Location: Online, Webinar or 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, Webinar

 **Language:** Available in English, Spanish

Location: Online, Webinar 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

HOW TO REGISTER:

Call 914-922-6972 or email wio@montefiore.org



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, Webinar

Language: Available in English, Spanish

Location: Online, Webinar 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, Webinar

Language: Available in English, Spanish

Location: Online, Webinar 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



HOW TO REGISTER:

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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, Webinar

 **Language:** Available in English, Spanish

Location: Online, Webinar 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 framework 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, Webinar

Location: Webinar 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.

HOW TO REGISTER:

Call 914-922-6972 or email wio@montefiore.org

ADDITIONAL COURSES



COVID-19

At the conclusion of this training the learner will be able to:

- Explain what is COVID-19 (Coronavirus).
- Understand how the virus is transmitted (Spreads).
- Recognize the signs and symptoms of COVID-19.
- Understand the importance of getting treated for the symptoms.
- Understand and take the necessary precautions to protect yourself, family members, and clients/patients.

  **Modality:** Didactic, Webinar

Location: Webinar or MontefioreWIOtraining classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 1 hour

Date of Availability: Upon request

Course Credits: Certificate of Completion

COVID-19 : ACTION STEPS FOR THE LONG TERM CARE WORKFORCE

At the conclusion of this training the learner will be able to:

- Describe infection prevention and control strategies to prevent the transmission (spread) of COVID-19 in the home (community).
- Adhere to infection prevention and control best practices In the home (community).
- Prepare and implement best practices in caring for patients suspected or confirmed of having COVID-19 in the home (community).
- Describe best practice recommendations for managing PPE when supplies are limited.

  **Modality:** Didactic, Webinar

Location: Webinar or MontefioreWIOtraining classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 1 hour

Date of Availability: Upon request

Course Credits: Certificate of Completion

HOW TO REGISTER:

Call 914-922-6972 or email wio@montefiore.org

ADDITIONAL COURSES



Customer Service for the Long-Term Care Workforce

This course will present what effective customer service is and its benefits to healthcare organizations. It will review the principles of effective customer service, and how to recover from service breakdowns. It will explore areas that are directly related to delivering optimal customer service, including effective communication and effective teams. The course will reinforce existing customer service skills and help to build even more effective skills. These tools will facilitate an improved patient and caregiver experience. Patient engagement will be supported.

At the conclusion of this training the learner will be able to:

- Define Customer Service and its impact on healthcare organizations.
- Describe the relationship between Effective Communication and Customer Service.
- Discuss the value of Customer Service in Healthcare Delivery.
- Address the components of Effective Customer Service.
- Identify challenges to delivery of customer service.
- Identify and manage service breakdown.
- Describe the components of Service Recovery.
- Discuss the relationship between Effective Teams and Customer Service.

  Modality: Didactic, Webinar

Location: Webinar or MontefioreWIOtraining classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 1 hour

Date of Availability: Upon request

Course Credits: Certificate of Completion

Diabetes

At the conclusion of this training the learner will be able to:

- Describe Diabetes and its causes and treatment.
- Discuss the role of the home health aide in promoting self management of the conditions above, including early recognition of red flag symptoms and how to manage them.
- Apply the knowledge learned throughout this module in the application of a Case Study.

  Modality: Didactic, Webinar

Location: Webinar or MontefioreWIOtraining classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 1 hour

Date of Availability: Upon request

Course Credits: Certificate of Completion

Falls Prevention

At the conclusion of this training the learner will be able to:

- Define what are falls.
- Identify the risk factors for falls.
- Describe the causes for falls.
- Discuss fall prevention strategies for use in the home and community.

  Modality: Didactic, Webinar

Location: Webinar or MontefioreWIOtraining classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 1 hour

Date of Availability: Upon request

Course Credits: Certificate of Completion

HOW TO REGISTER:

Call 914-922-6972 or email wio@montefiore.org

ADDITIONAL COURSES



Dementia

This course will focus on improving your skills for working with patients in the community and in skilled nursing facilities with Alzheimer's and dementia related illnesses.

This course will give you the tools needed to care for patients/residents with dementia and explore ways to improve their quality of life. You will learn how build positive relationships in most situations with your patients, their families, and team members. You will explore opportunities to build trust, and have better relationships by observation, and by being effective communicators in order to understand and meet the care needs your patients.

At the conclusion of this training the learner will be able to:

- Define what is dementia?
- Recognize different types of dementia.
- Identify stages of behaviors of dementia.
- Identify screening strategies.
- Recognize and assist with care management strategies.

 **Modality:** Didactic, Webinar

Location: Webinar or MontefioreWIOtraining classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 1 hour

Date of Availability: Upon request

Course Credits: Certificate of Completion

Hypertension

Hypertension is a serious medical condition where blood flows through the blood vessels with greater force than normal. This module will discuss hypertension, treatment and control and case management strategies to manage this serious medical condition

At the conclusion of this training the learner will be able to:

- Discuss the epidemiological aspects of Hypertension.
- Describe the common signs and symptoms experienced by persons with Hypertension.
- Identify lifestyle modifications for patients with hypertension.

 **Modality:** Didactic, Webinar

Location: Webinar or MontefioreWIOtraining classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 1 hour

Date of Availability: Upon request

Course Credits: Certificate of Completion

HOW TO REGISTER:

Call 914-922-6972 or email wio@montefiore.org

ADDITIONAL COURSES



Mental Health First Aid

Mental Health First Aid helps you assist someone experiencing a mental health or substance use-related crisis. In the Mental Health First Aid course, you learn risk factors and warning signs for mental health and addiction concerns, strategies for how to help someone in both crisis and non-crisis situations, and where to turn for help.

At the conclusion of this training the learner will be able to:

- Recognize the potential risk factors and warning signs for a range of mental health problems, including depression, anxiety/trauma, psychosis and psychotic disorders, substance use disorders, and self-injury.
- Use a 5-step action plan to help an individual in crisis connect with appropriate professional help.
- Interpret the prevalence of various mental health disorders in U.S. and the need for reduced negative attitudes in their communities.
- Apply knowledge of the appropriate professional, peer, social, and self-help resources available to help someone with a mental health problem treat and manage the problem and achieve recovery.
- Incorporate Self-Care strategies into Mental Health First Aide.

  **Modality:** Didactic, Webinar

Location: Webinar or MontefioreWIOtraining classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 2 hours of eLearning prior to 5 hours didactic

Date of Availability: Upon request

Course Credits: Certificate of Completion

An Overview of Palliative Care and Hospice

At the conclusion of this training the learner will be able to:

- Define Palliative Care.
- Understand symptom management and optimized quality of life.
- Understand the stages of grief and loss.
- Understand how culture affects coping and loss.
- Identify ways to show patients you understand and support them.
- Identify ways to support family and coworkers through the grieving process.
- Understand the role of long term care workers and how to cope with feelings of grief and loss.

  **Modality:** Didactic, Webinar

Location: Webinar or MontefioreWIOtraining classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers

Duration: 2 hours

Date of Availability: Upon request

Course Credits: Certificate of Completion



HOW TO REGISTER:

Call 914-922-6972 or email wio@montefiore.org

ADDITIONAL COURSES



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, Webinar

Location: Webinar or Montefiore WIO training classrooms in Yonkers, New York

Target Audience: Long Term Healthcare Workers, Registered Nurses

Duration: 2 hours

Date of Availability: Upon request

Course Credits: Certificate of Completion

HOW TO REGISTER:

Call 914-922-6972 or email wio@montefiore.org

RECRUITMENT AND RETENTION SERVICES



Montefiore WIO can also provide opportunities for those interested in Home Health Aide certificate training, with guaranteed employment to program completers.

Our goal is to share our expertise and work collaboratively Licensed Home Care Services Agency (LHCSA) partners to build the necessary HHA skills to improve the quality of long-term care and position the agencies to be successful in value-based payment arrangements.

To support the recruitment of HHAs, Montefiore WIO staff make presentations at community meetings throughout the region to describe the benefits of a home care career and refer interested individuals to our home care agency partners for employment.

Montefiore WIO supports retention of HHAs with a commitment to their professional development through workshops geared to provide enhanced knowledge and skills.



HOW TO REGISTER:
Call 914-922-6972 or email wio@montefiore.org

WIO COURSE OFFERINGS MAPPED TO VBP



Measures	WIO Modules
Percentage of members who did not have an emergency room visit in the last 90 days	Population Health/Care Coordination Basics
Percentage of members who did not have falls resulting in medical intervention in the last 90 days	Falls Prevention Basics
Percentage of members who did not experience falls that resulted in major or minor injury in the last 90 days	Falls Prevention Basics
Percentage of members who received an influenza vaccination in the last year	Population Health Care Coordination Basics Chronic Care Medical Management
Percentage of members who remained stable or demonstrated improvement in pain intensity	Chronic Care Medical Management Improving Patient Care Through Data Collection
Percentage of members who remained stable or demonstrated improvement in Nursing Facility Level of Care (NFLOC) score	Improving Patient Care Through Data Collection
Percentage of members who remained stable or demonstrated improvement in urinary continence	Chronic Care Medical Management Improving Patient Care Through Data Collection
Percentage of members who remained stable or demonstrated improvement in shortness of breath	Chronic Care Medical Management Improving Patient Care Through Data Collection

HOW TO REGISTER:
Call 914-922-6972 or email wio@montefiore.org

WIO COURSE OFFERINGS MAPPED TO VBP



Measures	WIO Modules
Percentage of members who did not experience uncontrolled pain	Chronic Care Medical Management Skin and Wound
Percentage of Members who were not lonely or not distressed	Population Health and Care Coordination Basics Behavioral Health Care Management Skills
Potentially Avoidable Hospitalizations (PAH) for a primary diagnosis of heart failure, respiratory infection, electrolyte imbalance, sepsis, anemia, or urinary tract infection	Population Health and Care Coordination Basics Chronic Care Medical Management Improving Patient Care Through Data Collection
Percent of long stay high risk residents with pressure ulcers	Skin and Wound
Percent of long stay residents who received the pneumococcal vaccine	Population Health and Care Coordination Basics Chronic Care Medical Management Improving Patient Care Through Data Collection
Percent of long stay residents who received the seasonal influenza vaccine	Population Health and Care Coordination Basics Chronic Care Medical Management Improving Patient Care Through Data Collection
Percent of long stay residents experiencing one or more falls with major injury	Fall Prevention Basics
Percent of long stay residents who lose too much weight	Population Health and Care Coordination Basics Chronic Care Medical Management

HOW TO REGISTER:
Call 914-922-6972 or email wio@montefiore.org

WIO COURSE OFFERINGS MAPPED TO VBP



Measures	WIO Modules
Percent of long stay residents with a urinary tract infection	Chronic Care Medical Management Improving Patient Care Through Data Collection
Care for Older Adults – Medication Review	Chronic Care Medical Management Improving Patient Care Through Data Collection
Use of High-Risk Medications in the Elderly	Chronic Care Medical Management Improving Patient Care Through Data Collection
Percent of long stay low risk residents who lose control of their bowel or bladder	Chronic Care Medical Management
Percent of long stay residents whose need for help with daily activities has increased	Population Health and Care Coordination Basics Chronic Care Medical Management Improving Patient Care Through Data Collection
Percentage of members who rated the quality of home health aide or personal care aide services within the last 6 months as good or excellent	Population Health and Care Coordination Basics Communication Skills Customer Service for the LTC Workforce
Percentage of members who responded that they were usually or always involved in making decisions about their plan of care	Population Health and Care Coordination Basics
Percentage of members who reported that within the last 6 months the home health aide or personal care aide services were always or usually on time	Population Health and Care Coordination Basics Communication Skills Customer Service for the LTC Workforce

HOW TO REGISTER:
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WIO COURSE OFFERINGS MAPPED TO VBP



Measures	WIO Modules
Percent of long stay residents who have depressive symptoms	Population Health and Care Coordination Basics Behavioral Health Care Management Skills
Percentage of long stay residents with dementia who received an antipsychotic medication	Population Health and Care Coordination Basics Behavioral Health Care Management Skills
Percentage of long stay residents who self-report moderate to severe pain	Chronic Care Medical Management Improving Patient Care Through Data Collection

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Montefiore
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