

Standard of Excellence Education & Training Center, LLC

“raising the standards In Quality Care”

2013-2019

Program Curriculm

Mrs. Rosland Anderson



Standard of Excellence Education & Training Center, Inc.

General Information

Standard of Excellence Education & Training Center, LLC is a pre-vocational training center as well as an occupational training center. We train individuals who are entering the healthcare field as certified CBRF (Community Based Residential Facility) Direct Care Professionals, many of whom attend school and are planning to enter nursing school. Standard of Excellence Education & Training Center **provides a comfortable environment for instruction and hands-on learning opportunities.**

**Training Center Hours of Operation:**

The hours of operation for the training center are 9:00am-3: 00 pm (Monday-Friday)

**Objectives:**

1. To provide a positive learning environment that focuses on the development of the healthcare professional.

2. To produce certified health care workers able to competently execute work needed by their employer to render quality care.

3. To ensure that employees meet training requirements outlined by State regulatory agencies.

4. To provide employees with current information to meet the changing needs

of clients.

5. A strong, all-inclusive curriculum to meet students' interests and skills for careers in healthcare.

6. Quality continuing education programs for professionals licensed in their field.

7. New possibilities for persons pursuing new careers in health care.

8. To produce an adequate supply of well-trained long-term care workers.

9. Programming that encourages caregivers to stay in the long-term care workforce.

10. Preparing caregivers to meet the demands of a growing number of consumers who will need them.

11. Excellent customer service to each student.

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|  Standard of Excellence Education & Training Center, LLCTraining Programs**Standard of Excellence Education & Training Center, LLC****Upward Mobility Pathway-**  (Self-gentrification for the new employee) is built into our healthcare training it is a scaffolding of educational, financial and professional development that if achieved can transform communities, family designation and personal accomplishment. This built in level to our training covers three tiers of care giving. The first level of care, equivalent to remedial skill implementation is Direct Care Giver. The direct care giver has a state certification that clears one to professionally and legally work in healthcare. The certificate is based on thirty-two hours of training with emphasis on Assistance with daily living tasks, components derived upon by Department of Health Services of Wisconsin. Most places start at a living wage, <http://livingwage.mit.edu/counties/55079> as $10.57 and training hours that amount to 120 hours in Wisconsin, 30 hours being clinical hours, allowing one if transitioning from CBRF certification to CNA to have unique job skills and authority to complete tasks that one otherwise couldn’t yielding a higher pay, more skills and access to a livable wage. Skilled nursing positions are in high demand and the top of the upward mobility pyramid for obvious tangible reasons. The scaffolding benefit is conducive for upward mobility. The CBRF certified direct care giver according to our data is undereducated, meaning he or she did not complete high school, has a GED, live in the inner city and according to the definition of poverty are in fact in poverty. The clear steps present an effective energizer to a community and illuminate the path taken for success. **Standard of Excellence Education & Training Center, LLC****Community-Based Residential Facility (CBRF)*****Community-Based Residential Facility (CBRF) Raising the Standard’s in Care:*** **Class Instruction** The participants will gain knowledge about persons who have developmental disabilities and physical delays.  They will be trained to understand and properly document challenging behaviors.  Understand legal terminology in dealing with client rights.  Learn how to administer medication properly, identify medication, possible side effects and what to do in case of a medication error.  Learn OSHA standards, and OSHA safety for assisted living and how to handle exposure incidents. Residents Rights & Grievance ProceduresThere are specific rights for residents living in a CBRF Facility. Each participant will be trained thoroughly how to protect the rights of residents and ensure that residents rights are not violated by anyone. Participants will learn the Grievance Procedure if a resident makes a complaint.Client Group SpecificMany conditions result from the natural aging process while others are from on-going health problems that have developed earlier in life. Participants will be trained to identify signs and symptoms of conditions related to aging and important things to remember when caring for residents with these conditions.Needs Assessment and Individual Service PlanBefore a resident enters a CBRF facility a pre-admission needs assessment is done to determine the following: whether the facility can provide adequate care to meet the needs of the resident and to determine the level of service or care required by the facility. Participants will complete a pre-admission needs assessment and develop and Individual Service Plan (ISP).Recognizing and Responding to Challenging BehaviorsIt is important for caregivers in the CBRF to have a basic knowledge and understanding of the challenging behaviors that may occur because of a client diagnosed with a developmental disability, physical delay, dementia and dementia-related illnesses. Participants will learn what may be causing behaviors, how they might prevent them and how to solve the problems associated with them.Standard PrecautionsThere are many different types of germs and pathogens that cause disease. One of the responsibilities of a caregiver is to help provide residents with a safe and healthy place to live. Participants will learn about their role in preventing the spread of germs and infections, describe how infections happen, define infection control and standard precautions and how to use the personal protective equipment.Dietary Needs, Menu Planning, Food Preparation & SanitationAlthough participants may not actually plan a resident’s menu there are things that he/she can do to make the resident’s meal meet the individual resident’s preferences and nutritional needs. Participants will learn what makes a resident’s diet “balanced,” as well as the importance of meal planning. They will be introduced to the Food Guide Pyramid as a guideline for determining if a diet is nutritious.First Aid & Procedures to Alleviate ChokingThe purpose of the American Red Cross First Aid/CPR/AED and the First Aid with Choking for CBRF program for the responder, is to provide participants with the knowledge and skills necessary to help sustain life and minimize the consequences of injury or sudden illness until advanced medical help arrives. Participants will learn how to identify and recognize emergencies and make appropriate decisions for first aid care.Management & Administration of Medication Assisting residents with medications is a very important task. Many residents move into assisted living facilities because they can no longer manage the medications they take. With assistance, residents can enjoy improved health and wellness. All assisted living caregivers must complete training required by the state before they can help any assisted living resident with medications. Medication assistance training consists of many practical lesions about medications: the caregiver’s role, monitoring resident health, and medication use assisting with medications and reporting medication assistance.Assisting with Personal CaresThis training is also valuable for those who care for elderly, or mental & physical disabled. It provides caregivers with an understanding of what is involved caring for a loved one and knows how to provide care through a 1-hour module covering the following topic: Assisting with Personal Care-importance of bathing, hair washing, shaving, nail care, mouth care and the importance of proper documentation.Fire SafetyFire safety refers to precautions that are taken to prevent or reduce the likelihood of a [fire](http://en.wikipedia.org/wiki/Fire) that may result in death, injury, or property damage. To alert those in a structure to the presence of an [uncontrolled fire](http://en.wikipedia.org/wiki/Conflagration) in the event one occurs. By enabling those threatened by a fire to survive in and evacuate from affected areas, or to reduce the damage caused by a fire. Staff will learn the basics of fire safety including learning to identify the stages of a fire, how a fire spreads, extinguishing methods and precautions in working with flammable materials. Staff will also learn how to run various types of fire drills and another important life-saving information.**Abuse, Neglect & Misappropriations*****Abuse, Neglect & Misappropriations*** The American Psychological Association estimates that every year, about 4 million older Americans are victims of physical, psychological or other forms of abuse and neglect. Those statistics may not tell the whole story. For every case of elder abuse and neglect reported to authorities, experts estimate as many as 23 cases go undetected. The quality of life of older individuals who experience abuse is severely jeopardized, as they often experience worsened functional and financial status and progressive dependency, poor self-rated health, feelings of helplessness and loneliness and increased psychological distress. Research also suggests that older people who have been abused tend to die earlier than those who have not been abused, even in the absence of chronic conditions or life-threatening disease.When abuse happens, we all ask ourselves how, and we wonder why someone didn’t intervene before these crimes are committed. The truth is, someone could (and should) have helped long before any elder was victimized. The Abuse, Neglect, & Misappropriation training discusses the importance of reporting, the appropriate steps for filing and completing a report. Participants develop a working definition of abuse and neglect beyond the legal definition with the goal of early detection of abusive situations.**Enrichment Courses*****Enrichment Courses***Participants learn helpful and practical strategies that cover a huge variety of programs. The scopes of these programs are to help adults learn new skills to improve daily quality of life. The courses are not limited to one subject matter but are designed to catch certain issues at the grassroots level. **Dealing with Stress** The simple realization that you are in control of your life is the foundation of stress management. Managing stress is all about taking charge: of your thoughts, emotions, schedule, and the way you deal with problems. This training covers the following: 1. What is Stress?
2. Identifying the sources of stress in your life.
3. Signs of stress overload.
4. Dealing with stress.

**Time Management** Managing your time effectively will help you get more done each day. By managing your time more wisely, you can minimize stress and improve your quality of life. Getting on track when organizational skills don't come naturally isn’t easy. To get started this training focuses on the following strategies:* Plan each day.
* Prioritize your tasks.
* Delegate.
* Evaluate how you're spending your time.
* Limit distractions.
* Get plenty of sleep, eat a healthy diet and exercise regularly.
* Take a break when needed.

**Understanding your Job Functions**Understanding your job role and description is the most important thing when applying for a new position or starting a new job. You must make sure that you ultimately understand the duties you are expected to fulfill. This training covers some insight into areas of struggle for new employees.1. It is also important to be able to read and understand your payslip.
2. Understand the benefits offered.
3. Calculating hours correctly.

**Proper Documentation** Inaccurate or incomplete documentation can mean serious trouble for you if you're ever involved in a lawsuit. This training provides useful tips to help you document the facts by sticking to the 5 W’s of Documentation. * Who?
* What?
* When?
* Where?
* Why?

Sticking to these tips will help improve client care and shield you from legal fallout if something goes wrong.**Incident/Accident Reporting**In any [health care](http://en.wikipedia.org/wiki/Health_care) facility, an incident report or accident report is a form that is filled out in order to record details of an unusual event that occurs at the facility. The purpose of the incident/accident report is to [document](http://en.wikipedia.org/wiki/Document) the exact details of the occurrence while they are fresh in the minds of those who witnessed the event. Generally, according to health care guidelines, the report must be filled out as soon as possible following the incident or right after the situation has been stabilized. This way, the details written in the report are as accurate as possible.No one should complete incident/accident reports without proper training. This course focuses on: (1) Gathering your thoughts and reporting the information only (2) Intervening solutions (3) Submitting the report (4) Follow-up**Caregiver Code of Ethics**Ethics: outlining principles of morality: looking at what is right and wrong in one’s conduct as a caregiver.Ethical behavior is beneficial for everyone because it protects the interests of the employer and employee and the interests of everyone whom they serve or meet. Rules in daily life tend to help people to stay more focused on what is right or wrong conduct in common situations, and a code of ethics accomplishes the same thing in those situations where black and white moral judgments may not entirely apply. This training covers the following:* Defining Ethics
* Developing a personal code of ethics
* Caregiver code of ethics analysis

**Understanding Diabetes** Diabetes is a condition where the body fails to utilize the ingested glucose properly. This could be due to lack of the [hormone](http://www.news-medical.net/health/What-are-Hormones.aspx) [insulin](http://www.news-medical.net/health/What-is-Insulin.aspx) or because the insulin that is available is not working effectively.There are two types of diabetes – Type 1 and type 2. [Type 1 diabetes](http://www.news-medical.net/health/What-is-Type-1-Diabetes.aspx) is called [insulin-dependent diabetes](http://www.news-medical.net/health/What-is-Type-1-Diabetes.aspx) mellitus and occurs at a younger age or childhood. In these patients, there is complete lack of the hormone insulin that mandates external administration of the hormone regularly as treatment.Around 75% of people with diabetes have [type 2 diabetes](http://www.news-medical.net/health/What-is-Type-2-Diabetes.aspx) mellitus. This was earlier termed non-insulin dependent diabetes mellitus (NIDDM) or maturity-onset diabetes mellitus. The number of people with type 2 diabetes is rapidly increasing. In type 2 diabetes, not enough insulin is produced or the [insulin](http://www.news-medical.net/health/What-is-Insulin.aspx) that is made by the body is insufficient to meet the needs of the body. [Obesity](http://www.news-medical.net/health/What-is-Obesity.aspx) or being overweight predisposes to type 2 diabetes.To keep your glucose at a healthy level, you need to keep a balance on what you eat and drink. **Your diabetes diet is simply a healthy-eating plan that will help you control your blood sugar.** A diabetic’s diet must consist of foods thatContain carbohydrates, in moderation, such as beans, vegetables, and grains.* Are low in fat, especially saturated fat and cholesterol
* Are high in protein
* Are high in fiber such as fresh vegetables, fruits, whole-grain bread, and cereals.
* Are low in sugary foods and sweets

A registered dietitian will provide valuable information on how to encourage positive changes in eating habits. At the completion of the course, students will prepare a quick and easy diabetic meal in as little as 15 minutes.  |
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**Professional Development** (How to create great employees and happy clients).

One of the leading factors in job retention is the commitment to professional growth and etiquette that the employee adheres to and the employer initiates to offer exceptional customer service. In a recent network meeting at Standard of Excellence Education & Training Center, LLC employers identified two factors as reasons for lack of advancement or termination, unprofessional behavior and poor communication skill. The employers did not offer professional development training, manual or video.

Professional development is a means for systemic evaluation through individual measurement. In listening sessions held at Standard of Excellence Education & Training Center, LLC, ResCare, a workforce development agency, Employ Milwaukee a workforce development agency, funded by the government, unemployed workers identified communication and respect as reasons for quitting or leaving profession. In this industry transient employees leave the profession they do not look for employment at other health provider companies thus facilitating crisis and perpetuating it.

Professional development is a commitment to one’s customers that services received will be best practice, up to date, in line with mission, measurable for quality of care. It is also a commitment to employees allowing them to know metrics that promote, demote and even terminates their employment. The components covered during the Professional Development to facilitate employee job retention are: Self-Efficacy (How to assess one’s performance), Resolving Conflict (Conflict resolution training for organizations), Cultural Workforce Leadership (Workshops for diversity training), and Industry Creation of Entrepreneur (How to become an entrepreneur in health care field).

Standard’s has received approval from Department of Workforce Development to offer a new component called O.P.A.L. O.P.A.L. is a Professional Development initiative started by Standard of Excellence Education and Training Center to increase trainee market value, academic class training hours and vital job retention skills.

Standard’s will also offer the training to CBRF certified caregivers, CNAs, PCWs. O.P.A.L is a response to transient and under skilled care givers who frequently quit, are terminated, move from company to company and or find employment outside of the health profession due to employment culture shock. Care givers who fit this scope do not work enough to create stability or upward mobility and lack etiquette that is conducive to employment.

Professional development is an aspect of job retention that is not utilized in healthcare concerning CNA, PCW, nor CBRF certified care givers. Professional development equips the care giver with skills that he or she can use in all situational episodes, private or public, place of employment or home.

Professionals will receive a certificate upon completion of CBRF training. The completion of professional development particularly shows a commitment to the healthcare industry and employers will see a candidate for employment, who is able in career field to recognize and execute best options for successful long-term employment.

This CBRF training will focus on all components of CBRF certification along with Professional Development competencies:

* Medication Administration, First Aid with Choking
* Fire Safety, Standard Precaution
* Resident Rights, Dietary Needs & Menu Planning
* Client Group/ Challenging Behavior
* Needs assessment and ISP
* Conflict Resolution, Communication
* Customer Service, Self-Efficacy/Dependability

The cost to attend this series is $1,005.00 per student. Standard’s is requesting a loan to assist with supplies and materials. The projected monthly students served is 10. This will add $10,050.00 monthly and $120,600.00 yearly sales increase.

**Continuing Education E- Learning**

Per Wisconsin Code DHS 83.20, each calendar year employees must obtain a maximum of up to 15 hours of Continuing Education Units in work related subject areas.  According to, an article, [www.referenceforbusiness.com](http://www.referenceforbusiness.com)- “**Continuing Education**,” continuing-education programs benefit both businesses and workers. Businesses encourage continuing education to sustain a highly skilled and specialized workforce—a workforce with the skills to perform a variety of tasks or workers with "cross-functional" skills. Workers, on the other hand, may receive promotions, gain more power in the job market, or become more valuable employees by enrolling in continuing-education programs.

The Continuing Education Units are an excellent all-round form of mental [exercise](http://www.ehow.com/sports/). Caregivers learn to evaluate, sharpen and overcome short-comings that may be causing a problem in the work place and boost their confidence. In addition, a form of mental exercise, the Continuing Education Units makes continuous learning of repetitive materials exciting. The Continuing Education Units consists of e-learning and hands-on physical activities medication set-up and transferring, documentation, incident and accident reporting, bloodborne pathogens, performing first aid and much more.

All trainees will be evaluated prior to completion of the course and every year thereafter during and as a requirement for the Continuing Education Units. All skills will be detailed in writing and modeled. Specialized skills will be documented in trainee’s record. After successful completion of training trainees will receive a certificate of completion. Trainees who show a need for more training, deemed by assessment and or error, will be given the opportunity to retest.