

## 2021 TRAINING PLAN

Course ID	Name	Description	Environment	2021 Training (Completion) Dates
All New Staff	New Staff Orientation	Participation in the training will satisfy annual continuing education requirements for safety and compliance.	Relias Training Portal	As Needed
All Staff	General Safety: OSHA & Workplace Safety	Successful completion of this learning session will satisfy annual continuing education requirement for safety, internal disaster training, and fire safety. This learning does not exempt participation in hands-on safety drills. Training will include ergonomics and avoidance of slips, trips and falls, safety data sheets, bloodborne pathogens, and OSHA.	Relias Training Portal and PowerPoint	May-June 2021
All Staff	Emergency Preparedness	Training and demonstration as required by CMS and planned by Safety Committee	Classroom and Exercise	July 2021
All Staff	HIPAA Refresher	Successful completion of this learning session will satisfy annual continuing education requirement for HIPAA.	Relias Training Portal	December 2021
All Staff	Compliance Overview	This training will present the key elements of the Center's compliance policy and plan, focusing on the role all employees play in ensuring the plan is carried out effectively.	Relias Training Portal	August 2021
All Staff	Cultural Competencies & Diversity; Harassment & Sensitivity Training; Health Literacy	Learners will explore the various courses to assist with problem solving and coping skills based upon individual needs in consultation with their supervisor to include topics of culture, methods of communication, and strategies for dealing with issues of conflicts and/or promotion of diversity in the workplace.	Relias Training Portal	September-October 2021
All Staff	Working with People Experiencing Homelessness	This training will cover the physical and mental health disparities that individuals that are homeless face as well as the everyday dynamics of homelessness.	Relias Training Portal	March 2021
All Staff	Mandatory Reporter Training (Child Abuse)	All clinical staff and providers are required to complete this program and will be documented for purposes of licensure or compliance requirements.	Online-University of Pittsburgh or other approved course by licensing body	Ongoing as needed (every 2 years for licensed staff; every 5 years for non-licensed staff)

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All Staff	Employee Wellness	This training will cover topic such as work-life balance, emotional intelligence and awareness, and stress management	Relias Training Portal	April 2021
Safety Committee Members Annual	Workplace Safety Committee Training	Annual training for implementation of the Workplace Safety Committee to introduce workplace safety committee members (management and employees) to the requirements of ACT 34 for purposes of Workers' Compensation policy credits and cost reductions. To enable the creation and maintenance of workplace safety committees which promote the reduction of injury and illness.	Insurance Co. Representative	June 2021
All Providers	FTCA and Risk Management; EHR Refresher; Compliance; Billing and Coding	All providers will be required to attend these learning sessions or demonstrate comparable CME study. Sessions will be led by members of the senior staff.	Classroom	Monthly Provider Meetings
Care Team	Self-Management, Care Coordination: Best Practices and Population Health	All members of the Care Team to meet requirements of PCMH standards to include effective communication with all segments of our population (esp. vulnerable populations) and identifying and managing disparities in care	Relias Training Portal	November 2021
Dental Clinical Staff	X-Ray Refresher	All clinical staff and providers are required to complete this program and will be documented for purposes of licensure or compliance requirements.	Online	Ongoing
Dental Clinical Staff	Dental Equipment Sterilization	This training will provide an overview on the proper protocols surrounding dental equipment sterilization	Classroom	May 2021
Providers, Pharmacy & Billing Staff, Key Management	Medicare Fraud, Waste, and Abuse	This training will satisfy the annual requirement surrounding Medicare fraud, waste, and abuse.	Relias Training Portal	November 2021
Clinical Staff and Selected Non-Clinical Staff (as space allows)	CPR, Recertification	This training is a recertification workshop coordinated by QA/QI Manager.	Classroom	Ongoing
Women's Health	Obstetrical Procedures and Human Trafficking	The obstetrical procedure training includes shoulder dystocia: prediction, prevention, and management. The human	Relias Training Portal	February 2021



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Providers and Nurse		trafficking training will provide staff with critical steps to recognize and respond to the scenario.		
Medical and Dental Clinical Staff	Clinical In-Service Training	This assessment/training is an annual clinical skills competency check for all non-provider clinical staff. The program is coordinated and led by Nursing and Hygienist staff	Classroom	TBD as needed for periodic assessment
Medical and Dental Clinical Staff	Infection Control	This training will cover the basics of infection control including the prevention and transmission of infections from one person to another—methods and precautions and hand hygiene.	Relias Training Portal	July 2021
Medical Clinical Staff (Nurses/MAs)	Pediatric and Adult Patient Training	This training will encompass common pediatric problems in ambulatory care and respiratory infections. In addition, training topics covered for adults include immunizations, drug seeking behaviors, first aid, and multi-drug resistant organisms.	Relias Training Portal	August-September 2021
Medical Clinical Staff (Nurses/MAs)	Medication Training	This training will include prevention of medication errors and pharmacology for medical assistants (MAs).	Relias Training Portal	August-September 2021
Medical Clinical Staff (Nurse/MAs)	Team Building Training	This training will include topics such as critical thinking, difficult people, effective communication, resolving conflict, and building peer relationships.	Relias Training Portal	May 2021
Office Staff	Communication Training	These trainings will cover topics such as effective communication, listening, facing confrontation in customer service, conflict management skills, rapport building, and anger management.	Relias Training Portal	May 2021

777540	REL-ACU-0-CE576	Adult Immunizations	Vaccine-preventable diseases strike millions of adults annually. Not long ago, what nurses needed to know about immunizations was simple: Infants and young children received most of the vaccines, and adult immunizations could be counted on one hand, with a few fingers left over. However, recently the number of recommended immunizations for people of all ages has increased to a level not seen before, and the number of vaccines keeps rising. This module addresses various vaccine formulations and indications and provides resources for healthcare professionals to stay up to date on vaccine recommendations.
737914	REL-ALL-SS-BPR	Building Peer Relationships	It is up to you to build relationships with your peers. So how can you do this? This Challenge explores the ways you can be proactive in forging good relations with your peers and how that can benefit you and the organization as a result. The learner takes the role of a professional working in the Marketing Department of a data backup services company.
777495	REL-ACU-0-60078	Common Pediatric Problems in Ambulatory Care	Pediatric ambulatory care consists of well-child and preventive care and treating and managing acute and chronic health conditions. Nurses provide holistic care to the pediatric patient by synthesizing their nursing assessments with caregiver concerns. Nurses collaborate with the healthcare team to identify and address common pediatric health problems encountered in the ambulatory care setting.
737913	REL-ALL-SS-CRCT	Critical Thinking	Critical thinking is useful for examining an issue or problem logically. This Challenge Series product explores applying the critical thinking process.
730662	REL-ALL-SS-DPCCTCY	Difficult People: Can't Change Them, so Change Yourself	It would be easy to say that to deal with difficult people you should be tolerant and accept people's differences. This sounds nice, and might work in the short term, but if you are working with people you find difficult and you expect to be working with them for some period of time – you are better off learning how to respond and relate to them. The approach you use depends on the person, the situation, and your willingness to build and blend skills as needed. Dealing with difficult people requires that you first learn how to manage yourself with them. This means being self-aware and practicing self-management. It also means tuning into the feelings and emotions of others, however difficult it might be. When you know what triggers you and how you typically react, you can build skills to help make your interactions with others more productive. This is emotional intelligence, and if you build this capacity, you will be able to deal more effectively with many difficulties in life (including other people)!
730661	REL-ALL-SS-ETC	Effective Team Communication	It's vital to maintain open, effective communication on a team. However, it's all too easy to adopt bad habits. Without realizing how badly it affects your team, you or another team member may communicate in ways that lead to misunderstandings, cause unnecessary conflict, keep others from having their say, and prevent the team from performing as well as it could. In this course, you'll learn about different verbal barriers to effective team communication and strategies for overcoming them. But speaking is only one part of communication; effective listening is vital too. So you'll also learn about specific active listening techniques that can help you be a better listener.
730654	REL-ALL-SS-FRCW	Facing and Resolving Conflict in the Workplace	Workplace conflict won't go away on its own; you need a plan to address it. In this course, you'll learn about sources and signs of conflict, a process for resolving it, and ways to get the process back on track if difficulties arise.
727699	REL-PAC-0-FA2	First Aid – Part 2	The purpose of this course is to provide an overview of basic first aid principles for sudden illness-related emergencies encountered in the community. Appropriate safety measures and responses are reviewed for conditions of the neurological, cardiac, respiratory, gastrointestinal, and endocrine systems, as well as emergency situations involving special populations.



377217	REL-PAC-0-POTGC-IHPDSB	Identifying and Handling a Person with Drug Seeking Behaviors	This course presents Pro on the Go instruction for how to identify and handle a person with drug seeking behaviors.
255333	REL-ALL-0-ICBASIC	Infection Control: The Basics	Healthcare-associated infections are a serious issue in healthcare. Preventing the transmission of infections from one person to another is critical. Understanding how infections are transmitted is essential for all healthcare workers. In this course, the learner will learn about the basics of infection control including the chain of infection, methods of transmission, standard precautions, and transmission-based precautions.
544979	REL-ALL-0-MDRO-V2	Multi-drug Resistant Organisms (MDROs)	Multi-drug Resistant Organisms (MDROs) are a significant challenge to the healthcare industry. The prevention and control of MDROs are an important component to all infection control programs. Therefore, all healthcare workers need to understand the importance of preventing MDROs and strategies to do so.
777503	REL-ACU-0-60081	Pediatric Respiratory Infections	<p>Children frequently develop respiratory infections. This course will inform physicians and nursing professionals about viral and bacterial respiratory infections that affect children, so they can recognize the diseases and provide the most effective care. This course will also discuss respiratory syncytial virus, bronchiolitis, viral croup and associated croup syndromes, epiglottitis, pertussis, viral and nonviral pneumonia, and prevention of pneumonia in the pediatric population.</p> <p>The goal of this educational program is to provide nurses, physicians, and other healthcare professionals in acute care settings with information about viral and bacterial respiratory infections that affect children so that they will be able to recognize the diseases and provide the most effective care.</p>
777632	REL-ACU-0-CMA01	Pharmacology for Medical Assistants	Pharmacology is the study of the effects of drugs. It looks at how drugs act in the body and how the body responds to drugs. Pharmacology is vital to medicine, and all healthcare workers need to know the basic concepts surrounding the discipline. With the large number of drugs available to the public, the potential for interactions and adverse reactions is ever present. All medical assistants should be alert when dealing with drugs; when in doubt, checking and double-checking the drug and dose is highly recommended. The goal of this course is to educate medical assistants in the acute setting about the basic principles of pharmacology.
1110644	REL-CHC-0-PME	Preventing Medication Errors	Medication management is a core approach used for treating behavioral health conditions. As a nurse working with individuals with behavioral health disorders, the chances are high that your role will involve the proper administration and oversight of medications. Unfortunately, harmful medication errors can occur in any healthcare setting and during any part of the prescribing, dispensing, or administering process. The U.S. Food and Drug Administration (FDA, 2019) reviews more than 100,000 reports of possible medication errors each year. This course will describe common sources of medication errors. You will also learn strategies you can use to improve safety outcomes for the individuals you serve by decreasing medication errors. The goal of this course is to provide nursing professionals in health and human services settings with skills for reducing common sources of medication errors.

860605	REL-BHC-0-WPEH	Working with People Experiencing Homelessness	From financial barriers, client resistance, and lack of trust, to fragmented care and support, individuals experiencing homelessness and their families face unique challenges that complicate the provision of treatment. In this course, you will learn about the physical and mental health disparities that individuals who are homeless face, as well as the everyday dynamics of homelessness that complicate their involvement with service providers.
346612	REL-ALL-0-EINTEL-V2	Employee Wellness - Emotional Intelligence: Awareness	You have probably heard about an 'IQ' score that measures intelligence, but have you ever heard of 'emotional intelligence' or EQ? Emotional intelligence is your ability to understand, express, and manage your emotions, as well as your insight into what the people around you are feeling. EQ can add to your quality of life and contribute to career success. In this course, you'll learn about developing emotional awareness-the bedrock of emotional intelligence.
346626	REL-ALL-0-WLBAL-V2	Employee Wellness - Work-Life Balance	Today's fast-paced workplace along with the 24/7 nature of the digital age has resulted in a common experience: A lack of work/life balance. Over time, this can result in job dissatisfaction and personal burnout. This course will explore the factors causing imbalance between work and home and teach you how to make changes in both areas to restore balance

991315	REL-ALL-0-FSBASIC-V2	Fire Safety: The Basics	The goal of this course is to provide all employees with easy-to-remember steps and information about responding to and preventing fires.
727611	REL-PAC-0-SPBP	Standard Precautions and Bloodborne Pathogens	The purpose of this course is to familiarize the learner with standard precautions and bloodborne pathogens. Information about bloodborne pathogens, the exposure risks, diseases caused by bloodborne pathogens, and the role of the Occupational Safety and Health Administration are presented. This course engages the learner in the tools and practices for workplace safety, including standard precautions, proper handwashing, the use of personal protective equipment, and the steps to take if one is exposed to a bloodborne pathogen.
730697	REL-ALL-SS-TDBMYS	Take a Deep Breath and Manage Your Stress	If you find you're constantly adding items to your neverending to-do list, feeling overwhelmed at work and at home, and finding your health and relationships negatively impacted, you are likely experiencing stress. Stress is produced by your own feelings and reactions to certain external events, rather than by the events themselves. This means that while you may not always be able to control the external events causing you stress, you can control your reactions to them and how you handle them. This course explains the physiological, behavioral, and psychological signs and symptoms of stress and where it can come from. The course outlines strategies for dealing with stress and avoiding burnout. It also covers ways to change your responses to stress and make them more positive and how to use relaxation techniques such as breathing and meditation to help you cope.
255307	REL-ALL-0-WSTB	Workplace Safety: The Basics	It is important that you are aware of common hazards in the workplace and tools and techniques to keep yourself safe. Some situations will be specific to working in an organization, a home, or the community.
777485	REL-ACU-0-CE762	Shoulder Dystocia: Prediction, Prevention, and Management	<p>Shoulder dystocia is a vaginal delivery that requires a series of additional maneuvers to deliver the infant after routine, gentle traction of the head has failed. Nearly half of all shoulder dystocias occur in the absence of risk factors, making them largely unpredictable and unpreventable. Perinatal morbidity and mortality rates associated with shoulder dystocia are high, even when properly managed. Although considered an obstetric emergency, shoulder dystocia can usually be managed uneventfully by a well-trained obstetric provider and a team of nursing/resuscitation professionals.</p> <p>The goal of this course is to equip nurses in acute care settings with knowledge of current evidence regarding prediction, prevention, and management of shoulder dystocia, and the importance of accurate, thorough communication and documentation.</p>



1138509	REL-ALL-0-UHT	Understanding Human Trafficking	<p>Human trafficking is a significant issue in the U.S. and worldwide. Human trafficking victims are often concealed by their traffickers; however, studies show that many victims interact with healthcare professionals while they are being victimized. This places healthcare professionals in a unique position to recognize the signs and risk factors of human trafficking and take steps if they suspect a person may be a victim of human trafficking.</p> <p>The goal of this course is to provide healthcare staff with critical steps to recognize and respond to human trafficking.</p>
732251	REL-ALL-SS-ASIEC	Administrative Support: Interacting Effectively with Colleagues	<p>Regardless of the industry you work in or the boss you have, almost all the tasks you perform daily as an administrative support professional require interaction with others. Effectively interacting with others results in trust, improved morale, and respect between you and your colleagues, which in turn results in your ability to perform better in your role. In this course, you'll learn skills required of administrative support professionals to be able to interact effectively with others. Specifically, you will be introduced to the benefits of being a supportive colleague, including some best practices for doing so. You will also be introduced to techniques to use to ask for help from colleagues in a respectful and proactive way in order to accomplish your goals. Finally, you'll learn techniques to help you deal with criticism, including how to react to and act on it constructively.</p>
238047	REL-ALL-0-AM	Anger Management	<p>Anger is a universal emotion. Anger that is expressed in indirect, passive, or aggressive ways can cause problems in many aspects of your life. Anger that is recognized and managed effectively can actually serve to energize healthy, productive behaviors. This course will provide the learner with a basic understanding of anger and describe techniques for managing anger in the workplace.</p>



390919	REL-IDD-0-BCCMS	Basic Communication and Conflict Management Skills	<p>Communication with other people has an impact on almost every aspect of our lives, but we don't often stop to think about whether we are communicating in the most effective way. Moreover, poor communication skills can create bad feelings and prevent career advancement. Communication is an especially important skill for support staff, which is often called upon to interact with a wide range of people on a daily basis. This course takes a behind-the-scenes look at how communication works and identifies the key ingredients of effective communication. It builds on this foundation and introduces guidelines on how to communicate better with coworkers, community members, supervisors, and the people we support, and discusses assistive and alternative means of communication. The final section of the course provides instruction on how to manage conflict situations at work. The course will use scenarios, critical thinking, and matching exercises to review information and help you to use new ideas in context. This course is intended for support staff in the disabilities field.</p>
1088317	REL-ALL-0-BHH	Basics of Hand Hygiene	<p>Every day you encounter harmful germs that are capable of making you and others in your environment sick. So how do you protect yourself and others from these harmful germs? By following proper infection control practices. Hand hygiene is the single most important infection control measure to prevent the spread of germs.</p> <p>The goal of this course is to instruct all employees about when hand hygiene is necessary as well as the correct procedure for hand washing and the use of alcohol-based hand rubs.</p> <p>The information provided in this course follows the most recent hand hygiene guidelines published by the Centers for Disease Control and Prevention (CDC, 2020a) unless otherwise stated. However, your employer may have hand hygiene policies that differ from the guidelines presented in this course, so it is important for you to be familiar with your employer's policies.</p>
730689	REL-ALL-SS-BETM	Being an Effective Team Member	<p>To make a real, positive difference on a team, you must take on the challenging task of putting the team first. This course covers strategies and techniques to help you become a more effective and valued member of your team. You'll explore ways to adopt a positive mindset and take a proactive role on a team, so that you can make a significant contribution. Because your success on a team depends on pulling together with other people, you'll also learn constructive ways to acknowledge differences and show respect for team members, and specific strategies for working collaboratively.</p>
730677	REL-ALL-SS-BDG	Bridging the Diversity Gap	<p>Without diversity in the workplace, organizations run the risk of viewing things from a very limited perspective. The organization provides the structure for operation, but it's the individuals within the organization who carry out the mission of the organization. This course focuses on what diversity is, how to leverage the diversity within the organization, and the barriers that must be overcome to create a diversified working environment.</p>

866479	REL-BHC-0-BMCE	Building a Multicultural Care Environment	<p>American society has always been diverse, yet it was not until outcome studies demonstrated the need for change that healthcare and other services began shifting how they operate. The rapid cultural diversification of the United States has inevitably challenged traditional institutions and practices, including the delivery of healthcare services. Awareness of and sensitivity to cultural issues are critical to establishing a positive relationship with the person you are serving, as well as to the outcome of healthcare treatment. Unfortunately, persons of various races/ethnicities, cultural, and social identities are often underserved by the healthcare system and are less likely to seek out appropriate healthcare services.</p> <p>Broadly, this course examines the factors that may contribute to the underutilization of healthcare services, as well as ways to improve cultural understanding and competency in healthcare treatment. More specifically, this course covers the significance of cultural diversity, demographics, as well as individual and cultural diversity factors. The information in this training proposes some helpful conceptual frameworks for embracing cultural considerations in healthcare.</p>
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498639	REL-SRC-0-CSE-R1	Customer Service Essentials Self-Paced	Every customer takes a risk in trusting others with important parts of their life. They are asked to have faith in another person's skills, knowledge, and good will. Customer service is a way of communicating that this trust is not misplaced. In this course, you will learn and practice ways to communicate respect, attentiveness, and empathy in a variety of situations. The skills you learn in this course are meant to help you in your everyday interactions and in situations when you need to defuse a negative impression and recover a customer relationship. In this course you learn what customer service is, who your customers are, and how to build relationships with customers through everyday interactions. You will practice ways to communicate respect, attentiveness, and empathy in a variety of situations. The skills you learn in this course are meant to help you in your daily routine as well as when you need to defuse a customer's negative impression and recover the relationship.
730663	REL-ALL-SS-DPSKEWT	Difficult People: Strategies to Keep Everyone Working Together	While it's best to get personally fit for dealing with difficult people – that is, managing your own emotions and using self-management techniques, there are interpersonal strategies and skills you need when you engage and work with a difficult person. By learning how to focus on goals, give feedback, and manage conflict, you can work with difficult people more effectively.
255280	REL-ALL-0-EFFCOM	Effective Communication	There is a lot of 'noise' in today's workplace like stress, technology, multitasking, and information overload that can make it hard to communicate effectively. Poor communication negatively affects relationships and work quality which ultimately costs time and money. This course will help you to communicate clearly, concisely, and professionally. You'll increase understanding between you and your coworkers by learning what to say, how to say it, and the barriers to good communication.
727527	REL-PAC-0-ECS-R1	Effective Communication Skills	The purpose of this course is to familiarize the learner with techniques and skills for communicating with others and to enhance listening skills. Information on barriers to communication, active listening, and how to talk with professionals and families is presented. The course engages learners in learning how to resolve conflicts.
1079626	REL-ALL-0-ECEL	Essentials of Communication: Effective Listening	Listening skills are an often undeveloped component of effective communication. Leaders and managers with strong listening skills build more productive and engaged teams and increase their own effectiveness. In this course, you will learn the consequences of not listening effectively and how adapting the techniques of active listening will benefit you. You will develop a greater understanding of why and how managers and leaders must listen actively, not passively, to build stronger teams and increase their impact. You will learn the importance of establishing common ground and practicing empathy as you apply the techniques for becoming a better listener.
1079625	REL-ALL-0-ECCE	Essentials of Communication: Communication Effectiveness	In this communication effectiveness course, you will explore how understanding your own and other people's communication styles will positively impact your interactions and increase your effectiveness as a manager. You will learn how to identify your own communication style which will help you adapt to the styles of other people. You will examine the pros and cons of each style so that you are able to work more effectively with your team. You will also learn techniques for adapting to different communication styles. Not only will you gain awareness of your own style, you will be able to assess the style of your team members and create an action plan for more effective communication. This course will use a blend of experiential exercises, instructive information, and self-study to provide the tips, tools, and techniques you need to increase your effectiveness.

732254	REL-ALL-SS- FCCS	Facing Confrontation in Customer Service	One of the most challenging and potentially uncomfortable responsibilities of a customer service person is dealing with angry customers. By following a few simple techniques, you can usually defuse tense situations without incident. In this course, you'll learn about typical trouble spots in dealing with angry customers and guidelines for avoiding or overcoming them. You'll also learn how to handle a customer complaint by defusing the tension, investigating the problem, and coming to an agreement on a solution.
730646	REL-ALL-SS- HTC	Handling Team Conflict	Successful teams are characterized by having a clear direction, trust among team members, effective communication, and the ability to quickly resolve conflict. The survival of a team depends on a team leader who can quickly recognize conflict, diagnose its cause, and use strategies to resolve the issue. In this course, you'll learn about what causes conflict on a team and the important role of healthy communication in handling conflict. You'll also learn about best practice approaches to resolving conflict and the tenets of principled negotiation. Finally, you'll learn guidelines for addressing one type of team conflict, lack of trust.
732252	REL-ALL-SS- RBCS	Rapport Building in Customer Service	Good customer service and strong customer relationships begin with building rapport. Building rapport requires knowing your customers, understanding their situations, and providing an empathetic ear for them to voice their concerns. In this course, you'll learn how to build rapport with customers by paying close attention to their needs, connecting with them, and being positive. You'll also learn how to empathize with customers by relating your own experiences, reflecting their emotions back to them, and normalizing their difficulties.