



COURSE CATALOG

Customized Risk Management Education

ON-SITE OR VIRTUAL

Stay a step ahead with training focused on your needs.

Stay focused on delivering the highest quality care with programming aimed at helping you mitigate risk. FSA Risk Management Education sessions can be brought to you, so your time away from work is minimal.

Why customized learning?



Location, location, location:

Step out of your office and get ready to learn.



Time:

Most sessions last about an hour.



Customization:

FSA will focus your learning on scenarios and culture that are unique to your organization.



Looking for something you don't see in this catalog? Contact us to discuss.



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RISK MANAGEMENT/PREVENTION & DOCUMENTATION

Effective Handling of Complaints & Adverse Events

Understand the risk management implications and proper handling of complaints, concerns and communication among staff, third-party providers, and residents/families. We will also focus on communication in disclosing adverse events to families and residents.

BASIC

Documenting to Defend

This session focuses on how to chart to defend the organization and healthcare provider while providing high-quality care. Please note that the content of this session should not be considered legal advice.

INTERMEDIATE

Documentation of Records: Risk & Compliance Perspectives

A broad-based look at chart documentation from a risk/liability, and compliance perspective. We will review methods of documentation using specific examples.

ADVANCED

Risk Management 101: You are a Risk Manager

Your risk management program is only as strong as the weakest link. Every staff member must know the risks of senior living, how to manage and report them, what the risk management team does, and why they should care about risk management and a culture of safety.

BASIC

Resident Charts: Preparing for Litigation

The chart is often the most important piece of evidence in litigation and can help fend off—or cause—a lawsuit. It may also be the difference between successfully defending a case or having to settle it. Understand how to be prepared and how to ensure the chart is your friend when a lawsuit looks imminent.

INTERMEDIATE

Your Role in Preventing Medication Errors

Medication errors in healthcare present a significant risk to residents. This session focuses on why they occur, how to report and prevent them, and best practices. We encourage your pharmacy consultant to co-present on this session.

ADVANCED



INVESTIGATING EVENTS

Investigation 101 for Clinical Staff

A session geared toward those clinical staff investigating events, including additional steps that should be taken based on the type of event being investigated.

BASIC

Investigation 101: Think like an Investigator

We often tell staff that all events must be thoroughly investigated to determine what occurred and how to prevent a reoccurrence. This training is split into two parts, first for those who are first on the scene, second for “persons of first authority,” or the managers who then investigate.

BASIC

Investigating Independent Living & Visitor Falls

Train staff on techniques and documentation needed when investigating falls for Independent Living residents and visitors, each of which can present high-risk liability situations. This session covers what staff should be looking for, and how to appropriately document findings.

INTERMEDIATE

A Deep Dive into Investigations

A more advanced training covering how to conduct a post-event investigation, including collecting evidence and documentation. There will be a focus on falls, unknown bruises/skin tears and elopements.

ADVANCED

Conducting Interviews & Preparing Statements

Train leaders investigating events how to conduct interviews and understand when statements are needed. This session covers types of witnesses, gathering information, witness lists and interviews, plus when and how to obtain statements and how they impact liability.

ADVANCED



FAIR HOUSING ACT (FHA)

FHA: A Primer

A general overview of the Fair Housing Act, how it applies to senior housing and the risks to look for, as well as how to mitigate risk.

ADVANCED

FHA: Risky Business for Providers

A more in-depth review of the Fair Housing Act, the risks it poses and ways to avoid and mitigate risk in senior housing.

ADVANCED



WORKPLACE HARASSMENT PREVENTION PROGRAMS

Harassment Prevention for Front Line Staff

Sexual and other forms of protected class harassment are a significant risk to senior housing providers. This training is designed to specifically address Equal Employment Opportunity Commission (EEOC) requirements in preventing illegal harassment. It requires a review and possible update of an organization's policies to ensure they conform to all elements of a successful policy.

ADVANCED

Sexual Harassment Prevention for Managers

The EEOC requires that management receive separate training from front line staff in order to have an anti-harassment program that stands up to scrutiny. This training, which requires a review and possible update of organization's policies to ensure they conform to all elements of a successful policy, focuses on the responsibilities of management staff in reporting and investigating allegations of sexual harassment, as well as harassment based on other protected characteristics.

ADVANCED



Marketing Risks

There are many risks that can arise from marketing materials, from brochures, to websites, to FAQs. This training will help your marketing team and risk management committee understand what those risks are, how to avoid them and ways to market successfully while mitigating risk.

BASIC

Volunteer Protection Act: A Brief Overview

It is helpful for Volunteer Coordinators to understand the Federal Volunteer Protection Act, which was designed to encourage volunteerism by shielding organizations and volunteers from liability. This session will explain the Act, how it applies and what its exceptions are.

BASIC

Creating a Workplace Violence Prevention Program

If your community is considering a workplace violence and harassment prevention program, this training for leadership will outline what it means, providing startling statistics on healthcare workplace violence, including its definition and examples, and details on the elements of a workplace violence prevention program.

INTERMEDIATE

New Construction, New Risks

Construction and renovations on your campus can cause significant risk to residents, staff, visitors and third parties. Understand the risks and efforts that should be undertaken by the organization, even when there is a third party involved, to minimize the potential liability that can arise.

BASIC

Abuse & Neglect Investigations

Focused training for all staff on defining and understanding abuse, neglect and misappropriation, reporting requirements, and how investigations are conducted. Meets new Centers for Medicare and Medicaid Services (CMS) requirements and uses case studies to promote staff understanding.

INTERMEDIATE

Minimizing Risks for Private Duty Aides

Residents often bring private duty aides into all levels of care, often without the knowledge of the community. Learn how to mitigate the risks that arise from this practice with information on the issues that can be caused and practical tips on handling the use of private duty aides.

INTERMEDIATE

