C: Maine Direct Service Worker: Comparison of Standardized Training Programs – by topic category:

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<th>Titles*:</th>
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Key to Abbreviations (see page 2)
Key to Abbreviations
*Job Titles:
  CD-PA: Consumer-Directed Personal Assistant
  PSS: Personal Support Specialist
  CNA: Certified Nursing Assistant
  CNA-M: Certified Nursing Assistant- Medication Aide
  HHA: Home Health Aide
  Empl Spec: Employment Specialist/Job Coach
  DSP: Direct Support Professional
  CRMA: Certified Residential Medication Aide
  MHRT-1: Mental Health Rehabilitation Technician, Level 1
  MH Wrkr: Mental Health Worker, Level 1
  OQMHP: Otherwise Qualified Mental Health Professional (PNMI and Day Treatment)
  CIPSS: Certified Intentional Peer Support Specialist
  ADCA: Alcohol and Drug Counseling Aide
  Ed Tech-1: Educational Technician, Level 1
  Psych Tech-1: Psychiatric Technician, Level 1

**Description of Training Program Categories:
Communication (Knowledge and/or skills)
  Identify the parts (e.g., sender, message, receiver)
  Potential barriers
  Methods (e.g., verbal, body language, and listening).
  Strategies for improved communications
  Active listening strategy for improving communication
  Recognizes, assesses clients' level of understanding/cognitive limitations
  Appropriate communication with consumers
  Appropriate communication with others including: staff members, supervisors, family
  Strategies for communicating with people that have physical, emotional, social impairments and cultural differences
  Problem Solving- process/methods
  Conflict Resolution
Ask questions for collecting information  
Responding to challenging behavior - understanding of  
Intervention strategies for de-escalating challenging encounters  
Intervention strategies to support positive behavior/prevent escalation  
Role of Interpreter

**Employment in the Health Care and Human Service Fields (knowledge of the following)**

- Health care and human service programs for consumers  
- Settings of care - patient environment  
- Mental health systems and resources in Maine  
- Home care setting - considerations, adaptations, impact on family  
- Individual and team role and function within the health care system  
- Seeing the Consumer’s Potential  
- Values in health care and Human Services (incl choices, self-directed..)  
- Career options - types of employment in HHS field  
- Boundaries with consumers  
- Community support resources for home care  
- Funding sources for consumer support  
- Representative Payee term/process  
- Benefits counseling - consumer employment options  
- Regulatory requirements of title/worker (role, certification, Registry)

**Basic Work Skills and Job Maintenance (Knowledge/Understanding of..)**

- Employee rights (Maine) and job responsibilities  
- Job responsibilities and role with consumers, family  
- Familiarity with work setting and co-worker roles  
- Good work habits such as attendance, punctuality, dress, and reliability  
- Appropriate conduct at work  
- Personal appearance, hygiene, nutrition, and stress reduction  
- Flexibility with people, schedules, tasks, policy changes
Prioritizing work tasks
Competence for work/client emergency situations
Team approach and expectations
Understanding need for continuing ed. professional training
Importance of personal and career development

Observation, Reporting, and Documentation (Knowledge and skill areas:)
  Observation Skills
  Assessment and Intake skills - behavior
  Recording/reporting requirements
  Documentation skills
  Objective vs subjective observations
  Elements of good reporting/documentation
  Correcting chart errors
  Observations to identify patient conditions to be reported to RN
  Identify situations/events that require an incident report to be written
  Completing special forms
  Complete required reports/protocol for reporting abuse
  Working with Care Plans/Treatment Plans/Individual Service Plans (written and oral input)
  Skills for collecting information
  Proper notification to authorities

Regulatory (Legal/Policy) and Ethical Aspects of Care (Knowledge/understanding of..)
  Regulations for health care and human service providers.
  Regulations - job specific
  Legal, ethical responsibilities for medication administration
  Confidentiality- Rights & Responsibilities
  Confidentiality, Informed Consent, and Need to Know Concept
Legal compliance - disability rights, civil rights (ADA)
Licensing requirements

Consumer rights
Legal status of consumers including guardianship, power-of attorney, living wills, advanced directives and “Do Not Resuscitate” (DNR) orders.

Promoting Consumer Independence and Self-Advocacy
Recognize signs and symptoms of abuse (verbal, physical, psychological, and sexual), as well as, exploitation and neglect.

Reporting responsibilities of known or suspected abuse, neglect, or exploitation

Regulations on restraints/safety

Ethics in health & human service fields

Restraints, use and risks (adult, children, people with disabilities, and staff risks)

Liability and Litigation issues and risk reduction

Infection control policies and procedures based on setting

OBRA regulations related to long term care setting

Organizational procedures - patient admission, transfer, discharge

Agency policies on communications with hearing impaired, limited English proficiency

Care plan compliance

Agency Safety Plan

Health, Safety, and Fire Prevention (knowledge, understanding, skills in..)

General rules for environmental safety
Consumer/Patient safety issues specific to setting and direct care role
Self protection with regard to consumer care activities
Self care / personal wellness
Causes and prevention of consumer injury
Rules of environmental safety
Techniques and equipment for lifting and moving people
Fire Safety and Prevention
911 emergency call procedures
Fire response
Identifying a medical emergency situation
Consumer medical emergencies- home care provider- proper response
Oxygen Safety
Hazardous materials and proper handling
Using Cleaning Products Safely
Accident prevention (infant/children)
Preventing Accidental Poisoning
Micro organisms and infection process
Workplace violence procedures
Infection control theory and hand washing procedures (Universal Precautions)
Infection control- proper technique - gloves, sharps, bags (contaminated materials)
Role of first responder- Basic First Aid
Driving Safety
Body mechanics and back safety skills
Ability to prevent/break a fall
Alternative Safety methods and special care plans
Electronic alarm systems

**Human Development, Behavior, Relationships, Consumer as Individual**

*(Understanding/knowledge areas:)*

- Understanding Human Growth and Development
- Maslow’s hierarchy of needs
- Human behavior and relationships
- Coping methods used in stressful situations
- Value of social, community, friendship
- Psychosocial aspects of care, isolation
- Illness, aging, disability, trauma, and/or cultural differences: general overview
- Aging, facts, myths, misconceptions
- Pediatric needs in care settings
Maintains an age appropriate, therapeutic environment for consumers
Relationships - Building Healthy Relationships (staff with consumers)
Death and Dying
Brief Counseling technique
Role with regard to human relationships and consumers' sexual behavior
Developmental Issues/Children
Developmental Issues/Aging
Family, culture, race, gender, diversity, impact of illness, disability
Intervention techniques to support consumer self direction/autonomy
Techniques, standards/restrictions for using physical restraints
Interventions for Positive Behavior

**Instrumental Activities of Daily Living**
- Care of the home/room/apartment
- Elements of cleaning: Kitchen, bathroom, laundry
- Bed making techniques for patient comfort
- Elements of money management
- Elements of shopping
- Elements of good nutrition/ balanced diet
- Elements of food safety
- Identify the steps in meal preparation and serving
- Caring for the Bedbound Consumer
- Importance of exercise- encourage consumers

**Transfers and Activities of Daily Living (Knowledge and skills to perform.. )**
- Transferring guidelines and skills: To/from bed, chair
- Gait, mobility assist techniques/skills
- Perform/ Assist consumers with ADL's/personal care
Oral Hygiene
Bathing-Tub baths and showers. Bed bath
Perineal Care
Shampooing, shaving, nail care
Dressing/undressing
Back Massage
Care of bed-bound client/patient
Dressing, undressing
Toileting, bedpan assistance
Feeding assistance- special needs

Medical Care Procedures (Knowledge and skills to perform:)
Emergency medical assessment - physical
Vital signs - observations
Vital signs- measuring
Assessment of normal/abnormal patient/client information
CPR
Rescue breathing
Airway obstruction clearing (foreign Body Obstruction in Airway)
First Aid principles and procedures
Measuring intake and output
Collect data on patient pain following facility guidelines
Urinary catheter care
Incontinence care
Ostomy Care
Feeding tube care
Infection control CDC guidelines and techniques
Infection control - Isolation techniques
Post Mortem procedures
Patient care procedures based on body system
Patient care procedures based age and setting
Patient care procedures based on disorders in each body system
Patient care- pre- and post-operative procedures
Surgical complications
Post partum care
Newborn/infant care
Pediatric care needs and medical and surgical problems
Musculo-skeletal care, rotation, range of motion
Special equipment to assist with patient transfer, mobility

Medication
Medications- types, sources, uses, effects, influencing factors
Medications - categories for treating disorders in each body system
Locate and use of pharm reference materials
Overview of psychotropic medications
Reminding consumers to take medication
Medication abbreviations and symbols
Measurements - medications
Transcription of orders
Administering meds - routes and methods
Preparation techniques
Storage methods
Rights of Medication Administration
Common Disorders and medication-overview
Effects of polypharmacy in older adults
Documentation/forms/incident reports
Anatomy and Physiology - body systems information (Knowledge areas:)
- Human body systems - overview
- Body Systems - Understand normal function, medical disorders
- Respiratory System - overview
- Cardiovascular system - overview
- Medical terms for each system
- Common disorders/disabilities (physical and mental)
- Infectious diseases, transmission, treatments
- Wellness, disease prevention, all ages
- Congenital disorders - types and care needs
- Aging process - overview of process and associated physical disorders

Mental/Cognitive Health and Mental Illness and Cognitive Disabilities (Knowledge areas:)
- Strategies for better physical and mental health
- Psychosocial aspects of aging
- Definitions, signs, symptoms, treatments - Overview
- Trauma and people who have experienced trauma
- Recovery - principles, history, stages, factors, contributers
- Identifying behaviors associated with Mental Illness
- Alcohol / substance abuse - Identifying signs, impacts of abuse
- Depression, signs and symptoms - overview
- Suicide - elderly and risk factors
- Developmental disabilities, related treatment and care
- Alzheimer’s disease and dementia - overview, symptoms, issues
- Assessment/recognition of clients' cognitive limitations, level of understandign
- Psychosocial aspects of aging
- Fears and concerns - surgical patients
School, Community, Employment Support and Development with Consumers (Knowledge and skill areas:)
- Concepts of employment, job placement and career development
- Analysis of environment, job and consumer abilities/job matching
- Job development, employment options and procedures
- Help consumers to choose, prepare for work and provide support/coaching for successful employment experience
- Least Prompt Hierarchy, reinforcement, compensatory strategies
- Cultural issues and career theories/career development
- Career resources for consumers
- Assistive Technology
- Outreach, marketing and education with employers
- Identifying and developing natural supports
- Community resources to support consumers
- Strategies for supporting consumers with deval. Disabilities
- Peer Support - as a resource for consumers

Consideration of Consumer Role (Understanding and skill areas:)
- Person-centered planning process, actions, staff role and implementation (PCP)
- Involves client in care decisions, as appropriate
- Consumer Choice focus
- Explain/show/teach consumers
- Learning styles
- Teaching Methods
- Teaching/modeling conflict resolutions skills
- Supporting consumers to cope with stress
- Teach/model problem solving approach
- Emotional support and guidance to consumers on sexuality, appropriate behavior