

# **RELIAS LEARNING COURSE CROSSWALK TO ARKANSAS HOSPICE AGENCIES**

## **SAMPLE COURSE CROSSWALK TO ARKANSAS HOSPICE AGENCIES**

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Relias Learning offers online learning, staff compliance training and continuing education for post-acute care facilities (Assisted Living, Long-term Care, Skilled Nursing, Home Health, Hospice, and Rehabilitation organizations).

Relias Learning Training Crosswalks are based on published accreditation standards. They are designed to assist organizations in the selection of courses from the Relias Learning libraries to ensure and demonstrate staff competence according to the training standards.

General staff compliance trainings should be selected to ensure the organization meets OSHA and other regulatory requirements. Staff training is only one element of a successful survey and the crosswalks are not meant to take the place of a careful review and evaluation of your program to the accreditation standards.

The courses listed in the crosswalk are a representative sample of courses available in Relias Learning libraries. It may not be necessary to choose all courses listed for a specific training standard; it is recommended that courses are chosen that closely align with the mission and services offered and the specific needs of the persons served.

The following constitutes Relias Learning, LLC's recommendation of course work for each listed Crosswalk Measure. Relias Learning does not make any guarantee that such course(s) will be accepted by the accrediting body(ies).

## Arkansas Hospice Agency Training Criteria

These categories are based on the Rules and Regulations for Hospice in Arkansas

The regulations below were originally published by the State of Arkansas, and can be found at:  
<http://www.healthy.arkansas.gov/aboutADH/RulesRegs/Hospice.pdf>

Crosswalk Standard	Crosswalk Measure	Module Name	Training Hours
Crosswalk Standard	Crosswalk Measure	Module Name	Training Hours
<b>Orientation – All staff</b>			
<b>Pursuant to Section 8(A)(4), agencies must provide and document orientation for all employees, volunteers and contracted staff.</b>	<i>Suggested options, in addition to orientation that addresses the employee's specific job duties and orientation to program policies and procedures, as well as agency-identified training:</i>  For additional/ alternative options, refer to the module library	Hospice 101: Orienting to Hospice Care	1
		Cultural Competence and Humility in Palliative Care	1.1
		Everyday Ethics for Hospice and Palliative Professionals and Volunteers	1
		HIPAA: The Basics	0.5
		I Don't Know What to Say: Compassionate Conversations About Crisis & Care	0.7
		Preventing, Recognizing, and Reporting Abuse	0.75
		Protecting Patient Rights in Hospice	1
		The Impact of Grief: Ours and Those We Serve	0.75

Crosswalk Standard	Crosswalk Measure	Module Name	Training Hours
Crosswalk Standard	Crosswalk Measure	Module Name	Training Hours
Orientation – All staff (cont.)			
<b>Pursuant to Section 10(D), there must be an orientation program for all new health care workers concerning the importance of infection control and each health care worker's responsibility in the infection control program.</b>	Additionally, education of universal precautions to patients, families, and hospice employees must include but is not limited to: a) Hand hygiene including procedures for soap and water as well as alcohol based hand rub if used; b) Disinfections; c) Liquid and solid waste disposal of infectious waste; d) Needle disposal; and e) Other means of limiting the spread of contagion.  <i>Suggested options, in addition to review of agency infection control plan, including waste/needle disposal policies and procedures:</i>  For additional/ alternative options, refer to the module library	Bloodborne Pathogens Essentials	0.5
		Hand Hygiene: The Basics	0.25
		Infection Control: The Basics	0.25
		Personal Protective Equipment	0.25
Orientation – Volunteers			
<b>Pursuant to Section 14(A), volunteer orientation and training must be provided consistent with acceptable standards of hospice practice.</b>	<i>Suggested options, in addition to orientation that addresses the volunteer's specific job duties and orientation to program policies and procedures, as well as agency-identified training:</i>  For additional/ alternative options, refer to the module library  Note: All suggested modules are available in the Hospice Volunteers library	Hospice 101: Orienting to Hospice Care	1
		Cultural Competence and Humility in Palliative Care	1.1
		Everyday Ethics for Hospice and Palliative Professionals and Volunteers	1

Crosswalk Standard	Crosswalk Measure	Module Name	Training Hours
Crosswalk Standard	Crosswalk Measure	Module Name	Training Hours
Orientation – Volunteers (cont.)			
Pursuant to Section 14(A), volunteer orientation and training must be provided consistent with acceptable standards of hospice practice.	Suggested options, in addition to orientation that addresses the volunteer's specific job duties and orientation to program policies and procedures, as well as agency-identified training (cont.):  For additional/ alternative options, refer to the module library  Note: All suggested modules are available in the Hospice Volunteers library	HIPAA: The Basics	0.5
		I Don't Know What to Say: Compassionate Conversations About Crisis & Care	0.7
		Preventing, Recognizing, and Reporting Abuse	0.75
		The Impact of Grief: Ours and Those We Serve	0.75
Initial Training Orientation – Hospice aides			
Pursuant to Section 17(I), if the 40(+)-hour initial hospice aide training is provided by the agency, the training program for hospice aides must be conducted under the supervision of a registered nurse. The training program may contain other aspects of learning, but must include orientation to:  Note: All indicated modules are suggested options in addition to agency-specific orientation; for additional/ alternative modules, refer to the module library.	Hospice philosophy	Hospice 101: Orienting to Hospice Care	1
	Bathing	Assisting with a Tub Bath or Shower	0.25
	Ambulation and exercise	Restorative Nursing: Range of Motion and Positioning for Nursing Assistants	0.75
	Personal grooming	How to Shave Facial Hair	0.25
		Providing Nail and Foot Care	0.25

Crosswalk Standard	Crosswalk Measure	Module Name	Training Hours
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<b>Initial Training Orientation – Hospice aides (cont.)</b>			
<b>Pursuant to Section 17(I), if the 40(+)-hour initial hospice aide training is provided by the agency, the training program for hospice aides must be conducted under the supervision of a registered nurse. The training program may contain other aspects of learning, but must include orientation to (cont.):</b>  <b>Note: All indicated modules are suggested options in addition to agency-specific orientation; for additional/ alternative modules, refer to the module library.</b>	Principles of nutrition and meal preparation	Organization Customized Training	
		Nutrition and Hydration at the End of Life	0.75
	Health conditions	Choose Appropriate Courses from Relias Learning Libraries	
	Developmental stages and mental status	Depression in the Dying	1.2
		The Impact of Grief: Ours and Those We Serve	0.75
	Household services essential to health care at home	Organization Customized Training	
	Assistance with medication	Organization Customized Training	
		Pain Hurts Everyone: Managing and Understanding Pain	0.8
	Safety in the home	Electrical Safety	0.25
		Oxygen Safety	0.25
		Workplace Safety: The Basics	0.25

Crosswalk Standard	Crosswalk Measure	Module Name	Training Hours
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<b>Initial Training Orientation – Hospice aides (cont.)</b>			
<b>Pursuant to Section 17(l), if the 40(+)-hour initial hospice aide training is provided by the agency, the training program for hospice aides must be conducted under the supervision of a registered nurse. The training program may contain other aspects of learning, but must include orientation to (cont.):</b>	Completion of appropriate records	Organization-Specific Policies and Procedures	
		Observation, Reporting, and Documentation	1
	Reporting changes to appropriate supervisor	Observation, Reporting, and Documentation	1
<b>Annual In-Service – All staff</b>			
<b>Pursuant to Section 8(A)(3), agencies must provide and document ongoing in-services pertinent to hospice care for employees, volunteers, and contracted staff.</b>	<i>Suggested options, in addition to review of program policies and procedures, as well as agency-identified training that addresses the employee's specific job duties:</i>  For additional/alternative options, refer to the module library	Boundaries and Balance: Improving Your Stress Management	1
		Handling Aggressive Behaviors	0.5
		HIPAA Do's and Don'ts: Electronic Communication and Social Media	0.5
		Preventing, Recognizing, and Reporting Abuse	0.75
		Protecting Patient Rights in Hospice	1
		The Impact of Grief: Ours and Those We Serve	0.75
		Workplace Safety: The Basics	0.25

Crosswalk Standard	Crosswalk Measure	Module Name	Training Hours
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Annual In-Service – All staff (cont.)			
Pursuant to Section 10(E), there must be a plan for each employee to receive annual in-services and educational programs based on assessments of the infection control process.	Suggested options, in addition to review of agency infection control plan, including applicable policies and procedures:  For additional/ alternative options, refer to the module library	Bloodborne Pathogens	0.5
		Hand Hygiene: The Basics	0.25
		Infection Control and Prevention	1
		Sharps Injury Prevention and Response	0.5
Annual In-Service – Hospice aides			
Pursuant to Section 17(J), aides must receive a minimum of 12 hours in-service training per 12 months.	The in-services provided must address areas that directly relate to the patient care aspects of the aides' job.  Suggested options (12 hours):  For additional/ alternative options, refer to the module library	Back Injury Prevention	0.5
		Bloodborne Pathogens	0.5
		Boundaries and Balance: Improving Your Stress Management	1
		Care Basics: Bathing the Difficult Patient	1
		Communicating with Older Adults with Dementia	1
		Cultural Diversity	1.25
		Giving a Complete Bed Bath	0.25



Crosswalk Standard	Crosswalk Measure	Module Name	Training Hours
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<b>Annual In-Service – Hospice aides (cont.)</b>			
<b>Pursuant to Section 17(J), aides must receive a minimum of 12 hours in-service training per 12 months.</b>	<p>The in-services provided must address areas that directly relate to the patient care aspects of the aides' job.</p> <p><i>Suggested options (12 hours) (cont.):</i></p> <p>For additional/ alternative options, refer to the module library</p>	Hand Hygiene: The Basics	0.25
		Handling Aggressive Behaviors	0.5
		HIPAA Do's and Don'ts: Electronic Communication and Social Media	0.5
		How to Give a Back Rub	0.25
		How to Take an Oral Temperature	0.25
		Infection Control and Prevention	1
		Oral Hygiene - What You Need to Know	0.25
		Protecting Patient Rights in Hospice	1
		Perineal Care for Home Health & Hospice	1
		Preventing, Recognizing, and Reporting Abuse	0.75
		Preventing Urinary Tract Infections	0.25
		Sharps Injury Prevention and Response	0.5