

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

Titles*:	CD-PA	PSS	CNA	CNA-M	HHA	Emp Spec	DSP	CRMA	MHR T-1	MH Wrkr	OQM -HP	CIPSS	ADC A	Ed Tech I	Psych Tech
Training Program Topics **: No Std Trng	No Std Trng					No Std Trng					No Std Trng		No Std Trng	No Std Trng	No Std Trng
Communications: Knowledge/skills (16)	-	9	8	8	9	-	8	5	11	8	-	4	-	-	-
Bkgd- Health & Services System (14)	-	8	9	9	9	-	2	1	2	9	-	1	-	-	-
General – work/job expectations (12)	-	9	9	9	9	-	3	4	7	9	-	0	-	-	-
Observation, Reporting, Documentation (14)	-	8	10	10	10	-	4	3	10	10	-	0	-	-	-
Legal/Policy/Ethical Aspects of Care (22)	-	11	14	14	17	-	8	7	10	14	-	0	-	-	-
Health & Safety (27)	-	19	15	15	15	-	1	2	10	15	-	1	-	-	-
Human Development (20)	-	8	6	6	7	-	6	3	9	6	-	4	-	-	-
IADLs (10)	-	8	2	2	4	-	4	0	3	2	-	0	-	-	-
ADLs, Transfers (13)	-	12	13	13	13	-	0	0	0	13	-	0	-	-	-
Medical Care Procedures (27)	-	7	17	17	18	-	0	1	7	17	-	0	-	-	-
Medication Administration (15)	-	1	1	11	1	-	2	8	8	1	-	0	-	-	-
Anatomy & Physiology (10)	-	1	6	8	6	-	0	2	4	5	-	0	-	-	-
Mental/Cognitive, Health & Illness (14)	-	0	10	10	11	-	1	0	3	10	-	1	-	-	-
School, Community, Employ't Support(13)	-	0	0	0	0	-	1	0	3	0	-	1	-	-	-
Consideration of Consumer Role(10)	-	1	0	0	1	-	7	0	4	0	-	1	-	-	

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, contributors
- 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 devel. 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

