



# Simple Solution

Online training can be an easy way to keep things running smoothly.

BY JENNIFER EUBANKS, RN

It's 8 a.m. on Monday and you've just walked into your facility to learn of an abuse allegation that happened the prior evening. You now have to submit your preliminary report to the Department of Public Health. In addition to tackling your typical responsibilities for the day, you need to investigate this allegation and obtain all the supporting facts.

Do you have evidence that you did everything possible to train your staff in abuse prevention? Will you have to organize and lead inservice trainings to prevent any more similar allegations? How are you going to get everyone there, much less find time in your busy schedule? Do you have to train staff in multiple facilities? If so, do you have qualified people in those facilities to lead an inservice? Are your courses up-to-date? Let's not forget you also have to file the final report. It's going to be a long week.

## A TECHNOLOGY SOLUTION

There is no question that an abuse allegation is one of the most dreaded occurrences for a DON. But online training and tracking can help ease some of the pain associated with it. Instead of spending hours trying to pull training reports, a DON can collect the information with a few clicks of a mouse. And instead of researching to ensure your training materials are updated,

and trying to organize inservices, you can simply assign the necessary courses.

Having an online training and tracking solution in place brings many more additional time saving and quality assurance benefits than just being prepared for an abuse allegation.

## STAY UP TO DATE

Tackling the schedule to ensure all staff members receive necessary training is just one part of a DON's challenge. DONs must also confirm that the training reflects the latest changes in regulations and best practices. Have you updated curriculum to reflect MDS 3.0 changes? The changes for infection control? The changes to pressure ulcer guidelines?

Having the right training partner in place eliminates this burden on the DON as all courses are kept current. In addition, the best online training specialists make sure courseware is animated and engaging to best educate staff. It's also important to safeguard against employees skipping through content. Be sure to look for a provider that has a "cheat-proof" solution that prevents employees from clicking through the content without reading and answering questions along the way.

## ONBOARDING

Getting new hires trained ASAP is essential

to minimize overtime and work overload. However, depending on your organization, orientations might be limited to once a week or, in some cases, once a month. The threats associated with delays in orientation are great to the long-term care industry. Moreover, most new hires begin on the midnight shift so they will be getting trained with limited sleep and focus during the first-shift hours.

To prevent delays and ensure consistent and effective training, online education presents a great solution. New hires can be trained at any time without having to burden the DON with the responsibility of either leading or scheduling an orientation program.

## CONTINUED TRAINING

Aside from regulatory obligations to ensure your staff receives the proper amount of training hours a year, it's your responsibility as a manager to make sure they have the resources to do their jobs to the best of their abilities.

Online training offers the ability to provide an arsenal of education courses without having to do the training yourself. It also avoids the challenge of coordination between the DON and DSD. You can also send proactive alerts reminding staff of required courses or what's needed to stay current with nursing CEU credits.

## TRACKING

A public health surveyor just arrived and asked for a record of all the training you and your staff have completed in the last year. This can take hours of researching files and comparing reports. But an automated training/tracking solution takes a minute to print a report. You don't have to fret about information being incorrect for the annual survey and the surveyor appreciates one comprehensive report versus 12 different sheets to review and compare. ■

A former DON, **Jennifer Eubanks** is the clinical account manager for Upstairs Solutions, Skokie, Ill. DISCLOSURE: Upstairs Solutions provides online training and record keeping systems for senior care communities.