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# Interactive Courseware Content Relevant to the Healthcare Industry

## Overview of Available Courses

### Healthcare

- **General**
- **Long-Term Care**
- **Home Healthcare**

### Human Resources

- **Compliance**
- **Soft Skills**

### Safety & Environmental

- **Emergency Response**
- **Environmental**
- **General Safety**
- **Hazardous Energy, Environments and Substances**
- **Defensive Driving**

## **Lists of Specific Courses**

### **Healthcare - General**

*Age Specific Care It's Relative*  
*Avian Flu Alert Awareness & Prevention*  
*BBP In Your World Don't Risk It!*  
*Biological Threats in Healthcare Identify & Respond*  
*Bloodborne Pathogens for Ambulatory Care A Sharper Image*  
*Bloodborne Pathogens A Sharper Image*  
*Cultural Competency Just Good Healthcare*  
*Cultural Competency Problem Solving*  
*Customer Service Natural as Child's Play*  
*Disruptive Behavior Too Great A Cost*  
*Domestic Abuse Recognizing & Reporting*  
*Elder Abuse & Neglect Show You Care*  
*Ergonomics Watch Your Back*  
*Fire Safety for Ambulatory Care Mission Possible*  
*Fire Safety Mission Possible*  
*Fire Safety Operating Without Fires*  
*Hand Hygiene For Hands That Care*  
*Hand Hygiene The Best Medicine*  
*Harassment Is... Healthcare Version*  
*Hazard Communication It's A Two-Edged Sword*  
*Healthcare Associated Infections Prevention & Control*  
*Healthcare Compliance Code of Conduct*  
*Healthcare Violence Be Part of the Cure*  
*HIPAA Do the Right Thing*  
*HIPAA Privacy Compliance Scenarios*  
*HIPAA Privacy Compliance*  
*HIPAA Security Compliance*  
*HIV/AIDS What Caregivers Need to Know*  
*Hospital Security Partners Against Crime*  
*Infection Control Ambulatory Care*  
*Infection Control Essentials Every Action Counts*  
*Infection Control in Behavioral Healthcare*  
*Infection Control in Outpatient Facilities*  
*Lila's Story*  
*Managing Healthcare Stress*  
*Medication Management you can prevent Errors*  
*MRSA & VRE Precautions Battling Superbugs*  
*MSDS for Healthcare Read It Before You Need It*  
*Needlestick Prevention Stick to Safety*  
*Nursing Documentation A Reflection of Quality Care*  
*Pain Management Finding Relief*  
*Patient Confidentiality It's Everybody's Job, Not Everybody's Business*  
*Patient Lifting Safe Strategies*  
*Patient Rights Keep Them In Focus*  
*Patient Safety Light the Way*  
*Preventing Patient Falls in Hospitals*  
*Protecting Your Back*

*Safety Orientation for Ambulatory Care*  
*Sexual Harassment in Healthcare New Perspectives*  
*Tuberculosis Identification & Control*

## **Healthcare – Long-Term Care**

*Age Specific Care It's Relative*  
*Be Safe at Work Safety Orientation for Long Term Care*  
*Combative Residents Mirror Their Reality*  
*Customer Service in Long-Term Care Making it World Class*  
*Dementia & Alzheimer's Caregiving*  
*Elder Abuse & Neglect Show You Care*  
*Ergonomics Watch Your Back*  
*Fall Prevention in Home Healthcare*  
*Fire Safety Be Alert, Not Alarmed*  
*HIPAA Privacy in Long-Term Care*  
*HIPAA Security & Privacy for LTC*  
*Infection Control in Long-Term Care Protect Your Residents, Protect Yourself*  
*Patient Lifting Safe Strategies*  
*Preventing Resident Falls in Long Term Care*

## **Healthcare – Home Healthcare**

*Back Safety for Home Care Workers*  
*Bloodborne Pathogens Protection in the Home Care Setting*  
*Fall Prevention in Home Healthcare*  
*Fire Safety in Home Health Ten Burning Questions*  
*HIPAA Privacy in Home Healthcare*  
*Home Health Safety Orientation*  
*Infection Control Bag Technique*  
*Infection Control in Home Healthcare Winning the Battle*  
*Personal Safety for Home Health Caregivers*  
*Violence in Home Healthcare Be Smart, Be Safe*

## **Human Resources - Compliance**

*Avoiding Litigation Landmines A Survival Guide for Managers*  
*Business Ethics & FCPA*  
*Business Ethics in the New Economy with Dr. Marianne Jennings*  
*Care & Candor Making Performance Appraisals Work*  
*Code of Conduct*  
*Conflicts of Interest & Gifts & Gratuities*  
*Dealing with Third Parties*  
*Discrimination & EEO*  
*Discrimination & Legal Issues*

*Diversity Food For Thought*  
*Diversity in the Real World*  
*Diversity The Real Scene*  
*Documenting Discipline II*  
*Employment Law for Managers*  
*Environmental Law*  
*Ethics is a Competitive Advantage with Dr.Marianne Jennings*  
*Ethics Leadership Tone at all Levels with Dr.Marianne Jennings*  
*Ethics Speaking up without Fear with Dr.Marianne Jennings*  
*Ethics The L.O.G.I.C. of Right*  
*Export Control/Anti-boycott Law*  
*FCPA Compliance*  
*Global Anti-Bribery*  
*Harassment A New Look*  
*Harassment for Managers A New Look*  
*Harassment Training for Supervisors Let's Face It*  
*Harassment A New Look*  
*Harassment The Real Scene*  
*Interviewing More Than A Gut Feeling*  
*It's About Respect Recognizing Harassment in a Diverse Workplace Express*  
*Leakproof 8 Privacy Principles*  
*Legal & Effective Interviewing*  
*Legal & Effective Interviewing II The Right Questions*  
*Legal & Effective Performance Appraisals*  
*Legal Peril 8 Management Pitfalls to Avoid*  
*No Privacy Legal Issues in E-Mail*  
*Records & Information Management*  
*Red Flags Rule Preventing Identity Theft*  
*Red Flags Rule Preventing Identity Theft for Compliance Managers*  
*Sexual Harassment A Manager's Guide*  
*Sexual Harassment A Manager's Guide to California*  
*Sexual Harassment New Perspectives – White Collar*  
*Sexual Harassment You Make the Call*  
*Social Media Reduce the Risk*  
*Social Media Reduce the Risk for Managers*  
*The Diversity Advantage Food for Thought*  
*Trade Secret Law*  
*U.S. Antitrust Compliance*  
*Understanding the New ADA*  
*Understanding the New FMLA*  
*Wage & Hour Compliance*  
*Workplace The Calm Before the Storm*

## **Human Resources - Soft Skills**

*40 Hours Invest In Yourself*  
*Attitude A Little Thing That Makes a Big Difference*  
*Communication Breakdown*  
*Communication Cornerstones Building Trust*  
*Communication Nightmares*  
*Conflict Resolution A Win-Win Approach*

*Customer Service But I Don't Have Customers*  
*Customer Service Difficult Customer ALERT*  
*Customer Service Just Incredible*  
*Customer Service Telephone Courtesy*  
*Customer Service The Royal Treatment*  
*Customer Service Who Cares*  
*Drop by Drop*  
*Everything You Always Wanted to Know About Management*  
*Finding The Up In Upheaval*  
*Four Generations The Greatest Potential*  
*Leadership Reach for the Stars*  
*Learn to Lead Lessons with Captain "Sully" Sullenberger*  
*Life Meets Work Overcoming Stress, Fear, & Anxiety*  
*Looking Forward Your Performance Appraisal*  
*Love 'em or Lose 'em Employee Retention*  
*Managing People Through Change*  
*Motivation Igniting Exceptional Performance*  
*Not Just Another Meeting*  
*Office Politics Not Necessarily The Truth*  
*Quality Supervision for Industry*  
*Relationship Strategies Part 1 Understand & Identify*  
*Relationship Strategies Part 2 Adapt*  
*Respect for People*  
*Social Media Reduce the Risk*  
*Social Media Reduce the Risk for Managers*  
*Solving Conflict For Managers, Supervisors, & Team Leaders*  
*Stress You are In Control*  
*Supervisory Skills*  
*Taking the Step to Supervisor*  
*Team Nightmares Solutions to Your Top Team Problems*  
*Team Player*  
*Teamwork*  
*Telephone Courtesy Pays Off II*  
*The Goal The How To Version*  
*The Sid Story*  
*The Straight Scoop on E-mail*  
*Time Management*  
*Wage & Hour Compliance*  
*We've Got to Stop Meeting Like This*  
*Why Didn't I Think of That? II*  
*You Be The Judge II*

### **Supervisor Training**

*Recognizing Alcohol & Drug Abuse for Employees*  
*Recognizing Alcohol & Drug Abuse for Managers*

## **Safety & Environmental Interactive Courseware**

### **Emergency Action Plan/Emergency Response**

*Avian Flu What You Need To Know*  
*Biological & Chemical Threats-Closing the Door*  
*CPR & AED The Chain of Survival*  
*Emergency Action Plan Crisis Under Control*  
*Emergency Response Driving*  
*First Aid Prepared to Help*  
*H1N1 Flu (Swine Flu) What You Need to Know*  
*Public Building Security It's Everyone's Concern*  
*Smallpox Awareness For First Responders*

### **Environmental**

*Environmental Awareness I Air & Water*  
*Environmental Awareness II Waste & Chemical*  
*Environmental Overview Recipe For A Cleaner World*  
*Stormwater Runoff I Can Make A Difference*

### **Ergonomics/Back Safety**

*Strains & Sprains Avoid the Pain*

### **General Safety**

*Employee Wellness Taking Care of You*  
*N.O.R.M. (Naturally Occurring Radioactive Materials)*  
*Radiation Safety The Basics*

### **Hazardous Environments**

*Confined Space Atmospheric Testing*  
*Confined Space Entry Plan & Prepare*  
*Confined Space Hotwork Checklist to Safety*  
*Confined Space Ventilation*  
*Hazard Recognition & Control*  
*Office Ergonomics*  
*Office Safety It's a Jungle in There*  
*OSI Office Safety Investigation*

### **Hazardous Substances**

*Asbestos Awareness Understanding The Risk*  
*Asbestos In Construction*  
*Benzene Knowledge is Power & Safety*  
*Cadmium Safety*  
*Chemical Handling Safety Corrosives*  
*Chemical Handling Safety Flammables*  
*Chemical Handling Safety Solvents*  
*Chemical Handling Safety Basic Principles*  
*Compressed Gas Safety Awareness*  
*Groundskeeping Safety Dealing with Bugs & Critters*  
*Groundskeeping Safety Be A Pro!*  
*HAZCOM In Sync with GHS*

*HazMat Awareness*  
*HazMat Shipping Papers*  
*Incident Command System When Duty Calls*  
*Incident Investigation Analyzing the Facts & Causes*  
*Incident Investigation Forming an Effective Team & Gathering Information*  
*Incident Investigation Getting Started*  
*Incident Investigation Recommendations, Communication & Follow-Up*  
*Laboratory Safety The Finer Points*  
*Marking, Labeling, & Placarding HAZMAT for Transportation*  
*Preparing Hazmat for Transportation*  
*Small Spills & Leaks*  
*Spill Prevention & Control Insuring a Safer World*

### **Operating Hazardous Equipment**

*Before You Turn the Key*  
*Defensive Driving*  
*Defensive Driving 15-Passenger Vans*  
*Distracted Driving Game Over*  
*Driven to Distraction*  
*Driven to Distraction II*  
*Emotional Wreck*  
*Forklift Basics Safe from the Start*  
*Forklift Maneuvers All the Right Moves*  
*Forklifts Inspect, Recharge, Refuel*  
*Laser Safety The Blink of an Eye*  
*Motorcycle Safety*  
*Safe Winter Driving*  
*Winter Safety*

