

# Continuing Education for Healthcare Professionals

Prairie State College is an approved provider from the Illinois Department of Financial and Professional Regulation (IDFPR) to offer Continuing Education Unit (CEU) programs for the following professions: Social Worker, Licensed Professional Counselor, Licensed Clinical Professional Counselor, Advanced Practical Nurse, Registered Nurse, Licensed Practical Nurse, Speech Pathologist, Marriage and Family Therapist, and Nursing Home Administrator.

Prairie State College is also an approved provider from the Illinois State Board of Education (ISBE) to offer Professional Development (PD) credits for Teachers as well as a SHRM Recertification General Provider to award SHRM Professional Development Credits (PDCs) to Human Resource professionals.

These workshops can be brought on site to your group.



# Onsite Workshop Topics

## Goal Attainment

### **Goal Attainment**

#### **Marcus Gentry**

Participants will gain clarity in two primary areas. First, unmasking the common barriers that interfere with the achievement of almost any goal, and how to begin addressing those issues. Second, looking at the essential elements and principles that are used by people who consistently and successfully establish and attain their personal and professional goals. This class will also discuss the most overlooked pitfall on the path to goal attainment.

### **Integrity in the Workplace**

#### **Mardy Chizek**

Integrity and honesty are values that most professionals embrace, and successful professionals must have integrity in their work lives. Attendees will explore their own value of integrity and learn how to work effectively in a setting with mixed values.

### **The 12 secrets to Successful Transition Management: Three-part series**

#### **Marcus Gentry**

This three-part series was created to take the audience through the process of uncovering tips that are hidden in plain sight, using the experience of traveling through the airport to dramatize how our daily life experiences can be used to improve the success of our journey through life. These tips are for goal setting, improving life's journey, and effective life management tools for transitions in career, health, finances, and relationships. This series will also identify the common barriers that can interfere with personal and professional growth. The participants will walk away with a minimum of 12 additional tools for managing life's transitions, all attached to experiences that already are very familiar.

Part 1: Introduction to the way life experiences can be translated into meaningful life lessons. Discussion will begin with the importance of how/what we use to identify ourselves with, through what we may have accumulated in our life that can interfere with our progress.

Part 2: Discussion about beliefs that are carried around subconsciously and how they impact our daily decisions. Participants will continue with the airport analogy by

identifying who deserves to hear our story and the challenges with improper placement of valuable information.

Part 3: The final session discusses what resources are critical for resilience, how they can be created, and what causes challenges in our attempts at re connection.

### **Three Point Survival Code: Building Resiliency**

#### **Marcus Gentry**

In order to build resiliency, this workshop is designed to identify three dominant factors: Human, Balance, and Choice. When these areas are defined in greater detail and combined, they will help the participants overcome the barriers that interfere with being resilient and provide strategies for greater personal and professional success. Participants also will be given the top five areas of life to focus on in developing the mindset and behavior of resilience.

### **Work Life Balance: Fact or Fiction**

#### **Mardy Chizek**

The balance of work and life is difficult. How we process what happens in the workplace impacts our ability to care for ourselves, patients, friends, and families. Explore how stress reduction and mindfulness strategies can promote both physical and mental health.

## Dementia

### **3D's: Dementia, Delirium and Depression**

#### **Mardy Chizek**

These diagnoses often overlap, and it is a challenge to differentiate since presentation may not be clear. Effective treatment is dependent on early diagnosis.

### **A Closer Look at Lewy Body, Vascular and Frontotemporal Dementias**

#### **Terri Maxeiner**

During this course, participants will learn about Lewy body dementia in terms of clinical features, pathological changes, and therapeutic interventions; Vascular dementia in terms of clinical features; and Frontotemporal dementia.

## **Certified Dementia Practitioner**

### ***Terri Maxeiner***

Become a Certified Dementia Practitioner by completing all of the required sessions in this 7 hour seminar. Topics include:

- Diagnosis and Prognosis
- Treatment
- Communication
- Wandering
- Intimacy and Sexuality
- Pain
- Hoarding
- Aggressive Behaviors
- Activities
- Paranoia
- Nutrition
- Personal Care
- Staff and Family Support
- End of Life
- Spiritual Care
- Repetitive Behavior
- Feelings and Depression

This is a certified course offered on behalf of National Council of Certified Dementia Practitioners.

## **Dementia Basics**

### ***Rachelle Blough***

This session will provide an overview of Alzheimer's Disease and other related dementia's. The participant will gain basic and practical information that will help them to understand the residents they serve better. We will also review the stages and ability levels of their residents to gain more knowledge to impact how they approach the care of their residents each day.

## **Dementia: What is it?**

### ***Mardy Chizek***

Dementia is an umbrella term for the many causes of memory loss and associated symptoms. Regardless of the underlying cause, it is progressive and irreversible. The incidence is on the rise due to the graying of America. Early diagnosis is important for the patient and family.

## **Dying with Dementia**

### ***Terri Maxeiner***

Become familiar with planning for the dying needs of the older adult with dementia and dementia related diseases.

## **Dynamics in Dementia**

### ***Terri Maxeiner***

Explore a variety of aspects of dementia and learn how health care professionals can improve their communication skills with those who have a memory impaired condition.

## **Mrs. Brown Won't Take Her Bath: Tips for ADL Success**

### ***Rachelle Blough***

In this session, participants will discover practical ideas to improve the ability to complete required ADL care of a patient with dementia in the hospital setting, adaptive equipment and how to use it to increase independence, and approaches that can improve the overall interaction and decrease the stress level for both the patient and care provider.

## **No Patient Left Behind – Quality of Life for Hospital Patients Admitted with Dementia**

### ***Rachelle Blough***

This session is designed to provide an overview of quick easy ideas that could be utilized to improve the quality of life of a patient who is admitted to the hospital and has dementia. Participants will learn ideas for patients at various stages of Alzheimer's disease or other related dementia, examples of supplies and resources that could be utilized to provide some comfort around the preferred senses in the hospital room, and ideas that can be utilized to provide distraction and re-direction for a patient who is distressed with anxiety over false beliefs

## **Skillful Communication**

### ***Terri Maxeiner***

Participants of this course will receive a summary of the importance of skillful communication in dementia care, discuss the Positive Physical Approach to "get connected" with clients living with dementia, learn dementia communication strategies to enhance quality of life, and practice the Positive Physical Approach.

## **Supporting Patients with Delirium – Helping them Have Best Day Possible**

### ***Rachelle Blough***

This session is designed to provide quick, practical ideas to provide support to patients in the hospital setting who are experiencing delirium. Participants will gain three practical ideas to provide comfort to someone with active symptoms of delirium; learn, through sensitivity exercises, an understanding of what it may feel like and how to try to provide compassion and redirection when needed; and gain a collection of communication tips that can be utilized when someone is distressed.

## The Experience of Dementia

*Terri Maxeiner*

During this course, attendees will learn the common distressed behavioral expressions of persons having dementia and how to differentiate emotional/behavioral changes commonly found in AD, FTD, and LBD; investigate possible causes for distressed behavioral expressions; and select supportive strategies for responding to and preventing distressed behavioral expressions.

## There is Something Wrong with my Patient: Equipping Hospital Staff with Basic Knowledge about Dementia

*Rachelle Blough*

In this session, the participant will be provided an overview of dementia basics, learn about the latest findings and information in the care industry to support the communication needs of people living with dementia, learn new skills to try by participating through sensitivity exercises.

## Patient Care

### Aging and the Quality of Care

*Terri Maxeiner*

Become familiar with navigation through the healthcare system with the older adult. Understand care standards in older adult communities, and learn how to effectively promote a partnership between families and the healthcare team.

### Creating a New Activity Model Thru Increased Staff Development

*Rachelle Blough*

In this session the participant will be provided many specific and practical ways that staff, beyond activities, can simply improve the daily quality of life of their residents by making small enhancements to the way they approach their resident care.

### Culture Change: Patient-Centered Care Basics

*Rachelle Blough*

In this session, participants learn patient-centered care approaches that can be added to daily interactions in the hospital, the concepts of validation for someone in distress, and knowledge of the awareness of language and how it effects beliefs and actions.

## Patient Abandonment

*Mardy Chizek*

While patient abandonment is a topic of conversation for many healthcare providers, it is not an issue that frequently is seen. Protecting yourself and the patient from allegations and reporting when the situation does occur is essential.

## Ethics

### Ethics for the Healthcare Provider

*Mardy Chizek*

As healthcare providers, we face ethical dilemmas every day in our practice. The decisions we make impact on the care of clients, their families and our peers. The attendees will be able to explore their ethical model of decision making and to help their charges with treatment, life and death decisions.

### Ethics in the Workplace

*Terri Maxeiner*

Review the ethical practices in the workplace, as well as the importance of maintaining and upholding foundational core values.

### Ethics of Bullying in Healthcare

*Mardy Chizek*

Lateral bullying is epidemic in healthcare. This behavior impacts not only staff, but also patients, customers, residents, and families. Systems for identifying the issue and intervening are essential for retention and positive outcomes.

### Exploring Ethics: Three part series

*Marcus Gentry*

Part I: Personal Ethics

Participants will be encouraged to engage in a discussion that explores their personal ethical standards and how those standards have been, and still are, impacted by what we will refer to as the C.R.A.I.G.S. list of considerations. Attendees will be provided with three tips essential for making the best ethical decisions.

Part 2: Professional Ethics

Participants will discuss the pros and cons of ethical standard implementation within the work place. The discussion also will include questioning the relevance of adjusting ethical standards to match societal changes. Attendees will have an opportunity to examine their role and responsibility in identifying if there is a violation in the ethical standard within their work environment.

### Part 3: Conflicting Ethics

Participants will discuss what happens when a conflict arises between their personal ethics and the ethical practices within their organization. Receive tips on how to best manage that conflict to achieve the most ideal outcome.

## Customer Service

### Customer is King

#### *Mardy Chizek*

Customers evaluate us using a hospitality model, not a medical model. Because of this dissonance in expectations, we may experience treatment and communication challenges. Understand how your customers evaluate you and your practice using their measurements, not yours.

### The Customer Service Series: Four part series

#### *Marcus Gentry*

The goal in the service industry is to consistently deliver quality service.

This four-part series will consider the various elements involved in an average customer's experience. Participants will identify common issues that interfere with maintaining quality service, learn the four basic steps to restore a healthy relationship with the client, understand the importance of addressing the customer's issues immediately, and ways to install the best practices for service recovery into the culture of an organization. We also will talk about ways that our own attitudes and biases impact the environment that we provide, and look at suggestions to improve that experience.

Part 1: The introduction to improving the customer service experience

Part 2: The ten pillars for delivering excellent customer service

Part 3: Service Recovery (What to do when your best attempts fail)

Part 4: Creating the culture of quality customer service in your workplace

## Cultural Concepts

### Cultural Concepts in Healthcare

#### *Mardy Chizek*

Healthcare providers and patients/clients come from many differing backgrounds. This program will address how providers can customize approaches to help our patients/clients feel comfortable and enhance communication, trust, respect and compliance. We also will discuss ways we can educate underserved populations in healthcare topics.

### Inter generational Workplace

#### *Mardy Chizek*

For the first time in history, there are four generations of healthcare providers working side by side. Differing culture, beliefs, values, education, and expectations provide special challenges for supervisors and peers.

## Healthcare

### Advance Directives for Dummies

#### *Mardy Chizek*

Sharing the options for advanced directives is mandated via statute. Our role as advocates requires a full understanding of the risks and benefits, as well as potential outcomes of these decisions. This program will help the attendees understand decision making and how to help support clients through this process.

### Documentation Risks in Healthcare

#### *Mardy Chizek*

Become familiar with documentation procedures for healthcare professionals and review case examples that will show attendees samples of effective and at risk entries in the medical legal environment of care.

### Infection Control – Let's Break the Chain!

#### *Terri Maxeiner*

Learn the foundations of infection prevention or control while serving on the front lines within the healthcare setting. Review guiding principles of universal precautions, handwashing protocols, and the differences between cleaning and disinfecting in order to maintain a safe environment for both you and those you provide care for.

## Sub-Acute Discharge Planning

*Mardy Chizek*

The nursing home as a source of subacute rehabilitation is a common discharge plan from the acute care setting of care. The needs, resources, and process is different than that of the hospital and can impact on readmission and outcomes for a hospital.

## Elder Care

### Aging and the Quality of Care

*Terri Maxeiner*

Become familiar with navigation through the healthcare system with the older adult. Understand care standards in older adult communities, and learn how to effectively promote a partnership between families and the healthcare team.

### Geriatric Anxiety- Team Approach to Care- Understanding the Types of Geriatric Anxiety Disease (GAD)

*Terri Maxeiner*

Participants in this course will learn the symptoms of GAD and how to recognize them, in order to promote effective interventions.

### The Road to Respect- Elder Abuse Identification, Reporting and Prevention

*Terri Maxeiner*

During this course, attendees will learn who is a mandated reporter, as well as identifying the different types of Elder Abuse and where and when to report the abuse.

### Working with the Adult Child who is the Parent Caregiver

*Marcus Gentry*

As healthcare professionals, discussing healthcare issues with the adult child of your patient/client is common. This session provides information on how to communicate effectively with the adult child caregiver of your patient.

## Communication

### Communication: Can you Hear Me Now?

*Marcus Gentry*

This class defines the critical components of effective communication, and allows participants to self-reflect on the effectiveness of their communication skills. This class also helps participants understand how to build connections, and offers tips on how to listen effectively.

### Conflict Resolution: Three Part Series

*Marcus Gentry*

Part I: Introduction & Internal Conflict

This session introduces participants to various components of this series and their relevance, followed by discussion of common barriers to conflict resolution, the consequences of inaction when there is a conflict, and how to identify and successfully manage internal conflict.

Part 2: External Conflict

This session addresses successful management strategies for both personal and professional life experiences. This is designed to assist in acquiring resolution when we have a conflict with someone, or when someone has a conflict with us. This session allows for a discussion of ways to communicate differently for each scenario and how to best help others implement these same practices.

Part 3: Observed Conflict & Aggressive Intruder

This session has been customized to provide the audience with information to create the best outcome, should they find themselves in the presence of individuals involved in an aggressive conflict, an aggressive intruder, or an Active shooter event (ASE). This is not intended to replace a full ASE training but to highlight and discuss best practices should you find yourself in either of the above scenarios.

### Improving Communication in the Workplace

*Terri Maxeiner*

Explore verbal and non-verbal communication skills and how they impact your interaction with fellow healthcare professionals.

## **Working with Difficult People**

***Mardy Chizek***

We confront difficult people in every aspect of our lives. In healthcare, the challenges come not only from our patients, but from families, doctors, peers, and external customers like regulators and insurance companies. Understanding our response to difficult people provides the basis for effectively dealing with the diverse personality types we face.

## **Workplace Civility**

***Terri Maxeiner***

Learn steps to building a team approach in regards to working well together and furthering the mission of your company.

# Hoarding

## **I Can't Throw this Away: Hoarding**

***Mardy Chizek***

Hoarding on TV is not like hoarding in the real world. It is a condition that is accompanied by depression, isolation, fear, and anxiety. Learn to recognize the complex issues and help secure assistance.

# Addictions

## **A Fresh Look at Addictions**

***Marcus Gentry***

This workshop explores a variety of addictions, who is affected, possible causes for the growing number of addictions, and alternative considerations for recovery.

# Stress Management

## **Crisis Intervention Strategies S.C.R.E.A.M: Two part series**

***Marcus Gentry***

Part 1: Introduction to crisis intervention and why management tools are an essential part of developing strategies. Participants will be introduced to specific steps to manage the emotional energy built up as a result of periods of high stress, ongoing anger, or when traditional coping methods may be exhausted or ineffective.

Part 2: Continuing the discussion of steps to manage emotional energy introduced in part 1 of series. (Please note, Part 1 is a prerequisite before scheduling this workshop).

## **Managing Anger: Yours and Mine**

***Marcus Gentry***

Learn how to manage your own anger when you need to intervene with others who are angry. Practice the six diffusing anger skills to manage other people's anger when you want to work toward a solution.

## **Stress Management**

***Marcus Gentry***

This class creates a forum for discussion in several areas regarding stress, including how to recognize it, the urgency to learn coping strategies, and stress reduction techniques. This class focuses on the definition of stress, the effect of stress on the body and mind, and the difference between real and perceived stress. Participants also will practice relaxation, breathing methods, and complete a guided imagery exercise.

## **Taking Care of Me by Reducing Stress - Therefore Providing Quality Care to Patients**

***Marcus Gentry***

Stress puts our bodies on alert to deal with potential trouble or dangers. Stress also motivates healthcare professionals to plan ahead and to accomplish tasks. However, too much stress can have a negative impact on the professional and the way he/she cares for patients. During this interactive session, attendees will learn positive stress coping techniques to assist health professionals and a plan on how to manage stress effectively.

## **Understanding Moral and Emotional Injury**

***Marcus Gentry***

This specialized class addresses the growing population that is having difficulty advancing personally and professionally due to previous moral or emotional injury. This class discusses the definition of moral/emotional injury, the signs and consequences of this injury, and how to assist in the healing process.

# Team Building

## **Team Building**

### ***Marcus Gentry***

This workshop is designed to introduce the universal principles necessary for developing and maintaining effective teamwork especially during challenging times by using the "Laws of Internal Intelligence" and the concept of "M.O.V.E.I.N." When the principles are applied, participants will be able to improve connection, establish an agreed ethical practice, and build a culture of togetherness within the organization.

## **Teams that Exceed- Success in Team Work**

### ***Terri Maxeiner***

Participants will learn how to build a good teamwork frame. This session will identify barriers in communication and the keys to understanding social biases.

### **To discuss a training program or workshop for your group**

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