



## HEALTHCARE SAFETY AND COMPLIANCE

### HOME HEALTHCARE & HOSPICE

- ▶ 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
- ▶ HIPAA: Security & Privacy For Home Healthcare
- ▶ Home Healthcare Violence: Be Smart, Be Safe
- ▶ Home Health Safety Orientation
- ▶ Infection Control: Bag Technique
- ▶ Infection Control Orientation In Home Healthcare: Winning The Battle
- ▶ It's Your Back, Don't Break It: Back Safety For Home Health
- ▶ Personal Safety For The Home Health Caregiver

### AMBULATORY CARE

- ▶ Bloodborne Pathogens For Ambulatory Care
- ▶ Ergonomics: Watch Your Back
- ▶ Fire Safety For Ambulatory Care
- ▶ Fire Safety: Operating Without Fires
- ▶ Infection Control For Ambulatory Care
- ▶ Infection Control In Outpatient Facilities
- ▶ Protecting Your Back
- ▶ Safety Orientation For Ambulatory Care

### LONG-TERM CARE/ ASSISTED LIVING

- ▶ Be Safe At Work: Safety Orientation For Long-Term Care
- ▶ Bloodborne Pathogens: Assisted Living
- ▶ Bloodborne Pathogens: For Long-Term Care
- ▶ Combative Residents: Mirror Their Reality
- ▶ Customer Service In Long-Term Care: Making It World-Class
- ▶ Dementia And Alzheimer's Caregiving: Through The Looking Glass
- ▶ Elder Abuse And Neglect: Show You Care
- ▶ Ergonomics: Safe Patient Transfer
- ▶ Ergonomics: Watch Your Back
- ▶ Fire Safety: Be Alert, Not Alarmed!
- ▶ Hazard Communication: Chemical Safety In Long-Term Care
- ▶ HIPAA: Privacy In Long-Term Care
- ▶ HIPAA: Security & Privacy For Long-Term Care
- ▶ Infection Control In Long-Term Care: Protect Your Residents, Protect Yourself
- ▶ Preventing Resident Falls In Long-Term Care

### GENERAL HEALTHCARE

#### BLOODBORNE PATHOGENS

- ▶ BBP In Your World: Don't Risk It!
- ▶ Bloodborne Pathogens: A Sharper Image
- ▶ Bloodborne Pathogens: Bloodbug Barriers
- ▶ Bloodborne Pathogens In Behavioral Healthcare
- ▶ Bloodborne Pathogens Standard: How It Affects You, How It Protects You
- ▶ HIV/AIDS: What Caregivers Need To Know
- ▶ Infection Control Essentials: Every Action Counts
- ▶ Needlestick Prevention: Stick To Safety

#### ERGONOMICS

- ▶ Ergonomics: Watch Your Back
- ▶ Ergonomics: Safe Patient Transfer
- ▶ Healthcare Ergonomics: Working To Your Advantage
- ▶ Office Ergonomics: It's Your Move
- ▶ Office Safety: It's A Jungle In There

#### INFECTION CONTROL

- ▶ Avian Flu And General Pandemic Awareness
- ▶ Healthcare-Associated Infections: Prevention & Control
- ▶ HIV/AIDS: What Caregivers Need To Know
- ▶ Infection Control: Chain Reaction
- ▶ Infection Control Essentials: Every Action Counts
- ▶ Infection Control In Outpatient Facilities
- ▶ Infection Control Orientation
- ▶ MRSA And VRE Precautions: Battling Superbugs
- ▶ Tuberculosis: Identification And Control

### GENERAL HEALTHCARE

#### HIPAA COMPLIANCE

- ▶ HIPAA: Do The Right Thing!
- ▶ HIPAA: Privacy Compliance
- ▶ HIPAA Privacy: Compliance Scenarios
- ▶ HIPAA: Security Compliance

#### PATIENT SAFETY

- ▶ Domestic Abuse: Recognizing and Reporting
- ▶ Medication Management: You Can Prevent Errors!
- ▶ Patient Safety: Light The Way!
- ▶ Preventing Patient Falls In Hospitals
- ▶ Preventing Resident Falls In Long-Term Care

#### HEALTHCARE COMPLIANCE

- ▶ Age Specific Care: It's Relative
- ▶ Creating A Restraint-Free Culture
- ▶ Disruptive Behavior: Too Great A Cost
- ▶ EMTALA 911: On Call!
- ▶ Healthcare Compliance: Code Of Conduct
- ▶ Nursing Documentation: A Reflection Of Quality Care
- ▶ Pain Management: Finding Relief
- ▶ Safety Orientation: Preparation Meets Opportunity
- ▶ Values And Ethics For Healthcare

#### EMERGENCY PREPAREDNESS PLANNING

- ▶ Anthrax Awareness
- ▶ Biological And Chemical Threats: Closing The Door
- ▶ Biological Threats In Healthcare: Everyone's On Alert
- ▶ Biological Threats In Healthcare: Identify & Respond
- ▶ Disaster Planning: Defuse The Time Bomb
- ▶ Emergency Action Plan: Crisis Under Control
- ▶ Fire Safety: Mission Possible
- ▶ HAZCOM: It's A Two-Edged Sword
- ▶ HazMat Transportation: What You Don't Know Can Hurt You
- ▶ Healthcare Violence: Be Part Of The Cure
- ▶ Hospital Security: Partners Against Crime
- ▶ Incident Command System: When Duty Calls
- ▶ Smallpox Awareness For First Responders

#### FOOD SERVICE SAFETY

- ▶ Bloodborne Pathogens For Cafeteria Employees: Safety Behind The Lines
- ▶ Preventing Foodborne Illness

#### BACK PROTECTION

- ▶ Back At Work
- ▶ Back Safety For Material Handlers
- ▶ Ergonomics: Safe Patient Transfer
- ▶ Ergonomics: Watch Your Back
- ▶ Patient Lifting: Safe Strategies
- ▶ Protecting Your Back

#### HAND HYGIENE

- ▶ Hand Hygiene: For Hands That Care
- ▶ Hand Hygiene: The Best Medicine
- ▶ Handwashing: Your Health Is In Your Hands
- ▶ Latex Allergy: Stop The Reaction

#### INSTRUCTOR-LED

- ▶ On-site Training
  - STOP® for Healthcare: The New Foundation for a Reliable, Safe and Caring Culture
    - » STOP® - Safety Training Observation Program
    - » Safety is everyone's responsibility
    - » Teaches participants to look at safety in a new way
    - » Motivates staff to engage in peer-to-peer communication
    - » Enhances safe working conditions and safe actions around patients and each other.



**eLearning, DVD & Streaming Video Formats Available**

*Note: Some titles are available in limited formats.*

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## ETHICS AND COMPLIANCE

### MANAGERS

#### CALIFORNIA-COMPLIANT HARASSMENT

- ▶ Let's Face It: Harassment Training For Supervisors
- ▶ Sexual Harassment: A Manager's Guide In California
- ▶ Harassment: A New Look For California (AB 1825 Compliant)

#### ETHICS

- ▶ Ethics Is A Competitive Advantage With Dr. Marianne Jennings
- ▶ Ethics: Speaking Up Without Fear With Dr. Marianne Jennings
- ▶ Ethical Leadership: Tone At All Levels With Dr. Marianne Jennings
- ▶ Ethics: The L.O.G.I.C. Of Right

#### HARASSMENT LAW

- ▶ Harassment: A New Look For Managers
- ▶ Let's Face It: Harassment Training For Supervisors

#### INTERVIEWING & HIRING

- ▶ More Than A Gut Feeling III
- ▶ Legal And Effective Interviewing II: The Right Questions
- ▶ Legal And Effective Interviewing Skills
- ▶ You Be The Judge II

#### SEXUAL HARASSMENT

- ▶ Sexual Harassment: A Manager's Guide
- ▶ Sexual Harassment: A Manager's Guide In California

#### SUBSTANCE ABUSE

- ▶ Recognizing Drug And Alcohol Abuse For Managers

#### COMMUNICATION

- ▶ You're Not Listening
- ▶ The Straight Scoop On E-mail

#### ETHICS

- ▶ Leadership: Reach For The Stars
- ▶ 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

#### MOTIVATION

- ▶ Either Way You're Right
- ▶ Continuous Motivation
- ▶ Motivation: Igniting Exceptional Performance

#### PERFORMANCE FEEDBACK

- ▶ Care And Candor: Making Performance Appraisals Work
- ▶ Conflict Resolution: A Win/Win Approach

#### SUPERVISORY SKILLS

- ▶ The Sid Story
- ▶ Quality Supervision For Industry
- ▶ Training Ground: Supervisory Skills
- ▶ Supervisory Skills: Take Control

### ALL EMPLOYEES

#### DIVERSITY

- ▶ Drop By Drop
- ▶ Diversity: The Real Scene
- ▶ Diversity: Food For Thought
- ▶ The Diversity Advantage: Food For Thought
- ▶ Diversity In The Real World
- ▶ Dealing With Diversity

#### HARASSMENT

- ▶ Harassment: A New Look For Employees
- ▶ Harassment Is...
- ▶ Harassment: The Real Scene
- ▶ It's About Respect: Recognizing Harassment In A Diverse Workplace
- ▶ Respect In The Workplace: Avoiding Discrimination
- ▶ Beyond Sexual Harassment: Other Forms Of Harassment And Discrimination

#### SEXUAL HARASSMENT

- ▶ Sexual Harassment: New Perspectives
- ▶ Sexual Harassment: You Make The Call
- ▶ Sexual Harassment: Is It Or Isn't It?

#### SUBSTANCE ABUSE

- ▶ Recognizing Drug And Alcohol Abuse For Employees
- ▶ Creating A Drug-Free Workplace: Back On Track
- ▶ D.O.T. Drug And Alcohol Testing: Your Rights & Responsibilities

#### COMMUNICATION

- ▶ Nobody's Listening
- ▶ Communication Breakdown
- ▶ Communication Cornerstones: Building Trust
- ▶ Communication Nightmares
- ▶ Relationship Strategies

#### CONFLICT RESOLUTION

- ▶ Conflict Resolution: A Win/Win Approach
- ▶ Between You And Me: Solving Conflict

#### CUSTOMER SERVICE

- ▶ Who Cares?
- ▶ The Secret: Customer Service Uncovered
- ▶ Quality Service In The Public Sector
- ▶ Customer Service: But I Don't Have Customers!
- ▶ Exceeding Expectations
- ▶ Point of Impact

#### TELEPHONE SKILLS

- ▶ Telephone Courtesy Pays Off II
- ▶ Telephone Courtesy: The Royal Connection

#### GOAL SETTING

- ▶ SMART Goals: Steps To Success
- ▶ Personal Goal Setting: Journey To Success
- ▶ The Goal: How-To Version
- ▶ Charting Your Course

#### PERFORMANCE FEEDBACK

- ▶ Documenting Discipline II
- ▶ Looking Forward: Your Performance Appraisal
- ▶ Legal And Effective Performance Appraisals
- ▶ Documenting Discipline
- ▶ The Human Touch Performance Appraisal II
- ▶ Legal And Effective Progressive Discipline
- ▶ The Legal Side Of Evaluating Performance
- ▶ Not Just Another Meeting
- ▶ The Continuous Performance Appraisal: Coaching Is Key

#### STRESS MANAGEMENT

- ▶ Life Meets Work: Overcoming Stress, Fear And Anxiety
- ▶ Fear And Stress In The Workplace: Managing The Global Challenge
- ▶ Dealing With Stress
- ▶ Stress: You're In Control

#### TEAM WORK

- ▶ One For All: Teamwork The Meerkat Way
- ▶ Teamwork: How Synergy Succeeds
- ▶ Team Nightmares: Solutions To Your Top Team Problems
- ▶ That's Not My Problem
- ▶ Team Player
- ▶ Self-Directed Work Teams: Getting It Done
- ▶ Employee 101: Respecting the Team

## FACILITY MAINTENANCE MANAGEMENT

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#### BASIC SKILLS

- ▶ Workplace Reading
- ▶ Workplace Mathematics: Decimals
- ▶ Mechanical Print Reading
- ▶ Gaging & Measurement
- ▶ Rigging

#### BASIC MACHINE TECHNOLOGY

- ▶ Hand Tools & Their Use
- ▶ Basic Machine Technology: The Pedestal Grinder
- ▶ Basic Machine Technology: Drill Press Operations
- ▶ Basic Machine Technology: Vertical Band Saws – Parts, Accessories & Operation

#### PROCESS OPERATIONS

- ▶ Applied Physics
- ▶ Applied Chemistry
- ▶ Operators & Their Responsibilities

#### OPERATOR INSPECTION

- ▶ Pneumatic System Inspection
- ▶ Vacuum System Inspection
- ▶ Air Compression System Inspection
- ▶ Fasteners & Equipment Structure Inspection
- ▶ Electrical Equipment Control System Inspection
- ▶ Motor Drive System Inspection
- ▶ Belt Drive, Chain Drive & Gear Box Inspection
- ▶ Clutches & Brakes Inspection
- ▶ Lubrication System Inspection

## INSTRUMENTATION & CONTROL

#### BASIC ELECTRICAL THEORY

- ▶ Basic Process Control
- ▶ Digital Techniques: Calibration & Test Equipment
- ▶ Continuous Process Control
- ▶ Control Valves & Actuators
- ▶ Process Measurement
- ▶ Smart Digital Instrumentation
- ▶ ControlLogix
- ▶ Programmable Logic Controllers

## SUSTAINABILITY

#### DuPont™ Energy Efficiency

##### Featuring DuPont Owner-Operator Content

- ▶ Energy Smart
- ▶ Energy Management Best Practices
- ▶ Energy System Instrumentation & Controls
- ▶ Theory Of Steam Generation
- ▶ Fuels & The Combustion Process
- ▶ Boilers & Auxiliaries
- ▶ Emission Control & Ash Handling
- ▶ Steam Distribution
- ▶ Steam Turbines & Condensers
- ▶ Electricity Generation & Distribution
- ▶ Pumping Systems
- ▶ Cooling Towers
- ▶ Water Treatment
- ▶ Compressed Air
- ▶ Refrigeration
- ▶ HVAC & Indoor Air Quality

### MECHANICAL MAINTENANCE

#### FLUID POWER

- ▶ Hydraulics
- ▶ Industrial Hydraulics
- ▶ Hydraulic Power Systems & Troubleshooting
- ▶ Centrifugal Pumps
- ▶ Pneumatics
- ▶ Industrial Seals

#### BOILER OPERATION & CONTROL

- ▶ Introduction To Boilers
- ▶ Boiler Design & Construction
- ▶ Boiler Feedwater & Steam
- ▶ Boiler Fuel & Air
- ▶ Boiler Operation

#### PREDICTIVE MAINTENANCE

- ▶ Vibration Analysis
- ▶ Machinery Oil Analysis
- ▶ Ultrasonics
- ▶ Thermography
- ▶ Advanced Vibration: AC Induction Motors

#### POWER TRANSMISSION

- ▶ Machinery Lubrication
- ▶ Industrial Bearings
- ▶ Industrial Drives
- ▶ Clutches & Brakes

#### HVAC&R

- ▶ Complete System Troubleshooting
- ▶ Air Handlers: Mechanical Systems
- ▶ Air Handlers: Calibration
- ▶ Chillers: Mechanical Components
- ▶ Chillers: Leak Check & Electrical
- ▶ Cooling Towers: Maintenance & Troubleshooting
- ▶ Condensers: Maintenance & Troubleshooting

#### MAINTENANCE TROUBLESHOOTING

- ▶ Troubleshooting Procedures
- ▶ Power Distribution & Lighting Systems
- ▶ Motors & Motor Controls
- ▶ Pumps & Compressors
- ▶ Hydraulic Circuits & HVAC

## ELECTRICAL MAINTENANCE

#### BASIC ELECTRICAL THEORY

- ▶ AC/DC Theory
- ▶ Applied DC Fundamentals

#### INDUSTRIAL ELECTRICITY

- ▶ Wiring

#### MOTORS & MOTOR CONTROLS

- ▶ Motor Controls
- ▶ DC Motors
- ▶ DC Motor Controllers

#### ELECTRONICS

- ▶ Basic Electronic Components & Their Measurement
- ▶ Electronic Circuits