Community Education Training

This packet contains 6 self-study training modules listed below:

- Consumer Rights
- HIPAA—Health Insurance Portability and Accountability Act
- Principles of Crisis Intervention
- Seizure Assessment
- Suicide Prevention and Precaution Screening
- Infection Control

What you need to do:

- Read each training module.
- Fill out and sign the Training Acknowledgment Form then mail, fax, or deliver in person to Easter Seals.
  - Mail or in person (make a copy for your records):
    4888 Loop Central Drive, Suite 200
    Houston, TX 77081
    Attention: Respite Training
  - Email: Training@HoustonRespite.org
  - Fax: 713-838-9098
    Attention: Respite Training

To schedule CPR/First Aid Training, please contact:

Health Street
281-920-9490
1710 S. Dairy Ashford Suite 207
Houston, TX 77077

* Provider Application and background check must be completed before scheduling a class
* Let Health Street know you are with Easter Seals when calling to schedule

Both CPR & First Aid and the Training Acknowledgement Form must be completed in order to be approved as a Provider for the Respite Program. We will contact you upon completion of all trainings.
Consumer Rights

Rights are what you can do and how you are treated based on laws and rules. Our rights include making our own decisions, choosing where to live and being treated with respect. Our rights do not disappear because we get older, have an intellectual or developmental disability, or live in a nursing home or intermediate care facility.

Everyone has rights regardless of their limitations or disabilities. Those rights include: Human Rights, Civil Rights and Special Rights.

Least Restrictive Environment refers to providing services in the most natural setting possible considering the needs of the consumer served, which is determined by the consumer's needs.

RIGHT TO CONFIDENTIALITY

Ways to protect confidentiality
1. Discuss consumer care and services in private locations.
2. Promptly organize the removal of consumer information from your desk.
3. Efficiently manage the copier, printer and fax machine.
4. Consider information displayed on your computer screen.
5. Check signed authorization before disclosing information.

Consumer information is kept private because:
1. It is required by state and federal laws.
2. Requirement of professional ethics.
3. Show respect to the people we serve

Information required to keep confidential about consumers includes:
1. Name
2. Address
3. Telephone Number
4. Social Security Number
5. Diagnosis
6. Treatment Plan
7. Assessments
8. Medications
9. Progress Notes

FREEDOM FROM ABUSE

Examples of abuses are:
1. Physical and Sexual abuse
2. Non-Serious physical abuse and Exploitation
3. Verbal and Emotional Abuse
4. Neglect

How you can prevent abuse:
1. Be professional and friendly, but do not be the consumer's friend

Abuse needs to be reported within one hour to one of the numbers listed below if you:
1. Know, think or witness the abuse
2. The consumer tells you that they have been abused

To report rights violations or suspicions of rights violations, contact:
1-800-252-5400 1-800-458-9858 713-970-7742
Health Insurance and Portability and Accountability Act (HIPAA)

Healthcare providers, health plans, health care clearinghouse and business associates must comply with the privacy and security rules. 45 CFR 164.510 (b) permits a covered entity to disclosed protected health information to individuals involved in the care of a patient or payment for services. The information shared should be directly relevant to the person’s involvement with the patient’s care.

A violation of the HIPAA Privacy or Security Rule could lead to:

- *Incident* refers to an event reported to the privacy/security officer that will result in an investigation to determine the possibility of an impermissible use of disclosure of PHI.
- *Breach* refers to unauthorized acquisitions, access, use, or disclosure of PHI which compromises the security or privacy of such information.
- *Sanctions* refers to penalties applied against workforce members who do not comply with HIPAA or the policies and procedures the covered entity has put in place.
- *Civil money penalties* refers to penalties that may be imposed on covered entities or business associates that violate the HIPAA rules.

HIPAA is based on two important ideas in patient care:

- Privacy
- Security

*Privacy* is the person’s right to control disclosure of their personal health information.

*Security* refers to measures that control access and protects information from unauthorized disclosures, alteration, destructions or loss while maintaining availability for those who need it.

Doctors and other health care professionals can share medical information with family caregivers or others directly involved with a patient’s care (45 CFR 164.510).

- ✓ Obtains the patient/individual’s agreement if present;
- ✓ Share only information relevant to the role the caregiver is playing in the patient’s care.
- ✓ A sign consent is needed to disclose *substance abuse* information. This applies even to family members involved in patient care (42 CFR Part2).

HIPAA law requires health care providers to use professional judgment to decide what should be shared. If the patient says he or she does not want this information shared with others (including family care givers), then health care providers cannot share information.
Principles of Crisis Intervention

Communication skills are the most powerful tool we have for preventing bad behavior with the people we care for. What we say and how we say it will help shape an atmosphere of mutual respect and cooperation. Effectively talking with someone can decrease the need for physically controlling bad behavior and keeping the home safe.

Our message or attitude can be shown by:

- Words
- Tone of Voice (ex: yelling)
- Body Language (ex: putting our hands on our hips)

How should you be with the person you are caring for?

✓ Be Respectful
✓ Be Helpful
✓ Be Kind
✓ Be Trustworthy
✓ Ask Questions
✓ Do NOT yell at anyone you are working with
✓ Pay attention to see when someone is upset
✓ Make sure the person does not hurt themselves
✓ Make sure that you are aware of all exits within the home
✓ Try to help fix any issues with the person before the bad behavior
✓ Do NOT use curse words or other language that can hurt someone’s feelings

Don’t forget:

✓ The person who you are caring for may get upset and try to hurt themselves or you
✓ Watch what you say and how you say it
✓ Try to always talk with someone when they are upset or angry
✓ Ask questions
✓ Try to remain safe at all times
Seizure Assessment

A seizure is a sudden attack caused by an uncontrolled electrical activity in the brain. Seizures can occur at any age and may be caused by:

- Head injuries
- Underdeveloped brain
- Fevers
- Brain tumors
- Lead poisoning
- Infectious disease
- Family history

Knowing the warning signs of a seizure can help the person to prepare for subsequent seizures. The following can be warning signs of an impending seizure:

- A funny taste in the mouth
- Strange odor or bright light
- An unusual feelings

The two most common types of seizures are Generalized Tonic-Clonic (also called Grand mal or convulsive seizures) and Complex Partial Seizure.

During a Generalized Tonic-Clonic seizure, a person may experience changes in breathing pattern or lose consciousness. These are the steps you should take during a Generalized Tonic-Clonic seizure:

- Time the seizure
- Protect the person’s head
- Turn the person’s body to one side in case of vomiting
- Loosen any tight clothing
- DO NOT put anything into the person’s mouth
- DO NOT hold the person down

During a Complex Partial seizure a person is unaware of what they are doing and loses some awareness, but usually remains conscious. These are the steps you should take during a Complex Partial Seizure:

- Time the seizure
- Guide the person away from hazards
- Stay with the person
- DO NOT restrain the person

You should seek medical help (dial 911) if the seizure lasts longer than 5 minutes, the person is pregnant, has diabetes or when the seizures occur one after another within a very short span of time.

After a seizure, you can help the person by:

- Allowing the person time to re-orient
- Gently assist the person to move to a more comfortable position
- Reassure and comfort the person
- Ask a few simple questions (What day is it? Where are you?) to assist with focusing
- Record the seizure information in the individual’s data sheets or notes
Suicide Prevention and Precaution Screening

When someone wants to commit suicide, they are thinking of ending their own life.

- Possible risk factors for suicidal behavior/ideation
  - Recent loss/Social Isolation
  - Depression
  - Severe medical illness; especially with loss of functioning or with chronic pain
  - History of suicidal attempts
  - Family history of suicide
  - Victim of physical or sexual abuse
  - Between 15 and 25 years or over the age of 65 years, especially if male and white
  - Psychiatric diagnosis such as:
    - Substance abuse disorders
    - Mood disorder
    - Panic/anxiety disorder
    - Conduct Disorder
    - Serious personality disorder

- Signs that may be present in someone considering suicidal behavior
  - Threatening to hurt or kill themselves
  - Feelings of helplessness or that their life has no meaning
  - Seeking access to lethal means, such as weapons or medication
  - Withdrawing from family, friends, things that were previously important
  - Giving away treasured possessions

- What to do if you suspect Suicidal Ideation
  - Ask if person is feeling suicidal and if they have a plan. You will not put the idea in the person’s mind, and may give them the support needed to talk about how badly they feel.
  - If you feel they are an immediate danger to themselves or others **CALL 911 IMMEDIATELY**, do not leave the person alone unless you would be endangered by remaining in the area.
  - If they are not in immediate danger, give the person a contact that is available 24/7 such as The Harris Center’s Crisis Line: 713-970-7000 or the National Suicide Prevention Hotline: 1-800-273-TALK
  - Help the person think of things that have helped in the past, such as doctors, counselors, community group, family members or friends.
Infection Control

- **Handwashing** is the best way to prevent the spread of disease. Wash hands:

  Before and after:
  - Using gloves
  - Cooking
  - Personal care, of self or others
  - Handling pets
  - Restroom use

  Wash with soap and water for 20 seconds, water should be at a comfortable temperature.

  Alcohol based hand sanitizer can also be used if hands are not visibly soiled.

- Treat all bodily fluids and excretions, except sweat, as though they were infectious
  - Bodily fluids include
    - Blood
    - Urine and feces
    - Saliva
    - Breast milk
    - Semen and vaginal secretions

  - Wear gloves when anticipating contact with bodily fluids (use latex free gloves if allergies are present)
    - When handling used linen, clothing, or adult briefs
    - When assisting with bathing or toileting
    - When cleaning areas of potential contamination
Training Acknowledgement Form

The packet of training given is intended to help you, the learner, know key topics necessary to work to help take care of the people who receive services through The Harris Center and that are provided by 

(Print Provider Name)

I agree that I have received a training packet to review. I have read the training packet, and I understand that it is my job to follow the rules given in accordance with the training and contract.

If I have questions about the training, materials presented or policy and procedures, I understand it is my responsibility to ask questions.

Consumer Name: __________________________________________

Case Number: ____________________________________________

Provider Name: __________________________________________

Provider Signature: _______________________________________

Date: ___________________________________________________