A MODEL FOR ASC STAFF TRAINING AND DEVELOPMENT

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FINANCIAL DISCLOSURE

• Regina Boore is the Principal of Progressive Surgical Solutions, LLC

WHY INVEST IN TRAINING?
COMPLIANCE

• CMS
• OSHA
• Licensure
• Accreditation
• Life Safety Code
• HIPAA
• Labor Laws
WHY INVEST IN TRAINING?
RISK MANAGEMENT

• Confidentiality
• Employer exposure
• Survey exposure

WHY INVEST IN TRAINING?
IMPROVE PERFORMANCE

• Productivity
• Quality
• Safety
• Profitability
• Efficiency
• Morale and Job Satisfaction
• Improved capacity to expand services
• Reduced turnover
• Enhanced company image

The complexity of what we do demands a PIT CREW
Paul O’Neill
Former CEO, Alcoa Inc.

O’Neill galvanized Alcoa’s workforce by setting high standards for occupational safety, transforming the company’s financial results in the process. During his 13-year reign at Alcoa, he reduced workplace injury rates, increased revenues from $1.3 billion to $27 billion, while net income increased from $200 million to $1.5 billion.

Charles Duhigg

The Power of Habit: Why We Do What We Do, in Life and Business
**TRAINING VS. EDUCATION**

- **EDUCATION**: acquiring knowledge and information in a formal manner
- **TRAINING**: job-focused, acquiring proficiency at a skill or skill set

**GENERAL TRAINING TOPICS**

- Communications
- Computer skills
- Customer service
- Diversity
- Ethics
- Human relations
- Quality initiatives
- Safety
- Sexual harassment

**ORIENTATION: GENERAL**

- Employee Handbook
  - Organizational Structure
  - Phone System, Office Equipment
  - Timekeeping Procedures
  - Scheduling Procedures
  - Facility Tour
  - Information Technology
  - Job Description
ORIENTATION: GENERAL COMPLIANCE

- Compliance Plan
- HIPAA -Security/Confidentiality Agreement
- Patient Rights and Responsibilities, Advance Directives
- Sexual Harassment, Discrimination, Hostile Work Environment
- Abuse Reporting
- Policies and Procedures

ORIENTATION: GENERAL SAFETY

- Patient Safety
- Equipment Safety
- Emergency Plans
- Internal Disaster
- External Disaster

ORIENTATION: GENERAL SAFETY

- OSHA
- Bloodborne Pathogen Exposure Plan
- Safe Injection Practices
- Injury and Illness Prevention
- Hazardous Communications
- Violence in the Workplace
- Respiratory Protection
- Radiology Safety
- Laser Safety
ORIENTATION: QAPI
- QAPI Plan and Committee
- Quality Indicators
- Performance Improvement Projects
- Risk Management
- Infection Control and Prevention

ORIENTATION: CLINICAL
- Proper Surgical Attire
- Medication Administration
- Hand Hygiene

ORIENTATION: Medical Staff
- General Safety
  – Equipment Safety
  – Emergency Plans
  – Internal Disaster
  – External Disaster
- Infection Control
- Patient Safety
- Sexual Harassment, Discrimination
TRAINING DRILLS

- **Annual**
  - Mock Code
  - MH Drill
  - Internal Disaster
  - External Disaster

- **Quarterly**
  - Fire Drills

ANNUAL TRAINING

- HIPAA
- Compliance Plan
- Patient Rights
- Emergency Management
- QAPI
- Infection Control
- OSHA
PERIODIC TRAINING

• New/Revised P&Ps
• QAPI Initiatives
• Process Changes
• New Equipment
• New Procedures
• New Regulations/Standards
• New Staff

JOB SPECIFIC TRAINING

Superbug linked to 2 deaths at UCLA hospital; 179 potentially exposed

JOB SPECIFIC TRAINING

• Administration of Eye Drops
• Medical Record Documentation
• Opening/Closing Routines
• Instrument processing
• Equipment Operation
RETRAINING

- PRN
- Instrument Processing

THANK YOU!

- Questions?