

# Phelps County Regional Medical Center



*Training & Development June-December 2010 Course Catalog*

# Welcome to Education Services & Community Health

As the director of training and development at Phelps County Regional Medical Center, I would like to welcome you to experience a wealth of learning opportunities offered by the Education Services and Community Health Department. It is my privilege to present to you our professional development and community outreach educational offerings for the second half of 2010.

Our department staff is committed to providing you the very best of every learning opportunity from how to administer Basic Life Support in strict compliance with the American Heart Association published standards, to assisting our employees and members of the community that we serve with preparing for their GED examination or a Master's thesis. The learning experiences that we offer have no borders, no boundaries and no barriers.

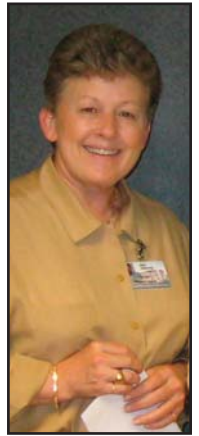
We represent a talented, diverse group of committed professionals that believe honesty and integrity guides decisions, and by doing the right thing right everyone benefits. We are committed to our department mission of creating an environment of learning, growing and developing, with a focus on our vision and a pride in our values.

We are proud to be able to provide a multitude of outreach opportunities to the community we serve at minimal or no cost. Over the last few years, we have replaced hundreds of child safety seats at no charge, distributed thousands of reading books to children for free, provided child sexual abuse prevention training, suicide awareness workshops, provided unlimited no cost healthcare & wellness information to all of our six surrounding counties and provided free English As A Second Language classes to individuals from over 19 different countries, just to name a few.

Recognized as one of the first NICHE sites (Nurses Improving Care for Healthsystem Elders) in the State of Missouri by The Hartford Institute for Geriatric Nursing, New York University College of Nursing, we are committed to expanding our knowledge in the field of Gerontology and providing our caregivers and others with the tools needed to provide the very best of patient care and respect. Having received the Continuing Education Best Practice award from Catalyst Learning, Inc. for our efforts in our School At Work Program, we practice our commitment to you on a daily basis.

We are continually exploring new professional development opportunities and are eager to bring learning events to our facility. I encourage you to contact any of our specialists with your ideas that will assist us in providing the best of all opportunities to you and yours.

Sincerely,  
Jeanne M. Locklear BS MPA



The department staff includes (standing from left): Starlyn Reynolds RN, Education Specialist; Amy Wilson BA MA, Senior Training & Development Specialist; Karen Mertz BA, Training & Development Specialist; Ryan Shaffer RN, Education Specialist; Carolyn Flint MSN RN-BC, Senior Education Specialist; and (seated) Michele Steever, Secretary.

*Special thanks to the James Foundation for providing the photo of Maramec Spring for the cover of our course guide.*

## *BLS for Healthcare Providers*

The BLS Healthcare Provider Course teaches CPR skills for helping victims of all ages. Registration required.

LOCATION: EDUCATION CLASSROOMS  
TIME: 8 a.m.-noon  
COURSE FEE: \$30  
TEXTBOOK: \$15  
DATES: June 22, June 29, July 9, July 27, Aug. 17, Aug. 25, Sept. 10, Sept. 28, Oct. 4, Oct. 26, Nov. 5, Nov. 19, Dec. 9, Dec. 14

## *BLS Renewal (Non-Employee)*

The BLS recertification course is for individuals that are currently BLS certified. Registration required.

LOCATION: EDUCATION CLASSROOMS  
TIME: 8 a.m.-noon  
COURSE FEE: \$30  
TEXTBOOK: \$15  
DATES: June 23, July 13, Aug. 11, Sept. 8, Oct. 8, Nov. 10, Dec. 8

## *BLS Renewal (Employee Only)*

Part I is completed online through NetLearning. Employees will need to print out a copy of their Part I certificate and bring it with them to the Skills Check in the Education Classrooms. Parts II (Practice) and III (Skills Check) are scheduled in NetLearning.

## *Heartsaver CPR/AED*

This program teaches rescuers the knowledge they need to recognize emergencies and render first aid. Registration required.

LOCATION: EDUCATION CLASSROOMS  
TIME: 8-11 a.m.  
COURSE FEE: \$30  
TEXTBOOK: \$20  
DATES: Aug. 3, Oct. 13

**Phelps County Regional Medical Center  
employees register via NetLearning.  
Non-employees may call 573-458-7659.**

## *Heartsaver First Aid/CPR/AED*

This program teaches rescuers the knowledge they need to recognize emergencies and render first aid. Registration required.

LOCATION: EDUCATION CLASSROOMS  
TIME: 8 a.m.-4 p.m.  
COURSE FEE: \$60  
TEXTBOOK: \$20  
DATES: Sept. 29

## *CPR for Family and Friends*

This program teaches rescue skills in infant/child CPR and relief of foreign-body airway obstruction. Registration required.

LOCATION: EDUCATION CLASSROOMS  
TIME: 8 a.m.-noon  
COURSE FEE: \$10  
TEXTBOOK: \$20  
DATES: June 3, Sept. 1, Dec. 1

## *TNCC*

This is a two-day course sponsored by the Emergency Nurses Association. The purpose of TNCC is to present core-level knowledge, refine skills and build a strong foundation for trauma nursing. Registration required.

LOCATION: EDUCATION CLASSROOMS  
TIME: 8 a.m.-4:30 p.m.  
COURSE FEE: \$300 (textbook included)  
DATES: Oct. 5-6

## *TNCC Renewal*

The TNCC one-day recertification course is for individuals that have completed the TNCC two-day course. Registration required.

LOCATION: EDUCATION CLASSROOMS  
TIME: 8 a.m.-4:30 p.m.  
COURSE FEE: \$200 (textbook included)  
DATE: Oct. 16

COURSES

# ACLS/PALS COURSES

## ACLS Provider Course

The two-day course is designed for healthcare providers. Registration required.

LOCATION: EDUCATION CLASSROOMS  
TIME: 8 a.m.-4:30 p.m.  
COURSE FEE: \$250  
TEXTBOOK: \$35  
DATES: July 19-20, Sept. 14-15, Nov. 1-2

## ACLS Renewal Course

The ACLS one-day recertification course is for individuals that are currently ACLS certified. Registration required.

LOCATION: EDUCATION CLASSROOMS  
TIME: 8 a.m.-4:30 p.m.  
COURSE FEE: \$150  
TEXTBOOK: \$35  
DATES: June 15, July 21, Aug. 6, Sept. 20, Oct. 12, Dec. 10

## EKG

This program teaches arrhythmia interpretation. Class includes five weekly sessions. Registration required.

LOCATION: EDUCATION CLASSROOMS  
TIME: 1-3:30 p.m.  
COURSE FEE: \$150  
TEXTBOOK: \$90  
Session II Oct. 13, Oct. 20, Oct. 27, Nov. 3, Nov. 10

### \*\* Special Note\*\*

Prior to the start of class, ACLS students must complete the following: make sure BLS training is current; understand the 10 Core Cases in the ACLS Provider Manual; understand the ACLS algorithms for the Core Cases in the ACLS Provider Manual; and complete the ACLS Self-Assessment Tests on ACLS ECGs and Pharmacology (on the ACLS Student CD). PALS students must make sure BLS training is current; review the 12 Learning Station Competency Checklists in the PALS Course Guide; become familiar with the Practice Case on the Student CD; understand the PALS algorithms and flowcharts for the Core Cases in the PALS Course Guide and the Provider Manual; and complete the PALS Self-Assessment Tests on PALS ECGs, Pharmacology and Practical Applications (on the PALS Student CD). Participants must bring completed pre-test with a score of greater than 80% for admission to class. Course materials are available for students in the Education Services and Community Health Department.

## PALS Course

The two-day Pediatric Advanced Life Support Course provides information needed to resuscitate and stabilize infants and children in respiratory failure, shock or cardiopulmonary arrest. Registration required.

LOCATION: EDUCATION CLASSROOMS  
TIME: 8 a.m.-4:30 p.m.  
COURSE FEE: \$250  
TEXTBOOK: \$40  
DATES: July 6-7, Sept. 11-12, Nov. 15-16

## PALS Renewal Course

The PALS one-day recertification course is for individuals that are currently PALS certified. Registration required.

LOCATION: EDUCATION CLASSROOMS  
TIME: 8 a.m.-4:30 p.m.  
COURSE FEE: \$150  
TEXTBOOK: \$40  
DATES: July 8, Sept. 9, Nov. 13



## Alzheimer's Support Group

Support group provides vital links to other caregivers and an opportunity to learn more about Alzheimer's disease and ways to cope.

LOCATION: Private Dining Room 2  
TIME: 1:30-2:30 p.m.  
FEE: FREE  
DATES: First Thursday of the month

## Cancer Support Group

Separate support groups provide support for cancer patients and the families/caregivers.

LOCATION: Radiation Oncology reception room  
TIME: 5-7 p.m.  
FEE: FREE  
DATES: Every Wednesday

## Diabetes Support Group

Support group forms a bridge between formal health care and self-management. By gathering people with common concerns, goals and interests, members feel less isolated.

LOCATION: Private Dining Rooms 1-2  
TIME: 10 a.m. -noon  
FEE: FREE  
DATES: First Saturday of the month

## Parkinson's Support Group

Support group assists those with Parkinson's disease, their family, caregivers and care partners in adapting more positively to the physical, emotional and social changes associated with Parkinson's disease.

LOCATION: Rolla Apartments, 1101 McCutcheon Dr., Rolla  
TIME: 1:30-2:30 p.m.  
FEE: FREE  
DATES: Fourth Thursday of the month

## Breastfeeding Support Group

Support group provides opportunity for breastfeeding moms to meet and share information.

LOCATION: The Centre  
TIME: Noon-1:30 p.m.  
FEE: FREE  
DATES: Second and fourth Wednesday of the month

## Annual Gerontology Conference



The 2010 conference, which focused on the "Dynamics of Aging," featured New York Times best-selling author Marci Shimoff and Dr. Jeff Kerr.



Gerontology is the study of the aging process -- biological, psychological, physiological and sociological. In an effort to develop a better understanding of the aging process and improve our care of and service to older persons, Phelps County Regional Medical Center has launched the "Issues in Gerontology" conference, which is held in May. The conference is held in concert with our NICHE initiatives, which includes the 55 Plus Silver Eagles Program. The Silver Eagles Program is free and open to anyone over the age of 55. The program features many benefits including health education and information that encourages healthy choices and successful aging. NICHE (Nurses Improving Care for Health System Elders) is a program developed through the John A. Hartford Foundation Institute of Geriatric Nursing based at New York University College of Nursing.



COMMUNITY

## *Babysitting Clinic*

For boys and girls ages 11-15. Learn how to handle unexpected situations that might arise in caring for young children. Learn the business aspect of babysitting and receive information on child development.

LOCATION: EDUCATION CLASSROOMS  
 TIME: 8 a.m.-4:30 p.m.  
 FEE: \$50  
 DATES: June 14, July 16, Aug. 2

## *Issues in Gerontology*

Issues in Gerontology is an ongoing series of workshops that are offered throughout the year examining the varied issues in the field of gerontology to assist in developing a better understanding of the aging process and improve our care of and service to older persons.

LOCATION: EDUCATION CLASSROOMS (except July 28)  
 TIME: Noon-1 p.m.  
 FEE: FREE  
 DATES: June 17, "Respiratory Assessment"  
 July 28, "Clinical Documentation" Private Dining Room 1  
 Aug. 19, "Appropriate Use of Sleep Medication"  
 Sept. 23, "Dealing with Argumentative Elderly"  
 Oct. 21, "Chronic Pain Management"  
 Nov. 18, "Psychosocial Trends of the Geriatric Patient"

## *Child Car Seat Safety Check*

Certified car seat technicians perform free car seat evaluations. Technicians ensure that all children are properly restrained in the correct restraint system for their age and size. Registration required.

LOCATION: NORTH ENTRANCE  
 TIME: Noon-4 p.m.  
 DATES: June 17, July 15, Aug. 19,  
 Sept. 16, Oct. 23, Nov. 18,  
 Dec. 16



## *English as a Second Language*

Foreign-born individuals who would like to improve their English language skills are encouraged to register for this class. Different levels of instruction are provided.

LOCATION: BRIDGE SCHOOL LEARNING CENTER  
 TIME: 5-7 p.m.  
 FEE: FREE  
 DATE: Monday-Thursday

## *Living in Danger: The Effects of Methamphetamine on Children*

This training is designed to inform about the negative effect methamphetamine has on children and families in an effort to protect children and strengthen families. Registration required.

LOCATION: EDUCATION CLASSROOMS  
 TIME: 10 a.m.-noon or 2-4 p.m.  
 FEE: FREE  
 DATE: June 2

## *GED Preparation*

Instruction for individuals who would like to obtain their GED.

LOCATION: EDUCATION CLASSROOMS  
 TIME: 5-7:30 p.m.  
 FEE: FREE  
 DATES: Every Monday and Thursday

## *Happy for No Reason*

Based on the best-selling novel, "Happy for No Reason" by Marci Shimoff, this workshop addresses barriers to personal happiness and provides participants with a framework for taking ownership of their happiness. Registration required.

LOCATION: EDUCATION CLASSROOMS  
 FEE: FREE  
 DATE/TIME: July 13, 10 a.m.-noon  
 Sept. 24, 9-11 a.m.  
 Dec. 15, 1-3 p.m.

## Service Excellence Series

### Customer Service for the Front Line Employee

We have all heard the line about making a “good first impression.” The front-line employee is often the first to see or speak to the patient. This is why it is imperative that anyone working in this capacity has a “toolkit” of knowledge to help them perform their best.

LOCATION: EDUCATION CLASSROOMS  
TIME: 1-2:30 p.m., or 2:30-4 p.m.  
DATE: June 3

### Customer Service Intensive

Basic service principles will be reviewed, with in-depth coverage of who our patients are, and how we can better meet their needs through engaging them.

LOCATION: EDUCATION CLASSROOMS (except July 15, Sept. 16)  
TIME: 1-4 p.m.  
DATE: June 17, July 15 (PD1), Aug. 19, Sept. 16 (PD1)

### Accountability That Works!

Participants will learn to view accountability as an ongoing process, a method for achieving personal effectiveness.

LOCATION: EDUCATION CLASSROOMS  
TIME: 1-2:30 p.m., or 2:30-4 p.m.  
DATE: July 1

### The Power of “Thank You”

Working in a service industry can sometimes mean giving much more than you receive. This session will give you tools to create a workplace of appreciation.

LOCATION: EDUCATION CLASSROOMS  
TIME: 1-2:30 p.m., or 2:30-4 p.m.  
DATE: Aug. 5

### What Do You Say?

In this workshop you will have the ability to learn wonder words, handle diversity challenges, and possess a basic understanding of disability etiquette.

LOCATION: EDUCATION CLASSROOMS  
TIME: 1-2:30 p.m., or 2:30-4 p.m.  
DATE: Sept. 2

## NICU Noon Conference

Monthly, one-hour, case-study conferences presented online by Saint Louis University faculty and SSM Cardinal Glennon neonatologists.

TIME: Noon-1 p.m.  
FEE: Free  
DATES: Education Classrooms: June 8, July 13, Aug. 10, Nov. 9,  
Dec. 14  
Pulaski Room: Sept. 14, Oct. 12

## Clinical Care Options in Oncology

Five one-hour sessions on a variety of oncology issues. Lunch is provided at each session. Target audience is for physicians, nurses, pharmacists, any clinician that provides care to patients with these diagnoses.

LOCATION: EDUCATION CLASSROOMS  
TIME: Noon-1 p.m.  
FEE: FREE  
DATES: July 22: Novel Agents for Frontline and Relapsed/Refractory Follicular Lymphoma  
Aug. 30: Multidisciplinary Approaches for the Diagnosis and Optimal Treatment of Mantle Cell Lymphoma (MCL)  
Sept. 22: Evolving Treatment Options for Waldenstrom’s Macroglobulinemia  
Oct. 20: Novel Approaches for the Treatment of Diffuse Large B-Cell Lymphoma  
Nov. 4: Myelodysplastic Syndromes: Tailoring Treatment to Optimize Patient Outcomes



The Education Services Department hosted a Make a Difference Day event in which participants were able to see a colonoscopy scope as part of a semi-trailer display. Each year, the department participates in Make a Difference Day.

MEDICAL PROVIDERS

# The PCRMC Center for Lifelong Learning

Phelps County Regional Medical Center's Corporate University was established in 2010. The corporate university, which will be known as the PCRMC Center for Lifelong Learning, will serve as the administrative arm for the coordination of employee and community learning initiatives at PCRMC.

The first major focus of the corporate university is the **Basic Leadership Academy**.

Launched in April 2010, the academy is designed to help us grow future leaders from within the organization. The academy consists of a 40-hour basic leadership development course. Sessions are held one day a month for five months.

Topics addressed in the academy are relevant for new supervisors and managers, as well as high potential employees that have been selected or have shown a desire for professional or managerial growth. These topics focus on skills needed to develop and manage high performing teams, and will also target our five key result areas of People, Service, Quality, Finance and Growth.

Values Coach Joe Tye, author of "The Twelve Core Action Values" and "The Florence Prescription," both of which will be used in the academy, served as the keynote speaker at the inaugural gathering of the academy. Frank Lazzaro, administrative director of human resources, who was instrumental in creating the academy, welcomed the participants. Other initiatives that are part of the Center for Lifelong Learning include:

**School at Work** is a comprehensive career and education development program that helps prepare employees to go back to school and advance their careers.



School at Work participants learn through Internet and video training.

**English as a Second Language (ESL)** and **GED** classes are offered free of charge. These classes are coordinated through the Rolla Adult Education and Literacy Program. The ability to speak and understand the English language positively impacts the wellness of the communities we serve through enhanced understanding and communication. The GED classes assist students in preparing for their General Education Development certification.

After eight months, employees graduate from the School at Work program.

