

CIVIL MONEY PENALTY (CMP) FUNDED PROJECT

FINAL REPORT

Grantee

University of Wisconsin - Oshkosh
Center for Career Development and Employability Training (CCDET)
800 Algoma Blvd
Oshkosh WI 54901

Project Title

Increasing Safety by Preventing Violence

Award Amount

\$37,000

Grant Period

April 1, 2014 through March 31, 2015

Additional Information and Resources



Department of Health Services / Division of Quality Assurance
Quality Assurance and Improvement Committee

This project report has been prepared by the author under a research grant from the Department of Health Services (DHS) Quality Assurance and Improvement Committee. The views expressed in the report/training are personal to the author and do not necessarily reflect the view of the Department of Health Services or any of its staff and do not bind the Department in any manner.

F-01593 (08/2015)



Civil Money Penalty Project
Increasing Safety by Preventing Violence
"ensuring a safer living and working environment in nursing homes"

Grantee Final Report
Prepared on May 20, 2015

Identification

Grantee Name: University of Wisconsin Oshkosh (UWO), Center for Career Development and Employability Training (CCDET)

Reporting Period: From April 1, 2014 through March 31, 2015

Project Overview

According to the National Institute for Occupational Safety and Health, many healthcare and social service workers face a significant risk of job-related violence. In addition, risks of violence in nursing home facilities also negatively affect and endanger nursing home residents. The University of Wisconsin Oshkosh (UWO), Center for Career Development and Employability Training (CCDET) proposed a two-hour pilot online training course entitled, *Increasing Safety by Preventing Violence*, “ensuring a safer living and working environment in nursing homes”. The purpose of the training is to reduce the incidence of workplace violence in nursing homes, increase the quality of life for residents and help assure the safety of frail and elderly residents.

The course is divided into four 25-minute modules focusing on the following topics:

- Definition and potential sources of workplace violence,
- Early recognition of escalating behavior/warning signs,
- Appropriate responses and reporting when volatile situations and/or aggressive behavior occurs, and
- Ways to protect oneself, residents, co-workers.

A module was also developed, consisting of the final assessment. This assessment takes approximately 20 minutes to complete for a total of two-hours of online training.

This online course includes narration, along with closed captioning. This methodology provides a variety of learning choices to the learner. A “desk aid” was also developed and is available through the online course for the learner to print and use as reference in the workplace.

The dates of this project were April 1, 2014 through March 31, 2015.

Ongoing Project Communication

UWO CCDET held check-in meetings with internal staff working on this project as needed and also contacted the contract administrator at WI Department of Health Services (DHS) as needed.

Online Prototype Development

A prototype was developed for use as the template for this online training. Online development staff completed the design of this training using Captivate, an online software product. Additionally, narration and closed captioning were completed and added to this project.

Completion of Project Scope of Work and Deliverables

At the end of this project (March 31, 2015), UWO CCDET completed the scope of work and deliverables for this project, including the development of four 25 minute online modules and an online assessment module along with a printable “desk aid”, and implementing and managing the registration and online training of nursing home employees and stakeholders. It was anticipated that 350 individuals would take this online course. During the course of the project, only 77 individuals registered for this online training. Many marketing strategies were utilized including email and listserv announcements, mailings, and also promoting at industry-related conferences. All of these activities were directed to the targeted audience. In the future, we will continue marketing efforts.

Details of previous marketing efforts and both the planned and actual activities for each quarter were provided in the preceding four quarterly reports.

Lessons Learned and Replication Recommendations

As this training progressed, UWO CCDET found that some agencies or facilities may have several staff interested in taking this training. To better accommodate this, we offered a streamlined payment and registration process to an agency registering 10 or more staff from the same location and plan to promote this on the training web page. We have piloted this methodology with another training program and have found it to be very successful.

During the pilot of this training, there was one nursing home that registered and paid for 50 staff to participate in this training. We worked with them and provided them with this streamlined payment and registration process, which worked well.

Online learning may be a new delivery method for this audience. In the future, we plan to research adding online learning tips on the training web page to continue to encourage this method of learning.

Individuals registered for this course have access to the course for 6 months. As a customer courtesy, we provide reminder notices to individuals, giving them notification that they have one month left to access and complete the course. We will continue this practice as we have found that many individuals registered for this training, having yet to complete it.

Looking to the future, UWO CCDET will continue to offer this training broadening the audience to also include long term care facility staff in addition to the original targeted audience of WI nursing home staff. It will be available for \$25. This fee is to cover costs, since grant funding has ended. In doing some cost comparisons of online courses, the price of \$25 remains a value for the two hours of online training and also for the continued option to apply for CEUs.

UWO CCDET recommends that in replicating online training projects for this audience that we continue to provide online learning tips. We have also discussed that it may be helpful to provide discussion questions and/or scenarios related to the specific training that a supervisor or manager could use as a discussion guide with staff completing the training. This would provide another opportunity for professional development.

Evaluation and Participation Results

During the course of this project, 77 staff registered for this training at a cost of \$10 per participant. As of this report, 22 have successfully completed the training. See Exhibit I for this roster. A majority of individuals registered for this training in January of 2015, so they will have access to this training course until July of 2015. We have been in contact with these individuals and anticipate their completions in June and July of 2015.

As a result of this project,

- 76% of individuals completing the training and evaluation agree or strongly agree that the training materials were realistic based on today's nursing home settings and 13% neither agree nor disagreed with this statement, for a total of 89%.
- 100% of individuals completing the training and evaluation strongly agree that they understand the definition of workplace violence.
- 100% of individuals completing the training and evaluation strongly agree that they understand residents, caregivers, and others can play the role of either offender or victim in workplace violence.
- 100% of individuals completing the training and evaluation agree or strongly agree that they learned techniques to respond to and/or de-escalate violent situations.

Our benchmarks for each of the above results measurements were listed at 85% on our proposal and these benchmarks were met.

Additionally a 90 day follow-up survey was emailed to nursing home manager/administrators whose staff completed the training with the following outcomes.

- 80% of respondents have taken the training.
- 100% of respondents discussed the training with their staff participant.
- 100% of respondents agree or strongly agree that their staff participant has demonstrated knowledge of the meaning of workplace violence.
- 100% of respondents agree or strongly agree that their staff participant understand that residents, caregivers, and others can play the role of either offender or victim in workplace violence.
- 100% of respondents agree or strongly agree that their staff participant can recognize the early warning signs of aggression.
- 100% of respondents agree or strongly agree that their staff participant learned techniques to respond to and/or de-escalate violent situations.
- 100% of respondents agree or strongly agree that their staff participant understand required immediate reporting of workplace violence to their supervisor.

Marketing

UWO CCDET will continue to market this training project to targeted audiences. UWO CCDET staff exhibits at numerous conferences that focus on the targeted audience for this training. For example, in May of 2015, UWO CCDET staff exhibited at the WI Alzheimer's Association Conference and distributed postcards promoting this training. In the future, we also plan to market this training at upcoming caregiver-related classroom trainings. Additionally, UWO CCDET has an established email list of nursing home and also long term care facility staff, allowing for the continued promotion of this training via email. This training is also currently promoted on the home page of our caregiver website at <http://www.uwosh.edu/ccdet/caregiver/>. This website is familiar to the nursing home and also long term care facility staff and visited often for users to view upcoming trainings.

UWO CCDET also has an established relationship with LifeLong Learning and Community Engagement (LLCE) here on campus. LLCE offers many opportunities for continuing education for a variety of professionals including social workers and emergency responders, again an audience for this training and venue that can be utilized for future marketing efforts.

Continuing Education Units (CEUs)

UWO CCDET met with Lifelong Learning and Community Engagement, a UWO campus department, regarding the availability of CEUs for this training. Written approval for CEUs for this training was received on October 20, 2014. The training was updated to include CEU information and a CEU application. We will continue to offer CEUs for this training.

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