Continuing Education (CE) Self-Submission Packet
8.0 Hours of CE Credit

Use our continuing education self-submission packet to request 8.0 hours of CE credit for the CARES® Dementia-Friendly Hospitals™ Online Training Program. Included are the CE materials required by many state licensing boards. If you are not familiar with the requirements for your profession, please contact your state board for more information.

Instructions

1. **Print this self-submission packet. It includes:**

   - Course description, disclosures, and contact information
   - Course learning objectives
   - Course completion requirements
   - Course content experts, developers, and organizations

2. **Print your CARES® Dementia-Friendly Hospitals™ completion certificate and certification certificate.**

   When you have completed CARES Dementia-Friendly Hospitals and passed the certification exam, go to the Main Menu, and click on the "Print Certificate" button. Make two copies of each certificate— one for your files, and one for your CE submission.

3. **Print and fill out the submission form from your licensing board.**

   Complete the continuing education form or letter required by your state licensing board, and include the above materials with your submission. If you are not sure where to locate required CE information or forms, please contact your state board.

4. **Submit your CE materials.**

   Submit the materials to your state licensing board according to the instructions provided by them. Depending upon your state and profession, you may be able to submit and make payment online.

Questions?

If you have any questions, please call us at (952) 928-7722, or send an e-mail to support@hcinteractive.com.

Course Description, Disclosures, and Contact Information

The CARES® Dementia-Friendly Hospitals™ program provides top quality dementia training in acute care settings. It is specifically designed to reduce costly "adverse events" such as delirium, falls, urinary tract infections, aspiration, pressure ulcers, elder abuse, and hospital readmissions. The program includes our hallmark CARES® Approach as well as other person-centered tools and strategies for providing enhanced care and communication through increased knowledge and confidence. It was completed in conjunction with the Alzheimer's Association and researchers at NYU Langone Medical Center.

The online program consists of 16 video-based modules that include real-life video footage illustrating the effects of common and best practices in the acute-care setting, plus interviews with experts. In addition to videos, the content is rich with animations and interactive learning experiences suited to the adult learner. All content has been designed in a way that makes it viewable in 20-minute to 30-minute blocks of time, helping to fit the training into demanding hospital and medical center schedules.

The 16 modules are focused on preventing adverse events and are organized into the following 4 courses.

Course 1: Basics of Dementia Friendly Care
Module 1: Introduction to Dementia-Friendly Care
Module 2: Communication and the CARES® Approach
Module 3: Behavior as Communication
Module 4: Delirium and Other Adverse Events

Course 2: Communication and Behavior
Module 5: Understanding the Patient with Dementia
Module 6: Dementia-Related Behavior
Module 7: The CARES® Approach Explained
Module 8: Partnering with Families

Course 3: Patient Safety and Comfort
Module 9: Recognizing and Managing Pain
Module 10: Maintaining Patient Safety
Module 11: Wandering and Falls
Module 12: Mobility, Positioning and Transfer

Course 4: Personal Care Practices
Module 13: Maintaining the Patient's Ability
Module 14: Eating and Drinking
Module 15: Maintaining Continence
Module 16: Bathing and Hygiene

Conflict of Interest

HealthCare Interactive and course content experts disclosed no conflicts of interest in the development of this program. CARES programs also contain no product placement or promotional advertising.

Contact Information

HealthCare Interactive maintains responsibility for this training program. Questions about technical support, course content, purchasing, accommodations, grievances, and other issues may be directed to:

HealthCare Interactive, 8800 West Highway 7, Suite 331, Minneapolis, MN 55426, (952) 928-7722, support@hcinteractive.com.

Learning Objectives

Course 1: Basics of Dementia-Friendly Care

Module 1: Introduction to Dementia-Friendly Care

After completing this module, you will be able to…

- Explain why dementia is increasingly common in hospitals today, particularly in older patients.
- Identify three signs or symptoms that could suggest a patient has dementia.
- State why each patient with dementia is unique.
- List at least three ways to make a positive difference in the care of patients with dementia.

Module 2: Communication and the CARES® Approach

After completing this module, you will be able to:

- List the basic steps to follow when starting an interaction with a patient who has dementia.
- Identify what each letter stands for in the CARES® Approach.
- Name three ways that families can help provide better care for patients with dementia.

Module 3: Behavior as Communication

After completing this module, you will be able to:

- State four ways that dementia can affect a person's ability to communicate.
- List three problems that are common when communicating with patients with dementia.
- Use the CARES® Approach in responding to dementia-related behavior.

Module 4: Delirium and Other Adverse Events

After completing this module, you will be able to:

- Describe delirium and its consequences.
- State four ways to decrease the risk of delirium.
- In addition to delirium, identify at least three adverse events for which the patient with dementia is at risk.

Learning Objectives

Course 2: Communication and Behavior

Module 5: Understanding the Patient with Dementia

After completing this module, you will be able to…

- State at least four types of thinking skills affected by dementia and describe the types of changes that occur.
- List at least four challenges faced by people with dementia when they are in the hospital.
- Describe three ways to adjust your care when working with patients with dementia.

Module 6: Dementia-Related Behavior

After completing this module, you will be able to:

- Define dementia-related behavior and give at least four examples.
- State three types of triggers and give at least two examples of each.
- Explain at least four strategies for responding to dementia-related behavior.

Module 7: The CARES® Approach Explained

After completing this module, you will be able to:

- State what each letter stands for in the CARES® Approach.
- Explain each step of the CARES® Approach.
- Apply the CARES® Approach to patient interactions.

Module 8: Partnering with Families

After completing this module, you will be able to:

- State three concerns of families who have a relative with dementia in the hospital.
- Utilize knowledge gained from the family to connect with the patient with dementia.
- State at least two ways that families of persons with dementia might be involved in patient care.
- State at least two ways to maintain open communication with the family of a patient with dementia.

Learning Objectives

Course 3: Patient Safety and Comfort

Module 9: Recognizing and Managing Pain

After completing this module, you will be able to…

- Identify nonverbal signs and behaviors that suggest a person with dementia is in pain.
- State three ways to help patients with dementia feel more comfortable.
- Use the CARES® Approach to comfort people who are experiencing pain.

Module 10: Maintaining Patient Safety

After completing this module, you will be able to:

- Explain why patients with dementia face greater safety risks.
- Identify at least two common safety risks for patients with dementia and explain how they can be prevented.
- Recognize signs of elder abuse and respond appropriately.

Module 11: Wandering and Falls

After completing this module, you will be able to:

- List three reasons why patients with dementia might wander.
- Explain at least three ways to respond to wandering.
- List three reasons why patients with dementia are at an increased risk for falls.
- Describe at least four ways to prevent falls.
- State at least three strategies that help reduce the need for physical restraints.

Module 12: Mobility, Positioning and Transfer

After completing this module, you will be able to:

- Explain why mobility and proper positioning are important for the health of people with dementia.
- List at least four techniques that can be used while transferring patients with dementia and/or helping them stand.
- Explain the importance of connecting with patients with dementia before moving them.
- Use the CARES® Approach while assisting a person with transferring and positioning.

Learning Objectives

Course 4: Personal Care Practices

Module 13: Maintaining the Patient's Ability

After completing this module, you will be able to…

- List at least two symptoms for each stage of Alzheimer's disease (early, middle, and late).
- Explain why it is important for patients with dementia to maintain their abilities as long as possible.
- State at least three strategies for helping patients with dementia maintain their abilities while they are in the hospital.
- Use the CARES® Approach to help patients with dementia maintain their abilities.

Module 14: Eating and Drinking

After completing this module, you will be able to:

- State at least four ways that dementia interferes with the ability to eat and drink.
- Explain at least three techniques to help patients get the nutrition they need for healing and enough fluids to prevent dehydration.
- Explain at least three techniques to prevent choking and getting food and fluids into the lungs.
- Use the CARES® Approach when assisting patients with dementia with eating and drinking.

Module 15: Maintaining Continence

After completing this module, you will be able to:

- State at least four ways that dementia can affect a patient's ability to maintain continence.
- Explain at least two ways you can help a person maintain continence.
- Use the CARES® Approach to preserve a person's dignity while helping him or her use the toilet.

Module 16: Bathing and Hygiene

After completing this module, you will be able to:

- State at least three ways that dementia can interfere with a patient's ability to bathe and do other self-cares.
- State at least four ways to making bathing and showering a more comfortable and enjoyable experience for people with dementia.
- Use the CARES® Approach when assisting a person with bathing and hygiene.

Course Completion Requirements

Users must complete all four modules to be able to print their CARES® Dementia-Friendly Hospitals™ completion certificate.

If users are not able to print their certificate, it is because they have not completed the minimum time and page requirements for each module (see below). Users can check their training progress at any time by going to the Main Menu and clicking on the View Course Progress button.

- A green check mark means the module is complete.

- A red X means the module is not complete. Users must view each screen in the module and meet the minimum time requirements for each module, both of which appear in their progress report (see chart below).

- Once there are green check marks for all modules listed, users will be able to print a certificate of completion for the training program.

Module #	CARES® Dementia-Friendly Hospitals™ Minimum Requirements	
	Time Viewed	Screen Completion
1	15 minutes	4/4
2	15 minutes	3/3
3	15 minutes	3/3
4	15 minutes	3/3
5	15 minutes	3/3
6	15 minutes	3/3
7	15 minutes	3/3
8	15 minutes	3/3
9	15 minutes	3/3
10	15 minutes	3/3
11	15 minutes	3/3
12	15 minutes	3/3
13	15 minutes	3/3
14	15 minutes	4/4
15	15 minutes	3/3
16	15 minutes	3/3

Content Experts, Developers, Research/Evaluation Team, and Organizations

HealthCare Interactive would like to thank the many patients, families, dementia experts, and hospital staff members for helping to educate others by agreeing to participate in this program. All of the patients filmed are real people living with dementia. We respect the sensitive nature of this material and appreciate the generosity and support of everyone involved.

Hospitals

- Baystate Medical Center, Springfield, MA
- Broadwater Health Center, Townsend, MT
- Greenville Memorial Hospital, Greenville, SC
- North Sunflower Medical Center, Ruleville, MS
- Park Nicollet/Methodist Hospital, Minneapolis, MN
- Regions Hospital, Saint Paul, MN

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- Tri-Audio Productions, Minneapolis, MN
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