

# ***Educate to Protect: The Assessment, Investigation, and Prevention of Adult Abuse and Neglect in Nursing Facilities***

## ***Part 2***

***April 29, 2008***

**Training via Video Conference from  
*Aging and Adult Services Division,  
Minnesota Department of Human Services  
in partnership with the MN Department of Health***

***Presenter(s):*** Diane Peters, RN, MS, and nursing home administrator has over 35 years of experience in healthcare including work as a clinician, a healthcare administrator, regional assisted living director, educator, healthcare lobbyist, and a quality improvement consultant. Her background has provided educational and practical experience in acute care, long term care, assisted living and home health/hospice. Diane has served on several national and regional committees and work groups focused on culture change and quality improvement in healthcare delivery and healthcare workforce development. Diane has made numerous presentations and workshops on quality leadership, management, and organizational system improvement.

***Description*** **Providing Care with Dignity and Respect**

This session will explore the system wide processes and steps needed to ensure that the focus of care and services is on the individual needs of the resident and is supported by the care practices, environment, and work place practices in the nursing home. The session will explore the definitions and types of abuse, neglect, and misappropriation of property and identify ways to improve care and work place practices to prevent abuse and implement a culture of care and safety. Case studies, examples, tools and techniques will be shared to identify and prevent staff burn out, improve staff relationships and communication and establish practices that promote respect and dignity for each resident living and each person who provides care and services in the nursing home.

***Target Audience:*** Nursing facility staff.

***Learning Objectives***

***Goal 1:*** Understand the definitions and be able to give examples of types of abuse, neglect and misappropriation of property.

***Goal 2:*** Be able to identify at least three work place practices to improve relationships and prevent staff burn out and abuse in long term care.

***Goal 3:*** Have tools and information to implement system and process changes that will foster a culture of safety and promote and improve dignity and care practices.

***Pre-registration is required***

Each person needs to register through the link provided below. Registration closes at 5:00 p.m.

on the Saturday prior to the session.

<http://agingtraining.dhs.state.mn.us>

### **Handouts and Resources**

Presentation handouts and resource materials will be distributed to registered participants via email attachment 1-2 days before the scheduled session. Those individuals interested in receiving handouts only, can make this request via the registration survey.

### **Cancellation**

Video-conferencing sites without any registered participants will be cancelled. If you register, but are unable to attend, please cancel your reservation through the web link using your confirmation number. This allows others to participate in the training.

### **Certification**

Certificates for continuing education are available for participants. Note: Videoconference training sessions have not been submitted for prior approval to any licensing boards.

### **Accommodations**

Individuals with a disability who need a reasonable accommodation to participate in this event may indicate "special request" when registering. Please make requests as early as possible.

### **Times and Locations**

The conference will be offered at the sites and time below. Note: sites are removed from the list of choices on the registration system when they become filled.

**Start Time:** 9:00 am

**Duration:** 180 minutes

| <b>Building</b>                                       | <b>Street Address</b>                              | <b>City</b>  |
|---|--|--------------|
| Anoka County Government Center                        | 2100 3rd Ave                                       | Anoka        |
| Big Stone County Courthouse                           | 20 SE Second Street                                | Ortonville   |
| Blue Earth County Human Services                      | 410 S 5th Street, Basement Level - Voyager Room    | Mankato      |
| Chisago County Government Ctr.                        | 313 North Main Street, Room 106                    | Center City  |
| Clay County Family Services Ctr.                      | 715 11th Street North                              | Moorhead     |
| Cook County Courthouse                                | 411 West Second Street                             | Grand Marais |
| Crow Wing County Social Services                      | Community Services Bldg, 204 Laurel St., 3rd Floor | Brainerd     |
| Department of Human Services                          | 444 Lafayette Road, Fifth Floor, Room 5137         | St. Paul     |
| Douglas County Human Services                         | 809 Elm Street, Suite 1186                         | Alexandria   |
| Freeborn County Dept of Human                         | 203 W Clark Street, Room 128                       | Albert Lea   |
| Hennepin County Government Ctr.                       | 300 S 6th Street, Room 1713                        | Minneapolis  |
| Hubbard County Courthouse                             | 301 Court Avenue                                   | Park Rapids  |
| Kanabec County Courthouse                             | 18 N Vine Street                                   | Mora         |
| LeSueur County Courthouse                             | 88 S Park Ave West                                 | Le Center    |
| Lyon County Government Center                         | Courthouse, 607 West Main Street, First Floor      | Marshall     |
| Mille Lacs County Family Services<br>and Welfare Dept | 525 2nd St SE                                      | Milaca       |
| Olmsted County Social Services                        | 2116 Campus Drive SE                               | Rochester    |
| Polk County Courthouse                                | 612 N Broadway, Lower Level, Suite 110             | Crookston    |
| Rice County Government Services                       | 320 NW 3rd Street, Room 3B                         | Faribault    |
| Sherburne County Social Services                      | 13880 Highway 10, Pine Room                        | Elk River    |
| Stearns County Human Services                         | 705 Courthouse Square, Room 354                    | St. Cloud    |
| Stevens County Human Services                         | 10 East Highway 28                                 | Morris       |
| Winona County Office Building                         | 202 West 3rd Street                                | Winona       |

### ***Times and Locations***

The conference will be repeated at the sites and time below. Note: sites are removed from the list of choices on the registration system when they become filled.

***Start Time:*** 1:30 pm

***Duration:*** 180 minutes

| <b><i>Building</i></b>                             | <b><i>Street Address</i></b>                     | <b><i>City</i></b>  |
|--|--|---------------------|
| Becker County Human Services                       | 712 Minnesota Avenue                             | Detroit Lakes       |
| Carver County Courthouse                           | 600 E Fourth Street                              | Chaska              |
| Clearwater County Courthouse                       | 213 Main Avenue North, Department 303            | Bagley              |
| Dakota County Northern Service                     | 1 Mendota Road West, Room 501                    | West St. Paul       |
| Isanti County Family Services                      | Oakview Office Complex, Suite A 1700 Highway 293 | Cambridge           |
| Itasca County Courthouse                           | 123 NE 4th Street                                | Grand Rapids        |
| Kandiyohi Health and Human Services Building       | 2200 23rd Street NE, Room 1070                   | Willmar             |
| Koochiching County Courthouse                      | 715 4th Street                                   | International Falls |
| Lake County Service Center                         | 616 Third Avenue                                 | Two Harbors         |
| Martin County Human Services                       | 115 West First Street                            | Fairmont            |
| McLeod County Social Service Center, North Complex | 2385 Hennepin Avenue North                       | Glencoe             |
| Nobles County Courthouse                           | 315 10th Street, 3rd Floor                       | Worthington         |
| Otter Tail County Government Services Center       | 550 West Fir Avenue                              | Fergus Falls        |
| Pope County Public Health                          | 211 East Minnesota                               | Glenwood            |
| Ramsey County Human Services                       | 160 East Kellogg Blvd., Room 3150                | St. Paul            |
| Redwood County Human Services                      | 302 E Third Street                               | Redwood Falls       |
| St. Louis County Government Ctr.                   | 320 West 2nd Street, Room 406                    | Duluth              |
| Steele County Administration Ctr.                  | 630 Florence Avenue, Room 40                     | Owatonna            |
| Swift County Human Services                        | 410 21st Street South, Room 104                  | Benson              |
| Watonwan County Human Services                     | 715 Second Avenue South                          | St. James           |