

## Company Name

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Category: Clinical Number: 6.001.1

Subject: In-Service Education

Applies to: All Staff Page: 1 of 2

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**Purpose:** To provide staff members with information, to improve the Agency's performance, and to ensure the competency of the Agency's staff.

**Policy:** The Agency provides in-service education programs for its staff.

### **Procedure:**

1. Director of Nurses (DON) plans annual in-service calendar based on:
  - a) Needs assessment including QA follow-up
  - b) Agency program objectives
  - c) Regulatory requirements
  - d) Patient care policies and procedures
  - e) Infection control policies and procedures
  - f) Incident/Accident Reporting
  - g) Patient rights and responsibilities
  - h) Safety testing on equipment used in the work environment
  - i) Work place and patient safety
  - j) Cultural Awareness
  - k) Emergency/Disaster Preparedness
  - l) Patient Complaints
  - m) Ethics and Ethical Issues
  - n) Services provided
  - o) Communication Barriers
  - p) OSHA (Right to Know Laws)
  - q) Reporting requirements for suspected abuse, neglect and exploitation annually.
2. The DON notifies staff of scheduled in-services by phone, mail or office postings.
3. A staff RN will participate in all in service educations.
4. All unlicensed home care staff must attend at least one in-service program annually, but are encouraged to attend as many as possible. At times, mandatory in-services will be held, that would be considered in addition to the one annual in-service.
5. Direct care staff including aides must attend twelve (12) hours of in-service during each twelve (12) month period. The 12 month period shall begin on the Date of Hire. Non direct care staff will receive at least eight (8) hours of in service/continuing

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education each twelve (12) month period. The 12 month period shall begin on the Date of Hire. A staff RN supervisors this in service requirement.

6. Evidence of a staff member's attendance at in-service are:
  - a) Signature on in-service attendance log.
  - b) Signature of attendance after reading/viewing material and discussing with supervisor.
  - c) Copies of certificate of attendance at outside professional continuing education programs.
  
7. Maintain an in-service notebook which contains:
  - a) In-service content materials
  - b) Minutes/Attendance sheets
  - c) Employee In-service/Continuing Education Record
  - d) Make this notebook available to the QA committee.
  
8. Any change in job position requires documented education related to the new position.

Attachments:

In-service minutes

Individual In-service/Continuing Education Record