Tools and Training Products

**DVDs**

**Skilled Nursing.**
InService Monthly has partnered with Pendulum to offer a set of 18 training DVDs for the skilled nursing setting. These DVDs are priced at $125 per title or $1,895 for a complete set. (DVDs are also available in a two-volume set priced at $950 per volume.) Titles include:
- Resident Rights (20:00)
- Recognizing and Reporting Changes in a Resident’s Physical Condition (15:00)
- Pressure Ulcer Prevention (17:00)
- Fall Prevention (15:00)
- Nutrition and Hydration (15:00)
- Recognizing and Reporting Changes in a Resident’s Mental Condition (15:00)
- Understanding Skin Breakdown (17:00)
- Incontinence Care (15:00)
- Safe Transfer (15:00)
- Infection Control (15:00)
- Communication with Residents and Their Families (15:00)
- Caring for Residents with Dignity and Respect (15:00)
- Understanding Abuse and Neglect (15:00)
- Documentation (15:00)
- Wandering and Elopement (17:00)
- Pain Management (15:00)
- Dementia Care Series Part I: Mental Decline and Caregiving Challenges (20:00)
- Dementia Care Series Part II: Physical Decline and Caregiving Challenges (17:00)

**Assisted Living.**
Senior Living University is Pendulum’s partner firm in the production of in-service DVDs for the assisted living setting. These eight DVDs are sold as a set for $495. Topics include:
- Aging Sensitivity (14:00)
- Beyond Assisted Living … Is it Time to Move? (12:00)
- Blood Pressure and Weight (12:00)
- Introduction to Alzheimer’s Disease (16:00)
- Observing and Reporting Changes in Condition (9:00)
- Reducing Resident Falls (8:00)
- Temperature, Pulse, and Respiration (16:00)
- Wandering (14:00)

**Expectations Management.**
Pendulum offers two DVDs to use for expectations management. *A Time of Transition* is an excellent risk management tool for SNFs that is intended to be the first step in an ongoing process of communication with family members/responsible parties. Produced by the Ohio Health Care Association and Rolf & Goffman Co., LPA. $34. *Setting Realistic Expectations* will help answer most families’ questions with its honest presentation of life in an assisted living facility. Specifically for ALFs, this DVD educates on the general care and services provided by ALFs. Produced by Extended Care Products, Inc. $65.
F-Tag 373: Feeding Assistance. A Video Training Guide
Facilities use paid feeding assistance to help residents eat and drink at meals, allowing nurses and nurse aides to focus on residents' other health care needs. Under F-tag 373, facilities must ensure that feeding assistants are properly trained and work within the limits of their roles. This DVD provides easy to understand training that can withstand surveyor scrutiny. Produced by HCPro. $199.

Training DVDs for Licensed Nursing Staff.
Pendulum offers Medcom in-service training DVDs. This training is eligible for continuing education credit (CEU) and includes workbooks. Prices range from $199 to $345. Topics include:

- Preventing Healthcare-associated Infections in Long Term Care (1 CEU)
- Documentation: Legal and Administrative Considerations (0.5 CEU)
- Lifting Safety to Prevent Injury (1 CEU)
- Comprehensive Geriatric Assessment (1 CEU)

In-Service Programs
Pendulum and MED-PASS offer 19 SmartStaff in-service programs for staff development. The program includes a manual with a CD that contains handouts, record-keeping documents, and the lesson plan in PowerPoint. The programs are priced at $119 per topic. Topics include:

- Aging Process
- Alzheimer’s Disease and Related Disorders (ADRD) Part I: General Overview
- ADRD Part II: Causes and Challenges
- ADRD Part III: Managing Behavior and Promoting Independence
- ADRD Part IV: Family, Environment, and Activities
- Disaster Preparedness: Knowing What to Do
- Documentation Review
- Fire Safety in the Workplace
- Hand Hygiene and Proper Handwashing Techniques
- Medication Administration in the Nursing Facility
- OSHA’s Bloodborne Pathogen Standard
- Pain Management: Taking Care of the Elderly
- Physical Restraints: A Comprehensive Overview
- Pressure Ulcers: Reducing Risk and Managing Care
- Prevention of Medication Errors
- Reducing Risk of Resident Falls
- Resident Abuse, Neglect, and Misappropriation of Personal Property
- Sexual Harassment in the Workplace
- Skin Tears: The Enemy of Fragile Skin

Books

Sorry Works! Disclosure, Apology, and Relationships Prevent Medical Malpractice Claims
Doug Wojcieszak; James W. Saxton, Esq.; and Maggie M. Finkelstein, Esq.

Little Book of Empathy, Doug Wojcieszak

Sorry Works! is a "how-to" manual for providers, hospitals, medical practices, and insurers who want to implement disclosure programs. The authors address the fears and concerns about disclosure and apology and teach healthcare, insurance, and legal professionals how to disclose in the right way and at the right time. Produced by The Sorry Works! Coalition, an advocacy organization for disclosure, apology (when appropriate), and upfront compensation (when necessary) after adverse medical events. Sorry Works! is bundled with Little Book of Empathy, a short booklet on what to say when something goes wrong for doctors, nurses, and other front-line staff in acute and long term care facilities. $37.50.
Geriatric Medication Handbook
This handbook provides quick and accessible medication-related reference information for nurses, home health aides, healthcare professionals, and caregivers serving seniors wherever they reside. The handbook was co-developed by the American Society of Consultant Pharmacists and MED-PASS. $22.

Clinical Practice Guidelines
AMDA — Dedicated to Long Term Care Medicine
AMDA has published these clinical practice guidelines specifically for use in long term care settings. Subjects include Acute Change of Condition in the Long Term Care Setting, Altered Nutritional Status, Anemia in the Long Term Care Setting, COPD Management in the Long Term Care Setting, Common Infections in the Long Term Care Setting, Dehydration and Fluid Management in the Long Term Care Setting, Delirium and Acute Problematic Behavior in the Long Term Care Setting, Dementia in the Long Term Care Setting, Depression, Diabetes Management in the Long Term Care Setting, Falls and Fall Risk, Gastrointestinal Disorders in the Long Term Care Setting, Health Maintenance in the Long Term Care Setting, Heart Failure, Osteoporosis and Fracture Prevention in the Long Term Care Setting, Pain Management in the Long Term Care Setting, Parkinson’s Disease in the Long Term Care Setting, Pressure Ulcers in the Long Term Care Setting, Sleep Disorders, Stroke Management and Prevention in the Long Term Care Setting, Urinary Incontinence, and Transitions of Care in the Long Term Care Continuum (this title not included in complete set). Priced at $35 per guideline or $585 for the complete set.

Satisfied Customers Seldom Sue: A Guide to Exceptional Customer Service in Long-Term Care
Carol Marshall, MA
Satisfied Customers Seldom Sue is designed to cultivate strong customer service skills in a facility’s long term care nurses, frontline staff, and any other staff member who interacts with residents and families. Satisfied residents and families result in a decreased chance of lawsuits; positive word-of-mouth marketing, which leads to increased revenue; and improved working relationships with residents, families, staff, and the media. The book also includes a bonus CD-ROM containing helpful tools and supplements. Produced by HCPro. $149.

Clinical Pain Management: An Essential Handbook for Long-Term Care Nurses
Barbara Acello, MS, RN
This comprehensive resource helps clinicians to identify, assess, and treat resident pain using procedures that comply with CMS regulations. Written from a clinical perspective, this book and CD-ROM answers any question a nurse or administrator may have about incorporating effective pain management into resident care plans. Produced by HCPro. $129.

Competency Management in Long-Term Care
Kelly Smith Papa, RN, BSN
The only way to know if your staff is performing their duties correctly is to evaluate employee competence. But what is the best method to do so? Competency Management in Long-Term Care: Skills for Validation and Assessment is the perfect solution to your competency challenges. This practical, easy-to-use manual and CD-ROM set provides the logic behind competency validation and offers guidance to instructors about how to test staff competencies effectively and efficiently. Produced by HCPro. $149.
Other Tools

**Know-It-All Before You Call — Data Collection Cards**
**AMDA — Dedicated to Long Term Care Medicine**
These data collection cards are intended to help nursing staff evaluate patients and collect data before notifying a practitioner of changes of condition in nursing facility residents. This allows the practitioner to receive more complete, clinically important information about the patient and his or her problem in order to facilitate clinical decision-making. Included are introductory cards on how to use the set and 78 change of condition cards listed alphabetically. $65.

**Medicare Compliance and Risk Management**
**Audit Prevention Techniques for Skilled Nursing Facilities**
Will your compliance program stand up to OIG scrutiny? Under The Patient Protection and Affordable Care Act (PPACA), long term care facilities are expected to establish a credible, effective compliance program by 2013. Now is the time to prepare. Join experts Nancy Beckley and Maureen McCarthy, RN, BS, who will help you meet the requirements of the PPACA mandate and prevent other regulatory scrutiny through risk assessment, voluntary correction of overpayments, and implementation of auditing/monitoring policies. You will walk away with practical ideas to achieve compliance, as well as ways to use data that you collect to improve quality of care at your facility. HCPro On-Demand Audio Conference. $199.

**Clinical Practice Guidelines: Certified Nursing Assistants (CD-ROM)**
**AMDA — Dedicated to Long Term Care Medicine**
The Clinical Practice Guidelines for Nursing Assistants slide set is an educational resource that provides nursing assistants with the information they need for a better understanding of specific conditions and care of the resident with dementia, depression, diabetes, falls/osteoporosis, pain, pressure ulcers and urinary incontinence. The CD-ROM includes sign-in sheets, PowerPoint presentations with speaker notes, and post-in-service activities for each topic. The slides can be used to assist in teaching nursing assistants the signs and symptoms that a resident who has or is at risk for having those conditions might display while providing nursing assistants with a framework for observation and communication regarding the status of their residents. Nursing assistants will learn the skills needed to become dynamic members of the interdisciplinary team by providing pertinent information regarding the resident and helping the team to identify residents’ functional abilities, goals, and concerns. $56.

**Professional Users CASPER 3 & 4**
**CareScout**
CareScout produces an extraordinary CASPER 3 & 4 survey data report that is used by Pendulum consultants nationwide. This report provides facility staff with survey results and resident demographic information kept on file by the Centers for Medicare & Medicaid Services. The CareScout CASPER report features trend line data for each of the 672 resident data fields and also offers a survey rating that compares the facility’s survey history against others in the CMS database. $125.