

## Massachusetts Hospice

Relias offers online learning, staff compliance training, and continuing education for post-acute care organizations.

Relias Training Crosswalks are based on published accreditation standards. They are designed to assist organizations in the selection of courses from the Relias libraries to ensure and demonstrate staff competence according to the training standards. In some cases, it may be useful for customer organizations to develop training specific to the organization's individual needs.

General staff compliance trainings should be selected to ensure the organization meets OSHA and other regulatory requirements. Staff training is only one element of a successful survey and the Crosswalks are not meant to take the place of a careful review and evaluation of your program to the accreditation standards.

The courses listed in the crosswalk are a representative sample of courses available in Relias libraries. It may not be necessary to choose all courses listed for a specific training standard; it is recommended that courses are chosen that closely align with the mission and services offered and the specific needs of the persons served.

Disclaimer: The following constitutes Relias, LLC's recommendation of course work for each listed Crosswalk Measure. Relias does not make any guarantee that such course(s) will be accepted by the accrediting body(ies).

Reference:

<https://www.mass.gov/doc/105-cmr-141-licensure-of-hospice-programs/download>

### Orientation - All Staff

141.201(C)(2)

Agencies must have policies and procedures in place for orientation to hospice care for all personnel, including employees of contracting agencies and volunteers.

#### Orientation to hospice care

**Suggested options, in addition to agency orientation, including orientation to agency policies and procedures and specific job responsibilities:**

Module Code	Module Name	Hours
REL-PAC-0-ANAE	Abuse, Neglect, and Exploitation	0.75
REL-ALL-0-HBAS	HIPAA: Basics	0.50
REL-ALL-0-IFEP	Infection Control: Essential Principles	0.50
REL-PAC-0-INTROHC	Introduction to Hospice Care	0.50
REL-HOS-0-PPRH	Protecting Patient Rights in Hospice	1.00

### Orientation - All Staff

141.204(D)(3)(d)

The hospice must develop and implement nursing/clinical orientation.

#### Nursing/clinical orientation

**Suggested options:**

Module Code	Module Name	Hours
REL-PAC-0-EOLCOMM	End of Life Care: Communication	1.00
REL-PAC-0-PBEHE	Professional Boundaries and Ethics for Hospice Employees	1.00

## Orientation - All Staff

141.204(E)(5)(d)

The hospice must develop and implement social work orientation.

### Social work orientation

#### Suggested options:

Module Code	Module Name	Hours
REL-PAC-0-HCVP	Hospice Care vs. Palliative Care	1.50
REL-PAC-0-IHEXPC	Intro to Hospice for the Experienced Clinician	1.25
REL-PAC-0-PCE	Palliative Care and Ethics	1.50
REL-ALL-0-UCCHPC	Use of Cultural Competence and Humility in Palliative Care	1.00

## Orientation - All Staff

S 346/H 2892

Within twelve (12) months of employment, staff must take the Executive Office of Elder Affairs (EOEA) "LGBT and Aging" training, also known as "LGBT Aging in Massachusetts: Cultural Competency Training for EOEA Providers."

**IMPORTANT NOTE:** The course listed below is the official EOEA "LGBT and Aging" training module. To ensure this training is only available to Massachusetts providers, it must be shared specifically with your organization by a member of Relias's Client Care team.

1) To see if your organization already has access to this training, search for and select the "State Specific - Massachusetts" category (using the Module List tab/table). If your organization has access to the "Massachusetts" category, you should have access to the EOEA module (listed below).

2) If your organization doesn't currently have access to the "State Specific - Massachusetts" category or the module listed below, please contact Client Care.

### EOEA "LGBT and Aging" training module

Module Code	Module Name	Hours
REL-ALL-0-LGBTQMA	LGBTQ and Aging - Massachusetts	1.00

## Orientation - Direct Service Volunteers

141.204(F)(4)

The orientation and training program for direct service volunteers must address at least the following:

Note: All modules suggested are available in the Hospice Volunteers library.

### The hospice program's goals and services

Suggested, in addition to agency orientation and review of agency goals and services:

Module Code	Module Name	Hours
REL-PAC-0-INTROHC	Introduction to Hospice Care	0.50

### Confidentiality and protection of patients'/families' rights

Module Code	Module Name	Hours
REL-HOS-0-PPRH	Protecting Patient Rights in Hospice	1.00

### Procedures for responding to such situations as medical emergencies or deaths

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

### The physiological and psychological aspects of terminal disease

Module Code	Module Name	Hours
REL-PAC-0-CCPCSI	Continuity of Care in Palliative Care for Serious Illnesses	1.00
REL-PAC-0-RTRPPC	Supporting Pain Management in Palliative Care	1.00

### Family dynamics, coping mechanisms, and psychosocial and spiritual issues surrounding terminal disease, death, and bereavement

Module Code	Module Name	Hours
REL-PAL-0-IGOTWS	The Impact of Grief: Ours and Those We Serve	0.75

### General communication skills

Suggested, in addition to agency review:

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

## Orientation - Hospital/Long Term Care Staff

141.204(H)(3)(c)

Hospices must provide appropriate hospice care training of hospital or long term care facility personnel who provide care under the agreement, including staff orientation.

### Staff orientation

#### Suggested options:

For additional/alternative options, refer to the module library

Module Code	Module Name	Hours
REL-PAC-0-HLTCMSPC	Hospice in LTC: Managing Symptoms and Promoting Comfort	1.00
REL-PAC-0-HLTCPC	Hospice in LTC: Philosophy of Care	1.00
REL-PAC-0-INTROH	Introduction to Hospice	0.50

## Orientation - "Relevant Staff Members" Who Provide Care in Nursing Homes/LTC Facilities

105 CMR 150.024

Hospice agency staff who provide care in nursing homes and meet the definition of "relevant staff member" (see note below) must receive eight (8) hours of initial dementia-specific training in accordance with 105 CMR 150.024 prior to being released from orientation.

Training conducted to meet the requirements of 105 CMR 150.024 must include, at a minimum, the following topics:

- 1) A basic introduction to the foundations of Alzheimer's and other related dementias
- 2) Training on communicating and connecting with residents with Alzheimer's and other related dementias
- 3) Training on techniques and approaches to care of persons with Alzheimer's and dementia
- 4) Training on person centered care
- 5) Training on understanding the needs of and working with the families
- 6) Training on the dietary needs of residents with Alzheimer's and other related dementia
- 7) Training on the social needs and appropriate activities in the care of residents with Alzheimer's and other related dementia
- 8) Recognizing and responding to caregiver stress
- 9) Preventing, recognizing, and responding to abuse and neglect of residents with Alzheimer's and other related dementia

#### Notes:

- 1) Direct care workers, therapeutic activity directors and supervisors of direct care workers are considered to be "relevant staff members" under 105 CMR 150.023. "Direct care worker" is defined at 105 CMR 150.020 to mean "a staff member whose work involves extensive patient contact or administrative decisions regarding care." Additionally, the term "direct care worker" is not limited to those workers employed by the nursing home, and includes contracted workers who provide direct care to residents.
- 2) This training can be completed online, but must be at least partially interactive (i.e., training that does not consist of the presentation of information through reading or lecture alone).
- 3) DPH does not require or exclude the use of any specific training program, and this training does not require specific Department approval. However, this training must reflect current standards and best practices, and include an evaluation for each staff member to take and pass. Training documentation must be available for MA Department of Public Health review.
- 4) Each Relias module requires learners pass a post-test/evaluation prior to course completion. Agencies providing staff with additional evaluations must ensure they are documented and available for the Department's

review during inspection.

**Suggested options (8 hours):**

**For additional/alternative options, refer to the module library**

Module Code	Module Name	Hours
REL-PAC-0-ADRDAC	Alzheimer's Disease and Related Disorders: ADL Care	1.00
REL-PAC-0-ADRDB	Alzheimer's Disease and Related Disorders: Behaviors	1.00
REL-PAC-0-ADRDCN	Alzheimer's Disease and Related Disorders: Communication Needs	1.00
REL-PAC-0-ADRDEFI	Alzheimer's Disease and Related Disorders: Ethical and Family Issues	1.00
REL-PAC-0-ADRDRRA	Alzheimer's Disease and Related Disorders: Recreational Activities	1.00
REL-PAC-0-ADRDTDP	Alzheimer's Disease and Related Disorders: The Disease Process	1.00
REL-PAC-0-MANABEH	Managing Aggressive Behaviors	0.50
REL-HOS-0-NHEL	Nutrition and Hydration at the End of Life	0.75
REL-PAC-0-PD	Parkinson's Dementia	0.25
REL-ALL-0-PRRA	Preventing, Recognizing, and Reporting Abuse	0.50

**Annual In-Service - All Staff**

141.201(A)(3)(g)

Administrators must ensure adequate staff education and evaluations.

**Suggested in-service options:**

**For additional/alternative options, refer to the module library**

Module Code	Module Name	Hours
REL-ALL-0-AINCP	About Infection Control and Prevention	1.00
REL-ALL-0-HDDSMEC	HIPAA: Do's and Don'ts of Social Media and Electronic Communication	0.50
REL-PAC-0-MANABEH	Managing Aggressive Behaviors	0.50
REL-ALL-0-PRRA	Preventing, Recognizing, and Reporting Abuse	0.50
REL-HOS-0-PPRH	Protecting Patient Rights in Hospice	1.00

**Annual In-Service - All Staff**

141.201(C)(3)

Agencies must offer organized staff support programs to help staff cope with their job responsibilities.

**Suggested in-service options:**

**For additional/alternative options, refer to the module library**

Module Code	Module Name	Hours
REL-PAL-0-MYLPC	Make of Yourself a Light: Professional Caring	1.25

### Annual In-Service - All Staff

141.201(C)(4)

Employee health policies must include, at a minimum, adequate provisions for preventing the transmission of communicable diseases.

**Suggested training options, including review of the agency policies, include:**

**For additional/alternative options, refer to the module library**

Module Code	Module Name	Hours
REL-ALL-0-AINCP	About Infection Control and Prevention	1.00
REL-ALL-0-BHH	Basics of Hand Hygiene	0.25
REL-PAC-0-PHI	Preventing Hepatitis Infection	0.50
REL-ALL-0-UBBPAT	Understanding Bloodborne Pathogens	0.75

### Annual In-Service - Aides

§418.76(d)

Aides at certified agencies must receive at least twelve (12) hours of in-service training during each twelve (12)-month period. In-service training may occur while an aide is furnishing care to a patient.

**In-service training may be offered by any organization, and must be supervised by a registered nurse**

**Suggested options (12 hours):**

Module Code	Module Name	Hours
REL-ALL-0-AAD	About Advance Directives	0.50
REL-ALL-0-AINCP	About Infection Control and Prevention	1.00
REL-PAC-0-ANAE	Abuse, Neglect, and Exploitation	0.75
REL-SRC-0-AB	Assisting with Bathing	0.25
REL-SRC-0-AWD	Assisting with Dressing	0.50
REL-ALL-0-BHH	Basics of Hand Hygiene	0.25
REL-PAC-0-DGLDAD	Discussing Grief, Loss, Death, and Dying	1.00
REL-PAC-0-HPCCOM	Effective Hospice and Palliative Care Communication	1.00
REL-PAC-0-ELCOAAD	End of Life Care: Our Attitudes About Death	0.50
REL-ALL-0-HBAS	HIPAA: Basics	0.50

REL-PAC-0-HTBP	How to Take a Blood Pressure	0.25
REL-PAC-0-MPAR	Measuring Pulse and Respirations	0.25
REL-HOS-0-NHEL	Nutrition and Hydration at the End of Life	0.75
REL-ALL-0-PREMA	Preventing and Managing Accidents	1.00
REL-ALL-0-PREBI	Prevention of Back Injuries	0.75
REL-PAC-0-PBEHE	Professional Boundaries and Ethics for Hospice Employees	1.00
REL-PAC-0-SHFH	Shaving Facial Hair	0.25
REL-PAC-0-STFP	Slips, Trips, and Falls Prevention	0.50
REL-PAC-0-RTRPPC	Supporting Pain Management in Palliative Care	1.00
REL-PAC-0-TOTEMP	Taking an Oral Temperature	0.10
REL-PAL-0-IGOTWS	The Impact of Grief: Ours and Those We Serve	0.75

## Annual In-Service - Direct Service Volunteers

141.204(F)(2)

Hospices must provide education, support, and supervision of direct service volunteers.

### Suggested in-service options:

**Note: All modules suggested are available in the Hospice Volunteers library**

Module Code	Module Name	Hours
REL-PAC-0-CCPCSI	Continuity of Care in Palliative Care for Serious Illnesses	1.00
REL-PAC-0-DDAV	Depression and Dying for Aides and Volunteers	0.50
REL-ALL-0-HBAS	HIPAA: Basics	0.50
REL-ALL-0-IFEP	Infection Control: Essential Principles	0.50
REL-PAC-0-INTROHC	Introduction to Hospice Care	0.50
REL-ALL-0-PRRA	Preventing, Recognizing, and Reporting Abuse	0.50
REL-HOS-0-PPRH	Protecting Patient Rights in Hospice	1.00
REL-PAC-0-RTRPPC	Supporting Pain Management in Palliative Care	1.00
REL-ALL-0-BWS	The Basics of Workplace Safety	0.25
REL-PAL-0-IGOTWS	The Impact of Grief: Ours and Those We Serve	0.75

## Annual In-Service - Relevant Staff Members

105 CMR 150.024

All relevant staff members providing care in nursing homes/LTC facilities must receive four (4) hours of Alzheimer's/dementia-specific ongoing training each calendar year.

(For details, refer to the 105 CMR 150.024 information outlined previously in this Crosswalk.)

### Suggested options (4 hours):

**For additional/alternative options, refer to the module library**

<b>Module Code</b>	<b>Module Name</b>	<b>Hours</b>
REL-PAC-0-ANAE	Abuse, Neglect, and Exploitation	0.75
REL-PAC-0-ADRDAB	Alzheimer's Disease and Related Disorders: ADLs and Behaviors	1.00
REL-PAC-0-ADRDPN	Alzheimer's Disease and Related Disorders: Psychosocial Needs	1.00
REL-PAC-0-DCPPCC	Dementia Care: Person-Centered Care Plans	1.00
REL-PAC-0-DCSF	Dementia Care: Supporting Families	1.00
REL-PAC-0-MANADH	Management of Advanced Dementia in Hospice	1.00