

Massachusetts Personal Care Providers (Consumer-Directed Services)

Relias offers online learning, staff compliance training, and continuing education for healthcare and community services providers.

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.

NOTE: Suggested topics are most appropriate for non-medically based Personal Care providers, who may be an independent provider or part of an agency. When states do not have specific requirements, topics are suggested based on generally accepted practices for Personal Care Services.

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/personal-care-attendant-services-regulations/download>

Orientation - Client Care Staff

Under state-funded consumer-directed programs, new PCAs are required to complete a one-time, mandatory, three (3) hour PCA New Hire Orientation within six (6) months of their hire date. Relias does not offer this training; training is provided by the Massachusetts PCA Workforce Council.

PCA New Hire Orientation

Module Code	Module Name	Hours
CLASSROOM TRAINING	Classroom Training Required	0.00

Orientation - Client Care Staff

Suggested training options are designed to help PCAs develop general competence in these areas, depending upon assigned duties:

Suggested options for additional orientation:

Module Code	Module Name	Hours
REL-PAC-0-AIADLS	Assisting with IADLS	1.00
REL-PAC-0-BCTH	Basic Cleaning in the Home	0.50
REL-PAC-0-COMMC	Communication: Courtesy	0.25
REL-PAC-0-DEMOHC	Dementia: An Overview for Home Caregivers	0.50
REL-ALL-0-HBAS	HIPAA: Basics	0.50
REL-PAC-0-HFS	Home Food Safety	0.50
REL-PAC-0-MSHE	Maintaining a Safe Home Environment	0.50
REL-PAC-0-NUTHB	Nutrition and Hydration Basics	0.50
REL-PAC-0-PCRHC	Protecting Client Rights in Home Care	0.50
REL-PAC-0-TC	Therapeutic Communication	0.50
REL-ALL-0-TRSA	Transferring Safely	0.25
REL-PAC-0-UFITH	Understanding Falls in the Home	0.50

Orientation - All Staff

S 346/H 2892

Within 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

Annual In-Service - All/Applicable Staff

Suggested annual training topics, which may be based on assigned duties and the population served.

Suggested options:

Module Code	Module Name	Hours
REL-ACCRED1	Choose Appropriate Courses from Relias Learning	0.00

	Libraries	
REL-ALL-0-HBAS	HIPAA: Basics	0.50
REL-ALL-0-IFEP	Infection Control: Essential Principles	0.50
REL-ALL-0-PRRA	Preventing, Recognizing, and Reporting Abuse	0.50
REL-ALL-0-PREBI	Prevention of Back Injuries	0.75
REL-PAC-0-PCRHC	Protecting Client Rights in Home Care	0.50
REL-ALL-0-RFFA	Refresher for First Aid	0.50