



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Division of Quality Assurance: Notifications & Updates



Attn: All Regulated Health Care Providers

2021 Caregiver Project Workshops

The University of Wisconsin (UW) Oshkosh Center for Community Development, Engagement, and Training (CCDET), and the Wisconsin Department of Health Services, Division of Quality Assurance (DQA), are pleased to offer virtual sessions of the Caregiver Training Project in 2021. These workshops are partially subsidized by DQA.

Continuing Education for Caregivers: Training for Trainers

This training has been split into two 2-hour sessions that introduce participants to over 30 hours of Caregiver Project training materials designed to prevent abuse and neglect, improve professional caregiving skills, increase quality of resident care, and meet continuing education requirements for caregivers in settings regulated by DQA.

Session 1 Topics (2 hours):

- Experiential Video – Responding to Misappropriation
- Honoring Resident Rights
- Compassionate Care & Communication Techniques

Virtual trainings are scheduled from 9-11 a.m. on the following days:

- Tuesday, March 16
- Thursday, April 22
- Tuesday, May 25

Sessions 2 Topics (2 hours):

- Observing Professional Boundaries
- Providing Effective Feedback
- Responding to Challenging Situations
- Stress Reduction & Relaxation Techniques

Virtual trainings are scheduled from 1-3 p.m. on the following days:

- Tuesday, March 16
- Thursday, April 22
- Tuesday, May 25

Mix and match our Continuing Education for Caregivers Train-the-Trainer course. These sessions do not need to be taken on the same day – choose a date and time that works best for your schedule. The cost per participant for two 2-hour sessions is \$120 or \$75 for one session.

Upon completion of either session, participants will be able to train direct caregivers and other staff in their own facilities.

Investigating and Reporting Allegations of Misconduct (for all DQA-regulated entities)

This 3-hour virtual workshop at a cost of \$130 per participant will help participants identify key components of thorough investigations and reporting requirements that meet DQA regulations.

Participants will learn about:

- Misconduct definitions
- Developing an investigation protocol
- Conducting an internal investigation
- Interviewing skills
- Reporting requirements for DQA regulated facilities

Virtual training is scheduled from 9 a.m.-12 p.m. on the following days:

- Tuesday, March 23
- Tuesday, April 20
- Thursday, May 13

For more information or to register, go to: www.uwosh.edu/ccdet/caregiver

The UW Oshkosh Caregiver Project Team