



Hello,

Happy Holidays, and welcome to the Upstairs Solutions Newsletter!

Here is the latest information about how Upstairs Solutions LTC's on-line training and Learning Management System are helping our clients improve resident care and business results every day!

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Client Success Story -- I'm Scared Your Training Will Put Me Out of My Job!

Bambi Haverstick, of Festus Manor in Festus, MO writes:

I'm the staff development nurse at my facility.

The concept of Upstairs Solutions and the computerized training initially made me wonder what my role would be, and if I would have enough to keep me busy. The other concern was how to get all of the staff trained to use the system -- especially the employees that had never touched a computer.

The system is so easy to use that this was not an issue at all. Upstairs Solutions has made my job more enjoyable. The modules fulfill most of the required yearly mandatory inservices. The tracking is no longer tedious. Before I used Upstairs, I had to put every inservice in the computer on a spreadsheet to keep track of the completed inservices. In Missouri, CNA's have to have 12 hours per year of continuing education; this too had to be calculated by hand. I can now generate a report that gives me the total hours for all CNA's. I can also generate reports for courses still open.

There are many advantages to the system. One thing it alleviates is doing the same inservices over and over again. This in turn allows all staff to get exactly the same information. It is more convenient for all shifts -- especially the night shift. I don't have to come in on midnights and they don't have to come in during the day to go to an inservice or stay over. I have more time to go out on the floor and watch the CNA's to make sure they are doing the resident care properly.

So, Upstairs Solutions didn't put me out of my job -- it helped me do my job better!

[Do you have an operational challenge related to training and education?](#)

[Click here for a free consultation about how Upstairs Solutions LTC can help YOU!](#)



Alzheimer's / Dementia Training -- Upstairs Solutions can Help!

The Upstairs Solutions dementia series focuses not only on the disease itself, but how caregivers can provide better care for those in various stages of dementia.

The first module in the series, **"What is Dementia,"** covers the basics of the disease and explains early, middle and late stage dementia and its symptoms. This module uses case studies and interactive games to provide the basics for anyone in contact with older adults with dementia. The module also addresses the difference between dementia and delirium to equip staff to better understand the differences between the two. It's an excellent overview for anyone wishing to better understand Dementia and how it progresses.

In **"Providing High Quality Care for Older Adults with Dementia,"** we further discuss the specifics related to each stage of dementia and describe the key features of high quality, person-centered dementia care. This module identifies the specific care that older adults need at each stage of dementia. The module goes through each stage of dementia in greater detail and uses common scenarios to explain how to provide the highest quality care possible to older adults with dementia.

"Communication with Older Adults with Dementia," provides specific guidelines and best practices for communication with older adults with dementia. For those who interact with older adults with dementia on a regular basis, this module gives tips and ideas for how to solve typical communication issues and behaviors that arise such as older adults trying to leave their facility, bathing time and meal time. Specific techniques are taught and reviewed with real-life scenarios.

Our modules were written by Dr. Judith McCann, RN, DNSc, Research Scientist, Rush Institute for Healthy Aging and an Associate Professor at Rush University College of Nursing.

[Click here to request a preview of "What is Dementia."](#)

News and Views -- Turnover Reduction Initiatives

A recent article in [McKnight's](#) features the efforts of the [Better Jobs, Better Care program](#). Click the link below to learn about the latest findings on frontline retention and workforce development!

[Click here for the complete article!](#)

About Upstairs Solutions LTC



Upstairs Solutions LTC is the leading provider of cost-effective on-line training and compliance tracking for the long-term care industry.

We provide a **full library of multimedia courses (modules)** that are delivered on-demand via the internet and designed exclusively for the long-term care industry, and a state-of-the-art web-based **Learning Management System (LMS)** to efficiently guide and track employee training activities.

[Click here for a movie about how our products and services can benefit your organization today!](#)

For more information about Upstairs Solutions LTC, call us at (866) 763-4500, visit our website at <http://www.upstairssolutions.com>, or simply reply to this email message.

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