

Lake County Health Department and Community Health Center

Healthcare Risk Management Training Plan - 2025

(January 1, 2025 – December 31, 2025)

Oversight of Risk Management Training Plan

The Risk Manager in conjunction with the Clinical Education and Training Manager, Associate Director, Healthcare Operations, and Director, Healthcare Operations are responsible for developing and implementing the health center's risk management training plan. The Governing Council reviews and approves the risk management training plan annually.

Time Frame

New Employees: New employees receive risk management training within 30 days of hire.

Initial risk management training includes both in person training that occurs during new hire orientation and computer-based e-learning that is assigned through our training management system, Relias.

Existing Employees: Ongoing risk management training occurs annually and may be revised throughout the year based on new risks and priorities. These trainings include both in person trainings and computer-based e-learning that are assigned through our training management system, Relias.

Training Topics

Some training topics are regulatory requirements, and some training topics are selected according to the areas of highest risk as outlined in the LCHD/CHC Risk Management plan. Available data and information collected during risk management activities is also used to select topics. Topics in this training plan may be amended throughout the year based on identified areas of concern. While not exhaustive, the following list of sources of information are frequently used for determining training topics:

Risk Assessments: Ongoing risk assessments are used to identify gaps in patient care.

Incident Reports: Incident report data is reviewed for trends and/or critical incidents.

Onsite Rounding: Formalized audits focusing on infection control, sterilization, patient care activities, and environment of care as it relates to patient safety are conducted on a routine basis.

Healthcare Literature: Ongoing review of HRSA, Joint Commission, CMS and other sources of regulatory requirements/best practices are routinely reviewed for updates.

FTCA Deeming Application: The FTCA Deeming application is reviewed annually for updates.

All Health Center Staff

*Denotes HRSA Required Training

****Health Insurance Portability and Accountability Act (HIPAA)***

****Medical record confidentiality requirements***

Course Title: Essentials of HIPPA

Staff Assigned: Clinical and Non Clinical Staff

Course Description: This course was designed to comply with HIPAA law. This course provides acute care staff with basic information about the principles of confidentiality, privacy, and security.

Source: Relias

Format: e-learning

Frequency: Upon Hire/Annual

Date Initially Offered: Upon hire, annually assigned January 1st, Due March 31st

****Basic Infection Prevention and Control Issues/Event Reporting/Culture of Safety***

Course Title: Safety First for Clinical and Non Clinical Staff

Staff Assigned: Clinical and Non Clinical Staff

Course Description: This course focuses on our organizational safety commitment, culture of safety, identifying and reporting safety hazards, preventing and responding to emergencies, safety resources, and infection control measures such as bloodborne pathogens, hand washing, and personal protective equipment.

Source: Relias

Format: e-learning

Frequency: Upon Hire/Annual

Date Initially Offered: Upon hire, annually assigned August 1st, Due Oct 31st

Health Equity

Course Title: Welcome to Lake County Health Department (Health Equity)

Staff Assigned: Clinical and Non Clinical Staff

Source: Relias

Course Description: This course focuses on health equity and creates awareness of who we are as a health department, the population we serve, what it means to be a public health employee, and how we are working toward realizing our vision of Healthy Choices. Healthy People. Healthiest Communities.

Format: e-learning

Frequency: Upon Hire

Date Initially Offered: Upon hire, due within 30 days of hire

Using Data to Drive Continuous Quality Improvement

Course Title: Using Data to Drive Continuous Quality Improvement

Staff Assigned: Clinical and Non Clinical Staff

Source: Relias

Course Description: This course focuses on what quality means for our agency, why it is important for those we serve, individual roles, and the framework that drives quality improvement initiatives at the Lake County Health Department and Community Health Center.

Format: e-learning

Frequency: Upon Hire

Date Initially Offered: Upon hire, due within 30 days of hire

Sexual Harassment and Misconduct in Healthcare

Course Title: Sexual Harassment: Illinois Licensed Professionals

Staff Assigned: Clinical and Non Clinical Staff

Source: Relias

Course Description: This course focuses on what behavior is considered sexual harassment and what employees should do if they witness or experience any type of sexual harassment. The goal of this educational program is to provide administrators, nurses, and social work professionals with the required content regarding sexual harassment for the State of Illinois.

Format: e-learning

Frequency: Upon Hire/Annual

Date Initially Offered: Upon hire, annually assigned June 1st, due August 30th

Corporate Compliance

Course Title: Corporate Compliance

Staff Assigned: Clinical and Non Clinical Staff

Source: Relias

Course Description: This course is designed to help employees understand what Corporate Compliance is, why we have a plan, and how to report issues. Through this training, employees will learn how to identify the basic elements of a compliance plan, recognize and report compliance, IT security, fraud, waste, and abuse violations, understand violation impacts, act to prevent violations and promote ethical behaviors.

Format: e-learning

Date: Upon Hire/Annual

Date Initially Offered: Upon hire, annually assigned February 1st, Due April 30th

Identifying and Reporting Critical Incidents

Course Title: Identifying and Reporting Critical Incidents (OIG)

Staff Assigned: Clinical and Non Clinical Staff

Source: Relias

Course Description: This course provides an overview of types of critical incidents: physical abuse, sexual abuse, mental abuse, exploitation, patient neglect, child & elder abuse, human trafficking and domestic violence, signs of abuse and neglect, OIG Rule 50, human trafficking, and reporting expectations for interactions involving patients and employees.

Format: e-learning

Date: Upon Hire/Annual

Date Initially Offered: Upon Hire, released Sept 1st due Nov 30th

Security Awareness Training

Course Title: Security Awareness Training Level 1

Staff Assigned: Clinical and Non Clinical Staff

Source: NINJIO

Course Description: This course provides an overview of the risk associated with cybercrime and best practices to protect our organization from phishing, email threats, and other cybercrimes. Included are spear phishing, ransomware, passphrase security, business email compromise, privacy and PII, and social media security hygiene.

Format: e-learning

Frequency: Upon Hire/Periodic

Date Initially Offered: 4 minute training assigned every 2 weeks, due 1 week

Cultural Sensitivity

Course Title: Cultural Competence for Clinical Employees and Non Clinical Employees

Staff Assigned: Clinical and Non Clinical Employees

Source: Relias

Course Description: This course focuses on cultural competence in healthcare as it relates to the delivery of quality care. It refers to meeting the needs of people with disabilities, members of the LGBTQ+ community, and those from diverse socioeconomic and cultural backgrounds. This course discusses cultural competence and how organizations can use cultural competency to create an atmosphere of inclusion.

Format: e-learning

Frequency: Upon Hire/Annual

Date Initially Offered: Upon Hire, released May 1st, due July 31st

Course Title: Postpartum Depression

Staff Assigned: Clinical and Non Clinical

Source: Relias/ECRI

Course Description: This course is intended as a reference for staff to help identify postpartum depression and gives an overview of causes, risk factors, diagnosis, management, nursing considerations, and interventions.

Format: e-learning

Frequency: Annual

Date Initially Offered: September 1st, Due Nov 30th

Specialty Services/Areas of High Risk

Clinical Specialty: Obstetrics

LCHC/CHC does not provide labor and delivery services but does provide prenatal care and postpartum care. Training for Women's Health staff serving in clinical roles, including OB Physicians, Women's Health Advanced Practice Registered Nurses, Women's Health Registered Nurses, and Women's Health Certified Medical Assistants are mandated to complete the following courses:

Course Title: Diabetes and Other Chronic Conditions in Pregnancy

Staff Assigned: Clinical Women's Health Staff

Source: Relias

Course Description: This course is intended to educate licensed professionals in the healthcare setting about diabetes and other chronic conditions during pregnancy. This course covers characteristics of chronic conditions, common complications, and recommended management strategies.

Format: e-learning

Frequency: Annual

Date Initially Offered: September 1st, Due Nov 30th

Areas of High Risk/Sensitive Encounters

Course Title: Sensitive Encounters

Staff Assigned: Clinical and Non Clinical Women's Health Staff

Source: Relias/Education and Training Manager

Course Description: This course focuses on clients requesting confidential services including but not limited to the following areas: Women's Health (ob-gyn), Family Planning, Sexually Transmitted Infections (STI), Outpatient Mental Health, and Substance Abuse Program. During training, all staff learn what a sensitive encounter is, how to code a sensitive encounter in the EHR, guidance on releasing information, and guidance on how to apply the financial payment slide.

Format: e-learning

Frequency: Annual

Date Initially Offered: September 1st, Due Nov 30th

Clinical Specialty: Dental

Sterilization Training

Course Title: Instrument Reprocessing and Infection Control for Sterilization

Staff Assigned: Dental Assistants

Source: Relias/Infection Preventionist

Course Description: This course focuses on the sterilization process at LCHD/CHC according to ANSI/AAMI ST79:2017 *Comprehensive guide to steam sterilization and sterility assurance in health care facilities*. This course focuses on instrument reprocessing and infection control for sterilization.

Format: Relias

Frequency: Upon Hire/Annual

Date Initially Offered: Upon hire, released July 1st, Due Oct 1st

Water Filtration

Course Title: VistaPure Water Filtration System

Staff Assigned: Dental Assistants

Source: Relias/Vista Pure

Course Description: This course focuses on the maintenance and care of LCHD/CHC's water filtration system VistaPure which is used in all sterilization areas for autoclaves, dental bottles, and ultrasonic cleaners.

Format: e-learning

Frequency: Upon Hire/Annual

Date Initially Offered: Upon Hire, released July 1st, Due Oct 1st

Autoclave Training

Course Title: Statclave G4 Chamber Autoclave

Staff Assigned: Dental Assistants

Source: Relias/SciCan

Course Description: This course focuses on the operation and maintenance of the Statclave G4 Chamber Autoclave.

Format: e-learning

Frequency: Upon Hire/Annual

Date Initially Offered: Upon Hire, released July 1st, Due Oct 1st

Managing and Monitoring Training

Training will be assigned and monitored using the Relias Learning Management System. This system allows us to utilize automated training enrollment, regular reminders to staff and managers, as well as competency and training management with customizable tracking and reports.

Supervisors allocate time for employees to complete required trainings during working hours and follow-up with staff to ensure trainings are completed. Trainings are offered in a variety of formats including instructor-led trainings, in-person, and online training.

Employees who start late in the calendar year and are unable to complete assigned training within the assigned calendar year will be required to complete training within the 1st quarter of the next calendar year. Non-Compliant employees will be handled on a case by case basis and will be required to complete training by a date agreed upon by the supervisor and the applicable program associate director/director.