RCS Behavioral Health Support Team Training

Offering Free Behavioral Health Training to all LTC facilities!

The BHST Training Specialist has a unique blend of behavioral health and regulatory expertise. In each training, you will learn techniques and strategies to respond effectively to a variety of challenging behaviors from residents while remaining in compliance with WACs.

> "I'm feeling hopeful! I took three pages of notes. I thought it was great training for my staff and found your stories especially helpful to illustrate your points."

> "Krystle was so prompt and helpful in responding to my email, and we are registered for the Crisis Response and De-Escalation Training."

Training information:

- Each training will provide generalized, best practice information on the advertised training topic. Trainings will not focus on specific resident cases.
- Trainings are 1-2 hours long.
- Continuing Education Credits are available for some trainings – with more to come.
- We offer a menu of trainings that are ready to go.
- Trainings are offered throughout each month on a rotating basis (click here to see the latest calendars).
- Trainings are presented on a web platform with a live instructor. On-demand recordings are not available currently.
- All staff from facilities across the state are encouraged to attend, regardless of role or discipline.

** ESF's are encouraged to participate in trainings. However, our consultation services do not extend to ESF's currently.*

Scan QR code for our website.

DSHS
WASHINGTON STATE
Department of Social and Health Services

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Please email **ALTSABHSTTraining@dshs.wa.gov** for more information.

Behavioral Health Support Team Training Menu

Coping with Abuse (2.5 CEUs)	• Gain new perspective on what challenging behaviors mean to the resident. • Understand what boundary setting is and why it's so critical. • Learn where the line is between boundary setting and abuse. • Develop strategies for coping with racism, homophobia, etc. • Learn effective ways to 'get your head in the game' before providing care.. • Improve staff support between one another from 'the top down.' • Increase your confidence - because you are a skilled caregiver!
Co-Occurring Disorders (2 CEUs)	• Learn about co-occurring disorders. • A brief overview on mental health disorders. • A brief overview on substance abuse. • Identify ways to address behaviors. • Discuss regulations and policies.
Suicide Prevention and Responding to Concerns (1.5 CEUs)	• Understand the range of suicidality, ranging from vague thoughts to suicide completion. • Learn how to respond appropriately when you are concerned (or you know) that a client is suicidal. • Determine how regulations apply when it comes to responding appropriately to this behavior.
Professional Boundaries: Residents with Sexualized Behavior & Dementia (1 CEU)	• Discuss inappropriate sexualized behavior related to dementia. • Discuss WAC's in relation to dementia care and care planning. • Go over behavioral approaches to manage, track and identify behavior. • Identify ways to set personal boundaries. • Recognize ways to have a team approach when dealing with difficult behaviors.
Cognitive Impairment and Intimacy in LTC (1.5 CEUs)	• Increase critical thinking skills and comfort addressing this sensitive subject. • Develop appreciation for differing points of view. • Expand understanding of how people communicate. • Explore the murky concepts of consent and capacity. • Learn what state and federal law say. • Get resources to help you find the best answer.

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Grooming (1 CEU)	• Define grooming behaviors. • Learn about the impact on victims. • Discuss the stages of grooming. • Recognize warning signs. • Identify prevention and intervention strategies.
Documentation Basics (2 CEUs)	• Explain why documentation is important. • Develop strategies to address the "downside" of documentation. • Describe how documentation can help with regulatory compliance. • Compare and contrast high quality documentation versus low quality documentation. • Develop efficient documentation skills. • Discover the value of using documentation to track behaviors.
Trauma-Informed Care (1.5 CEUs)	• Define trauma-informed care. • Recognize the six stages of trauma integration. • Discuss common symptoms and effects. • Identify WAC's and regulations. • The importance of person-centered care.
Active Listening (1.5 CEUs)	• Understand how active listening can impact rapport & improve the quality of care you provide. • Learn the fundamentals of active listening. • Increase awareness of body language. • Practice active listening skills. • Know where to find resources for further practice & study.
Mandatory Reporting (1 CEU)	• Understand the reasons why mandated reporting is such a big deal. • Learn the regulations that cover mandated reporting. • Increase ability to understand when you have to (and don't have to) make a report.

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Grief and Loss (1 CEU)	• Learn about grief. • Identify the stages of grief. • Name each letter in the STOP acronym. • Gain knowledge on how a support group can help.
Dementia Training	• Learn about dementia and sundowning. • Discuss ways to document behaviors, patterns and learn to intervene. • Person-centered interventions. • Identify ways to respond to behaviors. • Recognize common facility mistakes and ways to correct them. • Discuss Team approaches.
Person-Centered Care for Behavioral Management and Best Practices	• Identify key principles in the person-centered approach. • Learn three core principles for caregivers. • Discuss how trauma informed care is important in person-centered care. • Identify ways to deal with maladaptive behaviors.
Professional Boundaries	• Understand boundaries and how to "Stay in Bounds." • Learn what unmet needs are and six ways to validate. • Identify emotions and early interventions. • Discuss behavioral approaches to manage, track and identify behavior. • Identify ways to set personal boundaries. • Recognize ways to have a team approach when dealing with difficult behaviors.
Hoarding 101	• Understand more about hoarding disorder. • See where hoarding behaviors & regulations intersect. • Learn interventions that may help lessen the impact of hoarding.
Improving Resident Quality of Life	• Increase understanding of what quality of life means. • Recognize the importance of things like food and décor. • Explore the difference between reasonable and unreasonable. • Determine how regulations apply to quality-of-life issues. • Expand awareness of community resources.

Behavioral Health Support Team Training Menu	
How Resident Placements Fail: Lessons Learned and Ways to Do It Better	• Learn why thoughtful admissions are the foundation to successful placement. • Hear common provider mistakes that contribute to failed placement & learn how to avoid repeating them. • Increase ability to write & implement quality, person centered care plans for challenging residents. • Learn strategies to manage staff burnout & increase staff expertise. • Recognize the importance of care teams & learn how to best utilize them. • Discover how the regulations apply to these concepts.
Crisis Response and De-escalation Training	• Learn about de-escalation. • Identify verbal de-escalation techniques. • Discuss how to maintain safety. • Recognize when there is a potential crisis. • Define validation. • Highlight potential situations and what to do.