Training Recommendations for Social Workers

The training topics below are recommended for social workers new to long term care as well as social workers with experience. A social worker (by degree or experience) might have previous long term care experience but that is no guarantee of competency.

In general, monthly (one full day per month) mentorship is recommended. For the less experienced/trained individual, more structured and consistent oversight is necessary, perhaps weekly.

- Federal and State Regulations
- Facility Policies and Procedures
- Ethical issues and resolution
- Residents Rights
- Culture change and person-centered values and practices
- Crisis Management
- Advance Directives, requirements, surrogate law, guardianship/conservatorship
- End-of-life, advance care planning, palliative care and hospice
- Resident Assessment Instrument Process – Assessments, documentation, care planning
- Discharge planning – from pre-admission to actual discharge, community resources
- Behavioral Care – diagnoses, care planning, behavioral interventions, petitioning process
- Clinical Social Work – pain assessment/management, restraint reduction, pressure sores
- Documentation – what and how much to document, defensive documentation skills
- Assessments – admission, psychosocial, psychosocial updates, progress notes
- Risk Management – handling complaints, de-escalation of crises, facilitating positive outcomes
- Customer Service and Service Recovery
- Abuse and Neglect – identification, reporting and documentation
- Admissions and discharge planning – for the skilled patient and the LTC resident
- Managing the Skilled Stay – Medicare and managed care, case management
- PASRRs upon admission and throughout stay
- Financial Management – payer sources, Medicaid benefits, other income-eligible benefits
- Burnout prevention, responsible delegation, advocating for oneself
- Cultural Competency – how different cultures handle admission, privacy issues, death and dying, spirituality, etc
- Survey Management - Quality Indicator Survey Process and tools, e.g. Critical Element Pathways

The 2014 Arizona Long Term Care Social Work Task Force