

# SUCCESSFULLY LAUNCHING YOUR MOAB PROGRAM

PRESENTED BY:

JILL MATTHEWS, LVN, RAC-CT, BS

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# WHAT IS MOAB?

- MOAB IS A LICENSED AND COPYWRITTEN PROGRAM FOR THE MANAGEMENT OF AGGRESSIVE BEHAVIORS
- ITS TRAINERS REQUIRE A CERTIFICATION THROUGH MOAB AS WELL AS THE STAFF THAT IS TRAINED BY THE CERTIFIED TRAINERS
- THE COSTS OF IMPLEMENTING A MOAB PROGRAM IN YOUR FACILITY IS OFFSET BY THE FOUNDATIONAL PAYMENT IN THE NMVBP PROGRAM. YOU MUST PARTICPATE IN MOAB TO RECEIVE THE FOUNDATIONAL PAYMENT – YOU MUST ALSO CONTINUE TO PARTICIPATE IN PROJECT ECHO


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# FIRST REQUIREMENT — GET YOUR TRAINERS CERTIFIED

- IN FEBRUARY 2022, MOAB CONDUCTED A CLASS IN SANTA FE IN WHICH THE VAST MAJORITY OF THE NMVBP PARTICIPANTS SENT STAFF FOR TRAINING
- DURING THIS 8 HOUR TRAINING, THE PRINCIPLES OF THE MOAB PROGRAM WERE TAUGHT TO THE ATTENDEES AND ALL ATTENDEES WERE CERTIFIED AS INSTRUCTORS AT THE END OF THE TRAINING
- THIS WAS A TRAIN THE TRAINER SO STAFF SENT TO THE TRAINING SHOULD BE ABLE TO TRAIN YOUR STAFF NOW IF THEY HAVE NOT ALREADY DONE SO.



## TRAINERS ARE TRAINED...NOW WHAT?

- REVIEW THE REQUIREMENTS FOR NMVBP FOR THE NUMBER OF STAFF FOR YOUR SIZE FACILITY THAT WILL BE REQUIRED TO BE TRAINED BY YOUR CERTIFIED TRAINERS...AND CONDUCT CLASSES TO MEET AT LEAST THE MINIMUM REQUIREMENTS FOR A FACILITY YOUR SIZE
- THE REQUIRED STAFF ATTENDENCE IS LISTED ON THE NEXT SLIDE BUT IS ALSO AVAILABLE TO REVIEW IN THE P4P SECTION OF THE NMVBP AREA IN POINTRIGHT AT ALL TIMES. SIMPLY REVIEW THE TAB THAT SAYS PROGRAM INFORMATION

## Number of Facility Beds vs. NF Staff Attendance

Number of Beds	Required Staff Attendance
1 to 50	3
50 to 100	6
100 to 150	9
150 to 200	12
200 to 250	15
250 to 300	18
300 to 350	21

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# WHY SOME TRAINERS HAVE NOT TRAINED STAFF YET

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• GENERAL  
○ FEEDBACK FROM THE  
SANTE FE  
TRAINING  
PROVED THERE  
WERE MANY  
QUESTIONS  
REMAINING

- SOME OF THE ATTENDEES REPORTED DIFFICULTY UNDERSTANDING CONCEPTS BECAUSE THEY WERE ROOTED IN HOW MOAB PRINCIPLES ARE UTILIZED IN LAW ENFORCEMENT. HOW CAN THIS BE TRANSLATED TO LTC SETTING?
- SOME ATTENDEES HAD QUESTIONS ABOUT CREATING SCENARIOS TO USE AS EXAMPLES WHEN TEACHING CLASS
- SOME ATTENDEES WERE UNSURE WHAT MATERIALS WERE NEEDED FOR CLASSES AND WHO SHOULD ATTEND
- SOME ATTENDEES WERE UNSURE HOW TO RECORD PARTICIPATION IN THE MOAB TRAINING TO GET APPROPRIATE CREDIT
- IN GENERAL, THERE WERE MANY QUESTIONS WITH THE ATTENDEES I INTERVIEWED FOLLOWING TRAINING. WHAT ARE SOME OF THE QUESTIONS YOU HAVE OR HAVE RECEIVED?

# ANSWERS TO THOSE QUESTIONS

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MOAB IS COPYWRITTEN. THE MATERIALS CANNOT BE ALTERED, BUT IT CAN BE ADDED TO FOR AN EFFECTIVE PRESENTATION. YOUR STAFF WILL NOT BE ABLE TO GIVE A LTC SPECIFIC TRAINING BY SIMPLY READING THE SLIDES BECAUSE IT WAS DEVELOPED FOR LAW ENFORCEMENT. IT NEEDS CUSTOMIZATION. A COUPLE OF HOURS OF WORK ON THE PRESENTATION WILL YIELD BETTER RESULTS.

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USE SCENARIOS THAT ARE APPLICABLE FOR LONG TERM CARE. IF STAFF STRUGGLES WITH CREATING THESE, THINK OF REAL-LIFE EXAMPLES AND OMIT NAMES/MEDICAL INFORMATION OR ANY OTHER ITEM THAT IS NOT HIPAA COMPLIANT.

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THE MATERIALS PROVIDED AT THE TRAINING INCLUDE RESOURCES TO ORDER STUDENT BOOKS. ORDER 1 FOR EACH FACILITY LEVEL ATTENDEE. THE TRAINING MANUAL PROVIDED AT THE CONFERENCE IS A VITAL RESOURCE FOR THIS.


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PROGRAM PARTICIPATION IS RECORDED FIRST THROUGH SENDING CERTIFICATION MATERIALS TO MOAB AND SECONDLY BY ENTERING PROGRAM COMPLIANCE IN POINTRIGHT






# POTENTIAL UPDATES TO THE POWERPOINT

- ADD SLIDES YOU POWER POINT THAT RE FOCUS THE TRAINING ON LTC VS. LAW ENFORCEMENT SETTINGS AND ACKNOWLEDGE TO ATTENDEES THAT HAS BEEN DONE.
  - RE-ORDER THE SLIDES SO THAT THEY MAKE SENSE TO YOU AND YOUR AUDIENCE. BE AWARE THAT IF YOU CHOSE TO RE-ORDER SLIDES, THE ORDER OF THE PRESENTATION WILL NOT FOLLOW THE STUDENT MOAB BOOK. I HAVE NOT FOUND THAT TO BE AN ISSUE, BUT EVALUTE THE VALUE OF THIS BEFORE TAKING THIS STEP.
  - CONSIDER ADDING SLIDES FOR STUDENT FEEDBACK SESSIONS. HIGHLY RECOMMEND HAVING STUDENTS GIVE EXAMPLES AND TALKING THROUGH WHAT THEY FACE USING MOAB PRINCIPLES VS. CREATING FALSE SCENARIOS
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# GETTING THE CLASSES STARTED



- ENSURE THAT YOU NOW HAVE CERTIFIED TRAINERS IN YOUR FACILITY TO TEACH MOAB. WITH TURNOVER, IT IS POSSIBLE IF ONE OR 2 PEOPLE WERE SENT, YOU MAY NOT HAVE A CERTIFIED TRAINER AT THIS TIME.
  - IF YOU DO HAVE A CERTIFIED TRAINER CONDUCT CLASSES TO MEET THE PROGRAM REQUIREMENT AS SOON AS POSSIBLE
  - IF YOU DO NOT HAVE CERTIFIED TRAINERS AT THIS POINT AND HAVE NOT MET THE PROGRAM REQUIREMENTS, ALL IS NOT LOST. REACH OUT TO OTHER FACILITIES AND COPRPORATE SUPPORT TO SEE IF THEIR TRAINERS CAN TRAIN AT YOUR FACILITY. 90+ PEOPLE ATTENDED THE SANTE FE TRAINING. THERE ARE MANY MOAB CERTIFIED TRAINERS IN NEW MEXICO
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# SCHEDULE YOUR CLASSES

- THE TRAINING IS A MINIMUM OF 4 HOURS FOR FACILITY LEVEL STAFF SO LOOK AT YOUR SCHEDULES.
  - HOLDING 2 CLASSES ON THE SAME DAY CAN BE USEFUL. MORNING CLASS ATTENDEES CAN WORK IN THE FACILITY IN THE AFTERNOON AND THE AFTERNOON ATTENDEES CAN WORK THE MORNING. THIS WILL LESSON THE IMPACT ON STAFFING DURING THESE TOUGH TIMES.



SELECT  
ATTENDEES  
THOUGHFULLY

- STAFF THAT WORKS DIRECTLY WITH AGGRESSIVE AND POTENTIALLY AGGRESSIVE RESIDENTS AND/OR FAMILY ON A ROUTINE BASIS SHOULD BE STRONGLY CONSIDERED FOR MOAB TRAINING
  - THE FOLLOWING POSITIONS HAVE REPORTED THEY BENEFITED FROM LEARNING THE MOAB PRINCIPLES IN THEIR DAILY ROUTINE:
    - Memory care staff
    - Dietary staff
    - Receptionists
    - Administrators
    - Admissions staff
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○ REASONS  
NOT TO  
WAIT ON  
TRAINING  
FACILITY  
LEVEL STAFF

- MEETING THE PROGRAM REQUIREMENT EARLY WILL HELP YOU QUALIFY FOR THE FULL FOUNDATIONAL PAYMENT IN VBP AS EARLY AS POSSIBLE
- POTENTIAL FOR STAFF TURNOVER...YOU COULD LOSE YOUR TRAINER
- AND MOST OF ALL **MOAB WORKS**

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## OBSERVATIONS IN FACILITIES AFTER MOAB IMPLEMENTATION

- \*\*THIS ANECTODOCTAL AND BASED ON THE FACILITIES IN WHICH I HAVE DIRECT INVOLVEMENT, BUT I HAVE PERSONALLY OBSERVED THE FOLLOWING:
- DECREASED RESIDENT ON RESIDENT VIOLENCE IMMEDIATELY AFTER IMPLEMENTING MOAB PRINCIPLES RELATED TO PERSONAL SPACE
- DECREASED RESIDENT ON STAFF VIOLENCE
- DECREASED SELF REPORTS TO STATE
- DECREASED CUSTOMER SERVICES ISSUES...MOAB WORKS ON FAMILIES TOO.



# NEVER WAIT FOR IMPROVEMENT

- THE RESULTS OF THE MOAB PRINCIPLES IS THE ENTIRE REASON I WANTED TO DO THIS PRESENTATION.
- GETTING THIS ORGANIZED IS SOMEWHAT TEDIOUS, BUT THE TIME SPENT ON TRAINING MOAB HAS BEEN PAID BACK AND THEN SOME IN THE FACILITIES I OBSERVED USING THESE STRATEGIES
- IT TAKES TIME TO WORK THROUGH STATE REPORTABLES. STAFF RETENTION SUFFERS WHEN STAFF MUST ENDURE AGGRESSION. IF STAFF OR A RESIDENT IS INJURED, THE ADMINISTRATIVE AND FINANCIAL COSTS OF THESE INCIDENTS IS HUGE. THE COST OF POORLY MANAGED AGGRESSION IS LIKELY HIGHER THAN YOU REALIZE

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○ MOAB  
SOUNDS  
GREAT BUT I  
CAN'T SEND  
EVERYONE TO A  
FOUR HOUR  
TRAINING

- NEW MEXICO HAS SOME OF THE TOUGHEST STAFFING CHALLENGES IN THE NATION AND COMMITTING TO A 4 HRS TRAINING IS NOT POSSIBLE FOR EVERY SINGLE STAFF MEMBER IN MANY CASES.
- HAVING YOUR CERTIFIED TRAINERS AND STUDENTS HIGHLY INVOLVED IN THE CARE PLAN PROCESS AND ORIENTATION PROCESS CAN HELP EXPAND UTILIZATION OF THE CORE MOAB PRINCIPLES THROUGHOUT YOUR FACILITY





# HOW CAN WE DO THAT?

- CARE PLAN THAT RESIDENTS SHOWING SIGNS OF AGGRESSION ARE GIVEN PERSONAL SPACE
- CARE PLAN EXAMPLES OF LANGUAGE TO USE WITH RESIDENTS THAT INVOLVE VALIDATING THEIR EMOTIONS
- CARE PLAN SIGNS OR BEHAVIORAL ESCALATION TO WHAT OUT FOR.
  
- WHEN I SAY CARE PLAN I MEAN BOTH CP'S. THE WRITTEN PLAN OF CARE AND THE VERBAL PLAN OF CARE THAT STAFF SHARE. MAKE THESE ITEMS PART OF THE CONVERSATION.

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# PLANT THE SEEDS OF THESE PRINCIPLES

- EVERYONE DOES NOT NEED TO BE MOAB CERTIFIED, BUT THE CERTIFIED STAFF CAN PLANT THE SEEDS OF THE PROGRAM PRINCIPLES. AFTERWARDS, YOU CAN WATCH THE IMPACT OF THIS PROGRAM GROW. THE OUTCOMES ARE EASY TO SEE.
- RECOMMENDATION: TRACK TO DETERMINE THE EFFECTIVENESS OF YOUR MOAB TRAINING AND POSSIBLE NEEDS FOR REFRESHER TRAINING

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# BASELINE MEASURES

- LOOK AT BASELINE MEASURES ON BEHAVIORAL QM'S
- LOOK AT THE TOTAL NUMBER OF AGGRESSION BASED SELF REPORTABLES IN THE 90 DAYS PRECEDING YOUR MOAB TRAINING
- LOOK AT THE AMOUNT OF NEGATIVE FEEDBACK FOR CUSTOMER SERVICE ISSUES. MUCH OF THIS CAN BE AVOIDED IF SITUATIONS ARE PROPERLY DE ESCALATED.




# MEASURING PROGRESS

- REVIEW THOSE MEASURES AGAIN IN 90 DAYS.
  - DETERMINE AREAS THAT HAVE BEEN THE MOST IMPACTED AND THOSE THAT MAY STILL NEED IMPROVEMENT
  - TARGET STAFF THAT MAY BENEFIT FROM RE EDUCATION. HIGHLY RECOMMEND DEVELOPING AN ABBEVIATED RE TRAINING TOOL FOR STAFF THAT IS CERTIFIED AND NEEDS REVIEW FOR RE EDUCATION MATERIALS AS WELL AS CP REVISION AND UPDATES AS INDICATED BY REPORTED MEASURES
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POTENTIAL  
IMPACT ON  
5 STAR

- STAFF RETENTION IS NOW A DRIVER FOR YOU 5 STAR RATING
  - HEALTHCARE STAFF IS 8 TIMES AS LIKELY AS THE AVERAGE WORKER TO EXPERIENCE AN INJURY AS THE RESULT OF AGGRESSION AT THE WORKPLACE
  - STAFF TURNOVER IN HEALTH CARE IS AT ALL TIME HIGHS
  - RESIDENT AND FAMILIES OFTEN LASH OUT AT HEALTHCARE WORKERS DUE TO THEIR OWN STRESS
  - WE MUST GIVE OUR STAFF THE TOOLS TO DEAL WITH THIS OR LOSE THEM.
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- THE HEALTHCARE WORKER LIKELY NEEDS MOAB MORE THAN LAW ENFORCEMENT

- DURING MY TRAINING AS A MOAB INSTRUCTOR, I REVIEWED A LIST OF THINGS THAT CAN CAUSE AGGRESSION. AT THE TRAIN THE TRAINER IN SANTA FE, THE INSTRUCTOR THERE REPORTED THAT LAW ENFORCEMENT IS LOOKING FOR JUST ONE OR TWO OF THESE. HEALTHCARE WORKERS LIKELY SEE INDIVIDUALS EXPERIENCING THESE TRIGGERS AT A HIGHER RATE THAT EVEN LAW ENFORCEMENT.
- SEE THE SLIDE ON THE NEXT PAGE FROM THE MOAB TRAINING


HOW MANY OF  
THESE ARE  
PRESENT AT  
ADMISSION WITH A  
LTC RESIDENT?

## Anxiety Triggers

- Frustration/Anger
- Fear
- Hate
- Disappointment
- Sorrow
- Jealousy
- Psychosis
- Distrust of authority
- Emotionally disturbed
- Losing control





# MANAGING THESE TRIGGERS

- CONSIDER INCLUDING MANAGEMENT OF BEHAVIORS MORE HEAVILY IN YOUR QAPI PROCESS
  - CONSIDER BEHAVIORAL DE ESCALTION AND BEHAVIORAL MANAGEMENT COMMITTEES. IF AGGRESSION IS IMPACTING YOUR FACILITY. CREATE A MOAB COMMITTEE. MODEL IT AFTER YOUR FALL COMMITTEES
  - ALL STAFF DOES NOT HAVE TO BE CERTIFIED, BUT ALL STAFF CAN BE TRAINED IN BASIC PRINCIPLES WITHOUT COPYRIGHT VIOLATIONS.
  - WALK YOUR FACILITY WITH YOUR TRAINER TO REVIEW THE LAY OUT OF COMMON AREAS. COULD SIMPLY RE ARRANGING THE FURNITURE ALLOW FOR PERSONAL SPACE TO SUPPORT BETTER OUTCOMES?
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• LOGISTICS  
○ ON  
TRAINING  
AND  
GETTING  
CREDIT FOR  
CLASS

- ALL INFORMATION ON ORDERING BOOKS IS AVAILABLE IN THE MOAB 1 DAY TRAINING MANUAL PROVIDED AT SANTA FE.
- THE RECORD OF YOUR TRAININGS SHOULD BE RECORDED ON PAGE 151 FROM APPENDIX 8.
- STUDENT REGISTRATION IS ON PAGE 3 OF THE BOOKS YOU MUST OBTAIN FROM MOAB
- STUDENT COURSE EVALUATION IS ON THE LAST PAGE OF THE SAME BOOK. IT IS A TAN PAPERBACK WORKBOOK
- ALL OF THESE ITEMS WILL NEED TO BE COMPLETED AND SENT TO MOAB TO RECEIVE APPROPRIATE CREDIT
- CERTIFICATES CAN BE ORDERED AND ISSUED BY YOUR TRAINEES.



# MOAB'S CONTACT INFORMATION AND INFORMATION FOR SUBMISSION

- MOAB TRAINING INTERNATIONAL,  
INC, PO BOX 460, KULPSVILLE, PA  
19443
- EMAIL:  
[INFO@MOABTRAINING.COM](mailto:INFO@MOABTRAINING.COM)
- Phone: 215-723-2533

RECORDING PARTICIPATION  
IN POINTRIGHT TO GET  
NMVBP CREDIT

- LOG IN TO POINTRIGHT AND GO TO NMVBP P4P AND  
CLICK ON ATTESTATION

# NMVBP

Period:

CY 2022: January - December ▼

Payment

Quality Measures

**Attestation**

Program Information

RECORD THAT THE REQUIREMENT HAS BEEN MET

- YOU WILL NEED TO MEET THE REQUIREMENTS FOR Q2 AND Q4. IF YOU COMPLETE THE Q4 REQUIREMENTS EARLY, RECORD THEM EARLY SO THEY ARE NOT OMITTED LATER IN ERROR. POINTRIGHT WILL SEND INFORMATION TO NMVBP TO ENSURE CREDIT. NOT MOAB

## MOAB® Training Required by Quarter

Please indicate compliance with MOAB® training requirements per quarter

Quarter	MOAB Requirement	Date Completed	Last Edited by
2	Met	04/01/2022	Matthews, Jill 5/23/2022 12:26:14 PM

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## ADDITIONAL RECOMMENDATIONS

- SINCE POINTRIGHT REPORTING IS THE MECHANISM FOR PAYMENT, BASIC RECORDKEEPING ON THE PART OF THE FACILITY IS RECOMMENDED TO SUPPORT PAYMENT AS A BEST PRACTICE
- THIS WOULD INCLUDE:
  - MAINTAIN ALL PROGRAM TRAINING DOCUMENTATION IN A PROGRAM FILE
  - COPYING CERTIFICATES AND ADDING THEM TO BOTH INDIVIDUAL EMPLOYEE FILES AS WELL AS THE PROGRAM FILE.

QUESTIONS??

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