

Caring Communities Risk Management Learning Center Quick Reference Guide

Welcome to the Learning Center User Guide! This guide provides a comprehensive overview of the Learning Center's features and functionalities. You'll learn how to navigate the top navigation bar, refine your searches, and access various types of content. Whether you're new to risk management or looking to refresh your knowledge, this guide will help you make the most of our resources. This guide walks you through the basic functionality of the Learning Center. Check back often as content is regularly added! Mobile Friendly!

There are multiple ways to access the Learning Center depending on your credentials:

Option 1: Accessing the Learning Center via the Member Portal, not the Claims portal (for members who have Member portal credentials)

1. From the caringcomm.org website, select Learning Center button
2. It will bring you to a log in page
3. Self-Identify which category you fall into based on the descriptors for each



Login / Create Account

Please select the appropriate account type.

Please Note: Only employees of Caring Communities Member organizations will be permitted to access to the Learning Center and course materials.

If you currently have access to the Caring Communities Member Portal, you can log in to the Learning Center using the same email and password by clicking the button below.

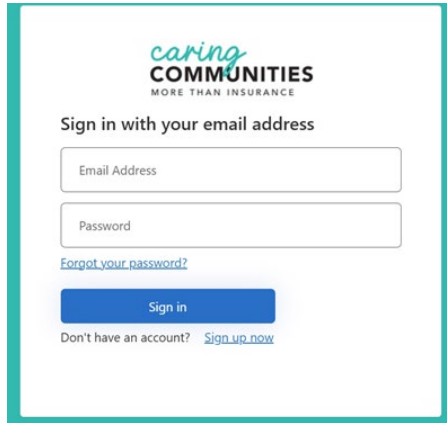
[Single sign on through Member portal ▶](#)

If you do not currently have access to the Caring Communities Member Portal, please enter the site using the 'learning center login' button below. If you have not created an account yet, please click 'create new account' button to create an account. You will receive an email once access is approved.

[Learning Center login ▶](#)

[Create new account ▶](#)

- If you have access to the Caring Communities Member Portal, select the Single Sign on option, where you will log into the Member Portal and be brought to the Learning Center Home Page. Follow the prompts
- If you do not have access to the Caring Communities Member Portal, select Create New Account. Upon review, you will receive an email confirming your access. Once confirmed, you will continue to enter via the Learning Center login button in the future.

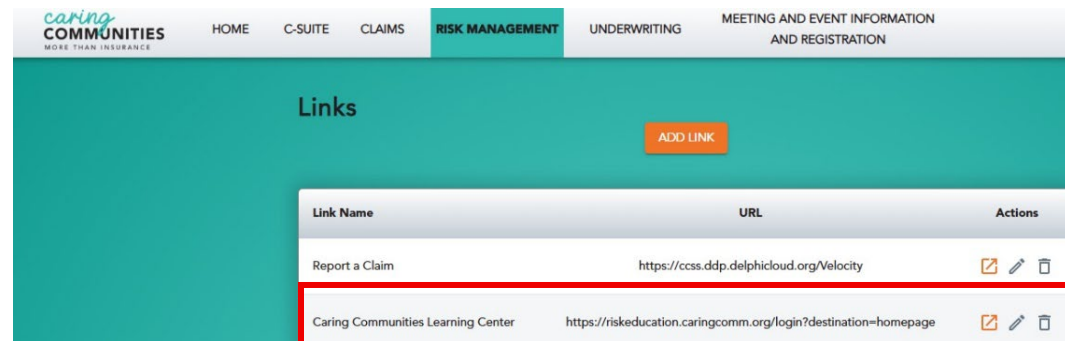


The image shows a login form for the Caring Communities Member Portal. At the top is the logo "caring COMMUNITIES" with the tagline "MORE THAN INSURANCE". Below the logo, it says "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a link "Forgot your password?". At the bottom is a blue "Sign in" button. Below the button is the text "Don't have an account? [Sign up now](#)".

Option 2: Accessing the Learning Center if you do not have access the Caring Communities Member Portal:

URL: riskeducation.caringcomm.org

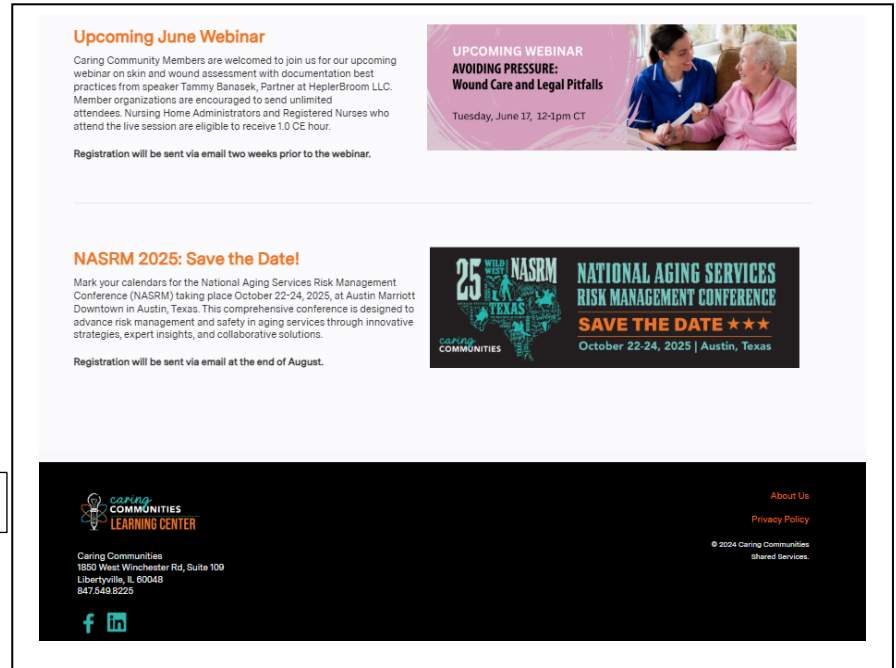
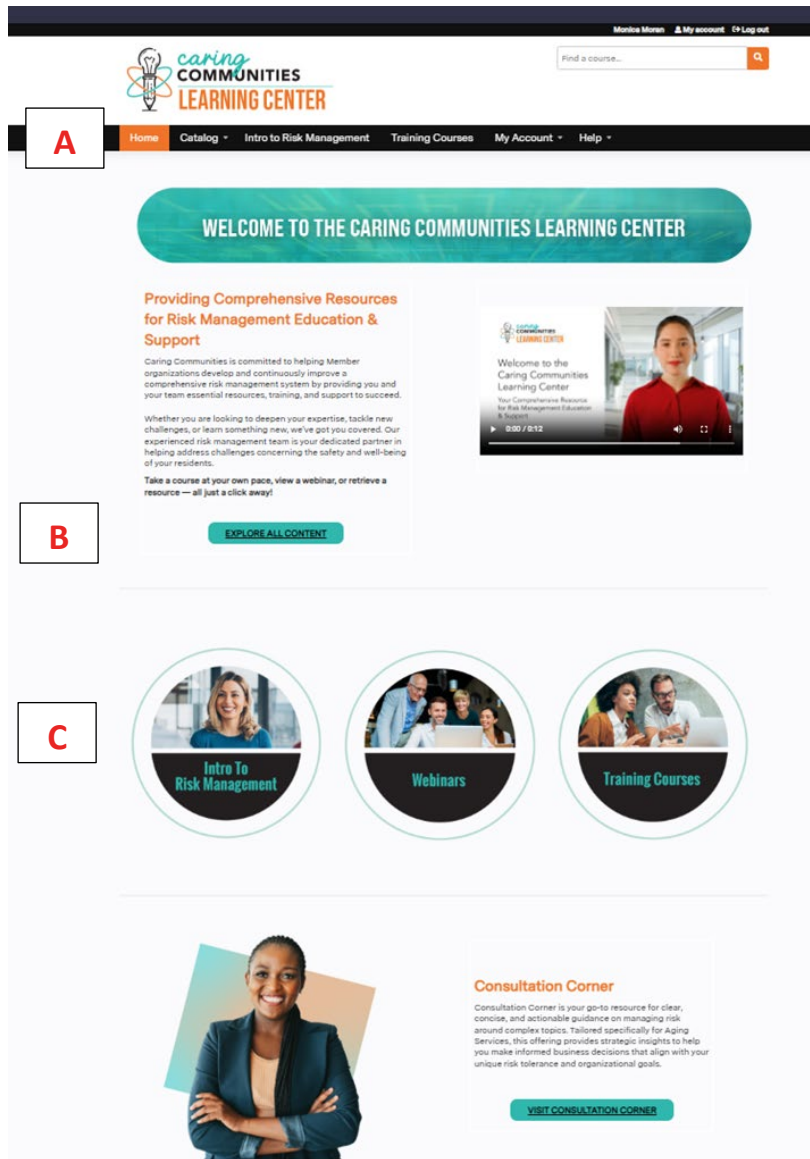
Option 3: If you have access to the Member Portal, you can also access via the Risk Management sub portal> links dropdown



The image shows a screenshot of the Caring Communities Member Portal. The top navigation bar includes the logo "caring COMMUNITIES" and the tagline "MORE THAN INSURANCE". The navigation menu includes "HOME", "C-SUITE", "CLAIMS", "RISK MANAGEMENT" (which is highlighted), "UNDERWRITING", and "MEETING AND EVENT INFORMATION AND REGISTRATION". Below the navigation bar is a section titled "Links" with an "ADD LINK" button. Below the "Links" section is a table with three columns: "Link Name", "URL", and "Actions". The table contains two rows. The first row is "Report a Claim" with the URL "https://ccss.ddp.delphicloud.org/Velocity". The second row is "Caring Communities Learning Center" with the URL "https://riskeducation.caringcomm.org/login?destination=homepage". The second row is highlighted with a red border.

Link Name	URL	Actions
Report a Claim	https://ccss.ddp.delphicloud.org/Velocity	Add Edit Delete
Caring Communities Learning Center	https://riskeducation.caringcomm.org/login?destination=homepage	Add Edit Delete

Navigating the Home Page



- A.** Top Navigation Bar: various ways to view the content. The Catalog, My Account and Help tabs have dropdowns with additional links to content.
- B.** Explore All Content: refine your search by Category or Format
- C.** Alternative way to narrow your choice by Intro to Risk Management, Webinars or Training Courses and Consultation Corner
- D.** Learn about upcoming educational events or Best Practices
- E.** Information About Us, Our Privacy Policy & Social Media

Breaking down the Home Page in more detail

- **Home:** Brings you back to the Home Page
- **Catalog:** Sort the content you want to view by:
 - All content
 - Recorded Webinars
 - Tool Kits
 - Risk Reads and Articles
 - Consultation Corner
- **Intro to Risk Management:** Videos that introduce key aspects of the partnership with Caring Communities and the core principals of risk management. Designed for newly appointed risk management liaisons and those seeing a refresher on risk management fundamentals.
- **Training Courses:** Series of short video courses designed to provide you with foundational to advanced knowledge on various topics. Most video clips are 3-5 minutes in length.
- **My Account:** Here you will find your personal library of completed and pending courses
 - Transcript/My Activities - view completed and Pending courses
 - View - your profile
 - Edit - ability to update your time zone
 - Bookmarks - courses you have bookmarked for a later date
 - Orders - NA
 - Commitments - NA
 - Reported Credit - NA
 - NOTE - No external credits or continuing education (CE) certificates will be awarded through the Learning Center.
- **Help:** This page provides a technical guide on how to create a user account and register for a course.
 - Contact - direct email to the Risk Management Team. You will receive a pop up indicating an email has been sent, but will not receive any additional communication until your question has been addressed
 - How to Use this Site FAQ
- **Webinars:** Archived webinars that have been organized by topic to include the webinar recording and accompanying PowerPoint slides (related resources). Most webinars are approximately 60 minutes.
- **Consultation Corner:** A go-to resource for clear, concise, and actionable guidance on managing risk around complex topics.
- **Educational Events:** Updated frequently with information regarding upcoming events, Check in often!
- **About Us:** Learn more about the Caring Communities Risk Management Team
- **Privacy Policy:** Learn about how we protect your data.
- **Facebook and LinkedIn:** Follow us on Social Media.

Viewing Content

Depending on your interest (Webinar, Training Course, Tool Kit, Risk Read or Consult from Consultation Corner), you can access these formats in various ways from the Home Page. Each format will bring you to a landing page that will provide a brief description of the medium. All hyperlinked items have an option to Go To Course. Selecting this will allow you to view the content whether it is a video or related resources. Each medium you select will be set up as a Course.

Breakdown of each Area

1. Catalog/All Content

- You can refine your search from the right navigation bar by Category or Format based on a topic you are interested in. You can also Find a Course using the Find a course search function. *note if you have checked a category to conduct a search, uncheck it prior to searching another topic.

2. Intro To Risk Management

- The Overview tab will provide an overview of the course
- Take Course will bring you directly to the components that make up the course: videos, related resources, toolkits, etc.
- For this course it is recommended you watch each of the videos in sequential order. You can, however, select the ones you want to watch by selecting the title and selecting Start

The screenshot shows the 'Catalog' page with a navigation bar at the top containing 'Home', 'Catalog', 'Intro to Risk Management', 'Training Courses', 'My Account', and 'Help'. Below the navigation bar, the page is titled 'Courses'. There is a search bar with the placeholder 'Find a course...' and a 'Sort by' dropdown menu set to 'Live event date: sooner-later'. To the right of the search bar is an 'Apply' button. Below the search bar, there are several course cards. The first card is 'CLAIMS MANAGEMENT' with a 'Recorded Webinar' format, titled 'Lifecycle of a Lawsuit', and dated 07/16/23. The second card is 'RISK READS/ARTICLES' with a 'Risk Reads/Articles' format, titled 'Risk Reads & Articles'. The third card is 'HEALTH INFORMATION TECHNOLOGY (HIT) RM' with a 'Recorded Webinar' format, titled 'Managing Social Media Risk, Privacy and Compliance', and dated 01/20/2016. The fourth card is 'EMPLOYMENT PRACTICE LIABILITY (EPLI)' with a 'Recorded Webinar' format, titled 'Maintaining a Direct Relationship with Your Employees', and dated 07/23/2024. The fifth card is 'EMPLOYMENT PRACTICE LIABILITY (EPLI)' with a 'Recorded Webinar' format, titled 'Recent Developments and Ensuring Compliance with Wage and Leave Requirements', and dated 11/24/2020. The sixth card is 'EMPLOYMENT PRACTICE LIABILITY (EPLI)' with a 'Recorded Webinar' format, titled 'The Influence of Nursing Home Culture on Recruiting and Retaining Nursing Staff', and dated 07/16/2022. On the right side of the page, there is a 'Refine by' section with a 'Category' list and a 'Format' list. The 'Category' list includes 'Employment Practice Liability (EPLI) (17)', 'Quality of Care (16)', 'Regulatory Compliance (11)', 'Falls Management (9)', 'Infection Prevention & Control (9)', 'Claims Management (8)', 'Communication (5)', 'Quality Assurance & Performance Improvement (QAPI) (4)', 'Health Information Technology (HIT) RM (3)', 'Medication Administration (3)', 'Miscellaneous (3)', 'Predictive & Reactive Analysis (3)', 'Documentation (2)', 'Marketing (2)', 'Risk Management Foundations (2)', 'Dementia Care (1)', 'Internal Incident & Near Miss Reporting (1)', 'Prescriptives Platform (1)', 'Risk Management 101 (1)', 'Setting Realistic Expectations (1)', and 'Skin & Wound Care (1)'. The 'Format' list includes 'Recorded Webinar (90)', 'Educational Training Videos (41)', and 'Consultation (1)'. There is also a 'Show fewer' button.

Intro to Risk Management

Overview Take course

These videos are curated for newly appointed risk managers and for those who wish to review the foundations of risk management. It features concise videos that introduce the partnership with Caring Communities and the foundational principles of risk management. Each module is crafted to guide you through practical applications, ensuring the development of expertise as you advance.

Risk management involves identifying, assessing, prioritizing, and controlling potential threats to an organization. It provides a framework for making decisions and managing uncertainty to protect and create value. Learning the basics of risk management is crucial for preparing organizations for unexpected events, safeguarding resources, improving decision-making, and contributing to overall stability and success.

The Caring Communities Risk Management program helps organizations identify, assess, and mitigate risks, providing tools and strategies to protect your residents and staff. We offer resources, training, and support to help you excel in the risk management liaison role.

For optimal learning, we recommend viewing the course modules in sequence.

1. Getting Started: New Members & New Risk Management Liaisons
2. The Caring Communities Risk Management Team
3. A Culture of Safety & Just Culture
4. Systems Thinking Overview
5. Foundational Principles of Risk Management
6. What is the Prescriptives Platform?
7. Site Visit Overview

Course opens: 08/29/2024

Course expires: 08/09/2029

Cost: \$0.00

Take course

Bookmark course

3. Webinars

- From the Go to Catalog link on the webinar home page, you can view an archived webinar by Category or Key Word.
- Select the webinar you wish to watch, review the overview and select Take Course.
- For all Webinars, there are also accompanying Power Point slides titled Related Resources that you can pull up to view, print or download.

4. Training Courses

- Training courses are organized by topic. You can skip around to the topic you are interested in learning,
- All of the courses are made up of multiple videos and resources. You can view each video independently by clicking on the hyperlink, or you can view the course in its entirety, by selecting Go to Full Course. If viewing the Full Course, you are still allowed to view each video

Find a course...

Sort by
Price: low-high

Apply

Refine by:
Category

REACTIVE & ROOT CAUSE ANALYSES
Recorded Webinar
Conducting Root Cause Analysis in Aging Services
Reactive & Root Cause Analyses
DATE: 11/16/2021

REGULATORY COMPLIANCE
Recorded Webinar
Defending Your Care Through Documentation
Regulatory Compliance
DATE: 07/19/2016

CLAIMS MANAGEMENT
Recorded Webinar
Preparing for Litigation: Effective Claim Mitigation Techniques
Claims Management
DATE: 09/20/2022

CLAIMS MANAGEMENT
Recorded Webinar
The Corporate Representative: Your Role in Depositions, Mediations, and Trials
Claims Management
DATE: 06/19/2018

CLAIMS MANAGEMENT
Recorded Webinar
Lifecycle of a Lawsuit
Claims Management
DATE: 07/18/23

MISCELLANEOUS
Recorded Webinar
Helping Residents Understand: Evidence-Based Strategies to Communicate Health Information
Miscellaneous

Employment Practice Liability (EPL) (14)
☐ Regulatory Compliance (13)
☐ Miscellaneous (11)
☐ Falls Management (9)
☐ Infection Prevention & Control (9)
☐ Claims Management (3)
☐ Health Information Technology (HIT) RM (3)
☐ Medication Administration (3)
☐ Quality Assurance & Performance Improvement (QAPI) (3)
☐ Reactive & Root Cause Analyses (2)
☐ Risk Management Foundations (2)
☐ Internal Incident & Near Miss Reporting (1)
☐ Marketing (1)
☐ Setting Realistic Expectations (1)

Format
☒ Recorded Webinar

Credit types
☐ California Board of Registered Nursing (1)
☐ Certified Professional in Aging Services Risk Management (1)
☐ NCERS/NAB (1)

Training Courses



The Caring Communities Risk Management team has developed a series of short video courses designed to provide you with foundational to advanced knowledge on various topics. These courses focus on delivering useful, impactful information that is relevant to the risk management system and proactive risk mitigation strategies in aging services. You can access each video individually by selecting its title, or you can complete the full course, which includes all training videos listed under each category. Additionally, all videos and course are available on the course catalog page. To view the course catalog page, please visit [course catalog](#).

Foundations & Philosophy ([Go To Full Course](#))

1. [The Caring Communities Risk Management Team](#)
2. [A Culture of Safety & Just Culture](#)
3. Systems Thinking Overview

Prescriptives Platform ([Go To Full Course](#))

1. What is the Prescriptives Platform?
2. Prescriptive 1 Overview: Foundations of Risk Management
3. Prescriptive 2 Overview: Quality Assurance and Performance Improvement (QAPI) & Continuous Quality Improvement (CQI)
4. Prescriptive 3 Overview: Educational Engagement
5. Prescriptive 4 Overview: Comprehensive Falls Prevention & Management Program & Toolkit
6. Prescriptive 5 Overview: Hazardous Wandering & Elopement Program & Toolkit
7. Prescriptive 6 Overview: Setting Realistic Expectations (GRE) Program & Toolkit
8. Prescriptive 7 Overview: Skilled Nursing (Long Stay & Short Stay) Program & Toolkit
9. Prescriptive 8 Overview: Assisted Living
10. Prescriptive 9 Overview: Independent Living
11. Prescriptives Scoring Explained

Prescriptive 1: Foundations of Risk Management ([Go To Full Course](#))

1. Prescriptive 1 Overview: Foundations of Risk Management

5. Toolkits (found under the Catalog dropdown)

- From the Toolkits landing page, select Go To Course
- Select Take Course
- Click the Toolkit hyperlink you wish to view/download

Toolkits

Overview

Take course



Drawing on comprehensive research into adverse event trends, claims expenses, and insights from industry experts and Member feedback, Caring Communities has developed targeted toolkits. These toolkits are designed to address high-risk areas within your organization, offering practical strategies, best practices, and actionable solutions to reduce the frequency and severity of claims.

To access and download the high-risk toolkits, you must register or directly take the course.

The current list of available toolkits includes:

1. Fall Prevention and Management Toolkit
2. Hazardous Wandering and Elopement Toolkit
3. Purposeful Rounding Toolkit
4. Setting Realistic Expectations Toolkit
5. Short-Stay Toolkit

[← RETURN TO COURSE HOME](#)

Course progress

☐ High-Risk Toolkits

☰

Course Home
Course instructions:
Select the toolkit you wish to read or download.
[Fall Prevention and Management Toolkit](#)
[Hazardous Wandering and Elopement Toolkit](#)
[Purposeful Rounding Toolkit](#)
[Setting Realistic Expectations Toolkit](#)
[Short-Stay Toolkit](#)

[Start course ▶](#)

6. Consultation Corner

- From the Go To Course link found on the Consultation Corner Home Page – Select Take Course
- Select any topic that has a hyper link for viewing or downloading

7. Upcoming events and Best Practice tips

- At the bottom of the home page, please check back often to see upcoming educational events and best practice tips 2

[← RETURN TO COURSE HOME](#)

Course Home

Course instructions:
Please click the link to download the consultation guidance.

- Agency Staff
- Alcohol Consumption (Resident)
- [The Americans with Disabilities Act \(ADA\)](#)
- [Anti-choking Devices](#)
- Apparent Agency
- Artificial Intelligence (AI) in Aging Services
- [Automated External Defibrillator \(AED\) Program](#)
- [Aquatics Safety](#)
- Camera Monitoring (Internal)
- Camera Monitoring (External)
- [Camping Trips \(Independent Living\)](#)
- Chicken Keeping on Campus
- Conversations with Older Drivers
- Difficult Resident Behavior
- [Electric Vehicle \(EV\) Charging](#)
- Employees Serving as a Notary
- Employees Using Personal Cars for Job Duties & Resident Transport
- Evacuation Drills
- The Fair Housing Act
- Family Request to Record Care Plan Meeting
- Family Request to Use Personal Lift Equipment
- Firearm Policies (Resident owned)
- Fleet Safety
- [Financial Exploitation and Fraud](#)
- [Fitness Center Safety](#)
- [Golf Carts on Campus \(Resident Owned\)](#)
- Grab Bars (Resident Installation Request)

Start course ▶

Upcoming July Webinar

Caring Community Members are welcomed to join us for our upcoming webinar on how to effectively prepare for and navigate litigation from speaker Joshua Lauby at Caring Communities. Member organizations are encouraged to send unlimited attendees. Nursing Home Administrators and Registered Nurses who attend the live session are eligible to receive 1.0 CE hour.

Registration will be sent via email two weeks prior to the webinar.

UPCOMING WEBINAR
AVOIDING PRESSURE:
Wound Care and Legal Pitfalls

Tuesday, June 17, 12-1pm CT



NASRM 2025: Save the Date!

Mark your calendars for the National Aging Services Risk Management Conference (NASRM) taking place October 22-24, 2025, at Austin Marriott Downtown in Austin, Texas. This comprehensive conference is designed to advance risk management and safety in aging services through innovative strategies, expert insights, and collaborative solutions.

Registration will be sent via email at the end of August.

25 WILD WEST TEXAS
NASRM
NATIONAL AGING SERVICES RISK MANAGEMENT CONFERENCE
SAVE THE DATE ★★★
October 22-24, 2025 | Austin, Texas



Accessing Content – viewing a Course

All content is organized within courses. Whether you're accessing a webinar, training course, toolkit, consultation corner, prescriptives platform, etc., you will do so through a course.

To get started:

1. Select the course you want to take (webinar, toolkit, training Course, prescriptives Platform, etc)
2. Read the Overview to get a quick summary
3. Click on the Take Course button (orange)
4. Select Start Course
5. If the course includes multiple videos or documents, you can go through them in order or jump to a specific section by clicking on a topic title.

The screenshot displays the 'Prescriptives Platform (Full Course)' interface. At the top, there are two tabs: 'Overview' and 'Take course'. The 'Overview' tab is active, showing a list of 11 topics. To the right, a box contains course details: 'Course opens: 11/08/2024', 'Course expires: 11/02/2029', and 'Cost: \$0.00'. Below this is a red-bordered orange button labeled 'Take course >' and a link 'Bookmark course'. At the bottom, there are two sections: 'Course progress' on the left and 'Course Home' on the right. The 'Course progress' section lists the first four topics with radio buttons. The 'Course Home' section has a 'Course instructions' header and a list of the first nine topics. In the bottom right corner, there is a red-bordered orange button labeled 'Start course >'.

Prescriptives Platform (Full Course)

Overview Take course

The following videos are found within this course.

1. What is the Prescriptives Platform?
2. Prescriptive 1 Overview: Foundations of Risk Management
3. Prescriptive 2 Overview: Quality Assurance and Performance Improvement (QAPI) & Continuous Quality Improvement (CQI)
4. Prescriptive 3 Overview: Educational Engagement
5. Prescriptive 4 Overview: Comprehensive Falls Prevention & Management Program & Toolkit
6. Prescriptive 5 Overview: Hazardous Wandering & Elopement Program & Toolkit
7. Prescriptive 6 Overview: Setting Realistic Expectations (SRE) Program & Toolkit
8. Prescriptive 7 Overview: Skilled Nursing (Long Stay & Short Stay) Program & Toolkit
9. Prescriptive 8 Overview: Assisted Living
10. Prescriptive 9 Overview: Independent Living
11. Prescriptives Scoring Explained

Course opens: 11/08/2024
Course expires: 11/02/2029
Cost: \$0.00

Take course >

Bookmark course

← RETURN TO COURSE HOME

Course progress

- ☐ What is the Prescriptives Platform?
- ☐ Prescriptive 1 Overview: Foundations of Risk Management
- ☐ Prescriptive 2 Overview: Quality Assurance and Performance Improvement (QAPI) & Continuous Quality Improvement (CQI)
- ☐ Prescriptive 3 Overview: Educational Engagement
- ☐ Prescriptive 4 Overview: Comprehensive Falls Prevention & Management

Course Home

Course instructions:
The following videos are found within this course.

1. What is the Prescriptives Platform?
2. Prescriptive 1 Overview: Foundations of Risk Management
3. Prescriptive 2 Overview: Quality Assurance and Performance Improvement (QAPI) & Continuous Quality Improvement (CQI)
4. Prescriptive 3 Overview: Educational Engagement
5. Prescriptive 4 Overview: Comprehensive Falls Prevention & Management Program & Toolkit
6. Prescriptive 5 Overview: Hazardous Wandering & Elopement Program & Toolkit
7. Prescriptive 6 Overview: Setting Realistic Expectations (SRE) Program & Toolkit
8. Prescriptive 7 Overview: Skilled Nursing (Long Stay & Short Stay) Program & Toolkit
9. Prescriptive 8 Overview: Assisted Living

Start course >