

Fall 2010

Creating Top-Notch CNAs, One Inservice At A Time



In^{the}Know

Inservice Guide & Catalog



In the Know, Inc.

www.knowingmore.com

877.809.5515



See inside to find out how your organization can save 25%!

What are In the Know Inservices?

At In the Know, we believe that consistent, quality inservice education is key to retaining good CNAs and keeping turnover rates low. Good inservice education spurs critical thinking, enhances the quality of client care, and encourages professionalism.

All of our inservices are written by registered nurses who have experience in home care, hospice, long term care, hospital nursing, health care management and staff development. We combine factual information with practical tips for effective client care. Graphics, jokes and funny stories are added to make the inservices appealing to the learners – your CNAs!

In the Know inservices are in a **newsletter-style** format and provide **one inservice credit hour** per topic.

How you choose to present the inservice material is up to you! For a couple of suggestions that have worked for our current customers, keep reading...

So many options...

Which one is best for you?

There are many factors that may to the educational needs of your organization. Some of these factors may include size, state regulations, budget, patient population and/or number of CNAs within your facility.

When you place an order with us, one of our helpful associates will be happy to assist you with suggestions to ensure you choose the best option for your organization. Once you receive your package, you will have total flexibility to use your new inservices as you wish *within your physical location*:

- ❖ The **Self-Study Option** allows your aides to learn at their own pace. You avoid the hassle and cost of scheduling inservice meetings. And client care is not interrupted!
- ❖ With the **Group-Study Option**, little to no "prep" time is required! Stimulating discussion questions are provided with each inservice. And, so are engaging activities that spark learning and team building among your employees.



For tips on submitting an order, see the opposite page.

What Our Customers Have to Say:

"Your inservices are wonderful! Our aides love the flexibility of being able to do self-study packets or to come in each month to learn as a group. Thanks again for the great service."

– Peggy B. RN, VP of Nursing
Action Health Staffing

"It is sometimes difficult to find inservice material that is written especially for Nursing Assistants. Your inservices are a lifesaver for me as a Nurse Manager. The nursing assistants are very appreciative of the content and format. Thank you!"

– Teresa B., Nurse Manager
Murphy Medical Center

"What a wonderful way you have provided for our employees to get their required inservices!!! It had been a problem in the past but since we started using your inservices, years and years ago, our employees get their inservice requirements, they learn about a variety of topics, it's easy for us and everyone wins. Thank you!"

– Carolyn S.
Central Penn Nursing Care

Submitting an Order:

Placing an order is easy! Simply do one of the following:

1 Call us toll-free at **877.809.5515** and one of our helpful associated will be happy to assist you!

2 Visit our on-line store to place your order:

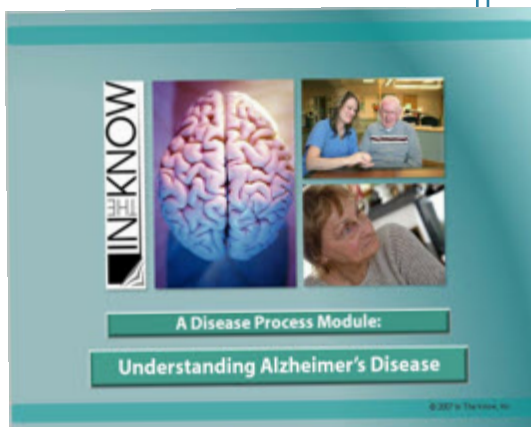
www.knowingmore.com/shop

3 Fill out the enclosed order form and fax it to: **919.490.4808**

4 Mail the enclosed order form to:

In the Know, Inc.
5501 Fortunes Ridge Drive
Suite N
Durham, NC 27713

What are PowerPoint Companions?



Used in conjunction with the full the Know inservice materials, **PowerPoint Companions** provide you with a beautiful visual accompaniment to our "newsletter style" inservices, and help to reinforce the important concepts you're teaching.

To view each colorful, dynamic, eye-catching presentation, you simply pop a CD into your computer—or add a projector and show it on a blank wall or screen. You control the presentation with just the click of a mouse!

-Included in Platinum Membership-
also available individually for only \$14.00

Which inservice plan is right for your organization?

Now introducing... **FOUR** ways to meet the educational needs of your CNAs!

Whichever plan you pick, you can't go wrong. For the best deal, you can enroll in either our **Platinum** or **Gold** Plan and choose 13 topics at once. To take advantage of a *low monthly payment*, try our **Silver** Plan. Or, for *more flexibility*, you can purchase "**PRN**", adding just a topic or two to your library as learning needs arise. Select the option that's best for your organization and start developing top-notch CNAs today!



1. **Platinum Plan: Top Choice with All the Perks Included!**

Choose 12 topics and get a 13th free.
Receive 13 PowerPoint Companions- One for every inservice.
Get all your inservices and PowerPoint Companions at once.
Platinum perks including FREE Updates forever, 25% any additional inservices during your year as a member, *and more!*
Your cost: \$595.00

2. **Gold Plan: Build Your Own Inservice Library**

Choose 12 topics and get a 13th free.
Get all your inservices at once.
Receive a Membership Kit with extras including sign-in sheets and flyers and more!
Your cost: \$468.00

3. **Silver Plan: Easy Monthly Inservices Emailed to Your "In Box"**

Hassle Free!

Get 1 inservice per month.
No selection worries. Our experts choose the topics for you!
Your inservices arrive automatically each month via email!
Your cost: \$28.95/month for Inservice only or \$35.95/month with PowerPoint Companion.

4. **The "PRN" Plan:**

Buy One or More Topics As Needed

Get your inservices as learning needs arise.
Each topic provides 1 hour of CE credit.
Add PowerPoint Companions as desired.
\$48.00/Inservice Topic
\$14.00/PowerPoint Companion

For more information about any of our inservice plans, please feel free to visit our website www.knowingmore.com or call us toll-free at **877.809.5515** and one of our friendly associates will be happy to help!

Take
25% OFF
your initial
purchase of the
PLATINUM or
GOLD plan

A \$1133 Value!

PLATINUM

Top Choice with
All the Perks Included:

Your cost: ~~\$595.00~~

Take
25% OFF

\$446.25!

When you order the Platinum Plan for your organization, you will be part of our most valuable membership for an entire year. When your expiration date is near, you will have total control over whether you choose to renew and receive 12 additional inservice topics for your library. For a complete listing of everything you will receive with the Platinum Plan, keep reading...

"The Inservice Club has helped us keep on track. It's so handy and saves immeasurable time. I don't have to try to do it all myself. It saves money-because time is money."

--Darlene C.
Access Healthcare

As a Platinum customer, you'll have access to all the tools you need to build a top-notch team of CNAs—while saving time and training dollars!

Included in the Platinum Plan:

- 12 CNA Inservices plus a 13th topic for free
- A PowerPoint Companion visual presentation for each topic.
- A Supervisor Toolkit with templates and teaching tips.
- Free inservice updates *forever* for each topic you purchase.
- **25% discount** on additional inservices for one year from initial purchase.
- **25% discount** on any custom health writing—to meet the specific needs of your CNAs. *For example, do you need an inservice on a specific patient lift? Or maybe you need handouts relating to certain workplace policies and procedures? Or could your competency tests for new hires do with some refreshing? In the Know's team of registered nurses would be happy to assist with your specific custom writing needs.*

Please note: Every year you choose to renew your Platinum Plan, you'll receive a larger discount (up to 50% off regular price) and 12 new inservice selections.

Choose between **PAPER** and **CD-ROM** formats.

Payment Methods:

Invoice/Purchase Order, Check or Credit Card.

Have questions? Please call us toll-free at **877.809.5515**



Build Your Own
Annual Inservice Library:

Your cost: ~~\$468.00~~



\$351.00!

A \$639 Value!

As a Gold Plan customer, you'll have a variety of inservice topics at your fingertips to help you increase the knowledge and skill level of your nursing assistants. You'll save time and money while building a team of top-notch CNAs!

GOLD

Included in the Gold Plan:

- 12 inservice topics and get a 13th for free. You'll make your selections from more than 120 available topics, each one written by registered nurses especially for certified nursing assistants.
- A Supervisor Toolkit with templates and teaching tips.
- A chance to get all your inservices at once so that planning your continuing education is a breeze.
- A Gold Discount (**25% off**) for one year from your initial purchase on any In the Know product, including additional inservices, PowerPoint Companions or our CNA Orientation Program.
- **50% discount** on any future updates to your inservice topics.

Please note: Every year you choose to renew your Gold Plan, you'll receive a larger discount (up to 50% off regular price) and 12 new inservice selections.

Choose between **PAPER** and **CD-ROM** formats.

Payment Methods:

Invoice/Purchase Order, Check or Credit Card.

Have questions? Please call us toll-free at **877.809.5515**



At In the Know, we recognize that:

- Nursing paraprofessionals will continue to be the health care occupation most in demand as the U.S. population ages.
- Nursing assistants play a crucial role in a health care team.
- Nursing paraprofessionals have the least amount of pre-employment education of any clinical employees and therefore require effective ongoing on-the-job training.
- A serious difficulty exists in training and retaining a strong nurse aide staff.



SILVER

As a Silver customer, you'll get a full CNA inservice emailed directly to you every month. You'll save time and money while building a team of top-notch CNAs!

Easy Monthly Inservices
Emailed to Your "In Box"

Your cost: **\$28.95/month**

With PowerPoint Companion: **\$35.95/month**

With the Silver Plan, you will:

- Get 1 inservice per month (plus an extra free topic your first month). Each Silver selection has been written or updated within the last 12 months and is emailed to you during the first week of the month.
- Be hassle free by not worrying about which topics to select. Our experts will make the decision for you from among our 120+ topics!
- Enjoy a low monthly payment and NO shipping fees!

In addition, you'll get:

- **FREE:** An additional inservice sent with your first monthly topic.
- **50% discount** on any future updates to your inservice topics.

Email format only. No shipping/handling fees!

Payment Methods: Convenient automatic monthly payment via credit card.
No obligation...you may cancel at any time.

Terms and Conditions

As a Silver Plan customer, you authorize In the Know to bill automatic monthly payments for your In the Know inservice topic to the credit card designated by you during the purchase process (or updated by you at a later date). In return, In the Know will email your inservice topic to the designated email by the end of the first week of every month. **No substitutions are allowed.** Your Silver Plan automatic payments will continue unless we are notified of your desire to cancel by the last day of the current month. If we are not notified by the last day of the current month, the payment for the following month's inservice will be billed to the designated credit card automatically on the 1st day of that month. You may cancel your Silver Plan for any reason, no questions asked.

Call us toll-free at 877.809.5515 M-F 9:00 AM- 5:00 PM (EST)

Hear What CNAs Have to Say About In the Know:

"I liked the Understanding Common Medications inservice. It helped me to understand prescriptions and what to look for in my patient's conditions."

--Earnest B., CNA

In the Know inservices help me do my job better because the information is presented well and provides practical suggestions that can be implemented in the workplace."

--Rene T., CNA

"Actually, I never thought I'd say this but I like the quiz the best. It shows me how much of the material I retained and which areas I'm troubled or confused about. I'm very pleased with this type of inservice. I can read it and take the quiz myself at my own leisure and also have the material to read again if I need a refresher."

--Ann F., CNA

"I like the convenience of being able to learn the material at home and whenever I have time."

--Lisa C., CNA

As a PRN customer, you have complete flexibility! Simply purchase one or more inservices as learning needs arise. You'll save time and money while developing your team of top-notch CNAs!

PRN



Buy One or More
Topics as Needed
Your cost: **\$48.00/each**

With the "PRN" Plan, you can:

- Select one or more In the Know inservices at a time—whatever you require to meet the learning needs of your nursing assistants.
- Add our PowerPoint Companions and/or our CNA Orientation Program, as desired.
- Enjoy discounts on Inservice Multipacks of the 3, 6 or 9 topics of your choice.
- Get **50% discount** on any future updates to your inservice topics.

Choose between PAPER, CD-ROM and EMAIL formats.

Payment Methods:

Invoice/Purchase Order, Check or Credit Card

In the Know has over 120 inservices to choose from, with new and updated topics being added all the time. Not sure which modules are right for you? We'd be happy to assist you in the selection process! Give us a call and we'll provide you with our insight into what topics might be best for your CNAs.

Q&A

Q: What is the difference between "paper" and "CD-ROM" format?

A: If you choose *paper* format, you'll receive each inservice in a plastic protective cover, and from that "master" you can make copies for your aides.

If you choose *CD-ROM* format, we'll put a PDF version of all your inservices on one CD. (With CD-ROM format, you may print out your own copies—in black and white or color, as desired.)

In the Know inservices are written by registered nurses especially for certified nursing assistants.

Q: Do you ever update your inservice topics?

A: Yes. All our inservices are reviewed at least every two years and "freshened up" as necessary. In addition, inservices are updated as new mandates or regulations are released regarding a particular topic. Updated topics have a minimum of 25% new content, a new quiz and additional activities and discussion questions.

Updated inservices are *free* with all Platinum Plan memberships. All other customers who have previously purchased an updated inservice topic will receive 50% off original price.

Q: Can I return an inservice if I don't like it?

A: All of our inservices have a 60 day return policy. We stand behind our inservices with a 100% money back guarantee. Just notify us within 60 days of your purchase to receive a full refund.

Save time and money with In the Know Inservices!

5

Benefits of using In the Know Inservices

1.

Your organization will save education dollars, decrease employee burnout and be in compliance with JCAHO and OSHA standards.

2.

Your educators will save hours each month, provide interesting inservices with minimal preparation and sail through surveys of your staff development program.

3.

Your CNAs will increase inservice compliance, receive current information on pertinent issues and enjoy the flexibility of self-study inservices.

4.

Your CNAs will have easy-to-read handouts to keep for future reference and learn to think critically and apply what they learn to their daily work.

5.

Your clients will receive improved quality of care from well-trained caregivers and have fewer interruptions in care when your CNAs train with the self-study format.

What's Included in our Orientation Program?

Orientation Toolbox: This section gives the trainer invaluable teaching tips, "Quick Look" answer keys for all pre-tests, games, the final quiz and a variety of useful tools for orientation and beyond.

Orientation Instructional Materials: This section contains the instructional "textbook" for the seven orientation lessons. Each lesson has "placeholders" for your organization's related policies and procedures.

CNA Orientation Workbook: This section provides each new employee with his or her own interactive workbook. For each of the seven lessons, the workbook contains a pre-test, a place to take notes and the instructional information— followed by a fun game and "break" suggestion to keep the learner from feeling overwhelmed.

An In the Know Orientation PowerPoint Companion CD: This presentation provides learners with a visual review of the key points of the seven-lesson orientation.

An In the Know Orientation CD: This CD contains PDF's for all the files that make up the Orientation Program.

If this Orientation Program keeps just one employee from leaving, the program will have paid for itself!



A Professional Development Orientation Module: "Getting Off to a Good Start"

In the Know's CNA Orientation Program welcomes new nursing assistants to your organization and helps them feel part of the team. Not only will this program help your new employees feel welcome, it will also help motivate your newly hired CNAs to do their best from day one!

With this Orientation Program, you can expect to provide your nursing assistants with:

- Important information about issues such as professionalism, confidentiality, infection control, quality client care and documentation.
- A definition of their role and your expectations of them.
- **SIX hours of inservice credit.**
- A welcoming environment to help them feel comfortable.

Get Your Nurse Aides Off to a Good Start for Only \$299.00!

Working as Part of a Healthcare Team

Whether you work in a large facility with hundreds of other people or you spend your days working in a private home with just one client, you are part of a **healthcare team**. Every healthcare team is made up of a variety of *disciplines*—such as nursing, physical therapy and social work. **Can you write down some of the team members with whom you must work on a regular basis? We'll get you started with...**



1. PHYSICIANS		14.
2. PHARMACISTS		15.
3.		16.
4.		17.
5.		18.
6.		19.
7.	10.	20.
8.	11.	21.
9.	12,	22.
	13.	



Your Role on the Healthcare Team

You know how hard you work and how much your clients need you. In fact, the entire healthcare team relies on you. Many administrators admit that their workplace would fall apart in a very short time without you...the nursing assistants!

To be the best team player that you can be, keep these important things in mind:

1. Pull your own weight. It's important to remember that everyone on the healthcare team has the *same* goal—to have a positive impact on the client's health and quality of life. However, each member of the team has his or her own responsibilities to help meet this goal. No other team members should expect you to do their job—and you shouldn't expect anyone else to do yours.

2. Stay flexible. At the same time, it's important to be open to *change*. Your assignment may change week to week, from day to day or even from hour to hour. And, when someone asks you to help with a task that's not one of your regular duties, try to avoid saying, "That's not my job."

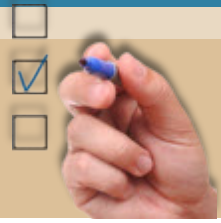
3. Plan your work. At the beginning of your work day, think about the tasks you need to accomplish. Making lists can be a handy way to keep yourself organized.

4. Manage your time. The more organized you are, the better chance you have of completing all your work on time. This means less stress for you—and for the team.



Did you know that when you say, "I love my work!" you reduce your risk of heart disease, high blood pressure and ulcers?

Feel free to use this topic list as a guide when ordering inservices.
For a description of each inservice module below,
please visit our website at www.knowingmore.com.



- A**
- Reporting **Abnormal Observations** **NEW!**
- Understanding **Abuse & Neglect**
- Importance of **Activity for the Elderly** **UPDATED!**
- B**
- Adolescent Growth and Development
- Understanding **Advance Directives**
- The Normal **Aging Process**
- Alzheimer's Disease** **UPDATED!**
- Understanding **Arthritis**
- Being **Assertive**
- Using **Assistive Devices**
- Understanding **Asthma** **UPDATED!**
- Understanding **Autism**
- Common **Autoimmune Diseases** **NEW!**
- C**
- Taking Care of Your **Back**
- Understanding Drug-Resistant **Bacteria**
- Bathing Tips**
- Caring for **Bed Bound Clients**
- Patient **Bill of Rights**
- Understanding **Blood Sugar**
- Brain & Spinal Cord Injuries** **NEW!**
- D**
- Critical Thinking Skills**
- Understanding **Cultural Diversity**
- Customer Service in Health Care**
- Understanding **CVA's** **UPDATED!**
- Understanding **Cystic Fibrosis**
- E**
- Dealing With Family Members** **NEW!**
- Talking About **Death**
- Understanding **Dementia**
- Understanding **Depression**
- Understanding **Diabetes**
- Understanding **Common Diets**
- Dealing With **Difficult/Combative People**
- Dealing With **Dizziness**
- Understanding **Domestic Violence**
- Dressing & Grooming Tips**
- F**
- Emotional Losses in the Elderly**
- End of Life Care** **NEW!**
- Understanding **Epilepsy & Seizures**
- Ethical Dilemmas in Health Care** **UPDATED!**
- Understanding **Eye Disorders**
- G**
- Understanding **Fall Risk Factors**
- Understanding **Fatigue**
- Feeding Your Clients**
- Understanding Health Care **Financing**
- Fire Prevention & Safety** **UPDATED!**
- Basic First Aid Tips** **UPDATED!**
- Fluid & Electrolytes for CNAs** **NEW!**
- Protecting Your Clients During **Flu Season**
- Food Preparation & Safety**
- H**
- Understanding **Common GI Disorders**
- Handwashing**
- All About **Headaches**
- Understanding **Hearing Disorders**
- Understanding **Heart Attacks** **UPDATED!**

- An **H**epatitis C Update
- Understanding **H**IV & AIDS
- H**ome Care Safety Tips **NEW!**
- Understanding **H**ospice **UPDATED!**
- An Overview of the **H**uman Body
- Understanding Basic **H**uman Needs
- The Role of **H**umor in Healing **NEW!**
- Understanding **H**ypertension
- I**
- Handling Incontinence & UTI's
- Working With Infants
- I**nfection Control in Home Care **NEW!**
- An Infection Control Update
- K**
- Understanding **K**idney Disease
- L**
- Legal Issues for Nursing Assistants
- How to Really **L**ove Your Job
- M**
- Meal Time Tips **NEW!**
- M**edical Terminology & Abbreviations
- Understanding **M**edication Administration
- M**en's Health Issues
- Working With the **M**entally Ill **UPDATED!**
- Working With **M**entally Retarded Clients
- Performing **M**outh Care
- Understanding **M**RSA **NEW!**
- Understanding **M**ultiple Sclerosis **UPDATED!**
- N**
- Working with **N**on-Compliant Clients **NEW!**
- Basic **N**utrition & Hydration
- O**
- Caring for **O**rthopedic Clients **NEW!**
- Understanding **O**stomies & Ostomy Care
- O**ver-the-Counter Medications
- P**
- Understanding **P**ain & the Elderly
- Understanding **P**ain Management
- P**arkinson's Disease **UPDATED!**
- P**erineal & Catheter Care
- Personal Safety in the Workplace
- Understanding Common **P**hobias
- Understanding **P**neumonia **NEW!**
- Being a **P**receptor
- Preventing **P**ressure Ulcers **UPDATED!**

- How to **P**rioritize Your Work **NEW!**
- Maintaining a **P**rofessional Distance
- P**rofessionalism & Work Ethic
- Preventing Medical Errors
- Q**
- Q**uality Improvement **UPDATED!**
- R**
- P**assive & Active **R**ange of Motion **UPDATED!**
- R**eporting/Documenting Care **UPDATED!**
- Understanding **R**estraints & Alternatives
- S**
- Understanding **S**chizophrenia **NEW!**
- S**exual Harassment **UPDATED!**
- Understanding **S**leep Disorders
- The Effects of **S**moking
- Understanding **S**pina Bifida
- S**tandard Precautions
- S**tress Management Skills
- Understanding **S**ubstance Abuse
- Understanding **S**uicide **NEW!**
- S**ummer Safety Tips **NEW!**
- What You Should Know About **S**urgery
- The **S**urvey Process **UPDATED!**
- T**
- Working With a **T**eam **UPDATED!**
- T**ime Management Skills **UPDATED!**
- T**oileting Tips **NEW!**
- Performing **S**afe **T**ransfers **UPDATED!**
- Building **T**rust & Confidence with Clients **NEW!**
- A **T**uberculosis Update
- V**
- Common **V**ascular Conditions **NEW!**
- V**iolence in the Workplace **NEW!**
- A **V**ital Signs Update
- W**
- Personal **W**ellness
- W**inter Safety
- W**omen's Health Issues
- How **W**ounds Heal/How to Help **UPDATED!**

At a minimum, all of our topics are reviewed every two years.

www.knowingmore.com
877.809.5515



A Disease Process Module: Understanding Pneumonia

IT'S STILL FRIGHTENING...

Inside This Inservice:

- What is Pneumonia? 2
- Symptoms of Pneumonia 3
- How Do You Get Pneumonia? 4
- A Couple of Case Studies 5
- Some Major Types of Pneumonia 6
- Pneumonia Treatment and Prevention 7
- Tips for Helping Your Client with Pneumonia 8-9
- Frequently Asked Questions

Do you remember the SARS that happened several years ago. SARS stands for *Severe Acute Respiratory Syndrome*. It began in Hong Kong in 2002 and within weeks had spread to almost 40 other countries. In the end, before it was contained, it infected around 8,000 people and killed about 800.

The news media created a sensation—and the United States was not immune. When people came down with SARS, what was this scary disease? *SARS is a form of pneumonia*, an infection of the lungs that has ravaged humankind for thousands of years!

You may think that pneumonia is under control. Many people are not aware of the danger that pneumonia still poses. In the United States, we have the luxury of abundant antibiotics and high quality healthcare. Worldwide, though, pneumonia is still a leading cause of death, especially among children.

To learn how you can prevent pneumonia among your clients, continue reading this inservice.



An X-ray showing evidence of pneumonia

Despite the medical advances in this country, we are home to many pneumonic people, (those who have died from pneumonia) including many celebrities. Some famous folks who have died from pneumonia are Fred Astaire, James Brown, Charles Bronson, President Harrison (one month after taking office), Bernie Mac, Harriet Tubman, Freddie Mercury, Bob Hope and Jim Henson... just to name a few.

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www.intheknow.com

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All other copying or distribution is strictly prohibited.



Does your organization have more than one physical location?

Did you know that you could **save up to 74%** on continuing education for your nurse aides if your locations purchase inservices together?

www.knownowprogram.com

In the Know's **Know Now Program**© is specifically designed to help organizations with multiple locations develop top-notch certified nursing assistants and non-licensed caregivers.

Know Now© provides high quality, detailed inservices—just like the ones in today's order. The inservices are delivered to all of your branches, facilities or locations based on your individual needs.

Significant discounts are provided for clients with multiple locations. The amount of the discount varies based on the number of participating locations and the desired method of delivery (either standard delivery- each inservice ordered is sent to each location or intranet delivery- each inservice purchased is sent to one location where they will be uploaded onto an organization's intranet).

Here's How it Works:

XYZ Healthcare has 35 locations nationwide and wants to purchase **six** inservice topics. The company has an **intranet** and are therefore able to upload files for use across the country (*giving them a 60% discount*).

The cost of a six-inservice multi-pack from In the Know is originally \$252.00. With the **Know Now** discount, they will only pay \$100.80 per office!

"Our Multi-Site membership with In the Know has proven to be a cost effective way to provide our caregivers with top-notch training. Both our caregivers and supervisors love the inservices."

Blake M.
Right At Home

If you would like us to explore this money-saving option with your corporate office, please fill in the following information and fax this sheet to **919-490-4808**.

Company Name: _____

Corporate Contact Name: _____

Corporate Contact Phone: _____ Email: _____



For questions or to place an order, call us toll-free at 877.809.5515 or email:

For home-based care, Maria at: mariaeaston@knowingmore.com

For facility-based care, Evan at: evanleekley@knowingmore.com

Try us Free!

We guarantee that your aides will love our inservices. Give it a shot! **Try us for free** by downloading our popular topic “*Customer Service in Health Care*” at our website www.knowingmore.com. Please use this topic with all of your aides, everywhere.



“I used the Customer Service inservice materials for everyone in our facility including CNAs, nurses, administrative personnel, housekeepers and dining services. The information was well prepared and informative. The employees were impressed by how much they learned about a topic they thought they already knew.”

–Nancy D.
Dunwoody Village

More Rave Reviews!

“We have been using In the Know inservices for a couple of years and love them. They are full of great up to date information. I love the graphics and side notes. They make each inservice interesting and enjoyable. I also appreciate how easy and interesting they are to read. They really hold you attention. Thanks for a great product!

–Teri S.
Latter Days Assisted Living

We love to hear feedback from our customers... Please let us know how your CNAs respond to our inservices!

“Our CNAs like the option of completing self-study inservices as a change from having to come in early or on a day off. I like them because we are a small facility and I wear several hats. Your inservices give me the flexibility I need to meet their training needs and my other obligations.”

–Judith R.
St. Joseph’s Home

“We have used In the Know inservices for our inservice training and have been very pleased with the ease of use and the valuable information taught to our caregivers. Our employees have enjoyed the inservices and the post tests have been well received! Thank you!

–Stephanie
Visiting Angels

“The inservices I have used from In the Know were well prepared, easy to understand and had all the tools I needed with games, questions, and post test. Even the evaluation is included. All required topics are included and each one saves you so much time. I really love using the inservices.”

–Barbara S..
Healthsouth Rehabilitation Hospital

“In the Know inservices are packed with information and written in an easy to read and understand format. The variety of topics is truly amazing. Our CNAs love them!

–Gloria M.
Loomis House