CNA-Q Continuing Professional Development
CPD Calendar 2019
CNA-Q Continuing Professional Development Calendar (2018–2019)

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COLLEGE OF THE NORTH ATLANTIC – QATAR

As Qatar’s premier technical college, College of the North Atlantic – Qatar (CNA–Q) has a special obligation to the students and industry of the State. Our mandate, to provide the best hands-on technical training, is fulfilled by hiring some of the best experienced instructors and taking advantage of industry-standard equipment in our specialized classrooms and laboratories.
CONTINUING PROFESSIONAL DEVELOPMENT (CPD) AT CNA-Q

Accredited by Qatar Council for Healthcare Practitioners – Accreditation Department (QCHP-AD), the College of the North Atlantic – Qatar offers a number of Continuing Professional Development (CPD) activities for the healthcare professionals in the State of Qatar.

MISSION STATEMENT FOR THE CPD PROGRAM

CNA-Q’s Continuing Professional Development (CPD) program will advance professional practice and improve the quality of healthcare in Qatar by delivering relevant, accessible, interactive learning to healthcare professionals.
IN-HOUSE ACTIVITIES

Your journey is as unique as you are. Check out our upcoming activities to enhance your personalized learning journey.

Founded on a core of interactive group based learning objectives, we draw on a range of techniques to create the blend that maximizes opportunities for developing skills and applying learning. All the activities described in this calendar are available to be delivered in-house to your employees on a flexible schedule to respond to your continuing professional development training needs.

If you are not sure which activity is right for you contact our team.
corporate-training@cna-qatar.edu.qa
4495-2111

REGISTRAR’S OFFICE
LOCATED IN BUILDING 1
Regular hours:
Sunday – Thursday
8:00am – 2:00pm
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Website: https://www.cna-qatar.com/cpd/
Phone: 4495-2111
WhatsApp: 3304-2840

Unless otherwise specified, the language of Instruction is English.
American Heart Association (AHA) Advanced Cardiac Life Support (ACLS)

The American Heart Association’s (AHA) Advanced Cardiac Life Support (ACLS) activity has been updated to reflect the 2015 American Heart Association Guidelines Update for CPR and Emergency Cardiovascular Care (2015 AHA Guidelines for CPR and ECC). The activity builds on the foundation of lifesaving Basic Life Support (BLS) skills, emphasizing the importance of continuous, high-quality CPR. This advanced activity highlights the importance of high-performance team dynamics and communication. It focuses on systems of care, recognition and intervention of cardiopulmonary arrest, immediate post-cardiac arrest, acute dysrhythmia, stroke, and acute coronary syndromes. The goal of the Advanced Cardiac Life Support is to improve outcomes for adult patients of cardiac arrest and other cardiopulmonary emergencies through early recognition and interventions by high-performance teams.

Target Audience: Healthcare providers who need ACLS for their clinical duties, including physicians, nurses, paramedics, respiratory therapists, pharmacists and others, as required by their employers

Major Topics:
1. Basic Life Support Skills
2. Respiratory and Cardiac Arrest
3. Peri-arrest Conditions
4. Airway Management
5. Acute Coronary Syndrome (ACS) and Stroke
6. Team Dynamics

Activity Duration: Two days

American Heart Association (AHA) Advanced Cardiac Life Support HeartCode ACLS

The American Heart Association’s (AHA) Advanced Cardiac Life Support (ACLS) activity has been updated to reflect new science reflected in the 2015 American Heart Association Guidelines Update for CPR and Emergency Cardiovascular Care (2015 AHA Guidelines for CPR and ECC). This activity builds on the foundation of lifesaving Basic Life Support (BLS) skills, emphasizing the importance of continuous, high-quality CPR. HeartCode ACLS is the AHA’s blended learning delivery method for the ACLS Activity. Blended learning is a combination of eLearning and traditional studies, in which a student completes part of the activity in a self-directed manner, followed by an in-person, hands-on demonstration of skills’ testing session. In the online portion of the activity which is self-directed learning, students will be presented with a team dynamics lesson and 10 in-hospital patient cases, including a BLS case and 2 Megacode cases. The cases may be repeated as many times as necessary for the student to pass. Upon successful completion of all the patient cases, students will take an online multiple choice exam. The minimum pass mark for this assessment is 84%. Upon successful completion of the HeartCode online portion of the activity, including the activity exam, students will receive a certificate of completion. They must present this certification for entry into an Instructor-led hands-on session. The students must attend an Instructor-led hands-on session with an AHA ACLS Instructor where they will practice and test their Advanced Cardiac Life Support skills to demonstrate proficiency.

Target Audience: Healthcare providers who need ACLS for their clinical duties, including physicians, nurses, paramedics, respiratory therapists, pharmacists and others, as required by their employers

Major Topics:
1. Basic Life Support Skills
2. Recognition and Early Management of Respiratory and Cardiac Arrest
3. Recognition and Early Management of Peri-arrest Conditions
4. Airway Management
5. Management of ACS and Stroke
6. Effective Communication as a Member or Leader of a Resuscitation Team

Activity Duration: One day

Prerequisites: Certificate of completion of HeartCode online self-study
American Heart Association (AHA)
Basic Life Support (BLS)

The American Heart Association’s (AHA) Basic Life Support (BLS) activity provides the foundational knowledge and applied skills for saving lives after a cardiac arrest. This activity teaches basic life support skills for application in both in-facility and prehospital settings. There is a focus on the techniques of providing high-quality CPR, and developing high-performing team dynamics. Content is representative of the latest resuscitation science for improved patient outcomes. Students will learn basic life support techniques through realistic scenarios, simulations, and animations depicting rescuers, teams, and patients.

Target Audience: All healthcare practitioners

Major Topics:
1. Chain of Survival
2. Cardiopulmonary Resuscitation
3. Automated Electrical Defibrillators (AED)
4. Ventilation
5. Foreign Body Obstruction
6. Teamwork in Resuscitation

Activity Duration: One day

American Heart Association (AHA)
Basic Life Support - HeartCode BLS

The American Heart Association’s (AHA) Basic Life Support (BLS) activity provides the foundational knowledge and applied skills for saving lives after a cardiac arrest. This activity teaches basic life support skills for application in both in-facility and prehospital settings. There is a focus on the techniques of providing high-quality CPR, and developing high-performing team dynamics. Content is representative of the latest resuscitation science for improved patient outcomes. Students will learn basic life support techniques through realistic scenarios, simulations, and animations depicting rescuers, teams, and patients. Upon successful completion of the HeartCode online portion of the activity, including the activity exam, students will receive a certificate of completion. They must present this certification for entry into an Instructor-led hands-on session. The students must attend an Instructor-led hands-on session with an AHA BLS Instructor where they will practice and test their Basic Life Support skills to demonstrate proficiency.

Target Audience: All healthcare practitioners

Major Topics:
1. Chain of Survival
2. Cardiopulmonary Resuscitation
3. Automated Electrical Defibrillators (AED)
4. Ventilation
5. Foreign Body Obstruction
6. Teamwork in Resuscitation

Activity Duration: Half day

Prerequisites: Certificate of completion of HeartCode online self-study
CPD ACTIVITIES

American Heart Association (AHA) Pediatric Advanced Life Support (PALS)
The goal of the Pediatric Advanced Life Support (PALS) activity is to improve the quality of care provided to seriously ill or injured children, resulting in improved medical outcomes. This classroom-based, instructor-led activity teaches the important concepts of a systematic approach related to pediatric advanced life support.

The PALS activity is conducted by an American Heart Association (AHA) PALS Instructor in a classroom setting, supported by video. The activity uses a series of simulated pediatric emergencies to reinforce the important concepts of a systematic approach to pediatric assessment, basic life support, PALS treatment algorithms, effective resuscitation, and team dynamics.

The activity offers life-like skills animations, team dynamics role play, and scenarios appropriate to different types of providers (pre-hospital and in-hospital). During the activity, skills are taught in a combination of large-group sessions with videos and through instructor direction, and in small-group learning and testing stations using case-based scenarios with a mannequin and instructor feedback. During skills practice and testing, students are required to function as both a team leader and a team member to learn team dynamics. The activity is designed to include both the cognitive portion of training and the psychomotor component of thorough skills practice and testing.

Target Audience: All healthcare practitioners

Major Topics:
1. Basic Life Support Skills
2. Recognition and Early Management of Cardiac Arrest
3. Systematic Approach to Pediatric Assessment
4. Respiratory Distress and Failure
5. Airway Management
6. Advanced Airway Placement
7. Pediatric Shock
8. Pediatric Arrhythmias
9. Post Cardiac Arrest Care
10. Team Dynamics

Activity Duration: Two days

American Heart Association (AHA) Pediatric Advanced Life Support - HeartCode PALS

HeartCode Pediatric Advanced Life Support PALS is a blended learning delivery method that uses a series of videos and simulated pediatric emergencies to reinforce the important concepts of a systematic approach to pediatric assessment, basic life support, PALS treatment algorithms, effective resuscitation, and team dynamics.

The goal of the HeartCode PALS activity is to improve the quality of care provided to seriously ill or injured children, resulting in improved health outcomes. Upon successful completion of the HeartCode online portion of the activity, including the activity exam, students will receive a printable certificate of HeartCode online completion. They must present this HeartCode PALS online certification for entry into an instructor-led hands-on session. The students will attend an instructor-led hands-on session with an American Heart Association Basic Life Supports (AHA BLS) instructor where they will practice and test their Heartcode PALS skills to demonstrate proficiency.

Target Audience: Healthcare providers who need PALS for their clinical duties, including physicians, nurses, paramedics, respiratory therapists, pharmacists and others, as required by their employers

Major Topics:
1. Basic Life Support Skills
2. Recognition and Early Management of Cardiac Arrest
3. Systematic Approach to Pediatric Assessment
4. Respiratory Distress and Failure
5. Airway Management
6. Advanced Airway Placement
7. Pediatric Shock
8. Pediatric Arrhythmias
9. Post Cardiac Arrest Care
10. Team Dynamics

Activity Duration: One days

Prerequisites: Certificate of completion of HeartCode PALS online self-study
**Basic Principles of Healthcare Ethics**

This is an introductory activity in health care ethics that will examine basic principles of health care ethics and workplace issues. Participants will learn through lectures, selected readings and discussions.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. Basic Principles of Health Care Ethics

**Activity Duration:** 3 hours

**Building Trust in Healthcare Setting**

Students will discuss techniques for building trust and the importance of establishing trust within a health care setting.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. Building Trust

**Activity Duration:** 3 hours

**Cardiovascular System**

This activity is designed to provide students with an overview of the anatomy and physiology of cardiovascular system. They will learn about the functions of cardiovascular system, the structure of the heart, and the vessels and the blood supply of the heart. They will learn about the conduction system and the systemic and pulmonary circulation of the heart. They will be able to determine normal and abnormal heart functioning. They will examine heart sounds, pulse, blood pressure to determine cardiac function.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. Cardiovascular System Overview
2. Blood Circulation
3. The Cardiac Cycle

**Activity Duration:** 4 hours
CPD ACTIVITIES

Communications in Healthcare
This activity is designed to provide students with an overview of the core components of communication in a health care environment. Students will be introduced to elements of communication, as well as characteristics of effective communication.

Target Audience: All healthcare practitioners

Major Topics:
1. Elements of Communication
2. Effective Communication

Activity Duration: 5 hours

Confidentiality and Management of Healthcare Information
This is an introductory activity in healthcare ethics and workplace issues. Through activity content, lectures, selected readings and student discussion, confidentiality and health information management will be examined and applied to current issues that arise in healthcare.

Target Audience: All healthcare practitioners

Major Topics:
1. Confidentiality
2. Management of Healthcare Information

Activity Duration: 3 hours

Conflict Management in Health Care
This activity will focus on different types of conflict, methods of conflict resolution, and strategies for dealing with challenging behavior.

Target Audience: All healthcare practitioners

Major Topics:
1. Conflict Management

Activity Duration: 3 hours
**CPD ACTIVITIES**

**Dental Health Education and Preventive Care**

This activity is designed to promote skills in assessing dental health education needs, creating lesson plans, and implementing teaching strategies. These skills will be beneficial to the dental professional in delivering educational presentations to both community groups and professional practices. This activity offers dental educators an opportunity to demonstrate and improve their interpersonal and communication skills while roleplaying and participating in teaching activities.

**Target Audience:** All oral healthcare practitioners

**Major Topics:**
1. Introduction to Preventive Dentistry
2. Dental Health Education and Preventive Care
3. Interpersonal Skills
4. Teaching Aids

**Activity Duration:** 6 hours

**Dental Hygiene Instrumentation**

This activity is designed to teach the fundamentals of hygiene instrumentation function and usage to dental practitioners who provide dental hygiene services to their patients. Dental practitioners will demonstrate the professional and proficient knowledge of dental hygiene instruments through their practical usage. Participants will practice the correct angulation, insertion and instrument strokes for hygiene tools. The dental practitioners will demonstrate applied skills for the use of hygiene instruments through real-time simulations.

**Target Audience:** Dental practitioners

**Major Topics:**
1. Fundamentals of Dental Hygiene Instruments
2. Dental Hygiene Skills Practice

**Activity Duration:** 7 hours

**Diabetes and Ramadan**

This Continuous Professional Development activity is designed to provide healthcare practitioners with an understanding of best practices and guidelines for managing diabetes during the month of Ramadan in Muslim patients who are religiously observant and refrain from food, liquids and medication during sunlight hours. Topics include the pathophysiology of fasting, risks, and the significance of pre- and post- Ramadan supervision of patients with diabetes.

**Target Audience:** Health care professionals involved in the care of patients with diabetes

**Major Topics:**
1. Pathophysiology and Risks of Fasting in Patients with Diabetes
2. Managing and Supervising Patients with Diabetes in Ramadan

**Activity Duration:** 3 hours
**Disorders of Cardiovascular System**

This activity is designed to teach healthcare professionals the fundamentals of disorders of the cardiovascular system. Cardiovascular diseases are the leading cause of death, however most of the complications of these diseases are preventable or can be controlled by proper life style management and treatment. By learning about the structure and functions of the cardiovascular system and the specific disorders of the cardiovascular system, healthcare practitioners can develop a stronger awareness of these serious diseases, and be better able to aid patients to decrease their related morbidity and mortality.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. Structure and Functions of Cardiovascular System
2. Diseases of Cardiovascular System and their Complications

**Activity Duration:** 4 hours

**Ergonomics in Health Care**

This activity introduces students to the techniques involved in assessing the interface between workers and their machines, tasks, tools and equipment in a health care environment. Ten ergonomic principles will be reviewed and applied to various work examples.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. Ten Principles of Ergonomics
2. Lifting and Transferring

**Activity Duration:** 4 hours

**Canadian Red Cross - Emergency First Aid**

Basic First Aid & CPR techniques taught in an interactive environment for individuals who want an overview of First Aid & CPR for the workplace or home. The activity covers skills needed to recognize, prevent and respond to cardiovascular emergencies for adults and children, CPR Level C, AED and other topics such as choking, airway and breathing emergencies, and prevention of disease transmission.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. The Red Cross
2. Preparing to Respond
3. The Emergency Medical Services System
4. Check, Call, Care
5. Airway Emergencies
6. Breathing and Circulation Emergencies
7. First Aid for Respiratory and Cardiac Arrest

**Activity Duration:** 8 hours

**Emotional Intelligence in the Workplace**

Throughout this activity, healthcare practitioners will become acquainted with the principles and applications of emotional intelligence (EI). Participants will explore self-awareness and develop strategies to regulate their own emotions. The participants will learn to distinguish the difference between emotional quotient (EQ) and intelligence quotient (IQ). Participants will relate emotional intelligence to the workplace and discover how practicing emotional intelligence can increase one's ability to make good decisions, build relationships, and manage social interactions and difficult situations.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. Emotional Intelligence Principles
2. Emotional Intelligence Application

**Activity Duration:** 6 hours
Health and Wellness for Healthcare Practitioners

This activity is designed to review the basics of health and wellness in order to empower healthcare practitioners to improve their health status and the health status of others. Attendees will review the fundamentals of nutrition and exercise, and the role both play in improving health and wellness. Additionally, attendees will review common mental health concerns and learn techniques that help in the management of stress. At the end of this activity, attendees will be able to develop a plan that can help them make lifestyle adjustments aimed at achieving improved health status.

Target Audience: All healthcare practitioners

Major Topics:
1. Introduction to Health and Wellness
2. Body Composition and Nutrition
3. Physical Activity
4. Stress and Mental Health
5. Lifestyle Changes for Health, Wellness, and Fitness

Activity Duration: 7 hours

Infection Control

This activity focuses on the best practices of infection control. Students will review ways to prevent the spread of infectious diseases. They will learn how to break the link in the chain of infection. Students will become familiar with best practices for cleaning, disinfection, and waste disposal.

Target Audience: All healthcare practitioners

Major Topics:
1. Chain of Infection
2. Cleaning and Disinfection
3. Waste Disposal

Activity Duration: 3 hours

Honesty and Research Ethics

This activity is designed to provide students with a basic understanding of medical research as it pertains to honesty and research ethics. The learner will describe the role of ethics in research as well as the importance of confidentiality, and consent. They will also learn appropriate citation processes.

Target Audience: All healthcare practitioners

Major Topics:
1. Honesty and Research Ethics

Activity Duration: 4 hours

Instructional Skills Workshop (ISW)

The Instructional Skills Workshop (ISW) provides participants with the opportunity to learn about the importance of instructional design to the teaching and learning processes. Students will learn to design, deliver and evaluate three short (10 minute) mini-lessons following the ISW model. Participants will use a variety of educational strategies and techniques while they present content in a clear, enthusiastic and interactive manner. They will also provide useful feedback to other activity participants at the end of each lesson. The Instructional Skills Workshop (ISW) has been proven to be highly effective in increasing instructional skills for activity participants.

Target Audience: All healthcare practitioners

Major Topics:
1. Supporting the Teaching and Learning Processes
2. Lesson Designs
3. Enhancing Teaching and Learning via the Instructional Skills Workshop Process
4. Demonstrating ISW Techniques
5. Giving and Receiving Feedback

Activity Duration: 24 hours
CPD ACTIVITIES

Introduction to ECGs
This activity is designed to promote practitioners’ skills in reading and interpreting ECG rhythms. Students will learn about electrophysiology, gain a basic understanding of waves and measures and learn the key steps in analyzing ECG rhythms. They will learn about lethal arrhythmias and to recognize shockable rhythms. These fundamental ECG skills are beneficial for medical professionals.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. Electrophysiology
2. Waves and Measures
3. Analyzing ECG Rhythm Strips
4. Shockable Rhythms

**Activity Duration:** 4 hours

Management of Hypertension in Patients with Diabetes
This activity addresses the management of hypertension in individuals with type 1 and type 2 diabetes. Participants in this activity will have the opportunity to study the pathogenesis of hypertension, as well as the assessment and treatment strategies for the condition in patients with diabetes.

**Target Audience:** Health care professionals involved in the care of patients with diabetes

**Major Topics:**
1. Incidence, Prevalence and Pathogenesis of Hypertension
2. Managing Hypertension
3. Goal Blood Pressure
4. Approach to and Benefits of Lowering Blood Pressure in Special Populations
5. Complementary and Combination Pharmacological Therapies

**Activity Duration:** 4 hours

Medical Terminology
This activity is designed to provide students with an overview of best practices for approaching medical terminology. Students will gain an understanding of how to interpret medical terminology used specifically within healthcare settings. Students will be introduced to elements of the language of medicine, the history of medical terminology, the components of medical words, and atypical medical words. Students will learn to analyze the importance of root words, suffixes and prefixes to garner meaning of medical terminology. Word theory will be learned and reinforced with practical application so allow students to develop skills with regards to medical terminology.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. The Language of Medicine
2. History of Medical Terminology
3. Components of Medical Words

**Activity Duration:** 3 hours

Nutrition Counselling for Dental Health
This activity is designed to provide students with an overview of best practices for dental professionals with regards to nutritional counselling. Practitioners will learn about nutrition and health, nutrients, Canada’s Food Guide, and oral health. Learners will acquire methods to improve patients’ oral health via diet analysis and nutritional counselling. Though the promotion of healthy eating, practitioners will learn to promote patient oral healthcare.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. Nutrition and Health
2. Nutrients
3. Canada’s Food Guide 4.0 Oral Health
4. Nutrition Counselling

**Activity Duration:** 3 hours
**Occupational Health and Safety Committees**

Occupational Health and Safety Committees (OHSC) promote health and safety awareness in the workplace by helping to create a positive health and safety culture through their involvement with Occupational Health and Safety programs and policies. This training will assist the OHSC in becoming aware of the roles they play.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. Occupational Health and Safety Basics
2. Internal Responsibility System (IRS)
3. Essentials of OHS Committees
4. Hazard Recognition, Evaluation and Control
5. Workplace Inspections
6. Accident and Incident Investigations
7. Components of an Effective OHS Committee
8. Making OHS Committees Effective

**Activity Duration:** 12 hours

**Overview of the Eye and Related Diseases**

Through this course, the participants will gain an overall understanding of the anatomy of the eyeball and its associated structures. As well, they will learn the physiology of the visual pathway of the eye. Participants will become familiar with comprehensive eye examinations and the necessary measures to maintain a good eye health. The course will help participants learn the symptoms related to various eye diseases and to identify those eye disorders which require urgent intervention. An overview of about twenty eye diseases will be covered in this course with an in-depth focus on glaucoma, conjunctivitis, cataracts, refractive errors, and age-related macular degeneration.

**Target Audience:** Optometrists; Nurses; Pharmacists; Physicians

**Major Topics:**
1. Structure and Functions of Cardiovascular System
2. Diseases of Cardiovascular System and their Complications

**Activity Duration:** 6 hours

**Pain Management**

This activity addresses the common types of pain that are managed within the healthcare setting. Participants will have the opportunity to study the pathology of common types of pain, as well as the techniques used in the assessment and management of pain. Special emphasis will be placed on managing pain using pharmacological agents, including narcotics and non-narcotics.

**Target Audience:** Physicians, Nurses and Pharmacists

**Major Topics:**
1. Overview of Pain
2. Assessment of Pain
3. Management of Pain

**Activity Duration:** 4 hours
CPD ACTIVITIES

**Principles of Occupational Health and Safety**

This activity introduces healthcare practitioners to the basic principles of Occupational Health and Safety (OH&S). Healthcare practitioners will gain knowledge and applied skills to minimize the risk of occupational injuries within their medical practices. Topics include: sources and techniques for hazard identification, risk assessment, and risk control.

**Target Audience:** All healthcare practitioners

**Major Topics:**
2. Occupational Health and Safety Standards
3. Hazard Identification, Risk Assessment and Risk Control

**Activity Duration:** 3 hours

**Promoting Empathetic Behavior in Healthcare**

This activity will teach practitioners the basic components of developing and using the skill associated with empathetic behavior within healthcare settings. Research regarding empathy within healthcare settings will be analyzed in reference to current healthcare practice. Practitioners will learn about empathy, its barriers, and benefits to empathy. They will practice ways to demonstrate empathetic behavior through modeling techniques. Through theory and experiential learning, the practitioners will gain an understanding of the therapeutic benefits of empathy with regards to healthcare.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. Overview of Empathy
2. Barriers to Empathy
3. Benefits of Empathy
4. Demonstrating Empathy
5. Therapeutic Benefits of Empathy to Healthcare Settings
6. Modeling Empathetic Behaviors in Healthcare

**Activity Duration:** 6 hours
**Radiographic Image Analysis Guidelines**

In this activity, practitioners will define and discuss the importance of Image Analysis, as well as identify the characteristics of optimal radiographic projections. They will assess radiographic images to identify and describe common radiographic characteristics of sub-optimal images using an image analysis checklist and discuss techniques to correct common radiographic errors.

**Target Audience:** Radiographers (beginner, intermediate, advanced)

**Major Topics:**
1. Image Analysis
2. Optimal Radiographic Images
3. Radiographic Image Artifacts

**Activity Duration:** 4 hours

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**Resolving Conflict with Others**

This activity is designed to provide students with an overview of conflict management specifically within workplace settings. Students will be introduced to the key elements of conflict management, as well as the fundamentals of professional and self-help mediation. Students will analyze the importance of the structure of conflict, the nature of conflict, mediation processes, rules of dialogue, the cycle of conflict, the costs of conflict within the workplace, and the use of mediation when it comes to effective conflict management. Students will learn to use successful conflict conversations as a tool to manage conflict.

**Target Audience:** All healthcare practitioners

**Major Topics:**
1. Conflict Management Systems
2. Professional and Self-help Mediation
3. Essential Process of Mediation
4. Workplace Conflict
5. Successful Conflict Conversations

**Activity Duration:** 6 hours
CPD ACTIVITIES

Team Resource Management
This activity is designed to provide students with an overview of teamwork management specifically within healthcare emergency settings. Students will be introduced to elements of teamwork management, as well as characteristics of effective leadership in emergency situations. Students will also analyze the importance of situational awareness, effective communication, leadership skills, and human factors when it comes to effective teamwork management.

Target Audience: All healthcare practitioners

Major Topics:
1. Elements of Effective Teamwork
2. Situational Awareness
3. Effective Communication
4. Leadership
5. Human Factors

Activity Duration: 4 hours

The Lymphatic System
This activity is designed to enable healthcare practitioners to acquire a comprehensive knowledge of gross anatomy and physiology of the Lymphatic System. In addition, healthcare practitioners will gain an understanding of the general principles of pathophysiology and the immune response, and common diseases related to the lymphatic system.

Target Audience: All healthcare practitioners

Major Topics:
The Lymphatic System
The Immune Response
Diseases of the Lymphatic System

Activity Duration: 3 hours

The Research Approach
This activity is designed to provide students with a basic understanding of medical research methodologies. Focus of the activity will be on students developing best-practice guidelines to analyze research components and apply practical skills to research approaches. Students will gain an appreciation for the value of research within their medical occupations.

Target Audience: All healthcare practitioners

Major Topics:
1. What is Research?
2. The Scientific Method in Research
3. The Research Problem
4. Formulating the Hypotheses
5. Collection of Data
6. Analysis of Data
7. Statement of Conclusions
8. Indicators of Good Research
9. Quantitative Research
10. Qualitative Research
11. Research in Professional Practice

Activity Duration: 6 hours
CPD ACTIVITIES

Time Management Workshop
This activity teaches healthcare professionals the basic elements of effective time management. It introduces the tools and techniques to maximize effectiveness, minimize wasted time, and control productivity. Participants learn skills to work more efficiently and use time better. Healthcare professionals will develop skills to prioritize and schedule time for maximum impact. They will practice developing and maintaining focus on achieving specific goals. They will examine strategies to analyze their current time management practices and learn to develop approaches for improvement.

Target Audience: All healthcare practitioners

Major Topics:
1. Setting Goals
2. Prioritizing
3. Managing Interruptions
4. Scheduling
5. Procrastination

Activity Duration: 3 hours

Venipuncture and Laboratory Analysis
This activity reviews best practice guidelines for the collection of laboratory specimens by venipuncture. Topics include: safety for the phlebotomist and the patient, aseptic techniques, and factors that influence the qualities of the blood sample collected.

Target Audience: All healthcare practitioners

Major Topics:
1. Recommended Procedures
2. Laboratory Values
3. Complications
4. Standard Precautions
5. Standard Operating Procedures

Activity Duration: 5 hours
PRICING INFORMATION AND ACTIVITY FEES

All activity fees are to be paid in advance and must be included with your registration. The preferred method of registration and payment is online at https://www.cna-qatar.com/corpa with VISA or MasterCard. However, fees may also be paid with credit card, debit card or by cash in person at the registrar’s office.

REGISTRATION INFORMATION AND CONDITIONS
Registration can be completed online or in person.

REGISTER ONLINE
Corporate Services offers an Online Payment Service, CORPA. It offers a simple, easy user interface and secure full payment integration.

To register online, visit our website at https://www.cna-qatar.com/corpa/login

REGISTER IN PERSON
To submit your application or to make a payment, please visit our Registrar’s Office.
Registrar’s Office - Located in Building 1

Regular hours:
Sunday – Thursday
8:00am – 2:00pm

There are National and College holidays throughout the year. Please call ahead or check our website for updated registration information.

Call: 4495-2003 or 4495-2005 or WhatsApp: 3304-2840

www.cna-qatar.com

A valid Qatari ID is required.
Cash, Debit and Credit Cards are accepted.

LOCATIONS
CNA-Q’s CPD activities will take place at the CNA-Q campus in Duhail, located adjacent to Qatar University (unless otherwise specified).

College of the North Atlantic – Qatar
Al Tarfa, Jelaiah Street
Duhail North
P.O. Box 24449
Doha, Qatar
CANCELLATION OF ACTIVITY BY CNA–Q

All activities are subject to sufficient enrollment of participants. Registrants will be notified by email of activities cancellation and may enroll in an alternate activities (subject to availability) or may receive a refund via cheque.

REFUNDS & SUBSTITUTIONS

Full refunds may be obtained up to 6 business days before the activity start date. In the case of American Heart Association (AHA) activities, the learner must notify Corporate Services of their intention to withdraw or cancel at least 15 business days prior to the start of the activity.

No refund will be given if the participant fails to attend the activity, nor if the participant withdraws from the activity at any stage for any reason including illness, once the activity has commenced.

If a participant cannot attend their enrolled activity, they may nominate a substitute to attend in their place. Requests must be submitted in advance and will be reviewed on an individual basis, based on participant experience, qualifications and lead time needed for any program pre-work. All participant substitutions are subject to the sole discretion of the CNAQ Corporate Services team.

Joining instructions will be emailed to the registrants prior to the activity start date. If you do not receive an email two days prior to the activity date, please contact the Corporate Services office at 4495 2111.

TRAINING MATERIAL

Unless otherwise specified, all training material will be distributed in the classroom.

Training material for American Heart Association (AHA) blended activities require online learning prior to the start of the class. In this case, you will receive a web link for the required online learning which must be completed before class time. AHA textbooks must be purchased, at the time of registration, from our bookstore located in building 6.

SCHEDULE OF ACTIVITIES

To view CPD Calendar, visit our website at:
https://www.cna-qatar.com/CorporateServices/Documents/CPDCalendar.pdf