

# CERTIFIED HOMECARE CONSULTING MEDICAL TRAINING AGENDA



# DAY ONE

## 8:00 AM TO 8:30 AM REGISTRATION

## 8:30 AM TO 9:30 AM

- WELCOME TO CERTIFIED HOME CARE CONSULTING'S MEDICAL TRAINING
- STRATEGIC PARTNERSHIP ALLIANCE
- OVERVIEW OF CERTIFIED HOME CARE CONSULTING
- PROGRAMS AND OFFERINGS.
- EMPOWERMENT
- INTRODUCTION TO HOME HEALTH CARE MEDICAL TRAINING PROGRAM
- REVIEW OF DAILY AGENDA AND FACILITY WITH LIVE TRAINING

## 9:30 AM TO 10:45 AM

- MISSION STATEMENT AND PHILOSOPHY
- ORGANIZATIONAL STRUCTURE
- OVERVIEW OF CORPORATE COMPLIANCE
- ESTABLISHING A CORPORATE COMPLIANCE PROGRAM
- BASICS OF COMPLIANCE PROGRAM
- KEY ELEMENTS FOR A SUCCESSFUL PROGRAM
- INTERNAL MONITORING AND AUDITING
- INTERNAL REPORTING PROCESS
- ENSURING COMPLIANCE WITH PROGRAM
- IMPLEMENTATION OF PLAN
- AFFORDABLE CARE ACT
- ROLE OF COMPLIANCE OFFICER
- CORPORATE COMPLIANCE COMMITTEE/SPECIFIC TOPICS
- FEDERAL LAWS AND REGULATIONS COMPLIANCE
- LICENSING REQUIREMENTS (STATE AND FEDERAL)
- ACCREDITATION PROCESS (TJC, CHAP, ACHC)
- INTRODUCTION TO MANUALS AND OTHER INFORMATION.

## 10:45 AM TO 11:00 AM BREAK

## 11:00 AM TO 12:30 PM

- ANNUAL EVALUATION PROCESS
- ANNUAL DISCLOSURE OF OWNERSHIP INTEREST
- CONFLICT OF INTEREST
- COLLABORATION WITH COMMUNITY PROVIDERS
- CONTRACTING SERVICES/OVERSIGHT
- BUSINESS ASSOCIATE AGREEMENT
- ETHICAL BUSINESS PRACTICE
- ADMINISTRATOR CONTRACT OVERSIGHT

## 12:30 PM TO 1:30 PM

## LUNCH BREAK

## 1:30 PM TO 3:30 PM

### REVIEW OF COMPANY STRUCTURE/COMMITTEES

- GOVERNING BODY/BOARD
- BUDGET COMMITTEE
- QA ADVISORY GROUP
- QUALITY ASSURANCE
- CORPORATE COMPLIANCE
- ETHICS
- OFFICE MANAGEMENT
- SAFETY/FEEDBACK
- CUSTOMER SATISFACTION FEEDBACK
- CLINICAL MANAGEMENT
- CLINICAL RECORD REVIEW
- CLINICAL OUTCOMES
- INFECTION CONTROL COMMITTEE
- STRATEGIC PLANNING COMMITTEE/SWOT ANALYSIS
- EMERGENCY MANAGEMENT

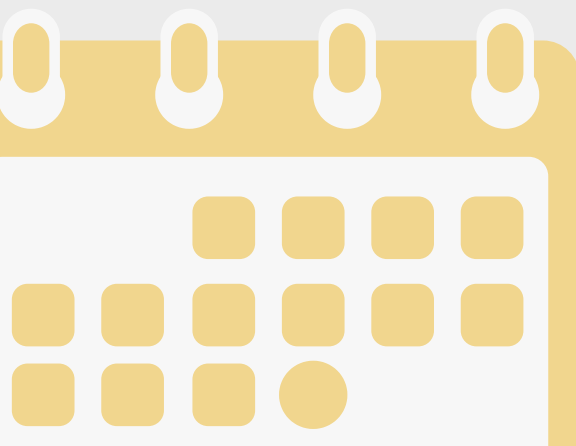
## 3:30 PM TO 5:30 PM

### OPERATIONAL COMPLIANCE

- MANAGEMENT INFORMATION SYSTEMS (MIS)
- PHYSICAL FACILITIES ADEQUATE TO SUPPORT OPERATIONS
- BRANCH OFFICES
- HOURS OF OPERATION
- ON CALL/AFTER HOURS
- SUPERVISOR AVAILABILITY
- LOGS
- HIPPA
- WORKFORCE COMPLIANCE AND SANCTIONS
- VIOLATION OF SECURITY POLICY AND PROCEDURE
- TRAINING STAFF
- AGENCY ACTIONS/SANCTIONS
- VIOLATION OF SECURITY
- GRIEVANCE/COMPLAINTS INTERNAL/EXTERNAL

CONCLUSION DAY ONE

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# DAY TWO

**8:00 AM TO 8:30 AM**  
**REGISTRATION**

**10:30 AM TO 10:45 AM**  
**BREAK**

**12:30PM TO 1:30PM**  
**LUNCH BREAK**

**3:30PM TO 3:45PM**  
**BREAK**

**8:30 AM TO 10:30 AM**

#### HUMAN RESOURCES/PERSONNEL FILES

- REVIEW OF PERSONNEL POLICIES AND PROCEDURES
- MANAGING AND MAINTAINING PERSONNEL FILES
- PERSONEL FILE CHECKLIST
- HIRING/ PERSONNELFILES
- PRE-HIRE AND ON-HIRE DOCUMENTS
- I-9 FORMS/MAINTENANCE
- HEALTH INFORMATION
- EMPLOYEE HEALTH RECORDS
- CRIMINAL BACKGROUND CHECKS
- EMPLOYEE JOB CLASSIFICATIONS
- JOB DESCRIPTIONS/MANAGEMENT
- ORIENTATION /PROCESS
- ORIENTATION SCHEDULE/CHECLIST
- PERFORMANCE EVALUATIONS
- ORIENTATION/PROBATIONARY PERIODS
- CONFIDENTIALITY OF INFORMATION
- REFERENCE CHECKS
- INFORMATION REQUESTS
- IILEGAL DRUG USE AND ALCOHOL ABUSE
- IMPAIRMENT
- RECOGNITION OF EMPLOYEE HEALTH PROBLEMS
- ALCOHOL POLICY

**10:45 AM TO 12:30 PM**

#### PERSONNEL FILES AND HUMAN RESOURCES CONTINUED

- EMPLOYEE PERSONNEL FILE ORGANIZATION
- EMPLOYEES VIEWING PERSONNEL FILES
- GRIEVANCE POLICY: EMPLOYEES
- EMPLOYEE MISCONDUCT ABUSE
- FORMAL GREIVANCE PROCEDURE
- DEFINITION OF ADMINSTRATIVE LEAVE
- COMPLAINT OF MISCONDUCT
- VALIDITY OF CLAIMS
- IDENTIFICATION BADGES
- ABSENTEEISM
- A NO CALL. NO SHOW EMPLOYEE
- ABSENTEEISM DUE TO FMLA
- FAMILY MEDICAL LEAVE ACT
- THE AMERICANS WITH DISABILITIES ACT
- ACCOMODATIONS FOR EMPLOYEES WE DISABILITIES

**1:30PM TO 3:30PM**

#### RESUME HUMAN RESOURCES/PERSONNEL FILES

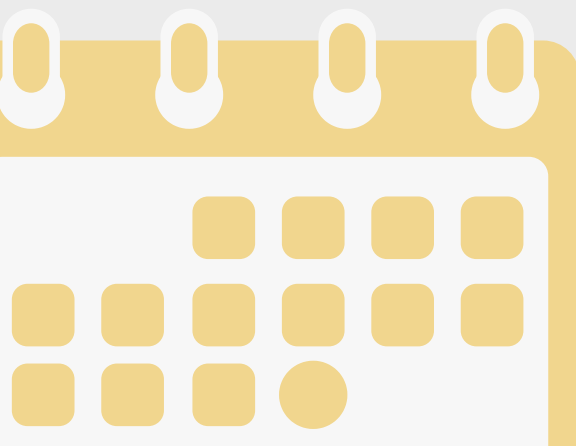
- WORK RELATED INJURIES
- WORKERS COMPENSATION
- STATE SICK LEAVE LAWS
- COMPETENCY SKILLS TESTS
- COMPETENCY SKILLS CHECKLIST
- COMPETENCY EVALUATION
- CONFLICT OF INTEREST/ LEGAL AND FINANCIAL
- CONFLICT OF INTEREST WITH FIELD STAFF
- CRIMINAL BACKGROUND SCREENING
- OIG FRAUD CHECKS
- DISCIPLINARY ACTIONS AND IMMEDIATE RELEASE FROM EMPLOYMENT/TERMINATION

**3:30 PM TO 5:30 PM**

#### CONTINUATION OF PERSONNEL AND HUMAN RESOURCES

- UTILIZATION OF PROCESS IMPROVEMENT
- GUIDELINES FOR EMPLOYEE DISMISSAL
- EXIT INTERVIEWS
- WAGES/VACATIONS/OTHER HR
- WAGES AND OVERTIME PAY
- FLSA
- FAIR AND COMPETITIVE WAGES
- OVERTIME AND ON-CALL PAY
- OTHER HR
- HOLIDAYS
- PAID SICK TIME
- LOA AND MEDICAL LEAVE
- MILITARY LEAVE
- USERRA
- PERSONNEL LEAVES
- RETURN TO WORK
- BENEFITS DURING LEAVE
- MEDICAL FAMILY LEAVE
- REPORTING DURING LEAVE
- RETURNING FROM LEAVE
- DOCTOR'S CERTIFICATION
- NOTICE OF DESIGNATION
- RE-INSTATEMENT
- FALSE CLAIMS
- BEREAVEMENT LEAVE
- JURY DUTY
- VOTING
- PPE EQUIPMENT DISTRIBUTION
- RECRUITMENT AND RETENTION POLICIES

**CONCLUSION DAY TWO 2**



# DAY THREE

8:00 AM TO 8:30 AM

REGISTRATION



8:30 AM TO 10:30 AM

OPERATIONS AND CLINICAL SERVICES

- MISSION STATEMENT AND PHILOSOPHY
- SCOPE OF SERVICES
- CLIENT AWARENESS OF SERVICES
- ADMISSION DOCUMENTATION POLICY
- ADMISSION WRITTEN DOCUMENTATION
- REVIEW ALL DOCUMENTS IN A SOC INITIAL VISIT.
- EMERGENCY PREPARATION DOCUMENTATION/EVACUATION/PATIENT PROFILE
- PATIENT SPECIFIC PLAN
- PATIENT RIGHTS AND RESPONSIBILITIES
- PATIENT/FAMILY/EDUCATION/REPRESENTATIVES DOCUMENTATION
- PATIENT SAFETY IN THE HOME
- ACCESSABILITY OF SERVICES
- PRODUCT NEEDS
- CARE SERVICE LIMITATIONS
- PATIENT CHARGES/RESPONSIBILITY OF CARE
- LEGAL CAPACITY
- ADMISSION/APPROVED TREATMENTS
- NO SOLICITATION
- PROVISION OF CARE
- ADMISSIONS AND DOCUMENTATION
- EMPLOYEE TRAINING ON SOFTWARE/CHARTING
- COMPLETION OF START OF CARE ASSESSMENT
- RETURN OF REQUIRED EXECUTED DOCUMENTS TO OFFICE: CONSENTS, FINANCIAL RESPONSIBILITY, ABN'S, NOMNC'S, HHCCN'S
- COMPLETION OF ASSESSMENT TOOL BY ADMITTING NURSE
- REVIEW OF START OF CARE PACKET
- PATIENT SIGNATURE VERIFICATION
- DISCIPLINE SIGNATURE VERIFICATION
- COMPLETION OF VISIT NOTES
- VITAL SIGNS AND DOCUMENTATION
- COMPLETION OF CARE PLANS/485's/PHYSICIAN ORDERS, ETC.
- COMPLETION OF AIDE CARE PLAN
- REVIEW OF SERVICES TO BE PROVIDED
- SCHEDULING VISITS (ALL DISCIPLINES)

10:30 AM TO 10:45 AM

BREAK

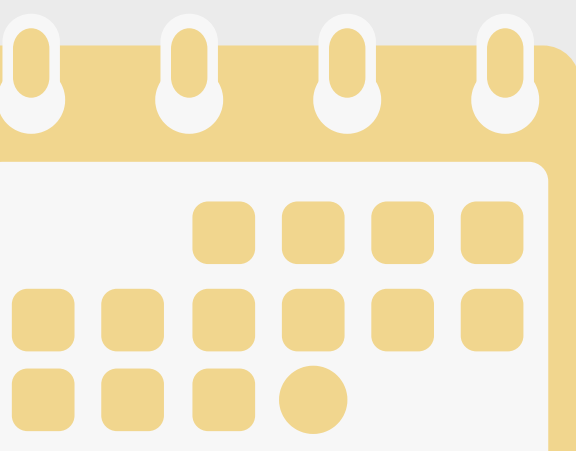
10:45 AM TO 12:30 PM

OPERATIONS RESUMES

- NTUC PROCESS
- PROCESS ADMISSION TO CARE/SERVICES
- POLICY ON ASSESSMENTS
- INITIAL ASSESSMENT/INTAKE PROCESS
- REHABILITATION THERAPY SERVICE
- PATIENTS RIGHTS /DISCHARGE NOTIFICATION
- PATIENTS RIGHTS/REFUSAL OF CARE
- ROC-RESUMPTIONS OF CARE
- CHECKING MEDICARE ELIGIBILITY
- VERIFICATION OF INSURANCE AND ELGIBILITY
- UPDATE COMPREHENSIVE ASSESSMENT
- INDIVIDUAL/CUSTOMIZED EMERGENCY PLAN
- PAIN ASSESSMENT
- PAIN RATING SCALE
- HEIGHT AND WEIGHT ASSESSMENT
- ONGOING ASSESSMENTS
- SOC WITH THERAPY ORDERS
- THERAPY RE-ASSESSMENTS
- SERVICES ROUTINELY ASSESSED
- CLIENT RECORDS
- SECURITY OF RECORDS
- ACCESS TO INFORMATION
- RELEASE OF CLIENT RECORDS
- RELEASE OF PHI INFORMATION
- CLIENT RECORD RETENTION
- DOCUMENTATION/STANDARD ENTITIES
- DOCUMENTATION OF SERVICES DELIVERED
- CLIENT HOME RECORD REVIEW
- COORDINATION OF SERVICES
- CONTINUITY OF SERVICES/CLIENT NEEDS
- SUPERVISORY ROLE
- CASE CONFERENCES/INTERDISCIPLINARY TEAMS
- TEXTING POLICY REGARDING PATIENT INFORMATION
- PHYSICIAN NOTIFICATION REGARDING PATIENT CHANGES
- TEST RESULTS/PHYSICIAN NOTIFICATION
- PATIENT EDUCATION AND TRAINING
- TEACH BACK METHODS
- COMMUNICATION
- CLIENT RECORD DOCUMENTATION
- DEATH IN THE HOME
- ADVANCE DIRECTIVES/DNR
- DISCHARGE PLANNING
- ACCEPTABLE REASONS FOR DISCHARGE/TRANSFER
- DISCHARGE REDUCTION IN SERVICES
- DISCHARGE DOCUMENTATION
- STEPS IN COMPLETING DISCHARGE
- RE-ADMISSIONS DUE TO INSURANCE CHANGE
- DISCHARGE DUE TO UNSAFE CAUSE
- DEFINITIONS
- ABBREVIATIONS "DO NOT USE LIST"
- RECORD RETENTION
- SURVEY READINESS

CONCLUSION  
DAY THREE

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# DAY FOUR

8:00 AM TO 8:30 AM

REGISTRATION

CONCLUSION  
DAY FOUR

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8:30 AM TO 10:30 AM

QUALITY ASSURANCE

- QUALITY ASSURANCE PROGRAM POLICY
- OVERSIGHT OF THE QA PROCESS
- QA COMMITTEE RESPONSIBILITIES
- PLANNING OF THE IMPROVEMENT PROCESS
- AGENCY QUALITY ASSURANCE PLAN
- EMPLOYEE MOTIVATION
- QA PROGRAM STRUCTURE
- QA PROGRAM COMPOSITION
- QAPI COMMITTEES
- QA COMMITTEE FUNCTIONS
- QA COMMITTEE PROGRAM GOALS AND OBJECTIVES
- QA PROGRAM INTERGRATION
- PROGRAM AUTHORITY
- APPOINTMENT OF QA COMMITTEE MEMBERS AND RESPONSIBILITIES
- DISCHARGE PATIENT EVALUATIONS
- CLIENT RECORD REVIEW/TASKS
- CLIENT SERVICE PROCESS
- CLIENT RECORD REVIEW THRESHOLDS
- SELECTION OF PERFORMANCE INDICATORS/MONITORING
- CONTINUITY OF CARE/MEASUREMENTS
- SAFETY FEEDBACK COMMITTEE
- ETHICS COMMITTEE
- GENERAL OVERVIEW OF COMMITTEE TASKS
- PROGRAM AUTHORITY/RESPONSIBILITY
- MONITORING PERFORMANCE INDICATORS
- CHART REVIEW- COMPLIANCE
- OUTCOME DATA (MEDICARE IF APPLIES, SYSTEM)
- CUSTOMER SATISFACTION SURVEYS
- CLINICAL RECORD REVIEW
- USE OF AUDIT TOOLS/QUARTERLY REVIEW

10:30 AM TO 10:45 AM

BREAK

10:45 AM TO 12:30 PM

INFECTION CONTROL

- INFECTION CONTROL POLICY
- EMPLOYEE INFECTION CONTROL LOG
- TRACKING MODES
- TRACKING LOG DATA
- OUTCOME MEASURES
- INFECTION CONTROL PRACTICES
- INFECTION CONTROL WITH EMPLOYEES
- TRENDS/SUMMARIZATIONS
- REPORTED FLU SYMPTOMS
- EXPOSURE CONTROL PLAN
- TUBERCULOSIS
- INFECTION CONTROL IN CLIENTS
- REPORTED ILLNESS AND INFECTION
- ROLE OF QA COMMITTEE
- CLIENT/FAMILY TRAINING/EDUCATION
- INFECTION CONTROL EDUCATION
- EDUCATION: TRAINING PARAMETERS
- INFECTION MONITORING
- REPORTING SUSPECTED INFECTIONS
- REPORTED INFECTION DOCUMENTATION
- INFECTION LOG TRACKING
- MANAGEMENT OF INFECTIONS
- COVID-19 MOST SERIOUS OF CONTAGIOUS VIRUS
- SUPERVISOR ROLE IN MANAGING
- COVID
- POSITIVE TEST RESULTS
- EMPLOYEE INTERVENTIONS
- INFECTION CONTROL: WORK ENVIRONMENT
- PROCEDURE FOR THE EXPOSURE
- ECP MANAGEMENT
- HAND HYGIENE
- HAND RUBS
- ALCOHOL SCRUBS
- BIO-HAZARDOUS WASTE
- MSDS



# DAY FIVE

**8:30 AM to 9:00 AM**  
**REGISTRATION**

**10:30 AM TO 10:45 AM**  
**BREAK**

**12:00 PM TO 1:00 PM**  
**LUNCH BREAK**

**3:00 PM to 3:45 PM**  
**BREAK**

**9:00 AM to 10:30 AM**  
**EMERGENCY PREPAREDNESS**

- EMERGENCY DISASTER PREPAREDNESS
- TELEPHONE CALL DOWN TREE
- ON CALL BOOK
- STORAGE OF INFORMATION
- DESIGNATED STAFF ROLES DURING AN EMERGENCY DISASTER
- AGENCY MANAGER OR DESIGNEE ROLE
- SUPERVISOR ROLE
- ADMITTING STAFF ROLE
- THE DISASTER COORDINATOR ROLE
- EMERGENCY PRIORITY CLASSIFICATIONS
- CLIENT INFORMATION
- EMERGENCY OCCURRENCE-ACTIONS
- CONTACTING OFFICE
- DAILY ASSESSMENT OF DAYS ACTIVITIES

**10:45 AM to 2:00 PM**  
**RESUME EMERGENCY MANGEMENT**

- AGENCY MANAGER FOCUS POST
- EMERGENCY ACTIONS
- EMERGENCY /DISASTER RISK ASSESSMENT
- REVIEW CONTINUITY OF OPERATIONS PLAN
- OPERATION PLAN DOCUMENT
- EMERGENCY SERVICES: PROVISION TO CLIENTS
- REVIEW OF DRILL PROCESS

**1:00 PM TO 3:00 PM**  
**BUSINESS DEVELOPMENT**

- KEYS TO A SUCCESSFUL BUSINESS
- TRUST AND RELATIONSHIP BUILDING
- REPUTATION CAPITAL
- 15 HOMECARE MARKETING IDEAS
- BLOGGING
- SEO'S
- SEEKING REFERRALS FROM CURRENT CLIENTS
- RESPONDING TO NEGATIVE REVIEWS
- COMMUNITY EVENTS
- INVESTING IN "GOOD AD WORDS"
- LISTING AGENCY ON INTERNET LEAD SITES/EXAMPLES
- ADS IN LOCAL NEWSPAPERS
- CREATING A GOOGLE MY BUSINESS AD
- AD SPACE LOCAL NEWSPAPERS
- VOLUNTEERING SENIOR RELATED EVENTS

**3;30 PM to 5:00 PM**  
**RESUME BUSINESS DEVELOPMENT**

- SEEKING REFERRALS FROM HEALTH CARE PROFESSIONALS
- ENSURING STRONG COMPANY BRANDS
- TRACKING INFORMATION TO POWER BUSINESS
- BENCHMARKING
- QUALITY MANAGEMENT
- BRANDING
- ASSISTANCE FROM CERTIFIED CONSULTING TEAM
- STRATEGIC PLAN
- HOW TO MARKET YOUR HOME HEALTH BUSINESS
- FINDING CLIENTS/POTENTIAL RESOURCES
- TOP 5 CONSUMER MARKETING SOURCES
- SWOT ANALYSIS
- 8 STEPS TO CONDUCTING SWOT ANALYSIS
- MEANINGFUL INFORMATION
- BEST OF LUCK WITH YOUR BUSINESS

**END OF PROGRAM**  
**ROUND TABLE QUESTIONS**

**CONCLUSION DAY FIVE** **5** 

