

CERTIFIED HOMECARE CONSULTING

NON- 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 NON-MEDICAL TRAINING
- STRATEGIC PARTNERSHIP ALLIANCE
- OVERVIEW OF CERTIFIED HOME CARE CONSULTING PROGRAMS AND OFFERINGS.
- EMPOWERMENT
- INTRODUCTION TO HOME HEALTH CARE NON-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
- 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 INTEREST
- CONFLICT OF INTEREST
- COLLABORATION WITH COMMUNITY PROVIDERS
- CONTRACTING SERVICES
- BUSINESS ASSOCIATE AGREEMENT
- ETHICAL BUSINESS PRACTICE

12:30 PM TO 1:30 PM LUNCH BREAK

1:30 PM TO 3:30 PM

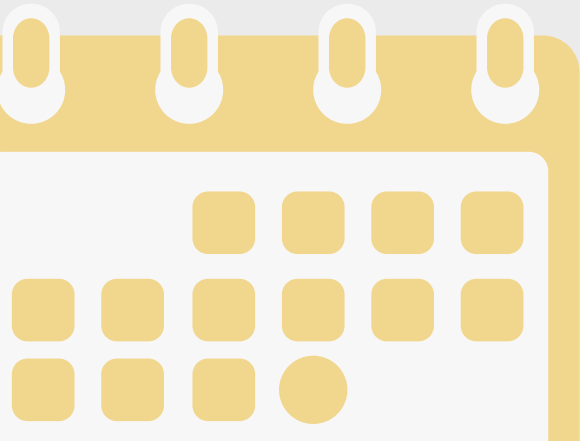
REVIEW OF COMPANY STRUCTURE/COMMITTEES

- GOVERNING BODY/BOARD
- ETHICS COMMITTEE/HIPPA
- BUDGET COMMITTEE
- CLINICAL RECORD REVIEW COMMITTEE
- EMERGENCY PREPAREDNESS/COMMITTEE
- QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT COMMITTEE
- INFECTION CONTROL COMMITTEE
- SAFETY COMMITTEE
- STRATEGIC PLANNING COMMITTEE/SWOT ANALYSIS
- CORPORATE COMPLIANCE/ANNUAL MEETINGS/ANNUAL EVALUATION

3:30 PM TO 5:30 PM

OPERATIONAL COMPLIANCE

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



CONCLUSION DAY ONE 1



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 PERSONNEL
- PRE-HIRE AND ON-HIRE DOCUMENTS
- I-9 FORMS/MAINTENANCE
- HEALTH INFORMATION
- EMPLOYEE HEALTH RECORDS
- CRIMINAL BACKGROUND CHECKS
- JOB DESCRIPTIONS
- 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

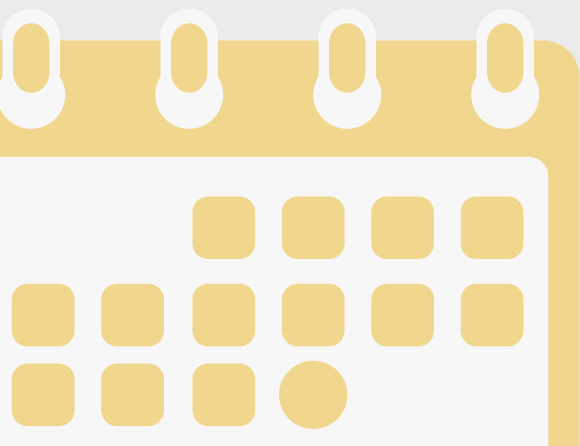
- WORKERS COMPENSATION
- STATE SICK LEAVE LAWS
- COMPETENCY SKILLS TESTS
- COMPETENCY SKILLS CHECKLIST
- COMPETENCY EVALUATION
- CONFLICT OF INTEREST/ LEGAL AND FINANCIAL
- CONFLICT OF INTEREST WITH FIELD STAFF
- CRIMINAL BACKGROUND SCREENING
- OIG FRAUD CHECKS
- DISCIPLINARY ACTIONS AND IMMEDIATE RELEASE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

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
- RE-INSTATEMENT
- FALSE CLAIMS
- BEREAVEMENT LEAVE
- JURY DUTY
- VOTING
- PPE EQUIPMENT DISTRIBUTION
- RETENTION

CONCLUSION DAY TWO 2



DAY THREE

8:00 AM TO 8:30 AM

REGISTRATION

10:30 AM TO 10:45 AM

BREAK

3:15 PM TO 3:30 PM

BREAK

8:30 AM TO 10:30 AM

REVIEW OF COMPANY STRUCTURE/OPERATIONS AND
CLINICAL SERVICES

- MISSION STATEMENT AND PHILOSOPHY
- SCOPE OF SERVICES
- WELCOME LETTERS
- CLIENT AWARENESS OF SERVICES
- ASSISTANCE WITH SELF-ADMINISTERED MEDICATIONS
- PERSONAL FUNDS
- ACCEPTANCE OF CLIENTS/SERVICE PLAN
- POLICY ACCEPTANCE OF CLIENTS
- SERVICE PLAN
- PERIODIC REVIEW OF SERVICE PLAN
- ADMISSION DOCUMENTATION POLICY
- ADMISSION DOCUMENTATION SIGNATURES
- ACCESSABILITY OF SERVICES
- NO SOLICITATION
- QA OVERSIGHT
- POLICY ON ASSESSMENTS

10:45 AM TO 12:30 PM

- INITIAL ASSESSMENT/INTAKE PROCESS
- SERVICES ROUTINELY ASSESSED
- REFUSAL OF SERVICES
- STAFF ORIENTATION TO CLIENTS
- PORVISION OF CARE
- ASSESSMENTS
- INITIAL ASSESSMENT
- SUBSEQUENT ASSESSMENTS
- SERVICES PROVIDED AND ASSESSED
- CLIENT RECORDS
- SECURITY TO RECORDS
- ACCESS TO INFORMATION
- RELEASE OF CLIENT INFORMATION
- RELEASE OF PHI INFORMATION
- CLIENT RECORD RETENTION

3:30 PM TO 5:30 PM

- CLIENT RECORD REVIEW
- RECORD CONTENTS
- CLIENT RECORD DOCUMENTATION
- DOCUMENTATION STANDARD ENTRIES
- CLIENT CONFIDENTIALITY
- CLIENT HOME RECORD
- RECORD REVIEW
- COORDINATION OF SERVICES
- CONTINUITY OF SERVICES
- SUPERVISOR ROLE IN ACCEPTANCE OF CLIENTS AND CARE
- CLIENT SERVICES
- DEATH IN THE HOME
- DISCHARGE PLANNING
- DISCHARGE REDUCTION IN SERVICES
- DEFINITIONS
- ABBREVIATIONS "DO NOT USE LIST"

**CONCLUSION
DAY THREE**

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DAY FOUR

8:00 AM TO 8:30 AM
REGISTRATION

10:30 AM TO 10:45 AM
BREAK

12:30 PM TO 1:30 PM
BREAK

3:30 PM TO 5:30 PM

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

10:45 AM TO 12:30 PM

- 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

1:30 PM TO 3:30 PM

- 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

- 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

CONCLUSION DAY FOUR

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DAY FIVE

8:00 AM TO 8:30 AM
REGISTRATION

10:30 AM TO 10:45 AM
BREAK

12:00 PM TO 1:00 PM
LUNCH BREAK

3:00 PM TO 3:15 PM
BREAK

8:30 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 12:00 PM

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

1:00 PM TO 3:00 PM
BUSINESS DEVELOPMENT-MARKETING

- HOW DO I MARKET MY AGENCY?
- KEYS TO A SUCCESSFUL BUSINESS
- TRUST
- REPUTATION CAPITAL
- 15 HOME CARE MARKETING IDEAS
- BRANDING
- WEBSITE DESIGN/ASSISTANCE//CERTIFIED HOME CARE CONSULTING
- STRATEGIC PLAN
- HOW TO MARKET YOUR HOME CARE BUSINESS
- FINDING CLIENTS/POTENTIAL RESOURCES
- TOP 5 CONSUMER MARKETING SOURCES
- SWOT ANALYSIS
- 8 STEPS TO CONDUCT A SWOT ANALYSIS
- MEANINGFUL INFORMATION
- BEST OF LUCK IN YOUR BUSINESS

3:00 PM to 4:00 PM
ROUND TABLE DISCUSSION

END OF PROGRAM
(LIVE) 3 to 4 then 4 to 5 round table
Alternative Break Out Sessions

CONCLUSION DAY FIVE

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