

Home Care Manager Certificate Program Goals

The goal of the Home Care Manager Certificate Program (HCMCP™) is to provide attendees with the core management business operating principles and competencies to successfully and effectively operate a home care organization.

GENERAL SESSIONS

Leadership in a Changing Home Care Environment

- Create strategies and identify leadership styles
- Discover your management style and learn about staff productivity and interaction
- Gain techniques for proactive communication and understand the impact of personality types and temperaments in interpersonal communication

Regulatory Overview for All Home Care Agencies

- Review of federal, state & local regulations
- Quality, competence and Compliance
- OIG compliance program: seven components

Home Care – A Marketing Perspective

- Latest critical emerging market trends
- Finding and hiring the right marketing staff
- Identify top marketing mistakes
- How to develop a key marketing plan

Financial Management and Budgeting

- Master the components of an operating budget, income statement and balance sheet
- Understand financial approach to the budget process and cash flow
- Learn how to spot potential problems in your budget

Human Resource Practices and Employment Law Overview:

- Hiring, Employment Laws During Employment, Termination and After Employment

MEDICARE CERTIFIED BREAK-OUT SESSIONS

Regulatory Guidelines & Business Practices, Medicare Agencies

- Review of Medicare Conditions of Participation
- Fraud Issues/Initiative, HH-CAHPS, AO's to OASIS, OBQI
- Review of licensure and certification
- How surveyors will be reviewing your agency info (survey survival)

Financial Management under PPS will cover:

- Understand PPS full episode payments and episode exceptions
- Relationship between accurate OASIS coding and PPS payment
- Importance of accounting & management; reporting to PPS success

PRIVATE DUTY/HOME CARE AIDE BREAK-OUT SESSIONS

Regulations Overview for Licensed/Home Care Aide Organizations

- Identify local ordinances & regulations, State law & State CODE or regulations and Federal regulations
- Enforcement/regulatory bodies
- Policy & advocacy/what's next, Resources, links & websites

Financial Management & Marketing for a Private Home Care Agency

- Describe the home care agency business cycle and economic impact
- Defining your leadership and company culture
- Marketing your company and services
- Data, technology and financial success of a home care agency

California Association for Health Services at Home
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Sacramento, CA 95834

ONLINE HCMCP™

HOME CARE MANAGER CERTIFICATE PROGRAM™

Brought to you by:

California Association for
Health Services at Home



WHAT IS THE HCMCP?

The Home Care Manager Certificate Program (HCMCP™) is an interactive and intensive educational program, providing leading edge management concepts and skills that are critical for home care managers to know and understand. This program was designed to accommodate all sections of home care, from private pay to large home care agencies. There are two modules to choose from; Private Duty *or* Medicare Certified. The program has been a part of CAHSAH's educational offerings for over 15 years and is consistently well received by attendees. The program features industry experts who offer a combination of dynamic teaching techniques and interactive work groups to illustrate and affirm key concepts.

The core components to be addressed are:

- Leadership & organizational Management Skill
- Home Care Marketing Strategies
- Regulatory Guidelines & Business Practices
- Financial Management & Budgeting
- Regulations Overview for Licensed Home Health/Home Care Aide Organizations
- Financial Management Under PPS
- Financial Management & Marketing for Licensed Home Health/Home Care Aide Organizations
- Human Resource Issues & Employment Laws

Faculty

Lucy Andrews, RN, MS
CEO, At Your Services Home Care

Tom Boyd, MBA
Principal, Boyd & Nicholas, Inc.

Mary Lou Connolly, RN, MS
Consultant, McCoy & Connolly Consulting, Inc.

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VP of Business Development, Accredited Nursing Care

Brittnei Salerno, BS
Owner, Administrator, La Jolla Nurses Homecare

Roz Teller, M.A
Development Consultant, Teller Associates

SUMMARY OF CURRICULUM AND SCHEDULE

Who Should Participate in the Web-seminar?

Front-line supervisors, middle managers, business owners, or any mid-management personnel of Medicare-certified home health, Licensed or Home Care Aide Organizations.

Benefits of Taking the Web-seminar

Having a clear and focused understanding of home care operations is critical for success. Participants will gain that management "edge," be given timely and usable operations reference material and earn up to 21 contact hours.

Two Different Modules to Choose from

Private Duty

Session 1 (3.5 hours)	Leadership in a Changing Home Care Environment
Session 2 (2 hours)	Home Care - A Marketing Perspective
Session 3 (2 hours)	Regulatory Overview for All Home Care Agencies
Session 4 (3.5 hours)	Regulations Overview for Licensed/Home Care Aide Organizations
Session 5 (3.5 hours)	Financial Management & Budgeting
Session 6 (3.5 hours)	Financial Management & Marketing for Home Care Aide & Licensed/Agencies
Session 7 (3 hours)	Human Resource Practices and Employment Law Overview for Home Care

Medicare Certified

Session 1 (3.5 hours)	Leadership & Organizational Management Skills
Session 2 (2 hours)	Home Care - A Marketing Perspective
Session 3 (2 hours)	Regulatory Overview for All Home Care Agencies
Session 4 (3.5 hours)	Regulatory Guidelines & Business Practices, Medicare Agencies
Session 5 (3.5 hours)	Financial Management & Budgeting
Session 6 (3.5 hours)	Financial Management under PPS
Session 7 (3 hours)	Human Resource Practices and Employment Law Overview for Home Care

*Full participation is required to obtain a certificate of completion.
Please note that session lengths are approximate only.

REGISTRATION

**This online certificate program has two modules.
Please select a module:**

Private Duty

Medicare Certified

Fee Schedule * per person	Member	Non Member	# of People	Total Fees
Registration for first person from one agency.	\$775	\$1,050	x 1	_____
Additional participant from same agency.	\$675	\$950	x _____	_____
TOTAL AMOUNT DUE \$ _____				

Company _____

Company Mailing Address _____

City _____ State _____ Zip _____

Phone # _____ Fax # _____

Attendee #1 Name and Job Title _____

Attendee #1 Email (*required for individual log in info) _____ RN# _____

Attendee #2 Name and Job Title _____

Attendee #2 Email (*required for individual log in info) _____ RN# _____

Attendee #3 Name and Job Title _____

Attendee #3 Email (*required for individual log in info) _____ RN# _____
*Confirmations will be sent via email to each individual

Pre-payment is required.

Method of Payment:	<input type="checkbox"/> Check (payable to CAHSAH)
<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard <input type="checkbox"/> American Express
Cardholder Name (please print) _____	
Credit Card Billing Address, City, State	Billing Zip Code _____
Card # _____	Expiration Date _____
Signature _____	