

Home Care Manager Certificate Program Wrap Up

CAHSAH held its Home Care Manager Certificate Program (HCMCP) on April 8-10, 2009 in Universal City, California. This three day intensive training was led by top industry experts including; Joseph Hafkenschiel, CAHSAH, Brittnei Salerno, La Jolla Nurses Homecare, Eric Eberle, Lucy Andrews, At Your Services Home Care, Connie Little, CFL Consulting, Roz Teller, Teller Associates, Michele Hoffhine, Accredited Homecare Services, Patricia Gartmann, Healthcare Consulting Associates and Elizabeth Murphy, Holme Roberts & Owen, LLP.

On the first day of the program, participants uncovered their true leadership style through various exercises. They learned how their management style would affect their approach in everyday situations that could either enhance or impair productivity and morale within their organization. Participants also reviewed the important federal, state and local regulations affecting their home care business. But they didn't walk away without first learning about the latest marketing trends in home care and identifying the fundamental key tips and tricks for effective sales and marketing.

The second day of the program consisted of various breakout sessions to accommodate the different needs of the Private Duty and Medicare Certified Agencies. Regulatory overview was discussed in the general sessions for both sectors. The private duty break out reviewed general business practices while the Medicare Certified break out session reviewed licensure, certification, survey survival, OASIS, Title XXII and the Medicare Conditions of Participation for Medicare Certified agencies. At the end of the day, both sections reconvened to discuss financial management and budgeting. Participants learned secrets to mastering the components of operating budgets, income statements, balance sheets, cash flow and how to spot potential problems in budgeting.

On the last day of the program, Medicare Certified agencies reviewed PPS full payment episodes, accurate OASIS coding and PPS payment system, and the importance of accounting and management reporting to PPS success. The group reviewed a case study to familiarize themselves with the new PPS system. In a separate breakout room, Private Duty agencies reviewed financial management, marketing and the home care business cycle. Upon returning from the break out sessions, attendees gathered around to hear the latest changes in human resources. The group discussed key wage and hour laws as well as legal requirements for interviewing, hiring, firing, performance appraisals, and counseling of employees. The program ended with a certification exam. Upon completing and passing this exam, participants would be able to use the CHCM (Certified Home Care Manager) designation after their name.

The program was not only an educational outlet for the attendees but also a networking opportunity for all. Congratulations to everyone who attended the program. For those who missed the program, make sure you check out the web-based Home Care Manager Certificate Program. For more information or to sign up for this program, go to: http://www.cahsah.org/educational_events/09HCMCP_ONLINEpg1.asp.

If you would like to attend this program in person, the next offering will be in April 2010. For more information or to register for upcoming certificate programs, contact Richard Starks at (916) 641-5795 ext. 117 or rstarks@cahsah.org.

CAHSAH congratulates the 2009 graduates of the Home Care Manager Certificate Program course!

Abanilla, Shanelle Beverly Hills, Inc.	Ultimate Home Health Care of	Hartranft, Sean	AristoCare Home Health Services
Agu, Eby	Aven Home Health Services	Jackson, Bea	24-7 BrightStar Healthcare
Ajmera, Smita	Nurses Choice Home Care	Jamlang, Leslie	
Apostol III, Charles	Dynamic Home Health	Juharyan, Movses	Hollywood Health Services, Inc.
Asuncion, Gabriel	RGA Home Health Services, Inc.	Lucero, Lovella	Nurses Choice Home Care
Barani, Azar Inc.	Orange County Care Providers,	Marquez, Linda	Glendale Home Health Care
Bausola, Margaret	Central Coast VNA & Hospice	Mazone, David	Right At Home
Blake, Yvette	Creekside Home Health	McGraw, Laurie	Angeles Home Health Care, Inc.
Cabrera, Benedick	Life Care Home Health Inc.	Melnechuk, Myrian	LAX Home Health Services DBA
Cagara, Kenneth	San Lorenzo Home Health Agency	Alpha Genesis Home Health	
Charles, Jemima	Le Meilleur Health Care Services	Mikitarian, Rob	Burbank Home Health Care, Inc.
Clements, Tammy	BrightStar Healthcare	Nelson, Betty	Palomar Pomerado Home Health
Concon, Abegail	Life Care Home Health Inc.	Ombao, Joel	Dynamic Home Health
Cruz, Teresita	Ultimate Home Health Care of	Ommi, Nassrien Inc.	Orange County Care Providers,
Beverly Hills, Inc.		Rengiil, Evadne	Visiting Nurse Association and
Cuajao, Mariano	Pacific Cove Home Care, Inc.	Hospice of Southern California, Inc.	
Dauria, Christopher	BrightStar Healthcare	Roy-Squitieri, Cynthia	Regional Hospice
DeAngelis, Jennifer & Hospice	Torrance Memorial Home Health	Salcedo, Maria	
Du, Rushi	Bright Care Home Health	Santos, Ralph	Care at Home, Inc.
Grant, Aileen	24-7 BrightStar Healthcare	Sitler, Angela	NorthBay Health at Home and
		Steggall, Ann Marie	Hospice
		Wu, Ying-Na	Bright Care Home Health

EVALUATION SUMMARY

Overall this program was?	4.35
How well did the module meet your learning objectives?	4.26
How well did the module meet your personal objectives?	4.32
The opportunity for audience participation was?	4.13
The participant manual was?	3.97
The audio visual aids were?	3.71
The physical environment and acoustics were?	4.10

TESTIMONIALS

"Top quality presentations and up to date information. This conference gave us all the tools necessary to feel confident and well informed as home care managers."

"This was a very informative class addressing all aspects of Home Care Management. I have learned tons of useful information!"

"Very valuable seminar for home health owners and managers."

"Excellent – very happy we found you – I'm sure we'll call on CAHSAH again!"