

Home Care Manager Certificate Program

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 SESSION TOPICS

Leadership & Organizational Management Skills:

- Create strategies for working with different personalities and identify which leadership styles work best in various situations
- Discover your management style and recognize its role in day-to-day operations and how it can enhance or impair staff productivity and interaction
- Gain techniques for proactive communication and understand the impact of personality types and temperaments in interpersonal communication

Private Duty – A Marketing Perspective:

- Latest critical emerging market trends
- The fundamentals of Vision-Driven Marketing
- Key tips/tricks for effective sales/marketing

Regulatory Overview for All Home Care Agencies:

- Review of federal, state & local regulations
- CNA, CHHA scope of practice
- Quality, competence & Compliance

Financial Management & Budgeting

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

Human Resource Practices and Employment Law Overview:

- 2008 Legal Update and current H/R resource laws pertaining to home care
- Apply framework for understanding the daily operations, policies and procedures relating to human resources in home care organizations
- Identify key regulatory and legal requirements of interviewing, hiring, performance appraisals, counseling, termination, wage and hour, and independent contractor status

MEDICARE CERTIFIED BREAK OUT SESSIONS

Regulatory Guidelines & Business Practices, Medicare Agencies:

- Review of licensure, certification & survey survival including survey "enhancements"
- Contrast Title 22 & Medicare CoPs
- Quality acronym soup: OASIS, OBOI, etc.

Financial Management under PPS will cover:

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

PRIVATE DUTY/HOME CARE AIDE BREAK OUT SESSIONS

Regulations Overview for Licensed/Home Care Aide Organizations:

- Identify two regulations/ordinances that apply to each individual Organization
- Define which providers, according to CA Regulation, must become licensed
- Identify two options to locate resources (websites, organizations, & associations) to get additional information or review regulations

Financial Management & Marketing for Home Care Aide/Licensed Agencies will focus on:

- Understanding the home care business cycle
- Marketing: What's it all about?
- Critical Elements to your agencies' financial success!

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PERMIT NO. 1971

California Association for Health Services at Home
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Sacramento, CA 95834

HCMCP

HOME CARE MANAGER CERTIFICATE PROGRAM

Brought to you by:

California Association for
Health Services at Home



November 12 – 14, 2008

Hilton San Francisco Financial District
750 Kearny Street
San Francisco, CA

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.**

Who Should Attend?

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 Attending

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.

Faculty

Roz Teller, Principal, Teller Associates

Connie Little, RN, MS, Consultant, CFL Consulting

Patricia Gartmann, President, Healthcare Consulting Associates

Joseph Hafkenschiel, President, California Association for Health Services at Home (CAHSAH)

Neil Rotter, MSG, MSW, Accredited Nursing Care

Elizabeth Murphy, J.D., SPHR, Holme Roberts & Owen LLP

Lucy Andrews, CEO, At Your Service Home Care

Brittnei Salerno, President, La Jolla Nurses Homecare

Eric Eberle, President, Geriatric Home Care Specialists

Hotel Information

Hilton San Francisco Financial District
750 Kearny Street, San Francisco, CA 94108
Ph: (415) 433-6600

For reservations call (415) 433-6600 and ask for the "California Association for Health Services at Home" special room rate of \$179 Single/Double (plus tax). CAHSAH only reserved a minimum number of rooms at the discounted group rate so make sure you reserve your room as soon as possible. Reservation deadline is October 13, 2008.

SUMMARY OF CURRICULUM AND SCHEDULE

November 12, 2008

7:30 - 8:00 am Registration, Check-in & Continental Breakfast
8:00 - 12:00 pm **Leadership & Organizational Management Skills***

12:00 - 1:00 pm LUNCH

1:00 - 3:00 pm **Private Duty: A Marketing Perspective***
3:00 - 5:00 pm **Regulatory Overview for All Home Care Agencies***

5:00 - 6:00 pm **Networking Reception**

November 13, 2008

7:30 - 8:00 am Continental Breakfast, Sign-in
8:00 - 12:00 pm **Regulatory Guidelines & Business Practices, Medicare Agencies (Medicare Breakout) ****

Regulations Overview for Licensed/Home Care Aide Organizations (Private Duty Breakout) **

12:00 - 1:00 pm LUNCH

1:00 - 5:00 pm **Financial Management & Budgeting***

November 14, 2008

7:30 - 8:00 am Continental Breakfast, Sign-in
8:00 - 12:00 pm **Financial Management Under PPS (Medicare Breakout) ****
Financial Management & Marketing for Home Care Aide and Licensed Agencies (Private Duty Breakout) **

12:00 - 1:00 pm LUNCH

1:00 - 4:00 pm **Human Resource Practices and Employment Law Overview ***
4:00 - 5:00 pm **Home Care Manager Certification Exam**

**General Session*

***Separate breakout sessions for Medicare-certified and Private Duty*

The Home Care Manager Certification Exam is a multiple choice exam that contains 100 questions related to competencies as a Home Care Manager. A passing score of 80% or better must be achieved in order to be awarded the "Certified Home Care Manager (CHCM)" certificate and designation.

Certified Home Care Manager Exam

Full attendance is required to receive continuing education credits and to take the Certified Home Care Manager (CHCM) certification exam. Full attendance is arrival no later than 15' after the start of the program each day, and departure no earlier than 15' prior to the close of each day. CEUs will not be awarded for partial attendance. Consideration is not given for traffic delays, airport or other transportation issues.

Four Easy Ways to REGISTER:

- 1) Online at www.cahsah.org
- 2) Mail registration and payment to:
CAHSAH, 3780 Rosin Ct., Sacramento, CA 95834
- 3) FAX registration with credit card payment to 916-641-5881
- 4) Phone-in registration with credit card payment to:
916-641-5795, ext 113

REGISTRATION

HCMCP – Nov. 12 – 14, 2008 (San Francisco, CA)

Please select a module:

Private Duty

Medicare Certified

Fee Schedule * per person	Member	Non Member	# of People	Sub-total
Early Bird Registration Received on or before: October 17, 2008	\$700	\$1,050	x _____	\$ _____
Advanced Registration Received between Oct 18 and Oct 24, 2008	\$750	\$1,125	x _____	\$ _____
On-site Registration Received after: October 24, 2008	\$800	\$1,200	x _____	\$ _____

Check here if you are registering 2 or more people for \$25 discount off each registration. Discount only applies if registrations are received at the same time. _____ # of attendees x \$25/registration = \$ _____ DISCOUNT

Subtotal: \$ _____

Discount: \$ < _____ >

TOTAL AMOUNT DUE: \$ _____

Company _____

Company Mailing Address _____

City _____

State _____

Zip _____

Phone # _____

Fax # _____

Attendee #1 Name and Job Title _____

Attendee #1 Email * _____

RN# _____

Attendee #2 Name and Job Title _____

Attendee #2 Email * _____

RN# _____

*Confirmations will be sent via email to each individual
(Make additional copies of this form if you have more than 2 people attending)

Method of Payment (Pre-payment Required)

Check (payable to CAHSAH) Visa MasterCard American Express

CC#: _____

CSC: _____ (security code) Exp. Date _____

CC Billing Address: _____

CC Billing City: _____ Zip Code: _____

Cardholder Name: _____

Signature: _____