

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.

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

Home Care – 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

Regulatory Guidelines & Business Practices, Medicare Agencies:

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

Regulations Overview for Licensed Home Care Aide Organizations:

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

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

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

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

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

Human Resource Practices and Employment Law Overview for Home Care:

- 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

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California Association for Health Services at Home
3780 Rosin Court, Suite 190
Sacramento, CA 95834



Web Seminar

Home Care Manager Certificate Program

Brought to you by:

California Association for
Health Services at Home
(CAHSAH)



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. If you are determined to be a first-rate type of manager that really contributes to the success of your organization then consider taking this on-line web-seminar. This program was designed to accommodate all sections of home care, from private pay to large home care agencies. The program has been a part of CAHSAH's educational offerings for over 12 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 – A Marketing Perspective
- 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

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)

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

Brittnei Salerno, President, La Jolla Homecare Services

Lucy Andrews, CEO, At Your Services Home Care

Michelle Hofhine, Accredited Nursing Care

Eric Eberle

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 & 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)	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

Each session will be followed by an exam. Once all sessions are complete—your exam results will be calculated. Passing score of 80% or better must be achieved in order to be awarded the "Certified Home Care Manager" (CHCM) certification and designation.

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.	\$700	\$1,050	x 1	_____
Additional participant from same agency.	\$600	\$950	x _____	_____

Check here if you are registering more than one person. Multiply the qty of people with the registration fee. (Discount only applies if registrations are received at the same time)

TOTAL AMOUNT DUE \$ _____

Company _____

Company Mailing Address _____

City _____ State _____ Zip _____

Phone # _____ Fax # _____

Attendee Name and Job Title _____

Attendee 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 _____	

Five easy ways to register:

1. Phone contact: CAHSAH (916) 641-5795 ext. 113
2. On-line: www.cahsah.org
3. E-mail: education@cahsah.org
4. By Fax: (916) 641-5881
5. By Mail: CAHSAH, 3780 Rosin Court, Suite 190, Sacramento, CA 95834