



CAHSAH

Shaping the Future of Home Care

California Association for Health Services at Home

Hospice Administrator Certificate Program – Wrap Up

The beautiful Walt Disney World Swan Resort was the location for the most recent Hospice Administrator Certificate Program held February 23 – 25 in Buena Vista, Florida. The participants were incredibly engaged in topics covering the latest strategies affecting hospice providers, financial issues such as the Medicare Cap and how it affects their programs, and legal issues about new compliance and quality requirements for hospices.

The faculty members are very diverse experts in the field and bring the knowledge of years of experience in hospice combined with their current and future understanding of how hospice administrators will be challenged in the future.

- Jeannee Parker Martin, President, The Corridor Group, talked about the latest trends and strategies that successful hospices are using to position their organizations after health care reform changes to reimbursement.
- Christy Whitney, CEO of Hospice and Palliative Care of Western Colorado, shared her real-life application of the positioning strategies presented by Jeannee, and talked about what worked and didn't work as Christy's program grew from an ADC of 0 – 300+ in a rural market.
- Christine Lang, Senior Director of Product Strategy at OCS, strengthened the positioning discussion by talking about how appropriate application of the data hospices have can improve operational performance and positioning for the future.
- Teresa Craig, CEO of SunCoast Solutions, gave a phenomenal presentation on hospice financial management, the ins and outs of the cost report and the fundamentals of the hospice cap, so providers can understand what to do to avoid exceeding the hospice cap.
- Finally, Deborah Randall, Esq, an attorney in private practice and specialist in aging services, gave a mini-legal course on compliance and some of the biggest risk areas for hospices.

The program wrapped up with a case study application of the three days materials followed immediately by the Certified Hospice Administrator Examination. The Hospice Administrator Certificate Program is a "must-take" program for any senior level manager, administrator or executive wishing to enhance their understanding of hospice in today's challenging healthcare environment. The next program will be held July 20 – 22 in Las Vegas. This program sold out in 2009, so register early for our 2010 program! For more details please [click here!](#)

Congratulations to all who completed the course!

Erin Adkins	Alamo Hospice	Debbie Randolph	Community Hospice, Inc.
John Campbell	Community Hospice of NE Florida	Jaysen Roa	HPH Hospice
Sheri Easton-Garrett	Innovative Senior Care	Joe Sroka	Florida Hospices and Palliative Care
Tracy Formica	HPH Hospice	David Stone	Florida Hospices and Palliative Care
Stephanie Harbour	Tapestry Hospice	Pam Sweeney	Community Hospice, Inc.
Sam Kassab	Guardian Angel Home Care, Inc.	Richard Wacksman	LifePath Hospice
Paul Ledford	Florida Hospices and Palliative Care	Alice Watts	Hospice of Marion County
Mary McElroy	Community Hospice of NE Florida	Zachary Zerbonia	Brookdale Senior Living
Kathy Parker	VNA of the Treasure Coast		

EVALUATION SUMMARY

Overall, this program was?	4.56
This program met the learning objectives?	4.63
This program met my personal objectives?	4.63
The facilitation by Jeannee Parker Martin was	4.50
The opportunity for audience participation was	4.44
The participant manual was	4.63
The audio visual aids were	4.44
The physical environment and acoustics were	4.31

TESTIMONIALS

- "This was a great three day program – I loved it!!"*
- "The training and information was well worth the money spent!"*
- "This is a must for every person in Hospice management"*