

Home Care Manager Certificate Program Session Goals

GENERAL SESSIONS

Leadership in a Changing Home Care Environment: All Providers

Leadership can be defined as influencing people to work willingly to achieve objectives. Becoming an effective leader begins with self-awareness and the ability to see and value differences. This four-hour session will focus on understanding the role of the leader (as distinct from the role of the manager), effective leadership styles, and knowing when to use appropriate leadership behaviors to handle any situation. There will be an opportunity for participants to assess their own personality preferences through the Myers-Briggs Type Indicator and learn to value and work with other types. Various leadership styles will be explored as they apply to different situations. Through open dialogue, small group discussions and other learning activities, participants will discover new insights about themselves, when their leadership styles work well, and options for alternative styles when they are appropriate.

Regulatory Guidelines: Quality, Competence & Compliance: All Providers

This session will identify federal laws affecting home care providers. Topics include labor laws, professional practice boards, aide certification, and other basic requirements. Aspects of quality measures and tools and how to utilize in improving agency performance will be discussed. The compliance guidelines developed by the Office of the Inspector General will be shared. Hiring practices and tips will be presented in addition to review of critical agency processes such as orientation and supervision.

Legal Update and Summary of Employment Laws: All Providers

This session will give you an overview of employment laws applying to hiring, firing, disciplining, minimum wage and overtime, leaves of absences, as well as the newest updates for 2024.

MEDICARE CERTIFIED TRACK SESSIONS

Home Health Marketing for Long Term Growth

The opportunity to build a Home Health Business is ever present if the agency can develop a strong referral base, expand its contractual relationships, adapt quickly to industry changes, and position itself for future growth. This session provides specific strategies to achieve your agency's contracting goals, helps you understand how to create marketplace differentiation, and introduces key business development metrics. After this discussion, you will be energized and motivated to take your Marketing & Business Development efforts to the next level.

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What You Need to Know About Your Financial Statements and Reimbursements

During the presentation Wipfli will provide insights for home health providers so they have a thorough understanding of regulatory requirements in relation to financial statements. We will learn strategies they can implement to capture accurate data they can leverage to assure they are financially competitive within the home health industry. The attendees will learn about upcoming industry changes and updates that will impact their financial bottom line including the 2022 PDGM and HHVBP implementation. Reimbursement is a paramount concern for all home health agencies and current topics impacting reimbursement will be discussed during this presentation. Wipfli representatives will provide them with the necessary information to focus their efforts on key components of the revenue cycle management process to increase collections. This webinar will be helpful for home health agencies, both profit and non-profit, administrative, executive, financial, and clinical leaders.

Medicare Certified Agency Regulations

This session will review the HHA licensure, certification and survey processes, fraud issues/initiatives, and Medicare Conditions of Participation (CoPs) including a detailed presentation of the revised Conditions of Participation deficiencies. Practical solutions regarding how to develop quality outcomes and maintain compliance with these critical standards will be key components of this session.

Financial Management Under PDGM

This session provides a detailed overview of the Medicare Patient Driven Groupings Model (PDGM), highlighting changes in 2024. The session describes how 30-day period payments are calculated and the importance of OASIS to this process. It describes the exceptions to episodes including LUPAs, PEPs, and Outliers. The session highlights billing management issues and accounting and management reporting. The session concludes with a suggested approach to strategic management of a Medicare agency to maximize quality and minimize cost.

HOME CARE AIDE / PRIVATE DUTY TRACK SESSIONS

Regulatory Overview for Licensed / Home Care Aide / Private Duty Organizations

This session will review ordinances & federal regulations, enforcement/regulatory bodies, policy & advocacy and resources. You'll learn which of the regulations/ordinances apply to your individual Home Care Organization and whether you must become licensed as a Home Care Agency or a Home Health Agency. You will also learn the regulations and laws that apply to every business and what you must comply with, things such as safety standards, wage and hour requirements and business licensing.

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Financial Management and Marketing for Private Home Care Agency

This session reviews the home care business cycle and how cash and billing clients are critical to your agency. After reviewing your accounting processes and set up you will learn how to manage your cash flow which is vital to your success as a business. The second part of this session is related to your leadership style and its effectiveness. It will help you define your leadership and company culture, successfully market your company and services, and understand the data, technology and financial success of your home care agency.