

# CHC Course Descriptions – Spring 2018

Course Name	CEU	Brief learning objective	Topics covered	Instructor
<b>ALL AGENCY TYPES</b>				
CDPHE-approved Basic 8-Hour Training for Administrators, Managers, Alternates, Parts I and II	8	The goal of this workshop is to provide an overview of the fundamentals of Administrator Management for compliance (meets both Initial and Annual Training requirements)	Attendees will learn the skills necessary to show a clear understanding of Home Care, Licensing standards for any agency, authority and enforcement for standards, Local, state, federal applicable law, Skilled and non-medical allowable services, Consumer rights, responsibilities, satisfaction, Care coordination, Responsibilities of governing body, administrator, PAC, QMP, Training requirements, Complaints, Policy overview of all agency types, Abuse and neglect training and reporting.	Connie McWilliams
CDPHE-approved Basic Training for Administrators, Managers, Alternates, Part III	4	Management of referrals, admissions, discharges, transfers, postponement, non-admissions and refusals, COP Hospital requirements for DC to home care.	Policy, Postponement, Refusal / Non-admits, referrals, conversions, coordination / transitions, Discharges, Policy, Community education, Referral source tracking and education, Payor source effects, Responsibilities, Legal and ethical considerations.	Connie McWilliams
CDPHE-approved Basic Training for Administrators, Managers, Alternates, Part IV	4	Basic Administrator Training Part IV for all agency types provides a review of Personnel records, Personnel qualifications, experience, competency and evaluation + Staffing methodologies and oversight of scheduling + Staff training and supervision	Licensure Standards in policy development, review and approval relative to Personnel, Personnel policies for daily duties, Policy components, Organizational structure & chart, Oversight, Qualifications, Competency, Staffing, Missed & incomplete visits, Surveyor probes, Evaluate agency policy content, Staffing methodologies, Oversight of scheduling, Supervision, Adequacy of qualified staff, Annual performance evaluation of staff, Criteria selection for performance evaluations, Contractors in direct care, Expired or missing documents, Special skills training.	Connie McWilliams
CDPHE-approved Basic Training for Administrators, Managers, Alternates, Part V	4	Financial management basics (2 CEU) and Using financial management (2 CEU)	Use the Balance sheet and Income statement, Explain standards on annual operating budget & capital expenditure plan ~ Finance ABCs - Audit, Accounting, Asset Management, Budget, Contracts, Revenue, Reimbursement, Payment / Coverage Requirements, Methods (capitation, prospective, per diem)	Connie McWilliams
CDPHE-approved Basic Training for Administrators, Managers, Alternates, Part VI	4	Implement Corporate compliance: Basic elements and oversight requirements by the OIG for effectiveness in preventing and detecting criminal, civil, and administrative violations and in promoting quality of care.	Minimum requirements, seven basic elements and their definition, unreturned overpayment, False Claims Act, Civil Monetary Penalties, Manage fraud, waste and abuse.	Connie McWilliams
CDPHE-approved Care about Care Coordination	2	Attendees will learn skills and tools necessary to apply State Licensure Care Coordination rules in daily operations as well as understand why care coordination is necessary, what makes Care Coordination effective & typical barriers to care coordination.	Common survey focus areas, Frequently cited deficiencies, Challenges in monitoring, Barriers, measures of effectiveness, Policy and procedure evaluation, CC effects on patient, client, family communications.	eLearn author Connie McWilliams
CDPHE-approved Care about HIPAA	2	This eLearn course is available 24/7 and offers clear learner progress indicators and unlimited replays of course material. Resume learning exactly where you left off, on your mobile, tablet, laptop or any device. This course provides the fundamentals of HIPAA for Home Care of all agency types. As Administrators, we	Distinguish between Privacy and Security rules, Recognize situations of mishandled PHI, Practical protection measures, Privacy Official duties, Costs of HIPAA breach, Co-worker carelessness, Responsibility of every worker.	eLearn author Connie McWilliams

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		have a duty to ensure all workforce members understand their duty to abide by HIPAA rules. When co-workers become careless, the resulting damage affects the agency as well as our own personal reputation.		
CDPHE-approved Complaint & Incident Processing Part 1	2	Review state Licensure rules in appropriately investigating, resolving, and documenting complaints and incidents.	Complaints, incidents and occurrences difference, Policies and procedures, Identify weakness in your agency, Commonly cited deficiencies, Survey focus areas	Jennifer Windram, RN, BSN
CDPHE-approved Complaint & Incident Processing Part 2	2	Review state Licensure rules in appropriately investigating, resolving, and documenting complaints and incidents.	Finding the best resolution, Incorporating complaints, incidents, occurrences into your QMP, Minimum standards, Review sample forms, common investigative techniques, Real life scenarios and deficiencies used to demonstrate compliance.	Jennifer Windram, RN, BSN
CDPHE-approved Understanding the Survey Process	2	Use tools similar to the ones used by surveyors during the survey process. Real life scenarios demonstrate different aspects of the survey	Survey types, Survey components, Common survey focus areas, Surveyor decision making, Writing a plan of correction	Jennifer Windram, RN, BSN
CDPHE-approved Quality Management Basics	2	Review the meaning of Licensure rules that <i>Every licensed agency shall establish a quality management program appropriate to the size and type of facility that evaluates the quality of patient or resident care and safety, and that complies with this part 3 regulation in Chapter II.</i>	Common survey focus areas, Frequently cited deficiencies, Methods to monitor care and services, prevent problems, and maintain compliance, PDCA cycle, Investigate, improvement, analyzing problems, identifying solutions.	Jennifer Windram, RN, BSN
CDPHE-approved Emergency Preparedness 2017	2	New emergency preparedness Conditions of Participation went into effect on November 15, 2017. The goal of this 2-hour interactive, online workshop is to provide the fundamentals of the new rules.	Required policies & procedures, training program & drills, Coordination with other facilities and the Community as a whole, Identify waivers to other regulations and standards during emergencies, Communication plan, Annual review requirements.	Jennifer Windram, RN, BSN
CDPHE-approved Agency-centered Training	4 +	Combined Lecture and interactive mini-mock survey: Includes PowerPoint presentation with discussion, sample deficiency lists to illustrate how the surveyors interpret rules and regulations, and exercises that demonstrate how the information can be applied in the real world. However, during the second portion, we will review the applicable agency process with you and discuss steps you can take to streamline or improve the particular process.	CEU Consulting is conducted onsite at the agency. Four areas of training are offered: Mock survey, Quality management basics (includes interactive review and discussion of the agency QM program), Complaint, Incident, Occurrence log review and Provision of Skilled care and services (includes interactive review of a sample of the agency clinical records). Identify strengths and weaknesses, Immediate feedback and coaching Analyze the current care environment.	former CDPHE Surveyors Jennifer Windram, RN, BSN and Laura Neill
<b>SKILLED HCAs</b>				
CDPHE-approved Agency Oversight & Operations	2	Review licensing standards for oversight of the skilled agency.	Governing body, administrator, professional advisory committee, and annual agency evaluation, Common survey focus areas, Frequently cited deficiencies, Policies and procedures, Document minutes effectively.	Jennifer Windram, RN, BSN
CDPHE-approved The Provision of Skilled Care & Services	2	Review requirements for patient care, from referral through discharge.	Survey focus areas, frequently cited deficiencies, Policies and procedures, Using your quality management program, Identify weakness in your agency.	Jennifer Windram, RN, BSN

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<b>NON-MEDICAL HCAs</b>				
CDPHE-approved Non-Medical Manager & Supervisor Training, Part 1	2	Licensure rules in Chapter 26, Section 6 to include an in-depth review of items 6.3 through 6.20 from the non-medical management perspective.	Distinction in non-medical and skilled requirements, Admissions, discharges, start of care, Basic state survey components.	Laura Neill
CDPHE-approved Non-Medical Manager & Supervisor Training, Part 2	2	Licensure rules in Chapter 26, Section 8 to include an in-depth review of items 8.1 through 8.6 from the non-medical management perspective.	Licensure purpose and scope, Federal, state and local regulations, Enforcement, Survey components and readiness, Consumer perspective of quality-of-life, informed decision-making & person-centered care, Limitations of Non-Medical Personal Care.	Laura Neill
IHSS	2	Attendees will learn skills and tools necessary to apply State standards in day-to-day operations of an IHSS agency. This course is offered for additional RELATED annual training that equals 20 clock hours required in the first year and 12 clock hours annually thereafter as described in 6 CCR 1011-1, Chapter XXVI, Part 8.3.	Administrative duties for IHSS, Preparation for survey, Health maintenance activities, Support for activities of daily living or instrumental activities of daily living, Personal care services, homemaker services, Supervision, Core independent living skills.	Laura Neill
HCBS	2	Attendees will learn skills and tools necessary to apply State Standards in day-to-day operations of an HCBS-certified EBD, non-medical home care agency with a focus on Volume 8 requirements. This course is offered for additional RELATED annual training that equals 20 clock hours required in the first year and 12 clock hours annually thereafter as described in 6 CCR 1011-1, Chapter XXVI, Part 8.3.	P&Ps, Employee and client records, Supervision, Personal care rules, Basic survey components, Minimum standards, Compliance evidence, Trends in deficiency citation, ID weaknesses, Develop actions plan, Prepare agency staff for survey.	Laura Neill
PCW Train-the-Trainer	4	Licensure rules in Chapter 26 are taught to enable attendees to train others in the organization. This course qualifies for annual training and as additional RELATED annual training that equals 20 clock hours required in the first year and 12 clock hours annually thereafter as described in 6 CCR 1011-1, Chapter XXVI, Part 8.3.	Differences in personal care, nurse aide care and health care, Limiting factors, Consumer rights, Freedom from abuse or neglect, Confidentiality of consumer records, personal, financial and health information; Hand washing, Infection control, Training and competency evaluation of appropriate, safe techniques in all personal care tasks, Homemaker tasks.	