

HCMCP Course Overview

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.

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**.

The HCMCP curriculum focuses on:

Private Duty

- ◆ Leadership & Management Skills
- ◆ Regulatory Overview for all Home Care Agencies
- ◆ Home Care Marketing
- ◆ Regulations Overview for Licensed/Home Care Aide Organizations
- ◆ Financial Management & Budgeting
- ◆ Financial Management & Marketing for Home Care Aide/Licensed
- ◆ Human Resource Practices and Employment Law Overview

Medicare Certified

- ◆ Leadership & Management Skills
- ◆ Regulatory Overview for all Home Care Agencies
- ◆ Home Care Marketing
- ◆ Regulatory Guidelines & Business Practices for Medicare Certified Agencies
- ◆ Financial Management & Budgeting
- ◆ Financial Management under PPS
- ◆ Human Resource Practices and Employment Law Overview

Learning Objectives and Expected Outcomes

GENERAL SESSIONS

Leadership in a Changing Home Care Environment:

- 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

- Finding and hiring the right marketing staff
- Identify top marketing mistakes
- How to develop a key marketing plan

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:

- 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, OBQI, 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 Private Home Care Agency will focus on:

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