



2023-2024

COURSE CATALOG

Current. Compliant. Compelling.

LIVE & ONLINE

www.hthu.net

Exceptional Online Healthcare Education



Welcome to HomeTown Health University!

Here at HomeTown Health University (HTHU), we are purposefully dedicated to providing our learners with high quality, current, effective, and applicable education, to help meet the ever-changing and ever-growing educational needs of healthcare professionals. Our unique ability to offer live and online training that is industry-specific across a variety of scopes and topics, ensures educational success for all learners. HTHU's online courses are available 24/7/365 across a variety of platforms to ensure ease of access regardless of work schedule, time constraints or preferred device. This on-demand approach affords learners the opportunity to conveniently manage their educational needs; helping to bring their educational success to fruition.

Since 2005, HTHU has offered online healthcare training, combined with live training sessions, to help thousands of healthcare professionals reach their education goals. HTHU is currently serving over 20,000 students online alone throughout hospitals, physician offices, long term care facilities, and in partnership with associations, state departments, technical colleges and health science/STEM school programs. The courses offered by HTHU are developed by subject matter experts and best practice professionals within the field of study. Our HTHU education team reviews curriculum regularly to ensure learners are receiving education that is timely and relevant to current healthcare requirements. In addition to accredited courses, webinars, live workshops, and conferences, HTHU's comprehensive programs also offer on-site consultations throughout the year. So, whether it's maintaining your healthcare licensure or engaging in exciting new certifications, HTHU has something for you.

We invite you to discover the many accredited, healthcare-focused courses available on HomeTown Health University at www.hthu.net, and we encourage you to explore the other live training and programs available to your organization. We at HomeTown Health look forward to working with you in the near future.

Warmly,



Director of Education



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HTHU Course Catalog

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SCHOOL OF REVENUE CYCLE MANAGEMENT

In this rapidly changing healthcare environment, each employee in the Business Office is required to continuously educate themselves and adapt best practices. Revenue cycle leaders and staff are offered a wide menu of curriculum choices in critical areas related to managing revenue for the organization.

Topic	Course Title	Course Length	CEUs
Medicare	12 Months of the most recent Medicare Reimbursement Updates available on-demand	75 mins	
Rural Health Clinic	Annual Wellness, Preventative Health, and Social Determinants of Health in the Rural Health Clinics	60 mins	0.1
	Federal Registry – Important Compliance & Regulatory Updates	60 mins	0.1
	Preparing for Inspections: Avoiding Non-Compliance & Common Citings	60 mins	0.1
	Regulatory, Billing, and Quality Updates	60 mins	0.1
	Yearly Rural Health Clinic Program Review: Regulatory Compliance while Achieving Quality	60 mins	0.1
Chief Financial Officer	For the Love of Data	60 mins	0.1
	Reviewing Cost Reports and Related Settlements	60 mins	0.1
	Rural Emergency Hospital Concept	60 mins	0.1
	Rural Emergency Hospital Update	60 mins	0.1
Business Office Certifications & Certificate Programs	Patient Access Certification (PAC)	9 hours	0.9
	Patient Access Specialist Certification (PAS)	8 hours	0.8
	Billing Certification Prerequisite	7 hours	0.7
	Billing Certification (BC)	9 hours	0.9
	PFS/Billing Specialist Certification (BSC)	9 hours	0.9
	Financial Counselor Certification (FCC)	8 hours	0.8
	Certified Healthcare Hospitality Specialist (CHHS)	7 hours	0.7
	Managed Care Professional Certification (MCPC)	6 hours	0.6
	Foundations of Rural Hospital Revenue Cycle Management Certificate Program	6 hours	0.6
	Foundations of Case Management Certificate Program	6 hours	0.6
	Denial Management Certificate Program	4 hours	0.4
	Scheduling Certificate Program	15 hours	1.5
2023 Recertifications	2023 Billing Recertification – NEW!	90 mins	0.2
	2023 Financial Counselor Recertification Webinar – NEW!	90 mins	0.2
	2023 Healthcare Hospitality Recertification – NEW!	90 mins	0.2
	2023 Patient Access Recertification Webinar – NEW!	90 mins	0.2
340B Program	340B Compliance Course: What to expect in a HRSA Audit – NEW!	60 mins	0.1
	An Overview – NEW!	60 mins	0.1
	Audit Preparation - A Case Study by Experience – NEW!	60 mins	0.1
	Antibiotic Stewardship in the Community – NEW!	60 mins	0.1
	Financial Sustainability: Pharmacy/340B/Remote – NEW!	60 mins	0.1
	Introduction to the 340B Drug Pricing Program – NEW!	60 mins	0.1
	Lessons from a 340B Coordinator – NEW!	60 mins	0.1
	Opiate Diversion	60 mins	0.1
	So you're thinking about...340B, Contract/Retail Pharmacies – NEW!	60 mins	0.1

Topic	Course Title	Course Length	CEUs
Billing	1500 Claim Form 02/12 Version	60 mins	0.1
	Billing Basics – Patient Types	45 mins	0.1
	Billing & Coding for IV Drug Administration	90 mins	0.1
	Claims Issues Affecting your AR Days: Out of State Medicaid Claims – Write-Offs or Revenue?	60 mins	0.1
	Claims Issues Affecting your AR Days: VA Claims – Who, What, When, Where, How and Why	60 mins	0.1
	Claims Issues Affecting your AR Days: Workers Comp Claims	60 mins	0.1
	CPT Codes 101: The Basic Rules and Guideline	40 mins	0.1
	Emergency Department Billing 101	40 mins	0.1
	Evaluation and Management (E/M) Services for Hospital Billing	60 mins	0.1
	HAC and POA Indicators for IPPS Hospitals	80 mins	0.1
	Insurance Follow-up	75 mins	0.1
	Introduction to Hospital Billing	60 mins	0.1
	Introduction to Modifiers	70 mins	0.1
	Maximizing Up-front and Back-end Patient Collections	70 mins	0.1
	Medicare Consolidated Billing	60 mins	0.1
	Medically Unlikely Edits (MUEs) Billing 101	25 mins	
	Observation Billing Guidelines	45 mins	0.1
	Pharmacy Billing 101	25 mins	
	RAC & Other Audits	60 mins	0.1
	Remittance Advice, Cash Posting & Credit Balances	70 mins	0.1
Understanding and Utilizing the UB-04	65 mins	0.1	
Using Outpatient Charge Audits to Find Lost Revenue	30 mins	0.1	
Chargemaster Series	Part 1: Chargemaster 101: Key Elements in the Chargemaster	60 mins	0.1
	Part 2: Breaking it Down: Department Specific Chargemaster Guidelines	60 mins	0.1
	Part 3: The Tough Stuff: Lab and Supply	55 mins	0.1
	Part 4: Pharmacy, Charge Capture & Frequently Asked Questions	50 mins	0.1
	Part 5: Becoming Transparent – Putting it all Together	45 mins	0.1
	Microsoft Excel 2013, Part 2	60 mins	0.1
	Microsoft Outlook 2016 Basics	60 mins	0.1
	Microsoft Word 2013	75 mins	0.1
	Pivot Tables in Microsoft Excel	45 mins	0.1
	PowerPoint Basics	120 mins	0.2
Computer Skills	Epic Reporting Considerations - Part 1	50 mins	0.1
	Epic Reporting Considerations - Part 2	60 mins	0.1
	Epic Reporting Considerations - Part 3	51 mins	0.1
	Microsoft Excel 2013, Part 1	60 mins	0.1
	Microsoft Excel 2013, Part 2	60 mins	0.1
	Microsoft Outlook 2016 Basics	60 mins	0.1
	Microsoft Word 2013	75 mins	0.1
	Pivot Tables in Microsoft Excel	45 mins	0.1
	PowerPoint Basics	120 mins	0.2
Cost Report Training	Accounting for Cost Report Settlements	60 mins	0.1
	Advanced Cost Report Strategy for Hospital Executives	60 mins	0.1
	Cost Report 101 – The Who, What, Where, How and Why	55 mins	0.1
	Cost Report Training for Department Managers	60 mins	0.1

SCHOOL OF REVENUE CYCLE MANAGEMENT *continued.*

Topic	Course Title	Course Length	CEUs
Cost Report Training	Decision Making	60 mins	0.1
	Estimate Methodologies	60 mins	0.1
	Interim Cost Reporting Strategies	60 mins	0.1
	Navigating the Medicare Cost Report	55 mins	0.1
	Interim Cost Report Settlement Overview	60 mins	0.1
	Uncompensated Care Training for Financial Counselors	60 mins	0.1
Customer Service	Advanced Customer Service: The AIDET Model	45 mins	0.1
	Basics of HEDIS	60 mins	0.1
	Brand Ambassadors in Healthcare	30 mins	0.1
	Customer Service and You	40 mins	0.1
	Dealing with the Difficult	55 mins	0.1
	Foundations of Communication	40 mins	0.1
	HCAHPS: Key to Patient Experience Excellence	45 mins	0.1
	Key Skills for Healthcare Employees	30 mins	0.1
	Patient Access Communications: Best Practices & Guidelines	75 mins	0.1
	Patient-Driven Clinic Workflow Redesign	60 mins	0.1
	Professional Appearance & Language Choices	35 mins	0.1
	Professional Business Communication 101	40 mins	0.1
	Teamwork: A Practical Guide	45 mins	0.1
	Telephone Etiquette for Healthcare Professionals	35 mins	0.1
Time Management for Healthcare Professionals	35 mins	0.1	
Denial Management	Best Practice Utilization Management Programs to Minimize Denials: The Foundation	55 mins	0.1
	Best Practice Utilization Programs to Minimize Denials: Tracking Denials	55 mins	0.1
	Contract Language to Minimize Denials: Advanced Contract Terms	60 mins	0.1
	Contract Language to Minimize Denials: Advanced Negotiation Skill	60 mins	0.1
	Denial Management	60 mins	0.1
	Denial Management: Understanding a Denial Team and Populating a Repository	60 mins	0.1
	Denial Management: Understanding Denial Agencies, Contracts and KPIs	60 mins	0.1
	Denial Management: Understanding Denial Prevention and Appeals	60 mins	0.1
Denial Management: Understanding Denials, Reporting, and Charts	60 mins	0.1	
Facility Compliance	ABCs of Regulatory Agencies & Surveying Bodies	35 mins	0.1
	CMS: Fraud, Waste, & Abuse Training	30 mins	0.1
	Credentialing 101 for Medical Offices	80 mins	0.1
	Drug Free Workplace	40 mins	0.1
	EMTALA Law	60 mins	0.1
	HIPAA Privacy and Security Certificate	100 mins	0.2
	HIPAA Privacy	45 mins	0.1
	HIPAA: Release of Information	45 mins	0.1
	HIPAA Security	35 mins	0.1
	The Big Three in Regulation		
Financial Stability Training Series	Denial Management & the Impact on Financial Stability	60 mins	0.1
	Preparing for the Volume to Value Payment Transition	50 mins	0.1
	Understanding the Roadblocks to Clean Claim Processing	45 mins	0.1
	Using Performance Improvement Strategies to Improve Financial Indicators	45 mins	0.1

Topic	Course Title	Course Length	CEUs
Financial Counseling	Financial Assistance Policy (FAP) for Non-Profit Hospitals	55 mins	0.1
	Financial Counseling: Funding Sources	70 mins	0.1
	Financial Counseling: Insurance Requirements	60 mins	0.1
	Financial Counseling: Legal Remedies	60 mins	0.1
	Financial Counseling: Overview	50 mins	0.1
	ICTF: Indigent Care Trust Fund	70 mins	0.1
Hospital Office Education	ABN - Advance Beneficiary Notice	60 mins	0.1
	An Introduction to Utilization Review	15 mins	
	Charge Capture	90 mins	0.1
	Code of Conduct in Healthcare	35 mins	0.1
	Developing & Maintaining a CDI Program for Small Hospitals	75 mins	0.1
	Health Insurance Basics	60 mins	0.1
	ICD-10 for the Business Office	30 mins	0.1
	Improving Performance in Healthcare: Patient Access	45 mins	0.1
	Introduction to Coding for the Business Office	60 mins	0.1
	Keys to Successful Collections	60 mins	0.1
	Medical Terminology I	90 mins	0.2
	Medical Terminology II	60 mins	0.1
	MSP – Medicare Secondary Payer	80 mins	0.1
	Patient Access: Forms, Figures, and Facts You Need to Know	80 mins	0.1
	Patient Access Services 101	50 mins	0.1
	Respect & Empathy in Healthcare: Cultural Awareness in the Healthcare Setting	60 mins	0.1
	Scheduling & Registration: A Focus on Standards & Presumptive Eligibility	60 mins	0.1
	Scheduling, Referrals & Precertifications	60 mins	0.1
	Three Day Window Rule	30 mins	0.1
	Top Claim Submissions Errors	60 mins	0.1
Your Role in the Revenue Cycle	45 mins	0.1	
Improving Financials	Accounting Considerations for COVID-19 and CARES Act Funding	35 mins	0.1
	A Focus on Collections	60 mins	0.1
	A Focus on Collections and AR Days	165 mins	0.1
	A Focus on Cost Report: Medicare Cost Report	60 mins	0.1
	A Focus on Patient Access	55 mins	0.1
	A Focus on Revenue Cycle	55 mins	0.1
	Avoiding Denials and Improving Reimbursement in Case Management	60 mins	0.1
	Board Member Responsibilities & Understanding Financial Statements	45 mins	0.1
	Financial Sustainability Considerations: Provider-Based Requirements – NEW!	65 mins	0.1
	Financial Sustainability: Psychiatric Sub-Provider Unit – NEW!	60 mins	0.1
	Financial Sustainability: Swing Bed	60 mins	0.1
	Patient Engagement Impact on Financial Indicators	60 mins	0.1
	Preparing to Comply with “Price and Quality Transparency in American Healthcare to Put Patients First”	35 mins	
	Medicare Outpatient Observation Notice (MOON) Training Webinar	60 mins	

SCHOOL OF REVENUE CYCLE MANAGEMENT *continued.*

Topic	Course Title	Course Length	CEUs
Managed Care/ Contract Compliance	Contract Compliance and Management	32 mins	0.1
	Defining and Accounting for Contractual Allowances	25 mins	
	Introduction to Managed Care	80 mins	0.1
	Managed Care History and the Basics	50 mins	0.1
	Managing Your Payer Contracts	70 mins	0.1
	Medicaid Managed Care	60 mins	0.1
	The Management of Managed Care	50 mins	0.1
	Utilizing Managed Care Claims Data Effectively for Improved Reimbursement	45 mins	0.1
Management & Leadership	Building Strong Teams	60 mins	0.1
	Business Office Productivity & Benchmarks	60 mins	0.1
	Business Office Staff: Onboarding, Orientation, Cross Training/ Addressing Denials	60 mins	0.1
	Effective Employee Counseling	55 mins	0.1
	Focus on Facilitation: Exploring Your Role as a Facilitator	90 mins	0.2
	Focus on Facilitation: Focus on Dominance	50 mins	0.1
	Focus on Facilitation: Focus on Influence	50 mins	0.1
	Focus on Facilitation: Focus on Steadiness	50 mins	0.1
	Focus on Facilitation: Focus on Conscientiousness	50 mins	0.1
	Handling Difficult Conversations with Employees	50 mins	0.1
	Leadership Accountability Series: What is Leadership? Basic Skills Needed	60 mins	0.1
	Leadership Accountability Series: Communication for Leaders	60 mins	0.1
	Leadership Accountability Series: Coaching and Mentoring	60 mins	0.1
	Leadership Accountability Series: Conflict Resolution	60 mins	0.1
	Leadership Accountability Series: Leadership in 2021 and Beyond	60 mins	0.1
Leading Through the Transition of Change	40 mins	0.1	
The Basics of Effective Interviewing	50 mins	0.1	
Price Transparency	Creating a Viable Price Strategy Given Unique Regional and Operational Factors	50 mins	0.1
	Hospital Approaches to Price Transparency	60 mins	0.1
	Improving Self-Pay Collections	40 mins	0.1
	Insurance Contracts and Commodity Service Price Setting	60 mins	0.1
	Preparing to Comply with "Price and Quality Transparency in American Healthcare To Put Patients First"	35 mins	
	Pricing Transparency in Healthcare	35 mins	0.1
Revenue Management	Community Hospital Borrower Training	55 mins	0.1
	Innovations in Telehealth & Telemedicine	40 mins	0.1
	Medicare & Crossover Bad Debt Reimbursement	60 mins	0.1
	Profitability Considerations for Behavioral Health Services	50 mins	0.1
	Profitability Considerations for Emergency Rooms	50 mins	0.1
	Profitability Considerations for Pharmacies	50 mins	0.1
	Profitability Considerations for Swing Bed & Post Acute Care	45 mins	0.1
	Profitability Considerations for Telehealth	55 mins	0.1
	Revenue Cycle: Billing	60 mins	0.1
	Revenue Cycle: Case Management, Utilization Review and Care Coordination	60 mins	0.1
Revenue Cycle: Charge Capture and the CDM	60 mins	0.1	

Topic	Course Title	Course Length	CEUs
	Revenue Cycle: How Hospitals Get Paid	60 mins	0.1
	Revenue Cycle: Patient Access	60 mins	0.1
	Revenue Cycle: The Basics	60 mins	0.1
	Revenue Recognition	60 mins	0.1
	Strategies for a Successful Revenue Cycle Meeting	50 mins	0.1
Rural Health Clinics	Financial Sustainability: Rural Health Clinic – NEW!	60 mins	0.1
	Identifying Additional Areas of Preventative Medicine	60 mins	0.1
	Implementing Preventative Medicine Programs for Your Rural Health Clinic	60 mins	0.1
	Innovations in Rural Health Clinics – Implementation of a Health Coach – NEW!	45 mins	0.1
	Profitability Considerations for Rural Health Clinics	60 mins	0.1
	RHC Billing	60 mins	0.1
	RHC Compliance Issues	75 mins	0.1
	RHC Foundations, Focus Areas & Resources	50 mins	0.1
	RHC Quality Measures: Identifying Clinic Issues	45 mins	0.1
	RHC Quality Measures: Workflow Analysis	50 mins	0.1
	Rural Health Clinic (RHC) Billing 101: Proper Billing for CCM & TCM	65 mins	0.1
	Starting a Rural Health Clinic (RHC) from Scratch	60 mins	0.1
	Transitioning from Hospital to Rural Health Clinic: What Staff Should Know	30 mins	0.1

CERTIFICATION PATHWAYS

The HTHU Certification Pathways for revenue cycle team members provides a range of training topics related to the key areas of patient access and billing. Pathways can be taken independently of each other, or combined together to achieve a full scope of revenue cycle training which encompasses multiple revenue cycle functions. Our stand-alone programs, such as FCC, Denials Management, or CHHS can be added into any pathway to meet the unique role your staff plays in your revenue cycle team. The benefit of utilizing the certification path is multi-fold. First, it helps to streamline enrollments so that your staff have less navigation in the system. Second, pathways are built to cover the key education areas applicable to positions. The Certification Pathways empower staff with credentials for their educational accomplishment, which can also help management to establish or support revenue cycle career ladders or incentive programs for career advancement. Some sample tools are also provided to School of Revenue Cycle Management subscribing facilities.

Patient Access Certification Path



Patient Access to Billing Specialist Path



Billing Certification Path



CERTIFICATE PROGRAMS & CERTIFICATIONS

CERTIFICATION CONTENTS

Patient Access Certification (PAC)

1. Introduction to Patient Access Certification
2. Your Role in the Revenue Cycle
3. HCAHPS: Key to Patient Experience Excellence
4. Patient Access Communications: Best Practices & Guidelines
5. Health Insurance Basics
6. Keys to Successful Collections
7. Patient Access: Forms, Figures, and Facts You Need to Know
8. Advance Beneficiary Notice (ABN)
9. Medicare Secondary Payer (MSP)
10. EMTALA LAW

Patient Access Specialist (PAS)

1. Introduction to Patient Access Specialist Certification
2. Dealing with the Difficult
3. Telephone Etiquette for Healthcare Professionals
4. CPT Codes 101: the Basic Rules and Guidelines
5. Medical Terminology I
6. Medical Terminology II
7. HIPAA: A Practical Guide
8. Improving Performance in Healthcare: Patient Access

Billing Certification Prerequisite

1. Introduction to Billing Prerequisite
2. Health Insurance Basics
3. Advance Beneficiary Notice (ABN)
4. Medicare Secondary Payer (MSP)
5. Medical Terminology I
6. Medical Terminology II
7. Your Role in the Revenue Cycle

Billing Certification

1. Introduction to Billing Certification
2. Introduction to Hospital Billing
3. Understanding and Utilizing the UB-04
4. Billing Basics – Patient Types
5. MUEs (Medically Unlikely Edits) Billing 101
6. Three-Day Window Rule
7. Medicare Consolidated Billing
8. Professional Business Communication 101
9. Improving Self-Pay Collections
10. The Big Three in Regulation

Billing Specialist Certification

1. Introduction to Billing Specialist Certification
2. Insurance Follow-up
3. Remittance Advice, Cash Posting & Credit Balances
4. Denial Management
5. Introduction to Modifiers
6. Introduction to Coding for the Business Office
7. Billing & Coding for IV Drug Administration
8. Evaluation and Management Services for Hospital Billing
9. Improving Financials: Maximizing Up-front and Back-end Patient Collections

Financial Counselor Certification (FCC)

1. Introduction to Financial Counselor Certification
2. Financial Counseling: Overview
3. Keys to Successful Collections
4. Financial Counseling: Financial Assistance Policy for Non-Profit Hospitals
5. Financial Counseling: Insurance Requirements
6. Financial Counseling: Funding Sources
7. Improving Financials: Maximizing Up-front and Back-end Patient Collections
8. Uncompensated Care for Financial Counselors
9. Financial Counseling: Legal Remedies

Certified Healthcare Hospitality Specialist (CHHS)

1. Introduction to Certified Healthcare Hospitality Specialist
2. Brand Ambassadors in Healthcare
3. HCAHPS: Key to Patient Experience Excellence
4. Dealing with the Difficult
5. Telephone Etiquette for Healthcare Professionals
6. Professional Business Communication 101
7. Professional Appearance & Language for Healthcare Professionals
8. HIPAA – A Practical Guide

Physician Office Patient Access Certification

1. Introduction to Physician Office Patient Access Certification
2. Patient Access Services 101
3. Health Insurance Basics
4. Patient Access Communications: Best Practices & Guidelines
5. Keys to Successful Collections
6. Scheduling, Referrals, & Precerts
7. HIPAA - A Practical Guide
8. HIPAA - Release of Information
9. Telephone Etiquette for Healthcare Professionals
10. Dealing with the Difficult

CERTIFICATE PROGRAMS

Denial Management Certificate

1. Denials, Reporting, and Charts
2. Denial Team and Populating a Repository
3. Denial Prevention, and Appeals
4. Denial Agencies, Contracts, and KPI

Foundations of Case Management Certificate Program

1. The Basics of Case Management and Utilization Review
2. Utilization Management and Compliance Impacts on Case Management
3. Psychosocial Assessments and the Discharge Plan vs. a Final Plan
4. Discharge Planning and Conditions of Participation
5. The Importance of a Utilization Review Committee
6. Medical Necessity Denials

HIPAA Certificate Program

1. HIPAA – A Practical Guide
2. HIPAA Privacy Awareness
3. HIPAA Security Rule

Foundations of Rural Hospital Revenue Cycle Management Certificate Program

1. The Basics
2. How Hospitals Get Paid
3. Patient Access
4. Case Management, Utilization Review and Care Coordination
5. Billing
6. Charge Capture and the CDM

Managed Care Professional Certificate Program (MCPC)

1. Managed Care History and the Basics
2. Medicaid Managed Care
3. The Management of Managed Care
4. Contract Compliance and Management
5. Defining and Accounting for Contractual Allowances
6. Utilizing Managed Care Claims Data Effectively for Improved Reimbursement

Remote Community Health Worker Certificate Program

1. The Case for Community Partnerships
2. Community Health Work and Paramedicine
3. Core Competencies for Community Health Worker
4. Role of Telehealth in Community

Rural Clinical Documentation Improvement (CDI) Specialist Certificate

1. CDI In the Outpatient Setting
2. CDI In the Outpatient Setting: Case Studies
3. Breaking Bad Habits that Result in Query Fatigue
4. CDI in the Inpatient Setting

Swing Bed Management Certificate Program

1. Laying the Groundwork
2. Setting the Standards
3. Expanding the Footprint
4. Medicine Best Practices
5. Therapy
6. What is IDT?

Rural Coding Certificate Program (RCC) – Beginner

1. Coding Specialties and Chart Types - Why Patient Status Matters
2. Using Your ICD-10-CM Code Book
3. Understanding the ICD-10-CM Coding Guidelines
4. Coding Introduction to CPT
5. Introduction to HCPCS Level II
6. Introduction to Modifiers
7. Diagnosis Code Selection in the Ancillary/Referred Outpatient Departments
8. Secondary Diagnosis and Impacts to Quality and Reimbursement
9. Regulations, Statutes, and Source Entities in Coding
10. Opening HIM to Student Prospects and New Coding Staff

Rural Coding Certificate Program (RCC) – Intermediate

1. Modifier Use and Complex Scenarios
2. The Alphabet Soup of Coding
3. Coding Integumentary System CPT Procedures
4. Compliant Anesthesia Coding and Billing
5. Coding Respiratory System CPT Procedures
6. Coding Digestive System CPT Procedures
7. Coding Ocular and Auditory CPT Procedures
8. Intermediate Coding Scenarios
9. Interdepartmental Collaboration with Coding
10. Inpatient Coding 101

Rural Coding Certificate Program (RCC) – Advanced

1. Fundamentals to ICD-10-PCS Coding – Under Construction, PCS Coding 101
2. Present on Admission and Hospital Acquired Conditions Impacts
3. Principle Diagnosis Selection in the Inpatient Setting
4. Secondary Code Diagnosis Selection in the Inpatient Setting
5. Complex CPT Coding Scenarios
6. Professional Inpatient and Observation Evaluation and Management Coding
7. ICD-10-PCS Use in Complex Scenarios
8. Building a Solid Plan for Appeals to Denials

CAH Operational Improvement: Competency Framework Certificate Program – NEW

1. The Need for Competency Framework in Rural Hospitals: Preparing for Improvement
2. Competency Collection: Standardizing Improvement
3. Competency Frameworks: Building & Refining
4. Implementing a Competency Framework: How to Use Tools for Improvement

CAH Financial Improvement: Competency Framework Certificate Program – NEW

1. Positions that Contribute to a Rural Hospital's Financial Success
2. Why a New Model is Needed for Rural Hospital Competencies
3. How to Use Job Analysis Questionnaires for Organizational Improvement
4. Building Competencies in the Business Office

Rural Hospital Swing Bed MDS Coordinator Certification – NEW

1. History
2. Assessments and Section A
3. Interviews and Sections C, D, and J
4. Functional Scoring: Sections GG, G, and O
5. Section I and ICD-10
6. Sections: B, E, H, K, M, N, P, Q
7. Corrections and Care Planning
8. Pulling It All Together Now

Rural Hospital Privacy & Security Officer Certificate – NEW

1. The Critical Role of HIPAA Privacy and Security
2. A Strong Foundation: HIPAA
3. The Privacy Officer
4. Carrying Out Privacy Officer Responsibilities
5. The Security Officer
6. Carrying Out Security Officer

CERTIFICATE PROGRAMS COMING SOON TO HTHU:

Rural Data Analytics Certificate Program

1. What is Data and Why is it important?
2. Healthcare Data: What's all the Fuss?
3. Healthcare Data: How Big is Big Data?
4. Healthcare Data: Management
5. Data Analysis – Making the World a Better Place

HTHU offers a variety of educational opportunities that always add a benefit to my job no matter what level I am working whether it be training, patient access or working WQ's or denials. So appreciate the knowledge they so willingly share with us.

– Carla R.



HOSPITAL BOARD & LEADERSHIP PROGRAM

Large or small, rural or urban— the role of a hospital in its community is vital. A key to a hospital’s success lies greatly in the governance by its board and trustees, yet the needs of the rural organization often differ greatly. It is a role that demands active participation by members who understand the hospital environment and how to meet the unique challenges rural hospitals face. Trustees face legal, ethical, and regulatory decisions in a highly evolving industry. With new Georgia state-mandated training requirements, it is critical that hospitals provide initial and ongoing education to those that provide direction and oversight for the hospital, and for the administrative team who lead the organization.

With these needs in mind, HomeTown Health is pleased to offer a newly updated **Hospital Board & Leadership (HBL) Training Program** for rural hospitals. **HomeTown Health is pleased to announce that this curriculum was certified on 10.14.19 by the Georgia Rural Health Innovation Center at Mercer University School of Medicine as having satisfied the training requirements found in O.C.G.A. § 31-2-16.** The Hospital Board & Leadership (HBL) Training Program now meets both Georgia standards, as well as accreditation from IACET.org, allowing you to receive continuing education units that meet the highest international best practice ANSI/IACET standards.

Training that is Current, Compelling, and Compliant.

HomeTown Health has focused on meeting rural hospital needs in Georgia for 20 years and offers a network of subject matter experts who work with hospitals, like yours, every day. Together with these industry trainers, the Hospital Board & Leadership Training Program is crafted to provide up-to-date training on issues that your team faces. The HBL Program is built with the needs of adult learners in mind, ensuring the principles can be put into practice using the resources provided. In addition, the education team at HTHU.net will serve to manage the enrollment, tracking, and required reporting, from start to finish, to help your team become and remain compliant.

Topic	Course Title	Accreditation	CEUs
Pre-Requisite Requirements	Pre-Requisite training is provided online via moderated group sessions coordinated by HTH’s Board Training Lead. HomeTown Health’s GA Certified Hospital Board and Leadership Pre-Appointment Training which covers GRHIC Standard 1: Governance, Liability, and Accountability. In this course, we provide hospital board members and leadership with a foundation in the common legal duties owed by a board member, as well as the board responsibilities and activities required of board members. This webinar is available to hospitals that have registered with HomeTown Health for their Hospital Board and Leadership training. Completion of an online pre-test will be required of each registrant before admission into the webinar event. Instructions for accessing the pre-test will be sent to you after registration for this webinar event.		
Track I - Initial Certification	HBL2C-21O Risk Management and Legal Considerations	IACET	0.1
	HBL3B-21O Fiduciary Duties & Hospital Corporate Structure	IACET	0.1
	HBL4A-21O Hospital Compliance 101 for the Board	IACET	0.1
	HBL5A-21O Ethics Considerations for Hospital Board and Administration	IACET	0.1
	HBL6C-21O Patient Care Across the Continuum	IACET	0.1
	HBL7A-21O Strategic Planning for Hospital Boards and Leadership	IACET	0.1
	HBL8B-21O Grant Management for Hospitals	IACET	0.1

Continued on next page

Topic	Course Title	Equivalent RU Value	IACET Accred.
Repeated Training Pathway	HBL-PRE-21GAO Standard 1 Course – Board Duties and Activities [GA Specific]	1 RU	0.2 CEU
	HBL2C-21O Standard 2 Course – Risk Management and Legal Considerations	1 RU	0.1 CEU
	HBL3B-21O Standard 3 Course – Fiduciary Duties & Hospital Corporate Structure	1 RU	0.1 CEU
	HBL4A-21O Standard 4 Course – Hospital Compliance 101	1 RU	0.1 CEU
	HBL5A-21O Standard 5 Course – Ethics Considerations for Hospital Board and Administration	1 RU	0.1 CEU
	HBL6C-21O Standard 6 Course – Patient Care Across the Continuum	1 RU	0.1 CEU
	HBL7A-21O Standard 7 Course – Strategic Planning for Hospital Boards and Leadership	1 RU	0.1 CEU
	HBL8B-21O Standard 8 Course – Grant Management for Hospitals	1 RU	0.1 CEU
Recertification Units Pathway	1 RU HHBLRU - 22QCFO2HBL Quarterly Hospital CFO Update Webinar (May 2022): How to Get Ready for a Single Audit	1 RU	0.0 CEU
	HBLRU-21RWEBHBL-A Cybersecurity Update for Rural Hospitals	1 RU	0.0 CEU
	HBLRU-21RWEBHBL-B Credentialing and Privileging Process Compliance	1 RU	0.0 CEU
	HBLRU-21RWEBHBL-C How Ransomware and Phishing are Impacting the Healthcare Industry	1 RU	0.0 CEU
	HBLRU-22QCFO2HBL Quarterly Hospital CFO Update Webinar (August 2022): Understanding the Rural Emergency Hospitals Concept	1 RU	0.0 CEU
	HBLRU - 22ACHE3HBL Managing Conflict Accountability Conversations and Disputes	2 RU	0.0 CEU
	HBLRU-22P2PSPSC01 Small Rural Hospital Blueprint for Performance Excellence and Value	1 RU	0.0 CEU
	HBLRU-22P2PSPSC02 Value Based Strategy Map Template	1 RU	0.0 CEU
	HBLRU-22P2PSPSC03 Strategic Planning for Action: Balanced Scorecard Template	1 RU	0.0 CEU
	HBL-REVIEW-21 One Hour Review Course (Online)	1 RU	0.1 CEU
Track III – Live Training	Participants opting to attend live training sessions will be provided with detailed agendas as well as dates of live training opportunities as available.		

Topic	Course Title	IACET Accreditation
Additional Resources – Optional Courses	F-CompCORoles-HTC18 The Role and Responsibility of a Rural Hospital Compliance Officer	0.1 CEU
	F-SQC101618 Standards, Policies and Procedures of a Successful Compliance Program	0.1 CEU
	F-SQC11519 Screening, Evaluation & Communication	0.1 CEU
	SQC41619 Monitoring, Auditing, Discipline for Non-Compliance, Investigations, and Remedial Measures	0.1 CEU
	F-21HIPAACert HIPAA Privacy & Security Certificate	0.2 CEU

SCHOOL OF HOSPITAL OPERATIONS & PROJECTS

The School of Hospital Operations & Projects is designed to provide education and training centered around hospital operations, including specialized focus on service lines and departments as well as the management of projects and improvements.

Topic	Course Title	Course Length	CEUs
Clinic & Physician Practice	Financial and Profitability Considerations for Rural Health Clinics	60 mins	0.1
	Physician Efficiency in Documentation	3 hours	0.3
Emergency Department	Innovations in Emergency Room Management	40 mins	0.1
Financial	Community Hospital Borrower Training	55 mins	0.1
Healthcare Grant Professional (HGP) Certification Test Prep – NEW!	Intro to the HGP Training and Certification Prep Program	60 mins	0.1
	Grant Design and Development	70 mins	0.1
	Grant Research	75 mins	0.1
	Grant Research – How to Use Data to Make the Case for Rural	90 mins	0.2
	Identifying Funding & Partners for Rural Hospitals	150 mins	0.2
	Organizational Development	80 mins	0.1
	Strategies to Support Strong Grant Proposals: Communication	90 mins	0.2
	Grant Program and Project Development	80 mins	0.1
	Foundations of Grant Applications	110 mins	0.2
	Crafting Grant Applications Workshop	4 hours	0.4
	Grant Ethics	80 mins	0.1
	Managing a Grant Award Program for Hospital Leadership	120 mins	0.2
	Auditing for Grant Compliance	50 mins	0.1
	Grant Program Closing & Ongoing Professionalism	70 mins	0.1
	Strategies to Support Grant Management: Efficiency and Accountability	90 mins	0.1
Strategies to Support Effective Evaluations	80 mins	0.1	
Hospital Operational Improvement	A Systems Approach to Healthcare Errors - Failure Mode & Effects Analysis	60 mins	0.1
	A Systems Approach to Healthcare Errors - Root Causes Analysis	60 mins	0.1
	Business Office Productivity & Benchmarks	60 mins	0.1
	Business Office Staff: Onboarding, Orientation, Cross Training/ Addressing Denials	60 mins	0.1
	Compassion Resilience Part 1	60 mins	0.1
	Compassion Resilience Part 2	60 mins	0.1
	Coaching and Teaching Your Staff, Individual Development	60 mins	0.1
	Cross-Training, Workflows and Succession Planning	60 mins	0.1
	Implementing Workflows: Sustaining Change, Excess, Quality, and Administrative Involvement	70 mins	0.1
	Implementing Staff Assessments	60 mins	0.1
	Improving Operations: Ancillary Services	75 mins	0.1
	Improving Operations: DME & Supply Chain	60 mins	0.1
	Improving Operations: General Med/Surg and OR Services	80 mins	0.1
	Improving Operations: Human Resources	3 hours	0.3
	Improving Operations: Rural Health Clinics	3 hours	0.3
	Improving Operations: Staff Accountability & Corrective Action Processes	75 mins	0.1
	Initial and Ongoing Staff Training: Hiring and Training	60 mins	0.1
	Managing Conflict, Accountability Conversations and Disputes	60 mins	0.1
Operational Excellence: Key Cultural Principles & Foundational Needs	60 mins	0.1	

Topic	Course Title	Course Length	CEUs
	Operational Excellence: Internal Processes that Support Staffing Efficiencies, Engagement, & Overall Retention	60 mins	0.1
	Operational Workflows: Identifying Optimal Workflows While Reducing Interruptions	65 mins	0.1
	Organization Structures of the Business Office	60 mins	0.1
	Sustained Improvement Case Study #1: Structure Without Walls	60 mins	0.1
	Sustained Improvement Case Study #2: The Power of Rapid Change	60 mins	0.1
	Sustained Improvement Case Study #3: Overcoming the Status Quo	60 mins	0.1
Lean Six Sigma	Lean Part 1: Engaging the Team & Building a Culture of Trust	70 mins	0.1
	Lean Part 2: Understanding the Process to Determine Root Cause!	60 mins	0.1
	Lean Part 3: Improvement Experiments	60 mins	0.1
Management & Leadership Training	Building Better Teams	45 mins	0.1
	Facilitation 101 – Tools for Effective Virtual Meeting Management	50 mins	0.1
	Focus on Facilitation Series: Exploring Your Role as a Facilitator	90 mins	0.2
	Focus on Facilitation Series: Focus on Dominance	50 mins	0.1
	Focus on Facilitation Series: Focus on Influence	50 mins	0.1
	Focus on Facilitation Series: Focus on Steadiness	50 mins	0.1
	Focus on Facilitation Series: Focus on Conscientiousness	50 mins	0.1
	Handling Difficult Conversations with Employees	50 mins	0.1
	Leadership Accountability Series: What is Leadership?	45 mins	0.1
	Basic Skills Needed		
	Leadership Accountability Series: Communication for Leaders	45 mins	0.1
	Leadership Accountability Series: Coaching and Mentoring	50 mins	0.1
	Leadership Accountability Series: Conflict Resolution	55 mins	0.1
	Leadership Accountability Series: Leadership in 2021 and Beyond	60 mins	0.1
	Leading through the Transition of Change	40 mins	0.1
	The Basics of Effective Interviewing	50 mins	0.1
Pharmacy Operations & Medication Projects	Financial and Profitability Considerations for Pharmacy Services	60 mins	0.1
	Innovations in Medication Coordination	35 mins	0.1
Project Management Training	Foundations in Project Management Program	6 hours	0.6
Strategic Panning Toolkit Series	Part 1: Small Rural Hospital Blueprint for Performance Excellence and Value	50 mins	0.1
	Part 2: Value Based Strategy Map Template	60 mins	0.1
	Part 3: Balanced Scorecard Template	60 mins	0.1
	Part 4: Creating Meaningful and Compliant Community Health Needs Assessments	60 mins	0.1
Telehealth Operations & Projects	Innovations in Telehealth & Telemedicine	40 mins	0.1

ANNUAL EDUCATION PROGRAMS

With the ever-evolving landscape of rules and regulations in healthcare, annual education is an integral tool to educate and empower employees and supervisors. Annual education benefits both your employees and managers by providing them essential knowledge on major compliance areas required by agencies such as OSHA, DNV, and The Joint Commission. Annual education is also an essential part of protecting your facility and employees by providing them with the education to shape their job performance and ensure their compliance with all regulations and policies within your facility. Along those same lines, it empowers your staff leaders to hold their employees accountable for their behaviors in the workplace. Developed to match industry regulations and best practice performance guidelines, HTHU Annual Education Programs provide not only the education required for your facility but also provides tracking and reporting of staff completion for your facility's records. The HTHU Annual Education base program is divided into Clinical and Non-Clinical portions for employees, both ending with annual education evaluations.

Standard Annual Education: Clinical (8 hrs/0.8 CEUs)

1. Introduction to Annual Education
2. Corporate Compliance, Cybersecurity and Employee Injury
3. Environment of Care
4. Workplace Culture & Environment
5. Patient Rights
6. Age Specific Care
7. A Culture of Safety (Patient Safety)
8. Fall Prevention Education & Best Practices
9. Infection Control: The Basics
10. Infection Control: Personal Protective Equipment
11. HIPAA: A Practical Guide
12. EMTALA Law – The Emergency Medical Treatment and Labor Act
13. Compassion Fatigue
14. Annual Education Evaluation

Standard Annual Education: Non-Clinical (7 hrs/0.7 CEUS)

1. Introduction to Annual Education
2. Corporate Compliance, Cybersecurity and Employee Injury
3. Environment of Care
4. Workplace Culture & Environment
5. Patient Rights
6. A Culture of Safety (Patient Safety)
7. Fall Prevention Education & Best Practices
8. Infection Control: The Basics
9. HIPAA: A Practical Guide
10. EMTALA: A Guide for Non-Clinical Employees
11. Brand Ambassador
12. Dealing with the Difficult
13. Compassion Fatigue
14. Annual Education Evaluation

Standard Annual Education: Long-Term Care (7 hrs/0.7 CEUs)

This annual education program helps fulfill your facility's commitment to providing education, monitoring, and oversight to ensure all employees, volunteers and medical staff members comply with the laws, standards and requirements governing its operations, and includes training to guide your employee actions and decisions. As a staff member of a long-term care facility, you are held accountable for knowledge of best practices and practical application in caring for elder and aged patients, including laws, regulations and matters of compliance which govern your facility and thus your performance. The following education program is designed to cover both compliance and care-giving information for long-term care staff members.

1. Introduction to Annual Education
2. Residents Rights: The Art of Caring
3. HIPAA: A Practical Guide
4. Customer Service and You
5. Preventing Elder Abuse: Helping Keep Residents Safe
6. Preventing Falls in long-term Care: Keeping Residents Safe
7. Infection Control: The Basics
8. Infection Control: Personal Protective Equipment
9. Preventing Healthcare-Associated infections in Long-Term Care
10. Preventing Bloodborne Infections in Long-Term Care: Preventing Transmission
11. Body Mechanics – Ergonomics
12. Lifting Safely to Prevent Injury
13. Environment of Care: Emergency Management
14. Annual Education Evaluation

Custom Annual Education Subscriptions

Facilities can customize and tailor these courses to meet the specific needs of their facilities and staff members by utilizing the courses above combined with facility-developed content, and other HTHU courses to create a Custom Annual Education Program. Custom Annual Education subscriptions can be expanded beyond the basic annual education program to include custom programs for New Hire Orientation or department-specific training.

SCHOOL OF QUALITY & COMPLIANCE

HTHU's School of Quality & Compliance is dedicated to training healthcare management and staff in aspects of healthcare requirements to meet compliance including foundational competency training for clinical staff, regulatory guidance and care/case management. The hospital professional can increase their knowledge and establish themselves as a more valuable employee by engaging in the certifications and courses that are available to them on HTHU.

Topic	Course Title	Course Length	CEUs
Clinical Practice Basics	Joint Commission National Patient Safety Goals for Hospitals	55 mins	0.1
	A Comprehensive Geriatric Assessment	50 mins	0.1
	Administering Medications	110 mins	0.2
	Airway Care: Tracheostomy Care, Tube Change, and Artificial Airway Cuff Management	30 mins	0.1
	Blood/Blood Products Administration	45 mins	0.1
	Blood Products Administration-Complications	20 mins	
	IV Push Medications	10 mins	
	Wound Care Physiology Assessment and Documentation	20 mins	
	Wound Care - Types of Wounds and Treatment Modalities	20 mins	
CAHPS and Patient Experience	Cleanliness of Hospital Environment & Quietness of Hospital	40 mins	
	Communication with Nurses & Doctors	30 mins	
	Discharge Information & Care Transition	30 mins	
	HCAHPS: Key to Patient Experience	30 mins	0.1
	HCAHPS: Provider Engagement	45 mins	
	Other CAHPS and Patient Satisfaction Surveys	45 mins	
	Overall Hospital Rating & Willingness to Recommend	45 mins	
	The Patient Experience: Informed Consumer Choice	20 mins	
	Understanding the 5-star Rating	70 mins	
Using Your Scores to Your Hospital's Advantage	65 mins		
Care Management	Advanced Customer Service: the AIDET Model	45 mins	0.1
	Assessment and Evaluation of Telehealth and RPM in your Rural Hospital	60 mins	0.1
	Avoiding Denials and Improving Reimbursement in Case Management	60 mins	0.1
	Care Coordination Considerations for Case Management in the Emergency Room	60 mins	0.1
	Care Coordination Considerations for Overutilization of the Emergency Room	60 mins	0.1
	Care Coordination Considerations for Medication-Related Services	60 mins	0.1
	Care Coordination Considerations for Special Patient Populations	60 mins	0.1
	Care Coordination Considerations for Special Patient Populations Project Impact	60 mins	0.1
	CCM: Adjusting Your Conversations for Outcomes from Others	60 mins	0.1
	CCM: Coordinating Between Settings, Building Partnerships & What is Unique to the RHC	60 mins	0.1
	Chronic Care Management: Part 1 – Compliance, Strategies, Care Coordinator Role	60 mins	0.1
	Chronic Care Management: Part 2 – Billing, Communication Process	60 mins	0.1
	Chronic Care Management: Part 3 – Hurdles, Patient Enrollment, CCD, Consent	60 mins	0.1
	Chronic Care Management: Part 4 – Summary of Process & Compliance	60 mins	0.1
	Rural Case Manager Virtual Book Club (7 sessions)	6 hrs, 30mins	0.6
	Social Determinants of Health and their Impact on Patient and Employee Health	50 mins	0.1

SCHOOL OF QUALITY & COMPLIANCE *continued.*

Topic	Course Title	Course Length	CEUs
Care Management	The Impact of Active Pharmacy Management of Transitions of Care	60 mins	0.1
	Transitional Care Management: Part 1 – Models, Processes & Staff	60 mins	0.1
	Transitional Care Management: Part 2 – Billing, Red Flags & CCM	60 mins	0.1
	Understanding Care Coordination and Discharge Planning	60 mins	0.1
	Understanding the Value of Data	60 mins	0.1
	Using Technology and Care Coordination for Employee Health for those with Chronic Illness	55 mins	0.1
	Utilizing Technology and Care Coordination of High Risk Population	50mins	0.1
Certified Professional in Healthcare Quality (CPHQ)	Certified Professional in Healthcare Quality (CPHQ) Prep Virtual Book Club	7 hours	0.7
Environment of Care (EOC)	Environment of Care – Emergency Management	45 mins	0.1
	Environment of Care – Fire & Life Safety Management	15 mins	
	Environment of Care – Hazardous Material and Waste Management	20 mins	
	Environment of Care – Medical Equipment Management	15 mins	
	Environment of Care – Personnel Safety and Hazard Recognition	20 mins	
	Environment of Care – Security Management	15 mins	
	Environment of Care – Utility Systems Management	10 mins	
Facility Compliance, Compliance Officer Training, & Risk Management	A Strong Foundation: HIPAA	60 mins	0.1
	ABCs of Regulatory Agencies & Surveying Bodies	35 mins	0.1
	Carrying Out Privacy Officer Responsibilities	60 mins	0.1
	Carrying Out Security Officer Responsibilities	60 mins	0.1
	Certified in Healthcare Compliance (CHC) Test Prep Series (11 sessions)	15 hours	1.5
	Compliance-Driven Enterprise Risk Management for Hospitals	55 mins	0.1
	Credentialing, Privileging, and Quality Workshop	4 hrs, 30 mins	0.5
	Drug Free Workplace	40 mins	0.1
	Effective Compliance Programs – Identifying Areas for Improvement	55 mins	0.1
	Elements of a Successful Compliance Program	60 mins	0.1
	Food Safety and You	35 mins	0.1
	HIPAA: A Practical Guide	40 mins	0.1
	EMTALA Law	60 mins	0.1
	HIPAA Privacy	45 mins	0.1
	HIPAA Privacy and Security Certificate	100 mins	0.2
	HIPAA Privacy and Security During a Public Emergency	45 mins	0.1
	HIPAA Security	45 mins	0.1
	Hospital Compliance & Risk: Distinct Roles and Partnering Opportunities	60 mins	0.1
	Introduction to a Day in the Life of a Quality Leader – NEW!	60 mins	0.1
	Monitoring, Auditing, Discipline for Non-Compliance, Investigations, and Remedial Measures	60 mins	0.1
	OSHA Reporting, Record-keeping & Recording; What to Expect in an On-site Audit	60 mins	0.1
	Resident Rights: the Art of Caring	45 mins	0.1
Risk Assessment and Internal Controls	50 mins	0.1	
Risk Management	30 mins	0.1	
Rural Hospital Privacy & Security Officer Certificate	6 hours	0.6	

Topic	Course Title	Course Length	CEUs
Healthcare Competency	Screening, Evaluation & Communication	60 mins	0.1
	Standards, Policies and Procedures of a Successful Quality Program	60 mins	0.1
	The Critical Role of HIPAA Privacy and Security Officers in a Rural Hospital	60 mins	0.1
	The Privacy Officer	60 mins	0.1
	The Security Officer	60 mins	0.1
	The Roles & Responsibilities of a Compliance Officer	60 mins	0.1
	A Culture of Safety (Patient Safety)	25 mins	
	Advance Directives	20 mins	
	Active Threats: Quick Response Guidelines	35 mins	0.1
	Adult Sedation I	18 mins	
	Adult Sedation II	20 mins	
	Adult Sedation III	19 mins	
	Age Specific Care	35 mins	0.1
	Alarm Fatigue	25 mins	
	Awareness & Reporting of Patient Abuse	20 mins	
	Body Mechanics – Back Injury Avoidance	20 mins	
	Body Mechanics – Ergonomics	10 mins	
	Brand Ambassadors in Healthcare	30 mins	0.1
	Building Strong Teams	60 mins	0.1
	Continuum of Care/Discharge Planning	30 mins	
	Communications: Nurse – Patient Relationships	15 mins	
	Creating Effective Workplace Relationships	20 mins	
	Critical Thinking Skills in Nursing	15 mins	
	Cultural Competence	40 mins	0.1
	Customer Service & You	40 mins	0.1
	Dealing with the Difficult	45 mins	0.1
	Diversity and Discrimination	15 mins	
	Documentation of Medical Records	30 mins	
	Domestic Violence	25 mins	
	Elder Abuse	35 mins	0.1
	Emergency Response to a Terrorist Threat	35 mins	0.1
	HAIs: Prevention of Catheter-Associated Urinary Tract Infections	16 mins	
HAIs: Prevention of Central Line-Associated Bloodstream Infections	20 mins		
HAIs: Prevention of Surgical Site Infections	14 mins		
HIV/AIDS Protective Measures	25 mins		
Infection Control – Personal Protective Equipment	20 mins		
Infection Control – The Basics	30 mins	0.1	
Infection Control Plan	45 mins	0.1	
Infection Prevention: COVID and Current Recovery Processes – Part I	90 mins	0.2	
Infection Prevention: COVID-19 and Future Healthcare Preparations – Part II	75 mins	0.1	
Intimidation in the Workplace	15 mins		
Lifting Safely to Prevent Injury	30 mins	0.1	
Meeting the Needs of the Dying Patient – From Curing to Caring	55 mins	0.1	
Medical Administration	60 mins	0.1	
Near Misses & What They Teach Us	25 mins		

SCHOOL OF QUALITY & COMPLIANCE *continued.*

Topic	Course Title	Course Length	CEUs
Healthcare Competency <i>continued</i>	Nutrition Therapy	10 mins	
	Opioids and the Elderly	40 mins	0.1
	Optimizing Diabetic Treatment in the Inpatient Setting – NEW!	45 mins	0.1
	Pain Management – Treating Pain	30 mins	
	Pain Management – Understanding and Evaluating Pain	15 mins	
	Patient Rights	15 mins	
	Patient Safety: A Call to Action – NEW!	45 mins	0.1
	Patient Safety: Assessing and Improving the Safety Culture – NEW!	45 mins	0.1
	Patient Safety: Elements of a Patient Safety Program – NEW!	45 mins	0.1
	Patient Safety: Systems Thinking and Design – NEW!	45 mins	0.1
	Patient Training – Effective Healthcare Instruction	45 mins	0.1
	Performance Based Interviewing – The Basics	20 mins	
	Performance Based Interviewing – The Interview	20 mins	
	Preventing Employee Burnout	30 mins	
	Preventing Falls: Keeping Patients Safe	20 mins	
	Preventing Medication Errors Part 1: General Recommendations for System-wide Change	20 mins	
	Preventing Medication Errors Part 2: Sources of Errors and Basic Safety Practices	20 mins	
	Preventing Medication Errors Part 3: What Nurses Can Do	20 mins	
	Professional Appearance & Language for Healthcare Professionals	35 mins	0.1
	Quality/Continuous Process Improvement	30 mins	
	Radiation Safety Review for Healthcare Workers (Acute Care only)	20 mins	
	Rapid Physical Assessment	35 mins	0.1
	Recognizing & Reporting Child Abuse & Neglect	25 mins	
	Respect & Empathy in Healthcare: Cultural Awareness in the Healthcare Setting	60 mins	0.1
	Restraint and Seclusion – General Information	25 mins	
	Restraint Procedures	25 mins	
	Revitalizing Quality Improvement Strategies in the Rural Setting	120 mins	0.2
	Using Restraints	30 mins	
	Using AUC to Guide Vancomycin Drug Monitoring	45 mins	0.1
	Sexual Harassment	20 mins	
	Suicide Awareness & Prevention	40 mins	0.1
	Teamwork: A Practical Guide	40 mins	0.1
	Telephone Etiquette for Healthcare Professionals	35 mins	0.1
The Confused Resident: Strategies for Quality Care	20 mins		
Value Based Purchasing	20 mins		
Workplace Violence – Prevention & Management	20 mins		
Quality Transformation & Leadership	Making Sense of Small Numbers	45 mins	0.1
	Managing Conflict, Accountability Conversations and Disputes	120 mins	0.2

SCHOOL OF PRIMARY CARE & RURAL HEALTH CLINICS

Topic	Course Title	Course Length	CEUs
Rural Health Clinic Webinars	Annual Wellness, Preventative Health, and Social Determinants of Health in the Rural Health Clinics	60 mins	0.1
	Federal Registry - Important Compliance & Regulatory Updates	60 mins	0.1
	Preparing for Inspections: Avoiding Non-Compliance & Common Citing	60 mins	0.1
	Regulatory, Billing, and Quality Updates	60 mins	0.1
	Yearly Rural Health Clinic Program Review: Regulatory Compliance while Achieving Quality	60 mins	0.1
Rural Health Clinic Training Courses	Identifying Additional Areas of Preventative Medicine	60 mins	0.1
	Implementing Preventative Medicine Programs for Your Rural Health Clinic	60 mins	0.1
	Improving Operations: Rural Health Clinics	3 hours	0.3
	Innovations in Rural Health Clinics – Implementation of a Health Coach	45 mins	0.1
	Profitability Considerations for Rural Health Clinics	60 mins	0.1
	RHC Billing	60 mins	0.1
	RHC Compliance Issues	75 mins	0.1
	RHC Foundations, Focus Areas, & Resources	50 mins	0.1
	RHC Quality Measures: Identifying Clinic Issues	45 mins	0.1
	RHC Quality Measures: Workflow Analysis	50 mins	0.1
	RHC Billing 101: Proper Billing for CCM & TCM Services Within the RHC	65 mins	0.1
	Starting a Rural Health Clinic (RHC) from Scratch	60 mins	0.1
	Transitioning from Hospital to Rural Health Clinic: What Staff Should Know	30 mins	0.1
Medical Office Certification	Physician Office Patient Access Certification	9 hours	0.9
Practice Management	1500 Claim Form 02/12 Version	60 mins	0.1
	ABN – Advance Beneficiary Notice	60 mins	0.1
	Advanced Customer Service: the AIDET Model	45 mins	0.1
	Basics of HEDIS	60 mins	0.1
	Billing for Physicians & Midlevels	60 mins	0.1
	Customer Service and You	45 mins	0.1
	Dealing with the Difficult	60 mins	0.1
	Denial Management	55 mins	0.1
	Financial Counseling: Funding Sources	70 mins	0.1
	Financial Counseling: Legal Remedies	70 mins	0.1
	Financial Counseling: Overview	60 mins	0.1
	Health Insurance Basics	60 mins	0.1
	ICD-10 For The Business Office	30 mins	0.1
	Improving Performance in Healthcare: Patient Access	45 mins	0.1
	Insurance Follow Up	75 mins	0.1
	Introduction to Coding for the Business Office	60 mins	0.1
	Introduction to Modifiers	90 mins	0.2
	Keys to Successful Collections	60 mins	0.1
	Medical Terminology I	90 mins	0.2
	Medical Terminology II	60 mins	0.1
	MSP - Medicare Secondary Payer	80 mins	0.1
	Patient Access Communications: Best Practices & Guidelines	75 mins	0.1
	Patient Access Services 101	80 mins	0.1
	Patient-Driven Clinic Workflow Redesign	60 mins	0.1

SCHOOL OF PRIMARY CARE & RURAL HEALTH CLINICS

continued.

Topic	Course Title	Course Length	CEUs
Practice Management <i>continued</i>	Physician Efficiency in Documentation	3 hours	0.3
	Release of Information	45 mins	0.1
	Remittance Advice, Cash Posting & Credit Balances	80 mins	0.1
	Respect & Empathy in Healthcare: Cultural Awareness in the Healthcare Setting	60 mins	0.1
	Scheduling, Referrals & Precerts	30 mins	0.1
	Teamwork: A Practical Guide	40 mins	0.1
	Telephone Etiquette for Healthcare Professionals	35 mins	0.1
	Top Claim Submission Errors	60 mins	0.1
	Your Role in the Revenue Cycle	60 mins	0.1
Management & Leadership	Focus on Facilitation: Exploring Your Role as a Facilitator	90 mins	0.2
	Focus on Facilitation: Focus on Dominance	50 mins	0.1
	Focus on Facilitation: Focus on Influence	50 mins	0.1
	Focus on Facilitation: Focus on Steadiness	50 mins	0.1
	Focus on Facilitation: Focus on Conscientiousness	50 mins	0.1
Facility Compliance & Care Foundations	A Comprehensive Geriatric Assessment	50 mins	0.1
	A Culture of Safety (Patient Safety)	30 mins	
	Age Specific Care	35 mins	0.1
	Awareness & Reporting of Patient Abuse	20 mins	
	Blood/Blood Products Administration	20 mins	
	Blood Products Administration-Complications	20 mins	
	Body Mechanics – Back Injury Avoidance	20 mins	
	Body Mechanics – Ergonomics	10 mins	
	Creating Effective Workplace Relationships	20 mins	
	Critical Thinking Skills in Nursing	15 mins	
	Diversity and Discrimination	15 mins	
	Documentation of Medical Records	30 mins	
	Domestic Violence	25 mins	
	Drug Free Workplace	40 mins	0.1
	Elder Abuse	35 mins	0.1
	Emergency Response to a Terrorist Threat	35 mins	0.1
	EMTALA Law	60 mins	0.1
	Environment of Care – Emergency Management	42 mins	0.1
	Environment of Care – Personnel Safety and Hazard Recognition	20 mins	
	Environment of Care – Fire & Life Safety Management	20 mins	
	Environment of Care – Hazardous Materials and Waste Management	20 mins	
	Environment of Care – Medical Equipment Management	15 mins	
	Environment of Care – Security Management	15 mins	
	Environment of Care – Utility Systems Management	10 mins	
	HIPAA Privacy	30 mins	0.1
	HIPAA Privacy and Security Certificate	100 mins	0.2
	HIPAA Security	45 mins	0.1
	HIV/AIDS Protective Measures	25 mins	
	Infection Control – Personal Protective Equipment	20 mins	
	Infection Control – The Basics	30 mins	0.1
	Infection Control Plan	45 mins	0.1
	ICD-10 for The Business Office	30 mins	0.1

Topic	Course Title	Course Length	CEUs
Facility Compliance & Care Foundations <i>continued</i>	Lifting Safely to Prevent Injury	30 mins	0.1
	Nutrition Therapy	10 mins	
	Pain Management: Understanding & Evaluating Pain	30 mins	
	Patient Rights	15 mins	
	Patient Training - Effective Healthcare Instruction	45 mins	0.1
	Preventing Falls: Keeping Patients Safe	20 mins	
	Quality/Continuous Process Improvement	30 mins	
	Rapid Physical Assessment	35 mins	0.1
	Recognizing & Reporting Child Abuse & Neglect	25 mins	
	Using Restraints	30 mins	
	Sexual Harassment	20 mins	
Workplace Violence – Prevention & Management	20 mins		
Computer Skills	Microsoft Excel 2013	60 mins	0.1
	Microsoft Excel 2013 – Advanced	60 mins	0.1
	Microsoft Outlook 2016 Basics	60 mins	0.1
	Microsoft Word 2013	60 mins	0.1
	Pivot Tables in Microsoft Excel	45 mins	0.1
	PowerPoint Basics	120 mins	0.2



SCHOOL OF CODING & DOCUMENTATION

Topic	Course Title	Course Length	CEUs
Quarterly Coding Series	12 Months of the most recent Quarterly Coding Webinars available On-Demand		
Coding Certificate Programs	Rural Coding Certificate Program (RCC) – Beginner	10 hrs	1.0
	Rural Coding Certificate Program (RCC) – Intermediate	10 hrs	1.0
	Rural Coding Certificate Program (RCC) – Advanced	8 hrs	0.8
Coding Education for Beginner/Intermediate Coders	ABC's of Coding Acute Kidney Disease with Dehydration in the Inpatient Setting	60 mins	0.1
	Billing & Coding for IV Drug Administration	60 mins	0.1
	Biopsy Coding Proficiencies for Successful Reimbursement	60 mins	0.1
	Coding Digestive System CPT Procedures	60 mins	0.1
	Coding Integumentary System CPT Procedures	55 mins	0.1
	Coding Introduction to CPT	45 mins	0.1
	Coding Ocular and Auditory CPT Procedures	60 mins	0.1
	Coding Respiratory System CPT Procedures	65 mins	0.1
	Coding Specialties and Chart Types – Why Patient Status Matters	65 mins	0.1
	Compliant Anesthesia Coding and Billing	60 mins	0.1
	CPT 101: The Basic Rules and Guidelines	60 mins	0.1
	Developing & Maintaining a CDI Program for Small Hospitals	75 mins	0.1
	Diagnosis Code Selection in the Ancillary/Referred Outpatient Departments	50 mins	0.1
	Documentation of Medical Records	30 mins	
	Evaluation & Management Services for Hospital Billing	60 mins	0.1
	Geriatric Psychiatry Coding 101	60 mins	0.1
	Infusion & Injection Coding	90 mins	
	Inpatient Coding 101	65 mins	0.1
	Insertion, Revise, Remove, and Replace: Accurate Pacemaker Coding	60 mins	0.1
	Interdepartmental Collaboration with Coding	60 mins	0.1
	Intermediate Coding Scenarios	65 mins	0.1
	Introduction to Coding for the Business Office	60 mins	0.1
	Introduction to HCPCS Level II	50 mins	0.1
	Introduction to Modifiers	55 mins	0.1
	Mastering Chronic Obstructive Pulmonary Disease (COPD) Coding Umbrella	60 mins	0.1
	Mastering Rural Health Care Setting Reimbursement and Coding	60 mins	0.1
	Meeting the Requirements of Annual Wellness Visit Coding and Documentation	60 mins	0.1
	Modifier Use and Complex Scenarios	60 mins	0.1
	Navigating the Complex Requirements for Transitional Care Management Capture	60 mins	0.1
	Opening HIM to Student Prospects and New Coding Staff	45 mins	0.1
	Overcoming Top Coding Challenges in the Emergency Department Settings	40 mins	0.1
	Regulations, Statutes, and Source Entities in Coding	45 mins	0.1
	Scoring Homeruns in ICD-10-CM Coding	60 mins	0.1
	Secondary Diagnosis and Impacts to Quality and Reimbursement	75 mins	0.1
	Swing Bed Coding: Breaking Barriers & Ignoring the Limits	50 mins	0.1
	Taking the Pain out of Physical Therapy Coding	70 mins	0.1
	Telehealth, COVID, and Coding Changes: Bridging Documentation, Coding, and Regulatory Updates	60 mins	0.1
	Telehealth Reporting Changes	75 mins	0.1
The Alphabet Soup of Coding	70 mins	0.1	
Understanding the ICD-10-CM Coding Guidelines	60 mins	0.1	
Using Your ICD-10-CM Code Book	80 mins	0.1	

Topic	Course Title	Course Length	CEUs
Coding Education for the Advanced Coder	Building a Solid Plan for Appeals to Denials	60 mins	0.1
	Coding for HCPCS Application: Advanced	45 mins	0.1
	Complex CPT Coding Scenarios	60 mins	0.1
	Under Construction, PCS Coding 101	60 mins	0.1
	ICD-10-PCS Use in Complex Scenarios	60 mins	0.1
	Mastering Rural Health Clinic Reimbursement & Coding: Advanced	45 mins	0.1
	Present on Admission and Hospital Acquired Conditions Impacts	60 mins	0.1
	Principle Diagnosis Selection in the Inpatient Setting	60 mins	0.1
	Profee Inpatient and Observation Evaluation and Management Coding	60 mins	0.1
	Requirements for CCM/Transitional Care Management Capture: Advanced	55 mins	0.1
Secondary Code Diagnosis Selection in the Inpatient Setting	60 mins	0.1	
CDI Certificate Programs	Rural Clinical Documentation Improvement (CDI) Specialist Certificate	4 hrs	0.4
Documentation Improvement Education	Four Key Roles for CDI: Role #1 – CDI Specialists	50 mins	0.1
	Four Key Roles for CDI: Role #2 – Physicians	75 mins	0.1
	Four Key Roles for CDI: Role #3 & #4 – Nurses & Scribes	70 mins	0.1
	The MDS and ICD-10-CM Coding Part 1	60 mins	0.1
	The MDS and ICD-10-CM Coding Part 2	75 mins	0.1
HIM Leader Training	Managing Your HIM Department	35 mins	0.1
	HIM Department Functions	30 mins	0.1
	Policies and Procedures	30 mins	0.1
	Release of Information	30 mins	0.1
	Compliance	30 mins	0.1
	Regulations and Guidance	30 mins	0.1
Physician Clinical Documentation Improvement	Documentation of Medical Records	30 mins	
	Physician Efficiency in Documentation Series: Session 1 – The Needs and Supervision of an Electronic Office	60 mins	0.1
	Physician Efficiency in Documentation Series: Session 2 – Efficiency, Speed, Accuracy, and Better Economics Part 1	60 mins	0.1
	Physician Efficiency in Documentation Series: Session 3 – Efficiency, Speed, Accuracy, and Better Economics Part 2	60 mins	0.1
Business Office Education	ICD-10 for the Business Office	30 mins	0.1
	Introduction to Coding for the Business Office		
Medical Terminology I	Medical Terminology I	90 mins	0.2
	Medical Terminology II	60 mins	0.1
Anatomy & Physiology	Blood, Blood Forming Organs, and the Immune System	50 mins	0.1
	The Circulatory System	120 mins	0.2
	The Digestive System	60 mins	0.1
	The Ear and Mastoid Process	60 mins	0.1
	The Endocrine System	90 mins	0.2
	The Eye and Adnexa	60 mins	0.1
	The Genitourinary System	70 mins	0.1
	Musculoskeletal System and Connective Tissue	40 mins	0.1
	The Nervous System	50 mins	0.1
	Pregnancy, Childbirth, and the Puerperium	40 mins	0.1
	The Respiratory System	50 mins	0.1
	Skin and Subcutaneous Tissue	40 mins	0.1

SCHOOL OF NURSING CONTINUING EDUCATION

The School of Nursing Continuing Education was created to meet the continuing competency requirements of nurses. The courses can be purchased by individual licensees or through group subscription programs.

Topic	Course Title	Course Length	CEUs
Behavioral Health	Best Practices in Depression Screening	30 mins	0.1
	Blending Behavioral and Health and Primary Care	60 mins	0.1
	Dementia	60 mins	0.1
	Infection Prevention Considerations for Behavioral Health Settings	60 mins	0.1
	Restrictive Interventions	60 mins	0.1
	Schizophrenia – An Overview	60 mins	0.1
	Special Considerations When Caring for Psychiatric Patients	60 mins	0.1
	Substance Use Withdrawal	50 mins	0.1
	Suicide Awareness & Prevention	40 mins	0.1
Care Coordination	Assessment and Evaluation of Telehealth and RPM in your Rural Hospital		
	Care Coordination Considerations for Case Management in the Emergency Room	60 mins	0.1
	Innovations in Care Coordination for Special Patient Populations – NEW!	80 mins	0.1
	Innovations in Medication Coordination – NEW!	35 mins	0.1
	Innovations in Rural Health Clinics: Implementation of a Health Coach – NEW!	45 mins	0.1
	Innovation Lessons Learned in Patient Management – NEW!	35 mins	0.1
	Relational Coordination & Teamwork Series Overview	60 mins	0.1
	Relational Coordination & Teamwork Series: TeamSTEPPS Implementation	60 mins	0.1
	Relational Coordination: Transforming Relationships for High Performance	60 mins	0.1
	Using Technology and Care Coordination for Employee Health for those with Chronic Illnesses	55 mins	0.1
Utilizing Technology for Effective Care Coordination of High Risk Population	50 mins	0.1	
Community Paramedicine	Feasibility of Rural Community Paramedicine: Introduction to Community Paramedicine	45 mins	0.1
	Feasibility of Rural Community Paramedicine: Licensure and Program Structure	60 mins	0.1
	Feasibility of Rural Community Paramedicine: Program Policies and Regulations	60 mins	0.1
	Feasibility of Rural Community Paramedicine: Financial Sustainability	60 mins	0.1
	Feasibility of Rural Community Paramedicine: Other Considerations	60 mins	0.1
	Implementation of Rural Community Paramedicine – Developing Community Support: Leveraging Stakeholders	60 mins	0.1
	Implementation of Rural Community Paramedicine – Developing the Workforce: Core Competencies of a Community Paramedic	60 mins	0.1
Facility Compliance & Care Foundations	A Comprehensive Geriatric Assessment	50 mins	0.1
	Administering Medications	110 mins	0.2
	Age Specific Care	35 mins	0.1
	Airway Care: Tracheostomy Care, Tube Change, and Artificial Airway Cuff Management	30 mins	0.1
	Blood/Blood Products Administration	45 mins	0.1

Topic	Course Title	Course Length	CEUs
Facility Compliance & Care Foundations <i>continued</i>	Elder Abuse: Recognition & Documentation	35 mins	0.1
	Emergency Management	45 mins	0.1
	EMTALA Law	60 mins	0.1
	HIPAA Privacy & Security Certificate	140 mins	0.2
	HIPAA Privacy and Security During a Public Emergency	45 mins	0.1
	Joint Commission National Patient Safety Goals for Hospitals		
	Lifting Safely to Prevent Injury	30 mins	0.1
	Rapid Physical Assessment	35 mins	0.1
Infection Control & Prevention	Risk Management	30 mins	0.1
	Infection Control Plan	45 mins	0.1
	Infection Prevention: COVID and Current Recovery Processes, Part I	90 mins	0.2
Leadership & Management Training	Infection Prevention: COVID-19 and Future Healthcare Preparations, Part II	75 mins	0.1
	Leadership Accountability Series: What is Leadership? Basic Skills Needed	45 mins	0.1
	Leadership Accountability Series: Communication for Leaders	45 mins	0.1
	Leadership Accountability Series: Coaching and Mentoring	50 mins	0.1
	Leadership Accountability Series: Conflict Resolution	55 mins	0.1
Long-Term Care	Leadership Accountability Series: Leadership in 2021 and Beyond	60 mins	0.1
	LTC Resident Assessment: Physical, Cognitive & Sensory Functions	40 mins	0.1
	LTC: Meeting Mobility, Sexual and Nutritional Needs	40 mins	0.1
	LTC: Meeting Oxygenation, Fluid & Electrolyte Needs	50 mins	0.1
	Preventing Bloodborne Infections in LTC: Engineering Controls	30 mins	0.1
	Patient Data – Before, During, & After a Virus	75 mins	0.1
	Managing Expectations	60 mins	0.1
Medication Reconciliation	Preventing Healthcare Associated Infections in LTC	40 mins	0.1
	Swing Bed Update and Facility Check-In	60 mins	0.1
	Introduction to Medication Reconciliation: Understanding the Importance, Key Components, & the Roles of Those Involved	60 mins	0.1
	Medication Reconciliation: Components for the RHC and Primary Care Providers	80 mins	0.1
	Medication Reconciliation: Effective Medication Reconciliation Practices During Hospital Admissions and ER Episodes	75 mins	0.1
	Medication Reconciliation & Hospital Inpatients: Identifying Patient Needs, Performing Patient Education, & Utilizing Best Practices	75 mins	0.1
Other	Medication Reconciliation and Effective Hospital Discharge Planning	100 mins	0.2
	Post Patient Discharge: Approaches to Medication Reconciliation to Achieve Patient Success in the Home Setting	80 mins	0.1
	Addressing Social Determinants of Health	60 mins	0.1
	Advanced Customer Service: The AIDET Model	45 mins	0.1
	Health Insurance Basics	60 mins	0.1
	Innovations in Telehealth: Efficient Operations in the ICU & ED	50 mins	0.1
	Nurses Leverage Telemedicine Technology to Improve Inpatient Care	50 mins	0.1
Patient Training - Effective Healthcare Instructions	45 mins	0.1	
Respect & Empathy in Healthcare: Cultural Awareness in the Healthcare Setting	60 mins	0.1	

SCHOOL OF LONG TERM CARE

The School of Long Term Care is designed to meet the needs of Long Term Care facilities and educate team members on areas of best practice, regulatory and industry compliance issues. The education can also be utilized by rural hospital staff with Swing Beds, or those providing care to a high level of senior or aging patients. In addition, HTHU has developed an Annual Education Program for Long Term Care facility staff to match industry regulations and best practice performance guidelines.

Topic	Course Title	Course Length	CEUs
MDS Certification	Rural Hospital Swing Bed MDS Coordinator Certification	10 hours	1.0
Elder Care	A Comprehensive Geriatric Assessment	50 mins	0.1
	Advance Directives	20 mins	0.1
	A Holistic Approach to Fall Prevention	80 mins	0.1
	Awareness & Reporting of Patient Abuse	20 mins	
	Food Safety & You	35 mins	0.1
	Implementation: Transitions of Care: Making it Real	45 mins	0.1
	Improvement: Transitions of Care: Making it Better	60 mins	0.1
	Infection Control and the Role of the Infection Preventionist in the Midst of COVID-19	60 mins	0.1
	Meeting Mobility, Sexual and Nutritional Needs	40 mins	0.1
	Meeting Oxygenation, Fluid and Electrolyte Needs	50 mins	0.1
	Mental Health Challenges in Rural Older Adults	90 mins	0.1
	Nutrition Therapy	25 mins	
	Preventing Blood-borne Infections in LTC: Bloodborne Viruses	30 mins	0.1
	Preventing Blood-borne Infections in LTC: Engineering Controls and Workplace Practice	30 mins	
	Preventing Blood-borne Infections in LTC: Preventing Transmission, Protecting Yourself	30 mins	0.1
	Preventing Elder Abuse: Helping Keep Residents Safe	25 mins	
	Preventing Falls in LTC: Keeping Residents Safe	15 mins	
	Preventing Healthcare – Associated Infections in LTC	40 mins	0.1
	Proning Treatment Technique: Its Efficacy & Outcomes	60 mins	0.1
	PDPM: Moving from Training to Trending	175 mins	0.3
	Resident Assessment: Physical, Cognitive and Sensory Functioning	40 mins	0.1
	Residents Rights: The Art of Caring	25 mins	
	Risk Management: Protecting Patients, Protecting Your Practice	30 mins	0.1
	Swing Bed: Therapy during COVID-19	70 mins	0.1
	The Psychosocial & Cognitive Aftermath of COVID-19 in the Geriatric Population	70 mins	0.1
	The Confused Resident: Strategies for Quality Care	20 mins	
Skilled Nursing Support Courses	Activities of Daily Living (ADLs)	55 mins	0.1
	Medical Necessity Documentation	55 mins	0.1
	Minding Your Qs and Ps (Dealing with Real Life QAPI)	60 mins	0.1
	Opioids and the Elderly	40 mins	0.1
	PBJ (Payroll Based Journal) Update	30 mins	
	Pitfalls of Skilled Nursing Documentation for PPS Facilities	60 mins	0.1

Continued on next page

Topic	Course Title	Course Length	CEUs
Level 1: Swing Bed Foundations	Defining Quality Standards for Swing Bed	70 mins	0.1
	Focus on Medicare	40 mins	0.1
	Focus on Compliance	30 mins	0.1
	Swing Bed Foundations – Expanding the Footprint	60 mins	0.1
	Swing Bed Foundations – Laying the Groundwork	60 mins	0.1
	Swing Bed Foundations – Medicine Best Practices	60 mins	0.1
	Swing Bed Foundations – Setting the Standards	60 mins	0.1
	Swing Bed Foundations – Therapy	60 mins	0.1
	Swing Bed Foundations – What is IDT?	60 mins	0.1
	Swing Bed Management Certificate Program	6 hours	0.6
Level 2: Swing Bed Building Blocks	Five Shortcuts to Watching your Swing Bed Program	30 mins	0.1
	Focus on Financials	60 mins	0.1
	Focus on Physician Certification Compliance	60 mins	0.1
	Focus on Skilled Therapy & Ancillary Services	60 mins	0.1
	Focus on Swing Bed Cost Containment	60 mins	0.1
	Focus on the Future	60 mins	0.1
	Focus on Working with Administration	60 mins	0.1
	MDS Warnings for CAH Swing Bed Programs	60 mins	0.1
	Swing Bed Quality Choices	60 mins	0.1
Level 3: Growing Your Program	Best Practices – Activities Programs	60 mins	0.1
	Best Practices – Compliance	60 mins	0.1
	Swing Bed Innovations	60 mins	0.1

RURAL SWING BED MANAGEMENT PROGRAM

Swing Bed Management, Compliance & Clinical Care

One of the challenges that small or rural hospitals face today is a shrinking inpatient census. While providing more resources at the local level, swing beds can strengthen relationships with tertiary facilities and can improve occupancy and productivity in addition to increasing facility revenue. It is important that hospital leadership understand the specific guidelines related to caring for swing bed patients to get the most out of their program. Comprehensive education and training are needed to address rural swing bed issues and provide the necessary tools for compliance, efficiency and quality, as well as support population health, wellness, and other services.

Topic	Course Title	Course Length	CEUs
Advancing Community Coordination	Performing Baseline Evaluations	60 mins	1.0
	Community Services Needed for Viable Patient Care	50 mins	1.0
	How to Track Swing Bed Discharges through Community Services for 30 days	60 mins	1.0
	Review of Patient Care Improvement Through the Coordinated Effort	55 mins	1.0
	Most Valuable Services Within the Community and Potential Development of Others	60 mins	1.0
MDS Certification	Rural Hospital Swing Bed MDS Coordinator Certification	10 hours	1.0
Level 1: Swing Bed Foundations	Defining Quality Standards for Swing Bed	70 mins	0.1
	Focus on Compliance	30 mins	0.1
	Focus on Medicare	40 mins	0.1
	Swing Bed Billing 101	55 mins	0.1
	Swing Bed Foundations – Laying the Groundwork	60 mins	0.1
	Swing Bed Foundations – Setting the Standards	60 mins	0.1
	Swing Bed Foundations – Expanding the Footprint	60 mins	0.1
	Swing Bed Foundations – Medicine Best Practices	60 mins	0.1
	Swing Bed Foundations – Therapy	60 mins	0.1
	Swing Bed Foundations – What is IDT?	60 mins	0.1
	Swing Bed Management Certificate Program	6 hours	0.6
Level 2: Swing Bed Building Blocks	Five Shortcuts to Watching your Swing Bed Program	30 mins	0.1
	Focus on Financials	60 mins	0.1
	Focus on Physician Certification Compliance	60 mins	0.1
	Focus on Skilled Therapy & Ancillary Services	60 mins	0.1
	Focus on Swing Bed Cost Containment	60 mins	0.1
	Focus on the Future	60 mins	0.1
	Focus on Working with Administration	60 mins	0.1
	MDS Warnings for CAH Swing Bed Programs	60 mins	0.1
	Quality Reporting Measures: Defining Quality in a CAH Swing Bed Program	60 mins	0.1
	Quality Reporting Measures: Defining Quality in a Rural Hospital Swing Bed Program (PPS)	60 mins	0.1
	Swing Bed Quality Choices	60 mins	0.1
Level 3: Growing your Program	Best Practices – Activities Programs	60 mins	0.1
	Best Practices – Compliance	60 mins	0.1
	Profitability Considerations for Swing Bed & Post-Acute Care	60 mins	0.1
	Succession Planning: Identifying and Building an 'A' Team	60 mins	0.1
	Swing Bed Innovations	60 mins	0.1

Topic	Course Title	Course Length	CEUs
PDPM	Five 'MUSTS' for PDPM Success (CAH & PPS)	60 mins	0.1
	PDPM Compliance, Paperwork and Policies (CAH & PPS)	60 mins	0.1
	Coding Importance and Options (CAH & PPS)	60 mins	0.1
	Therapy Services and Measurable Gains (CAH & PPS)	60 mins	0.1
	PDPM Impact on CAH Swing Bed Documentation and Compliance (CAH)	60 mins	0.1
	PDPM: Moving from Training to Trending (CAH & PPS)	60 mins	0.1
Therapy Services	A Holistic Approach to Fall Prevention	80 mins	0.1
	An Interdisciplinary Approach to Treating the Medically Complex Patient	75 mins	0.1
	Benefits of Early Intervention and Mobilization in Medically Fragile Patients	90 mins	0.2
	Interdisciplinary Team Approach to Wound Care Management	60 mins	0.1
	Proning Treatment Technique: Its Efficacy & Outcomes	60 mins	0.1
	The Psychosocial & Cognitive Aftermath of COVID-19 in the Geriatric Population	70mins	0.1
	Vestibular Rehabilitation Following COVID-19 Diagnosis	60mins	0.1
Transitions of Care	Implementation: Transitions of Care: Making it Real	60 mins	0.1
	Improvement: Transitions of Care: Making it Better	75 mins	0.1
COVID-19	Infection Control and the Role of the Infection Preventionist in the Midst of COVID-19	75 mins	0.1
	Therapy and COVID-19	90 mins	0.1
Managing Through Change	Managing Expectations	60 mins	0.1
	Managing Swing Beds Through Change	60 mins	0.1
	Patient Data- Before, During, & After Virus	60 mins	0.1
	Update on CMS Regulations	60 mins	0.1
Coding Success	Clinical Scenario Reviews for Success	60 mins	0.1
	Coding Guidelines and Compliant Queries	75 mins	0.1
	Coding Under PDPM	60 mins	0.1
	Cultivating Resilience in the Workplace	60 mins	0.1
	Swing Bed Coding – Breaking Barriers and Ignoring the Limits	55 mins	0.1
	Swing Bed Program Clinical Documentation	60 mins	0.1
	The MDS and ICD-10-CM Coding Part 1	60 mins	0.1
	The MDS and ICD-10-CM Coding Part 2	75 mins	0.1
Swing Bed Resources	<i>Additional resources are provided to subscribers and program participants through direct communication and coordination with the HTH team, these include:</i> Benchmarking Dashboard Training & Instructions for Dashboard Utilization Best Practices & Toolkit Training Recording Interactive dashboard for Internal Benchmarking & Performance Tracking Swing Bed Marketing Toolkit Swing Bed Resource Library		

SCHOOL OF BEHAVIORAL HEALTH

With the emergence of emphasis on behavioral healthcare across the nation, this professional training is for the day-to-day application by healthcare professionals working with individuals with mental illness or emotional disturbance.

Topic	Course Title	Course Length	CEUs
Adolescent Behavioral Health	Trauma Informed Care Series	5 hours	0.5
Behavioral Health General	Addressing Social Determinants of Health	45 mins	0.1
	Autism: The Urgency of Early Diagnosis & Intervention with Toddlers	45 mins	
	Behavioral Health Ethics in Rural Communities	60 mins	0.1
	Bipolar Disorder	40 mins	0.1
	Blending Behavioral and Health and Primary Care	60 mins	0.1
	Cultivating Resilience in the Workplace	60 mins	0.1
	Elder Abuse: Recognition & Documentation	60 mins	0.1
	Healthcare Worker Resilience and Patient Safety	60 mins	0.1
	HIPAA Privacy	30 mins	0.1
	HIPAA: Security	45 mins	0.1
	Infection Control – The Basics	30 mins	
	Infection Prevention Considerations for Behavioral Health Settings	50 mins	0.1
	Mental Health Challenges in Rural Older Adults – NEW!	90 mins	0.1
	Personality Disorder	60 mins	0.1
	Phobias	60 mins	0.1
	Psychotropic Medications	60 mins	0.1
	Responding to Life’s Challenges with Resilience and Strength	60 mins	0.1
	Restraints & Seclusion: General Information	25 mins	
	Restrictive Interventions	55 mins	0.1
	Schizophrenia – An Overview	65 mins	0.1
	Special Considerations When Caring for Psychiatric Patients	55 mins	0.1
	Suicide Awareness & Prevention	40 mins	0.1
	Telehealth: Delivering Pediatric Neurology Care Microlearning Series	60 mins	0.1
	The Confused Resident – Strategies for Quality Care	20 mins	
	Understanding Wellbeing	60 mins	0.1
	Using Restraints	30 mins	
	Dementia	Dementia	50 mins
Effective Communication Strategies for Direct Care Workers		90 mins	0.2
The Importance of QAPI for Individuals with Dementia		60 mins	0.1
Pain Management for Individuals with Dementia		60 mins	0.1
Reduction of Preventable Hospitalization for Individuals with Dementia		60 mins	0.1
Requirements for Dementia Care Training		70 mins	0.1
Understanding Dementia – The Basics: Memory Loss, Dementia and Alzheimer’s		90 mins	0.2
Depression	Best Practices in Depression Screening	30 mins	0.1
	Care and Case Management for Individuals with Depression	60 mins	0.1
	Depressive Disorders: An Overview	60 mins	0.1
	Identification and Screening: Depression	60 mins	0.1
Geripsych Staff Fundamentals	Developing Geriatric Behavioral Health within Hospital Setting	45 mins	
	Geriatric Psychiatry Coding 101	60 mins	0.1

The HTHU School of Behavioral Health is provided in part by partnership with:



Topic	Course Title	Course Length	CEUs
Healthcare Worker Resilience	Cultivating Resilience in the Workplace	55 mins	0.1
	Healthcare Worker Resilience and Patient Safety	55 mins	0.1
	Physician Burnout is on the Rise	45 mins	0.1
	Responding to Life's Challenges with Resilience and Strength	50 mins	0.1
	The Business Case of Well-Being in Healthcare Workers	55 mins	0.1
	Understanding Wellbeing	45 mins	0.1
Opioid Use Disorder Training	Becoming a Buprenorphine Provider	30 mins	0.1
	Care & Case Management for Individuals with Opioid Use Disorder	55 mins	0.1
	Educating and Empowering a Rural Community During an Opioid Crisis: Strategies for U.S. Health Care Providers (Clinical)	60 mins	0.1
	Educating and Empowering a Rural Community During an Opioid Crisis: Strategies for U.S. Health Care Providers (Non-Clinical)	60 mins	0.1
	Identification & Screening - Opioid Use Disorder		
	Role of the Social Worker in an Integrated Care Management Team	30 mins	0.1
	Safer Pain Management Practices – A Review of Resources	60 mins	0.1
	Strategies to Prevent Unsafe Opioid Prescribing in Primary Care	60 mins	0.1
	Substance Use Withdrawal	50 mins	0.1
	The Cost of Opioid Abuse and Utilizing Technology to Assist with Monitoring & Prevention	45 mins	0.1
Relational Coordination and Teamwork Series	Building a Leadership Culture to Support Care Coordination and Process Improvement	60 mins	0.1
	Relational Coordination & Teamwork Series Overview	45 mins	0.1
	Relational Coordination: Transforming Relationships for High Performance	60 mins	0.1
	TeamSTEPPS Implementation	60 mins	0.1

SCHOOL OF POPULATION HEALTH

Rural hospitals face unique challenges in implementing Population Health initiatives – but also have inherent advantages for program success. Many hospitals have already been pursuing population health to some degree; however, whether an organization is just beginning the journey or if there is a broad, integrated population health focus, these courses will focus on building out new focus areas, leadership and staff training, and “putting the pieces together” in order to make the transformation towards population health successful in each unique rural community. The goal of the Population Health Program is to provide training, resources and support on rural population health across the hospital team, and to promote collaboration through the gathering and sharing of best practices and case studies of successful population health initiatives and innovations in rural hospitals.

Topic	Course Title	Course Length	CEUs
An Introduction to Population Health	Foundations of Population Health	60 mins	0.1
	Social Determinants of Health	45 mins	0.1
Care Management & The Patient Experience	Gender Identity: How to Address Sexual Orientation and Gender Identity Appropriately in Healthcare	75 mins	0.1
	Innovations in Care Coordination for Special Patient Populations	80 mins	0.1
	Introduction to Care Management and Population Health	55 mins	0.1
	Mental Health Challenges in Rural Older Adults	90 mins	0.1
	Population Health and Discharges	75 mins	0.1
	Population Health and Medical Care Transitions	60 mins	0.1
	Population Health and Medication Reconciliation	60 mins	0.1
Case for Complex	Caring for Higher Acuity Patients in Rural Hospitals	40 mins	0.1
	Assessing your Capability for Critically Ill Patients	40 mins	0.1
	How to Implement a Robust Critical Care Program... Within Our Means	45 mins	0.1
	Measuring Our Success	35 mins	0.1

SCHOOL OF POPULATION HEALTH *continued.*

Topic	Course Title	Course Length	CEUs
Case Management	Rural Case Manager Virtual Book Club (7 sessions)	6 hrs, 30 mins	0.6
Finance & Operations	Creating Meaningful and Compliant Community Health Needs Assessments	60 mins	0.1
	Population Health Finance: Program Design for Cost Savings	65 mins	0.1
	Population Health: The Financial Considerations	60 mins	0.1
	We Completed our CHNA – Now What?	60 mins	0.1
HIT & Data	Cybersecurity Awareness for Rural Hospital Staff	55 mins	0.1
	Cybersecurity Update for Rural Hospital Leaders	55 mins	0.1
	External Sources of Data and Social Determinants of Health	45 mins	0.1
	Internal Data Sources: CHNAs and Other Sources of Data	55 mins	0.1
	Population Health IT Infrastructure Considerations	55 mins	0.1
	The Importance of Using Data to Measure Population Health Progress	55 mins	0.1
	Utilizing Technology for Effective Care Coordination of High Risk Population	50 mins	0.1
Leadership & Strategy	Building Collaboration	60 mins	0.1
	Building Leadership Skills	60 mins	0.1
	Community Engagement Strategies	60 mins	0.1
	Innovations in Emergency Room Management	40 mins	0.1
	Innovations in Rural Health Clinics: Implementation of a Health Coach	45 mins	0.1
	Leading Organizational Change	60 mins	0.1
	Sustained Improvement Case Study: Structure Without Walls	60 mins	0.1
Medication & Pharmacy	Innovations in Medication Coordination	35 mins	0.1
	Introduction to Medication Reconciliation: Understanding the Importance, Key Components and the Roles of Those Involved	60 mins	0.1
	Medication Reconciliation: Components for the RHC and Primary Care Providers	80 mins	0.1
	Medication Reconciliation: Effective Medication Reconciliation Practices During Hospital Admissions & ER Episodes	75 mins	0.1
	Medication Reconciliation & Hospital Inpatients: Identifying Patient Needs, Performing Patient Education & Utilizing Best Practices	75 mins	0.1
	Medication Reconciliation and Effective Hospital Discharge Planning	100 mins	0.2
	Post-Patient Discharge: Approaches to Medication Reconciliation to Achieve Patient Success in the Home Setting	80 mins	0.1
Population Health & Telehealth	Creating a Healthier Generation: How School Based Telehealth Centers Promote Population Health	60 mins	0.1
	Leveraging Telehealth to Promote Employee Health & Wellness	60 mins	0.1
	Mental Health & Substance Abuse Disorders in America: Leveraging Telehealth Technologies	60 mins	0.1
	Remote Monitoring and Population Health	45 mins	0.1
	Telemedicine and Population Health	50 mins	0.1
Professional Development in Dentistry	Dentistry: Fundamental Skills for the Future	60 mins	0.1
Staff Wellness Support	Employee Burnout Prevention	30 mins	
	Promoting Self-Care for the Caregiver	60 mins	0.1

Topic	Course Title	Course Length	CEUs
Wellness and Disease Management Programs	Chronic Disease Management Program for Staff	60 mins	0.1
	Community Wellness: Chronic Disease Management	60 mins	0.1
	Employee Wellness: Getting Started and Planning for Future Success	60 mins	0.1
	Wellness Programs for the Community	60 mins	0.1

SCHOOL OF HIT & TRANSFORMATION

Topic	Course Title	Course Length	CEUs
Computer/Broadband	An Introduction to Computers	20 mins	
	Fundamentals of HL7 for Interoperability - NEW!	45 mins	0.1
	Introduction to Computing	45 mins	0.1
	Introduction to Networking	55 mins	0.1
Computer Skills	Epic Reporting Considerations - Part 1	50 mins	
	Epic Reporting Considerations - Part 2	60 mins	
	Epic Reporting Considerations - Part 3	50 mins	
	Microsoft Excel 2013, Part I	60 mins	0.1
	Microsoft Excel 2013, Part II	60 mins	0.1
	Microsoft Outlook 2016 Basics	60 mins	0.1
	Microsoft Word 2013	60 mins	0.1
	Pivot Tables in Microsoft Excel	45 mins	0.1
Powerpoint 2013	120 mins	0.2	
Cybersecurity	Cybersecurity 101: Don't Take the Bait	15 mins	
	Cybersecurity Update for Rural Hospital Leaders	55 mins	0.1
	Cybersecurity Awareness for Rural Hospital Staff	55 mins	0.1
	The Growing Threat: How Ransomware and Phishing are Impacting the Healthcare Industry	55 mins	
HIPAA/EHR Law	HIPAA Privacy	30 mins	0.1
	HIPAA Security	45 mins	0.1
	HIPAA Privacy and Security Certificate	90 mins	0.2
	HealthHIE Georgia: Privacy, Cyber, EHR Law	60 mins	0.1
	Rural Hospital Privacy & Security Officer Certificate Program	6 hours	0.6
HIT for Value	HIT & Value: Quality of Care, Lower Costs & Population Health	60 mins	0.1
	eCQM 101	45 mins	0.1
	Disease Registry, Part 1	45 mins	0.1
	Disease Registry, Part 2	50 mins	0.1
	Computerized Provider Order Entry	45 mins	0.1
	An Intro to Systems Performance Training: Data Input and Extraction to Improve Value	45 mins	0.1
Telehealth Transformation with Global Partnership of Telehealth	A True Telehealth Story Based on Actual Events	60 mins	0.1
	Care Coordination Considerations for Telehealth & Telemedicine	60 mins	0.1
	Community Care Case Studies	40 mins	0.1
	Community Case Studies in Behavioral Health	40 mins	0.1
	Creating a Healthier Generation: How School-Based Telehealth Centers Promote Population Health	60 mins	0.1

SCHOOL OF HIT & TRANSFORMATION *continued.*

Employee Health: Leveraging Telehealth to Promote Employee Health & Wellness	60 mins	0.1
Focus on Telehealth: The Fundamentals and Opportunity - NEW!	60 mins	0.1
Health & Education: Crossing the Chasm with Telehealth	75 mins	0.1
Implementing a Community Care Program	40 mins	0.1
Innovations in Telehealth & Telemedicine	40mins	0.1
Innovations in Telehealth: Efficient Operations in the ICU & ED	50 mins	0.1
Mental Health & Substance Abuse Disorders in America: Leveraging Telehealth Technologies	30 mins	0.1
Remote Community Care Certificate Program	90 mins	0.4
Telehealth & HIPAA	40 mins	0.1
Telehealth Coordination of Care / Quality Assurance and Transitions	40 mins	0.1
Telehealth Drivers of Growth	40 mins	0.1
Telehealth Presentation & Clinical Considerations	40 mins	0.1
Telehealth Ongoing Evaluation and Monitoring/Setting Goals for Improvement	40 mins	0.1
The Case for Community Based Telehealth	40 mins	0.1
The Potential of Telemedicine (Models of Community Care Telemedicine)	40 mins	0.1
Telemedicine		
COVID-19's Effect on Telehealth	45 mins	0.1
From Crisis to the Future: Innovations in Telehealth Post-COVID	60 mins	0.1
From Crisis to Growth: Efficient Processes for Adding New Telemedicine Specialties	60 mins	0.1
From Crisis to Patient-Centered Care: Case Studies in Improving Care with Technology	60 mins	0.1
Innovations in Telehealth: Efficient Operations in the ICU & ED	50 mins	0.1
Profitability Considerations for Telehealth Programs	60 mins	0.1
Telehealth Billing During COVID-19	40 mins	0.1





CUSTOM STUDENT AND EDUCATOR PROGRAM

Meeting the Needs of Facilities, Students and Teachers

HTHU's Custom Student & Educator Programs offer education to future healthcare workers and students in a variety of healthcare or health science education settings. Through online education hands-on training with our hospital and facility partners, students will build the knowledge necessary to pursue a career in this fast-paced and ever-changing industry. Together with educators, we build a custom program that meets the needs of both students and instructors. Students are able to build a transcript and print certificates of completed IACET accredited education to contribute to their portfolio, while broadening their knowledge base. Instructors and teachers are provided supplemental courses that support their curriculum, with online administrator access to manage students, and monthly usage and grade reports. The program also includes a custom dashboard for the school, and administrator training for instructors. For organizations with an existing Learning Management System in place, we can work with you to help author and upload new course material.

HTHU can work with students and educators in a variety of settings, such as:

- High School Health Science Programs
- College and Career Academies
- County Boards of Education
- Charter Schools/Cohorts
- Technical or Vocational Colleges
- STEM/STEAM Schools

I believe that continuing instruction and refresher courses are much needed in the ever-changing environment of every aspect of healthcare. HomeTown Health offers a multi-prospective view of the various angles of which claims are handled and that helps us all understand each other the various issues we each encounter working on an individual's encounter, as well as how our individual parts affect one another. I'm thankful for the opportunity to grow! — Cheryl D.

HEALTHCARE SOLUTIONS FREE TRAINING CENTER

HTHU’s Healthcare Solutions Free Training Center is a great place to find solutions to many of your healthcare needs on www.hthu.net. The solutions you will learn more about in the free training center can help improve payer reimbursement, cut operating costs, improve bottom line results, improve long term financial viability, and aid in a number of other common challenges for providers. Many of the courses are provided by Business Partners in the HomeTown Health network: trusted service providers with experience and commitment to rural hospitals and facilities. Take advantage of the healthcare solutions provided in our free training center today!

Topic	Presented By:
Maximizing Data Analytics to Improve Rural Healthcare Decision-Making Demystifying Medical Malpractice Premiums	Quadax Inspirien
Best Practices: Physician Retention, Recruitment to Rural Communities	Pacific Companies
The Next Pandemic is already here: Understanding the Cost Savings of Infection Control	Xenex
2022 Update on Self-Pay Collection Regulations	Revenue Cycle Associates
Best Practices for Recruiting Providers to CAH and Rural Facilities	Pacific Companies
Chronic Care & Renal Care Management in Rural Communities	Renal Care 360
Increase Service Line Use with Patient Endorsements	The Big Picture
Medical Device Security – Effectively & Efficiently Reducing Risk	CE-Tech
Payment Strategies: Optimizing the Patient Payment Experience	Billing Tree
The Growing Threat: How Ransomware and Phishing are Impacting the Healthcare Industry	Sunlink Healthcare Technology
Toddler Tracks – Free Online Resources for Early Autism Intervention	Global Partnership for Telehealth
USAC: Getting the Most of the Program	Proper Connections



SPECIAL TOPIC & MONTHLY WEBINARS

Regular Series and Special Topic Webinars

In the fast-paced, ever-changing world of healthcare, HTHU offers many special topic webinars to address these topics in a timely fashion through both regular monthly or quarterly series, or through Special Topic Webinars. If you are unable to attend the live webinars, recordings are located online for easy access. If there is a special topic that you would like to see covered by HomeTown Health, please contact a member of HTHU, and requests will be forwarded to the Webinar Planning Team for consideration and inclusion.

Monthly Georgia Provider Reimbursement Update: First Wednesday of each month

For Georgia HomeTown Health Member Hospitals; or by invitation.

For recordings or questions please contact hthtech@hometownhealthonline.com.

Monthly Medicare Update and Training: Second Wednesday of each month

For School of Revenue Cycle Subscribers/ Member Hospitals - all states; or by invitation.

Recordings listed in the School of Revenue Cycle Management. Contact hthtech@hometownhealthonline.com for details.

Quarterly Florida Rural Hospital Webinar: Dates available on hthu.net/florida

For all Florida Rural Hospital Members and CAH/FLEX Collaborative Hospitals.

Contact hthtech@hometownhealthonline.com.

Quarterly Iowa Rural Hospital Revenue Cycle & Reimbursement Webinars: Dates posted on program webpage

By invitation for Iowa hospital program participants. Recordings listed on the program dashboard.

Contact hthtech@hometownhealthonline.com for details.

Quarterly Hospital Chief Financial Officer Update: Dates announced via email

By Invitation and for hospitals members. Recordings listed in the School of Revenue Cycle Management and Board & Leadership Program. Contact hthtech@hometownhealthonline.com for details.

Quarterly Coding & CDI Webinars: Dates announced via email

By Invitation and for hospitals members. Recordings listed in the School of Coding & Documentation.

Contact hthtech@hometownhealthonline.com for details.

Quarterly Rural Health Clinics and Provider Based Clinics Webinars: Dates announced via email

By Invitation and for HomeTown Health Member Hospitals and School of Physician Office subscribers.

Recordings listed in the School of Physician Office Education. Contact hthtech@hometownhealthonline.com for details.

Healthcare Solutions Webinars presented by Business Partners

Business Partner webinars are available at no cost and are recorded and listed in the Healthcare Solutions Free Training Center. Please see the HomeTown Health event calendar for upcoming Business Partner webinars, or contact Meghan Williams at hthtech@hometownhealthonline.com.

Other Grant, Consortium, and Program Webinar Series

Various Webinar series are offered through grant programs and are listed on program specific dashboards. Looking for your program page? Contact hthtech@hometownhealthonline.com for support.

OTHER HOMETOWN HEALTH EDUCATION

HTHU excels in designing and delivering educational programs based on the needs of state groups, networks or other associations, whether funded by grants or otherwise. With accredited education that can be delivered via webinars, an online learning management system, live workshops and onsite consultations, we can custom build programming and project manage a variety of topic areas. We also perform thorough pre- and post-program assessments to ensure we are meeting the specific needs of participating hospitals.

Information about the following educational events can be found online at www.hometownhealthonline.com.

Annual Conferences & Workshops

HomeTown Health hosts three annual conferences during the Spring, Summer (Florida) and Fall for member hospitals and invited guests. Some education at the conferences can be IACET, ACHE, AHIMA, AAPC or NAB approved. A variety of live education is provided during the year for more specific hospital needs, including HR, Revenue Cycle/Revenue Integrity, Health Information Technology, CNO/Case Manager, Quality, Board Training, Critical Access, and others.

On-Site Hospital Training & Consultation

HomeTown Health staff performs hospital site-specific training and education in areas such as Strategic Planning, Visioning, Customer Service, Revenue Cycle, Chargemaster Evaluations, Town Hall moderation or presentations, and many other topics.

Executive Leadership Program

The HomeTown Health Executive Leadership Program is designed to equip emerging leadership candidates with the tools and skillsets necessary to become future Senior Executives, Senior Managers, & Directors. Develop personal management skills and a better understanding of the changing healthcare industry to help meet the need for strong leaders in healthcare. The Annual Executive Leadership program includes an event or webinar about once a month, beginning in January. The Program includes:

- **Personal Development**

Before you can effectively lead others, you need to be able to lead, and know, yourself. To help you stand out in your organization and in your industry as a leader, the program will begin with a discussion on individual leadership skills and goals for the program, and strategic career planning led by Jimmy Lewis.

- **Healthcare Industry Training**

Participation in various live HomeTown workshops, often outside of the primary area of current positions, to help participants gain cross-departmental knowledge of the many facets of healthcare.

Contact Sherri Ackerman at sherri.ackerman@hometownhealthonline.com for more information.

ACCREDITATION INFORMATION

The IACET CEU

HomeTown Health, LLC has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, HomeTown Health has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice for education. As a result of their Authorized Provider status, HomeTown Health offers IACET CEUs for its programs that qualify under the ANSI/IACET Standard.



Accredited Education from the International Association for Continuing Education & Training (IACET) is pre-approved by a number of professional organizations for credit. For reference, each 0.1 IACET continuing education unit (CEU) is the equivalent of 1 credit hour. View the full list of organizations online at www.iacet.org.

Other Accreditations

In addition, specific courses and live education offered by HomeTown Health and HTHU can be accepted by other organizations for continuing education credit, including but not limited to:

- **National Association of Long Term Care Administrator Board (NAB):** *See School of Long Term Care*
- **American College of Healthcare Executives (ACHE):** *Pre-approved education offerings available at various live events; See Hospital Board Governance Program.*
- **AAPC:** Some coding programs have been approved for continuing education units (CEUs) by AAPC. Please see the School of Coding and Documentation for details.
- **Continuing Medical Education (CME) Credits for Physicians, Nurses, Psychologists, Pharmacists, and Social Workers:** *HomeTown Health is pleased to be working with the University of South Alabama Office of Continuing Medical Education (USA OCME) to provide additional continuing medical education credits for select coursework as noted on individual courses. In support of improving patient care, these approved activities have been planned and implemented by Home Town Health, LLC and USA's College of Medicine Office of CME is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.*

Visit www.hthu.net/ceu/ for more information

CE Broker Information

If your organization uses CE Broker, HTHU is an approved provider for several boards/states. Please contact our team and provide your license number so that we can report your CEUs earned through HTHU education.

If you have questions about accreditation of education, or for credit acceptance from another organization, please contact Evelyn Leadbetter at evelyn.leadbetter@hometownhealthonline.com.

COMING SOON TO HTHU!

School of Revenue Cycle Management

- Meeting that Matters - Denial Management
- Career Ladders in Revenue Cycle
- Case Management and Utilization Review
- Charge Capture
- Cultural Competence in Patient Access
- Denials and Appeals
- Provider Education on the Revenue Cycle
- Scheduling and Registration
- The Stay, the Way, the Pay: Utilization management, Care Coordination, and Transitions of Care Four-Part Series

School of Rural Swing Bed Management

- Introduction to Post-COVID Conditions “Long COVID”
- The Post-Acute Continuum Support of Post-COVID Conditions
- Post-COVID conditions - Experience from the Field
- Trauma Informed Care (TIC) Six-Part Series

School of Behavioral Health

- Cultivating Resilience in the Workplace
- Healthcare Worker Resilience and Patient Safety
- Responding to Life’s Challenges with Resilience and Strength
- Understanding Wellbeing

School of Nursing

- Building an Effective Care Continuum
- How to Achieve Continuity of Care
- Understanding CCM Requirements, Reimbursement, & Getting Started
- Improving Patient Hand-Offs and Transitions of Care
- The Impact at an Operational Level
- Building a Business Case for Patient Safety
- Safety Coach Training
- Introduction to Patient Safety
- Pediatric Respiratory Emergencies
- Critical Thinking During Medication Administration
- Behaviors that Undermine a Culture of Safety
- Organizational Bystanders
- Understanding Care Coordination & Discharge Processes

- Care Considerations for Case Management in the ER and Overutilization of the ER
- Understanding the Patient Experience within an Episode of Care
- Staff Training and Intentional Rounding
- Understanding the Impact of Patient Disparities, Barriers, and Access to Care Issues
- Achieving a True Patient-Centered Approach

School of Quality & Compliance

- Utilizing Effective Population Health Strategies Within Quality
- Understanding What Data is Important
- Strategic Planning From a Quality Perspective
- Leadership Education and Engagement Surrounding Quality
- Engaging the Board in Quality

School of Diversity, Equity, and Inclusion (DEI)

- Cultural Competence
- Diversity - Why We Ask Toolkit
- Diversity & Discrimination
- Gender Identity: How to Address Sexual Orientation and Gender-Identity Appropriately in Healthcare
- Respect & Empathy in Healthcare: Cultural Awareness in the -Healthcare Setting
- Sexual Harassment
- Using Data to Improve Health Equity
- Intimidation in the Workplace
- Aging Populations: Focus on Medication
- Aging Populations: Focus on the MIND (Mentation)
- Aging Populations: Mobility

School of Management & Leadership

- Engaging the Board in Quality and Patient Safety
- Making a Connection: Designing for Patient Experience
- Motivational Interviewing Four-Part Series
- Service Line Planning
- Succession Planning

STAFF CONTACTS



**HOMETOWN
HEALTH**

For more information on HomeTown Health Business Partners, Members, and Events, visit our website at www.hometownhealthonline.com or contact:

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For more information on education and programs of study, visit our online university at www.hthu.net or contact:

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