

# HOSPICE & HOME HEALTH OPERATIONS CERTIFICATION

## THE WORKSHOP

Home health and hospice industry experts lead our two-and-a-half-day workshops. We developed a practical framework to support your agencies' mission and purpose.

Our hands-on, skill-based certification workshops will focus on building the skills and knowledge you need for operational excellence and patient-centered care.

## CERTIFICATION BENEFITS

- Improve operational efficiency
- Enhance clinical excellence
- Establish credibility with referral sources
- Advance professional development
- Increase employee retention
- Earn valuable credentials

## CREDENTIALS

- CHPO (Certified Hospice Professional Operator)
- CHHPO (Certified Home Health Professional Operator)

### TRAINING LOCATION

San Diego, CA  
Hospice: Aug 23-25, 2022  
Home Health: Sep 13-15, 2022

Arlington/DC Metro  
Hospice: October 25-27, 2022

### Workshop topics include:

#### **Fiscal management**

Running an efficient agency is hard. Every decision has an impact on other parts of your business. Whether its staffing ratios, referral management, payor mix, supply management or one of the many other budgetary factors, our workshop will focus on connecting these financial pieces so you can run a balanced agency.

#### **Employee engagement & turnover reduction**

Appropriate staffing is an essential part of running a successful agency. Turnover is not only expensive but a detriment to your agency's culture and the continuity of patient care. Employee engagement starts in the recruiting stage and never ends. This workshop covers how to set up your employment processes to support and retain your most valuable asset, your employees!

#### **Leadership skills development**

Great leaders set an agency up for operational excellence, satisfied patients, and engaged employees. This workshop will hone the skills required to engage employees and create a culture that attracts quality candidates. We cover principles of leadership, how to create a synergistic team environment, effective communication, meeting management, and many other critical leadership skills.

#### **Agency growth, marketing, & business development strategies**

From developing strategic partnerships to leveraging healthcare innovation models, we review several tactics and strategies to help you uncover hidden opportunities in your market.

#### **Compliance & quality improvement**

Compliance and quality improvement are essential aspects of running a successful agency. The workshop will increase your knowledge on compliance topics and help you develop and maintain a stand-out quality improvement program.

