

OLP HH CSM *Class Titles, Descriptions and Objectives*

Class Title	Class Descriptions	Learning Objectives <i>At the end of the class participants will be able to...</i>
Schedule Management Simplified	Learn to implement simple steps to build relationships with your team and find ways to prioritize work to get things done.	Implement simple steps to build relationships Identify strategies to set priorities while remaining flexible Identify tools and resources to simplify scheduling
Collaborating with Clinical Manager	Evaluate your relationship with your Clinical Manager and cultivate a collaborative relationship with your CM.	Analyze relationship with CM Navigate basic clinical conversations Identify how your role (workflow) impacts CM Evaluate your virtues as an Ideal Team Player
Employee Recognition	Review of the employee recognition programs and finding ways to make an impact and keep the FUN in recognition.	Identify ways you can impact recognition strategy Access existing BAYADA resources for recognition Find the FUN in recognition
Impacting the Client Experience	Examine the tools we use to measure our client satisfaction, the difference between client satisfaction and client experience and structure of a great TUC-in call.	Explain the HHCAHPS survey process Recognize your role in the client experience Prepare for a TUC-in call
Strategies to Ensure Regulatory Compliance	Review key reports, learn when best to run them and how to use the report data to take action in your manager role to ensure regulatory compliance.	Identify key reports and when to run them Review report data to analyze trends Use report data to take action and adhere to regulatory standards
Conditions of Participation	Overview of the Conditions of Participation and practice strengths and findings based on recent survey results.	Define Conditions of Participation Discuss strengths and findings based on recent surveys Identify ways to reverse or eliminate findings

Candidate Experience	Learn how to create a welcoming environment in your office and support a team approach to the candidate experience.	Recognize the value of a remarkable experience Create a welcoming environment Identify your role in the team plan
Collaboration with sales team	A discussion around how you can prepare for and contribute to the team sales discussions in your office.	Explain the purpose of the team sales approach Recognize CSM role in team sales Participate in team sales conversations
Home Health Payors and Reimbursement Model	Learn what differentiates HH payor types and what BAYADA support offices are available to support you in the finance pillar.	Differentiate Home Health payors Identify the BAYADA offices that support the finance pillar Answer FAQs about insurance confirmation
Analyzing Key Reports to Manage Your Team	Learn about how and when to run key reports, identify trends and use the data to have conversation with your staff around performance.	Determine how and when to run key reports Dissect report data to identify trends Connect your skills as a people manager to achieve business goals