



A Word from Debbie Scholl...

Hope you all had a fantastic holiday season and are looking forward to a wonderful and prosperous new year! We know that 2008 will be another year of challenges for our industry with PPS Refinement, the new Hospice COPs and regulatory and compliance issues. CHEX is committed to providing the most current education for your staff to ensure understanding and compliance in these areas.

The first quarter of 2008 will be busy for CHEX! The OASIS and the Home Care Regulations courses and tests have been up updated to include the PPS refinement changes and provide competency testing to document staff comprehension of these changes. Plans are to release a more robust, updated Patient Safety course and a new Home Care and Hospice Quality Improvement course. We are excited and looking forward to welcoming Jerry Schwarz, Creative Technology Specialist, to the CHEX team in mid January. Jerry will add a creative and technical dimension to the team and help us provide better customer service and faster turnaround time for agency-specific custom courses and planned course updates.

Mark your calendars and plan to join us quarterly for the CHEX User Group and Educational Webinars. We are confident these opportunities will assist you in using the CHEX system, maximize your educational benefits and learn from other CHEX customers.

As always, we are available to answer your questions and listen to your comments, suggestions and concerns. Call Laurel Stith, CHEX Coordinator, or Debbie Scholl, Managing Director of Education, at 913-362-0600 or e-mail to lstith@corridorgroup.com or dscholl@corridorgroup.com.

Drive safely and stay warm!

CHEX Course Updates

OASIS Version 3.0 and Home Care Regulations 1.2 have been updated with the PPS refinement changes, and have been posted. Updates were completed by Annette Lee, who is a COS-C. If any of your learners are registered or in progress on OASIS Version 2, it would be best to withdraw from Version 2 and re-register for Version 3. Encourage your staff to take the 3 updated OASIS tests after their PPS refinement training to test their competency.

NOTE: If a learner has started Version 2 OASIS tests and they were saved, they will be available until completed. As of December 2007, only OASIS Version 3 will be available to new learners.

Introducing Jerry Schwarz...

We are pleased to announce the addition of a new team member: Jerry Schwarz, Creative Technology Specialist! Jerry brings many years of artistic creativity, technology and customer service experience and is eager to begin his new career with CHEX at TCG.

With the addition of the Creative Technology Specialist position, several new courses will be released this year. Clients will also have the option to work with Jerry on their own customizable courses, which will be hosted for free on CHEX.

We look forward to having Jerry join us on January 14th and we know he will be a very valuable member of the CHEX team!

Welcome New Clients!!!

- Lovejoy Hospice
- Minnesota Community Hospice
- Mt. Hood Hospice
- Neighborhood Health Agencies, Inc.
- Piedmont Hospice
- Renaissance Home Health Care
- Solomon Valley Hospice
- Tender Loving Care Home Health Care

Scheduled CHEX Black-Out Dates

Maintenance will be performed on the site one Sunday a month and the site will be unavailable from 8AM to 6PM.

- February 3
- March 2
- April 6
- May 4
- June 1
- July 13
- August 3
- September 7
- October 5
- November 2
- December 7

Home Health and Hospice Nuts & Bolts

By Heidi O'Connor, Principal and Vice-President of Consulting Services

Home health and hospice agencies are constantly challenged to maintain or grow market share while also maintaining operational effectiveness and compliance with the stringent regulatory requirements for Medicare certification and reimbursement. The regulatory climate will intensify in 2008 with the implementation of PPS Refinement for home health and new COPs for hospice. As nursing shortages increase and home health and hospice staff "age" as part of the baby boomer generation, it is difficult to recruit and retain experienced and qualified managers and staff. In addition, existing staff often fall behind in best practices and compliance and need to be "revitalized." Agencies are faced with constant orientation, education, and re-training to ensure staff competency.

In response to these challenges, TCG has developed a series of **Nuts & Bolts**® Trainings designed to give agencies practical "how to" solutions to help managers and staff improve their mastery of, not just familiarity with, the skills of compliant documentation. By bringing this training to your agency, you can educate your entire staff for a cost comparable to sending just a few employees to a conference.

TCG Home Health **Nuts & Bolts**® is a two-day intensive training focused on:

- Medicare Conditions of Participation
- Integration of Clinical and Financial Outcomes under PPS
- OASIS Documentation Accuracy

- Impact of Diagnosis Coding
- OASIS Reimbursement Drivers
- OASIS and Plan of Care Integrity
- Case Management
- Common Pitfalls in Home Health Practice
- Risk Areas for Home Health Agencies

TCG Hospice **Nuts & Bolts**® is a two-day intensive training focused on:

- Medicare Conditions of Participation
- Documentation of Eligibility
- QAPI Implementation
- Progressive Corrective Action and Appeals
- Interdisciplinary Team Functioning and Process
- The Interdisciplinary Team Meeting
- Hospice Care in Facilities
- Common Pitfalls in Hospice Practice
- Risk Areas for Hospices

Both programs include group activities, case examples, role play and discussion. **Nuts & Bolts**® brings the regulatory requirements and best practice standards to life in a fun team-building experience.

Here are evaluation comments from participants of the **Nuts & Bolts**® program:

- *Great program—parts would be good for **all** staff.*
- *Great program, learned much needed information. The speaker was knowledgeable and kept the interest of the group.*
- *Good background for non-clinical staff to understand behind the scenes.*
- *Thank you—I've not partici-*

pated in a session like this before. Very helpful and informative.

- *WOW! Great speaker, very worthwhile info—good review and a lot of useful new material.*
- *THIS WAS GREAT! SO UPLIFTING!!!*
- *Facilitator was excellent! Very open to answering questions and addressed material in a very clear and concise manner.*
- *The facilitator emphasized a concept that cannot be understated: **DOCUMENT**.*
- *This has been a real eye opener for me regarding all the little tidbits that I don't know. This has also been a good thing for our agency—to remind us that we are a cohesive agency all working for the same thing.*
- *This is a grateful response to the presenter and The Corridor Group for your excellent support during the recent Hospice **Nuts & Bolts**® training. Clearly this program made a huge impact on quality of services. Staff were thrilled with the training, the education, and the presenter. I cannot thank you enough.*

TCG is offering CHEX clients special pricing on each program for \$6,960.00 for up to 25 participants, \$29.00 for each additional participant. This is 20% discount off the list price of \$8,700. Faculty travel expenses are invoiced separately.

For more information and to schedule a program at your agency, call Heidi O'Connor or Jan Potts at 415-452-4383.

Be sure to mention you are a CHEX client to receive your discount!

Author Describes an “Emerging Vision” of Care for Chronically Ill Elders

In “Better Care for Older People with Chronic Diseases,” in the current edition of *JAMA*, author David B. Reuben, MD, addresses the urgent need “for fundamental change in how care is provided” to older persons living with chronic illness. In citing why the change is so very difficult, Reuben faults “an outmoded financing system, slow adoption of information technology, and overwhelming inertia in all sectors of the health care delivery system.”

Though no simple answers are visible, Reuben does believe that the models that have been developed during the last twenty years give “an emerging vision of optimal health care delivery for older persons with chronic diseases.” His vision for better care for chronically-ill elders includes a number of specific qualities.

- Personalized care that meets each patient’s “goals, values and resources.” Sometimes, he says, “This means eschewing more intensive services and accepting clinical outcomes that are less than the best possible health and function,” as when a stroke patient chooses to remain in a wheelchair than participate in physical therapy.
- Best practices should drive the provision of care. If evidence-based guidelines are available, they should be used, but, if not, care suggested by a consensus of experts should take its place.
- Team care “is essential for providing high-quality care for patients of all ages who

have chronic diseases” and physicians cannot do the job alone. Team care should be overseen by a physician and “must be integrated within the practice.”

- Caregivers must coordinate their efforts. One requirement for coordination of care, but not the only one, is the use of electronic health records which “span across health care systems and between clinicians and community agencies.”
- The patient’s resources and environment must be considered when giving care. The value of home visits lies in the fact that as a person ages, “the social support system becomes much more tenuous and the individual’s interaction with the environment and nonmedical resources assumes increasing importance.”
- Older persons must be partners in their own care unless they are too mentally or physically frail. Friends and family may be part of the partnership, which should include “adoption of healthful lifestyles, self-management of chronic conditions, and participation in decision making.”

These principles, Reuben asserts, fit well in a chronic care model. “If the chronic care model is followed, patients become more informed and activated and practice teams are more prepared to be proactive, which should result in improved clinical and functional outcomes. Implementing this type of care requires staff, support systems, and a payment mechanism.”

Florida Hospices and Palliative Care
The Hospice E-News

Q & A

Q. Is CHEX compatible with Macintosh computers?

A. Currently, CHEX only supports or ‘certifies’ PC compatibility with the CHEX learning management system.

Q. How are CHEX courses developed?

A. To develop course content, CHEX staff members work with a course author and several course reviewers—people who typically are known experts within a given field with the appropriate credentials. The expert may be a nurse, physician or leading consultant. On the CHEX site, courses list contributing authors/reviewers and references, and all courses are evidence based.

If you have CHEX questions, email them to info@corridorgroup.com or call 913-362-0600.



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“Do the right thing...right”



CHEX User Groups

- January 24
- April 24
- July 17
- October 30

*1:00 to 2:30 PM CT

CHEX Educational Webinars

- February 13—Curriculum
- May 14—Learner Management
- August 13—Reports
- November 12—To Be Announced

*3:00 to 4:00 PM CT

CHEX is Now Offering...

As new CHEX features are introduced, we receive requests for additional training. This year, we will offer four CHEX Educational Webinars. These webinars will further educate our users on how to best implement the CHEX system. Three of the topics covered will be curriculums, learner management, and reports. The webinars will be from 3:00 to 4:00 PM CT on:

- February 13—Curriculum
- May 14—Learner Management
- August 13—Reports
- November 12—Topic To Be Announced

In 2008, we will continue to facilitate a quarterly CHEX User Group to provide additional education and opportunities for you to network and learn from other CHEX users. The webinars will be from 1:00 to 2:30 PM CT on:

- January 24
- April 24
- July 17
- October 30

We feel confident the CHEX Educational Webinars and CHEX User Group will assist you in utilizing the CHEX system to receive its optimal educational benefits. Get the dates on your calendar **NOW** and join us! Contact Laurel Stith at 913-362-0600 or lstith@corridorgroup.com to register.

Quotes

Every problem has a gift for you in its hands.

~Richard Bach

Forget where you have been earlier. What matters is where you go now.

~M. K. Soni

Nursing is an art; and if it is to be made an art, It requires an exclusive devotion as hard a preparation, as any painter's or sculptor's work; for what is the having to do with dead canvas or dead marble, compared with having to do with the living body, the temple of God's spirit?

It is one of the Fine Arts:

I had almost said, the finest of Fine Arts.

~Florence Nightingale

A wise man will make more opportunities than he finds.

~Francis Bacon

Life is a great big canvas, and you should throw all the paint on it you can.

~Danny Kaye

Nursing encompasses an art, a humanistic orientation, a feeling for the value of the individual, and an intuitive sense of ethics, and of the appropriateness of action taken.

~Myrtle Aydelotte

A HAPPY NEW YEAR

The Corridor Group is a visionary leader for consulting and education for the home care and

hospice industries. We are problem solvers and innovators who, through collaboration with our

clients and one another, deliver results!