



## How do Adults Learn?

Adult learning has become a new area of study in the last 40 years. Although there are many resources dedicated to general learning and learning specific to children and teens, adults learn differently! Malcom Knowles pioneered the field of adult learning and continued his studies until his death in 1997. As effective educators of adults in the home care and hospice industry, we need to understand Knowles' principles and incorporate his

ideas into practice. By understanding how adults learn, we can improve our techniques and make the learning experience more enjoyable for the learners and the instructor, and more profitable for the agency.

*Learning is a Continual Process*  
Western society once believed adults were incapable of learning. Individuals, assuming this was true, denied themselves the opportunity to learn.

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## New Alternative to Pop-Up Windows Implemented

In an effort to provide you with a more accessible and user-friendly website, The Corridor Group has developed an alternative method to the pop-up windows for viewing our online courses. This change was implemented in late June and applies to the entire course catalog. Any user whose computer is already set to allow pop-ups from the CHEX website will not notice any change when launching a course. However, if a user's computer does have pop-up blocker interference, a new screen will allow the course to open in the current browser window. The *Return to My To Do List* and *Take Test/Survey* options will still be available at the bottom of the screen.

Should you have any questions regarding pop-up blockers, please send your inquiries to [info@corridorgroup.com](mailto:info@corridorgroup.com).

## CHEX Course Updates

The CHEX Corporate Compliance course has been updated to contain new material to incorporate information passed in the Federal Deficit Reduction Act of 2005. Additional content will provide employee education about false claim recoveries and whistleblower protection.

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## Orientation Manuals Updated

All CHEX supervisors were emailed a revised Learner and Supervisor Manual recently. Changes include updated screen shots and instructions for running Learner and Supervisor reports. These manuals can be printed and distributed to staff who are new to the CHEX system or are having difficulties with access.

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## Welcome New Clients!!!

- *LifeCare Health Services*
- *STAT Health Care*
- *Cardinal Hill Home Care*
- *West Coast Hospice*
- *Genesis Health System*
- *Accent Hospice Care*

## Scheduled CHEX Black-Out Dates

We will perform maintenance on the Knowledge Planet site one Sunday a month from 8AM to 6PM.

- *July 9*
- *August 6*
- *September 6*
- *October 1*
- *November 5*
- *December 3*

## Q&A

*How do you print certificates for CNE courses?*

The process for printing a certificate for a CNE course is different from that of a regular course. After having successfully completed a CNE test, a learner will be taken to the web page that displays his or her score. Here the learner will see a blue link for CNE Certificate. He or she should then click on the link and follow the prompts for printing the certificate. A learner will have to have on hand his or her license number.

Please note that a CNE certificate, unlike a certificate for a regular CHEX course, cannot be printed from the My Education Home Page. It must be printed from this particular page after completing the test .

*What is registration by proxy?*

Registration by proxy is a function of the CHEX system that allows a CHEX Supervisor to mass register his or her students for a particular course. This function can be found under the *Learning Activities* dropdown at the top of the Supervisor's homepage. Further information and instructions for registration by proxy can also be found in the Supervisor's Manual.

## CMS Provides Explanation on Advance Beneficiary Notices for Hospice Personnel

There has been considerable discussion in industry news of late concerning changes to the HHABN. These changes have prompted review on when an Advance Beneficiary Notice should be essential in hospice. The Centers for Medicare and Medicaid Services says it believes it is important for providers to understand the intent of the ABN. From a policy perspective, it is also important for beneficiaries and their families to understand what

the benefit is and is not prior to the election of hospice. Beneficiaries and families must be aware that the hospice benefit is not a 24-hours-a-day, seven days-a-week benefit, or is intended to replace a caregiver.

An ABN is not required for a hospice patient that is being discharged from a care center (inpatient general/inpatient respite) or being taken off continuous care.

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## CMS Is Ending the Contingency Plan for Accepting Non-HIPAA-Compliant Remittance Advice on October 1

Another phase of CMS's contingency plan for addressing non-HIPAA compliant transactions is due to end on October 1. Although legislation required all organizations to be in compliance as of October 16, 2003, only one-third of agencies were prepared at that time.

As of October 1 of this year,

all organizations receiving remittance advice transactions from FIs, RHHIs, DMERCs, and DME MACs will need to be able to accept them in electronic HIPAA-compliant format.

It is estimated that 99% of all ERA transaction receivers are currently receiving the ERA compliant with HIPAA guidelines.

## Orientation Manuals, continued from page 1

To further assist your learners, a one page, two sided "cheat sheet" has also been distributed to provide learners with an easy, quick reminder on how to access CHEX courses. If you have any questions regarding orientation manual updates, please send these queries to [info@corridorgroup.com](mailto:info@corridorgroup.com).

## CHEX Course Updates, continued from page 1

The change to the Corporate Compliance module took effect June 26.

Our OASIS course and tests are also being updated by a COS-C associate to reflect the recent CMS changes and refine content. Be watching for an early August release for the revised OASIS competency module.

## Adult Learning, continued from page 1

Research and life experience have proven this false and have shown that we continue to learn until we die. Those who engage in self-learning are healthier, less depressed, retain more cognitive brain function and live long than their counterparts. You *can* teach an old dog new tricks!

### *People Learn at Different Speeds Using Different Methods*

Because of life experiences, stress, responsibilities, and expectations, adults learn differently. Some grasp and retain facts quickly and others need time to study and process information. Providing an environment and tools that allow for these differences will enable all adult learners to succeed.

### *Learning Results from Stimulation of the Senses*

The five human senses are sight, hearing, taste, touch and smell. As educators, we need to present our materials using as many of these five senses as possible to increase the chances of learning success. Be creative by using sound, color and imagination.

Keep in mind adults learn by reading, watching, listening, practicing, performing, and repetition. Also, remember to **always** bring snacks!

### *Learners Need Reinforcement*

It is human nature to work harder for a "prize"

waiting at the finish line. Just as adults learn differently, the reinforcements for learning also differ. For some, recognition in front of peers such as a verbal announcement in a staff meeting, posting on a bulletin board or in an agency newsletter works well. Others respond well to certificates and small tokens, such as movie tickets, car wash tokens or ice cream sundaes on a hot Friday afternoon. A promise of a job promotion or pay increase also motivates most adult learners.

### *Adult Learners Need Feedback*

Because of responsibilities adults' shoulder at home and work, time is a precious resource. Adults need timely, concise feedback to ensure that they have learned the material as expected and achieved their learning goals. Instructors need to provide very specific feedback to an adult, such as, "You missed question number three. You answered false and the correct answer is true because..." If they are successful in their learning, adults will be anxious to continue using their time to devote to future learning.

### *Successful Adult Learning Means Information Is Retained*

The amount of information retained by an adult learner is directly related to the presentation of the original learning. As instructors, we are challenged to present materials in an exciting, interesting and updated style. Adults need to understand the purpose or meaning for learning the required information and how that information relates to a "real life" situation.

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Adult learning will be more successful if the material presented relates to their job, and if they are given the opportunity to "practice" what they have learned.

### *Learners Must be Able to Transfer Information Into Practice*

Adults are practical, busy people and must be able to transfer head knowledge into information required for a "real life" setting. For example, to be successful an adult learner must be able to put out a stove fire in a patient home, not just list the steps on a test. Adult learning instructors are challenged to help students translate facts into action.

*Now that we understand how adults learn, how do we motivate adults to continue learning? Look in the next quarterly CHEX e-Letter in September for the sequel "How to Motivate Adult Learners".*

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*“To do the right  
thing...right”*

***The NEW Enhanced  
Survey Toolkit  
for Home Health and  
Hospice***

The NEW Enhanced Survey Toolkit is a simple, practical guide to prepare you for survey success. This toolkit provides resources related to federal home care and hospice surveys, gives guidance on how to prepare for a survey and more! Our ToolKit also includes four key audit tools to help you improve compliance and prepare you for survey.

***All CHEX  
subscribers receive  
15% off the regular  
price through  
August 15, 2006***

**Hospice ABN,** continued from  
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This is due to there being no beneficiary liability when there is a change in the level of care. When a patient/family wants to continue the higher level of care and the hospice disagrees, an ABN is not necessary. The level of care is based on patient need, not patient preference. If the patient wants to remain in a facility, an ABN may be given to explain that the patient/family are responsible for room and board and the care rendered by the hospice will be at the routine level of care.

Hospice providers may choose to give services such as palliative care that Medicare does not cover to beneficiaries who have not elected hospice. In such cases, Medicare does not require the issuance of an Advance Beneficiary Notice. However, CMS encourages hospice providers to give advance voluntary notice of possible financial liability when it exists in this scenario. The NEMB may be used for this purpose.

Official instructions regarding recent changes can be found at the CMS website:

[www.cms.hhs.gov/Transmittals/downloads/R994CP.pdf](http://www.cms.hhs.gov/Transmittals/downloads/R994CP.pdf)

For additional information, access the MLN Matters released June 30, 2006:

[www.cms.gov/MLNmatters/downloads/mm5117.pdf](http://www.cms.gov/MLNmatters/downloads/mm5117.pdf)

**In the News...**

6/21/2005

The changes to OASIS announced by CMS in December went into effect on June 21. These changes include a revision of the standard in 42 CFR 484.20 (a). The regulation allows 30 days from the date the assessment (M0090) is completed for the agency to encode and submit OASIS data.

It removes the requirement in 42 CFR 484.20(c)(1) to “lock” data within seven days of assessment.

[www.cms.hhs.gov](http://www.cms.hhs.gov)

5/24/2006

Use of the revised Home Health Advance Beneficiary Notice released by CMS has been postponed until “at least” the end of September. New procedures for the HHABN require written notice of reduced or terminated Medicare services “in all circumstances”. The OMB-approved HHABN dated January of 2006 can be found on the CMS website in PDF and Microsoft Word format in English and Spanish.

[www.cms.hhs.gov](http://www.cms.hhs.gov)

5/02/2006

The Centers for Medicare and Medicaid Services (CMS) has announced a new name for the “Medlearn Matters” education articles. They will now be called “MLN Matters” articles. MLN stands for Medicare Learning Network.

[www.cms.hhs.gov/](http://www.cms.hhs.gov/)

*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!*