



A Word From Debbie Scholl...

WELCOME to 2009 as we embrace a new year, a new president, a new CHEX look, new audio courses and a new CHEX manager! As you can see in the header above, we are introducing a new CHEX logo which changes the look of the newsletter, course templates and CHEX user site. I hope you have all had the opportunity to review some or all of the new audio wound courses. These courses are the first in the series we will unveil in 2009 featuring audio, improved graphics and interactivities. The CHEX team is excitingly anticipating the arrival of our new Manager of CHEX eLearning, Peggy Patton, on Feb. 2nd. As a nurse coming from a home health and hospice software company, Peggy brings IT, customer service and management experience to CHEX. We are excited for her to meet and begin working with all of you.

As you add appointments to your 2009 calendar, be sure to include our quarterly user groups and educational webinars. Dates and times for these meetings are posted on page 4 of this newsletter. Our first user group is this week, Thursday January 22 from 1-2 PM CT. Hope you can join us and bring your ideas, suggestions and questions to ask us and other CHEX users. We are looking for CHEX admins to help lead our quarterly group meetings and would love several volunteers. Also let us know if you have topic suggestions for our educational webinars.

The 7.0 upgrade is currently in the testing phase on the TCG CHEX test site and we have begun our weekly meetings with our LMS provider. After completing our testing and training, the site will be down over a weekend for 2-3 days to implement the changes to the site. Soon we will be posting the available training dates when you will have the opportunity to learn about the new upgrade features.

As always, we are available to answer your questions and listen to your comments, suggestions and concerns. Call Laurel Stith, Education Coordinator, Elizabeth Gebert Customer Service Representative or Debbie Scholl, Managing Director of Education, at 913-362-0600 or email lstith@corridorgroup.com, egebert@corridorgroup.com or dscholl@corridorgroup.com.

Happy New Year, stay warm and look forward to visiting with you soon at a user group or educational webinar!

Deborah Z Scholl, RNC

New Course Offerings from CHEX!

TCG is pleased to announce the posting of 4 new courses!

- OASIS Assessment and Coding of Wounds - 3.0 CEs
- Wound Care Basics - 3.0 CEs
- Management of Lower Extremity Ulcers - 2.2 CEs
- Management of Pressure Ulcers - 2.5 CEs

If you haven't had the opportunity to look at these courses, we suggest you take the time to do so! The new courses include audio and realistic pictures. TCG has partnered with Lu Post to create a collection of audio

courses that will be released this year.

Courses expected in 2009 include:

- Documentation in Home Health & Hospice
- Understanding Alzheimer's Disease & Related Dementias
- New OASIS course including OASIS-C changes
- 6-8 Hospice-Specific courses

We are excited to hear what you think of the courses. Please contact your CHEX Customer Service Representative with your feedback!

Welcome New Clients!!!

- *Community Nurses*
St. Marys, PA
- *Bayonne VNA and Hospice*
Bayonne, NJ
- *American Home-Care, Inc.*
Richmond, VA

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 8
- March 1
- April 5
- May 3

More dates will be announced in the next CHEX eLetter.

CHEX CLIENTS:

Receive 10% off all TCG Products if ordered by February 28, 2009.

**read our feature article TCG Products: Keeping You Up-To-Date by Sheryl Jones, Manager of Corridor Product Services.*

Contact your CSR for more details.

excerpts from Learning in a Tough Economy

Marc Sokol, *Chief Learning Officer*, www.clomedia.com

When the economy slows, corporations are forced to respond. It's a simple financial matter: Less money coming in means less money available to spend. Common fiscal belt-tightening techniques include budget cuts, spending and hiring freezes, and reducing the size of the employment base through buyouts, attrition or layoffs.

As organizational leaders weigh tough decisions on where to cut costs, they should ask themselves one simple question: "Do we still want to be in business after the downturn?" If the answer is "yes," one area in which spending should not be cut without some serious strategic thought is employee learning and development. True, adjustments may be needed. The learning and development department probably should reduce spending just like everyone else. Instead of cutting all initiatives in equal fashion, smart organizations retain initiatives that are critical to business success and cut back on those that may simply be "nice to do." Think of it this way: It wouldn't be prudent for a restaurant kitchen to eliminate fire extinguishers to save costs in lean times, would it? Canceling an arbitrary portion of training initiatives across the board creates the illusion of savings — some real via eliminated travel expenses and some potential under the assumption that freed-up staff time is put to good use. But without strategic thinking about where cuts should be made, such moves could end up damaging the differentiators responsible for competitive advantage.

Planning to Outlive a Recession

Development is a key factor in ensuring people stay engaged in the organization and continue to have an impact on the company's bottom line. Giving current and potential leaders the development they need helps a company weather the storm and continue to excel. So how can necessary cuts be made with minimal long-term damage? What can be cut, and what should

remain?

Look at Talent Management as a Response to Economic Downturn

Don't spread reduced training dollars as if they were peanut butter and you were trying to make 10 sandwiches with only enough available for five. Such a nonstrategic approach simply reduces effectiveness across the board — including in the areas responsible for a firm's competitive advantages.

Instead, choose more carefully who you need to invest in and which types of behavior you need to impact. This means you have to determine which offerings have the most immediate and direct effect on the business and on customer experience. It also may mean you have to be more selective about who is invited to participate.

Ensure All Training Efforts Are Critical to Continued Business Success

The key issue here is deciding what behaviors, industry gatherings and activities are truly critical to business success. When budgets are cut, learning and development managers need to ensure a clear line of sight exists between training efforts and the value they provide for the business and its customers. A downturn is not the time to scale back training on quality or safety techniques.

In truth, a time of universal economic contraction may even be a time when expanded training efforts become necessary. Key customer relationships may cool due to less frequent in-person visits and increased reliance on voicemail and e-mail. This may happen at precisely the moment when the customer is looking for its own ways to cut spending.

Look to Technology

Technology-enabled learning can extend development investment when economic times are tight. Similar program content can be delivered without the associated travel costs, and if done well, an atmosphere of

engaged group learning can be maintained.

Let's look at an example from an organization we'll call Company Y. This organization has professionals based in locations around the globe. These individuals gather in person twice each year to review case studies, swap notes, and discuss the latest trends. Company Y anticipates a slowing economy and makes a decision to eliminate these gatherings to save travel and accommodation costs. But Company Y doesn't stop there. Although Company Y eliminates the twice yearly in-person gatherings, a quarterly webinar is instituted to cover the same topics. The employees experience continuity of best-practice information flow. Employees may miss the face time with colleagues, but they know their needs for connection and development still matter as Company Y realizes cost savings.

Move From 'Training' to 'Development That Makes a Difference'

Learning professionals know that, as engaging as any training event can be, the lessons learned quickly can dissipate and fail to translate into meaningful changes on the job without an effort to make the learning "stick." To reap full the benefit from resources spent on learning and development, companies need to effectively communicate expectations to the individuals who will be taking part, as well as to their managers. Success is more than just showing up at a training event. Insights must lead to action, and action must translate into practical improvements in performance. Taking a realistic approach to learning and development means ensuring people know what needs to be improved, they are motivated to improve and they get useful knowledge and tools to address their targeted areas. They also need opportunities to apply what they have learned, and they need to be held accountable for improvement. These strategies can help drive effective inte-

*excerpts from Learning in a Tough Economy
continued from page 2*

Q & A

They're also another example of a reaction to an economic downturn that can have a lasting positive effect on the company long after the economy has improved. Learning professionals can seize the moment to drive best practices into place.

Foster Dialogue About How Competitive Advantage Can Be Maintained or Enhanced

An economic recession is like any other type of organizational change, only this one is imposed from the outside. Employees and management can't hide their heads in the sand waiting for the recession to pass or for the "other shoe to drop." The challenge needs to be faced head-on. Learning and development leaders can help foster dialogue among employees about what the business needs to do to be more competitive than the next company. After all, the whole industry is in the same situation. Issues need to be addressed with emotional engagement, not just a set of dispassionate adjustments. This is the time to increase communication in all directions and encourage employees to respond thoughtfully. Ask them to help prioritize how development dollars get spent. Such discussions often yield surprising and valuable insights.

Set the Stage for Increased Competitive Advantage

Recently, Personnel Decisions International conducted a survey of human resources professionals and other business leaders around the globe to uncover organizational approaches to retention of key employees in the slowed economy and what tactics they have found to be most successful. Among the 530 respondents, 93 percent said retaining key employees is even more important during an economic downturn. Perhaps counterintuitively, the survey found "accelerating the development of key employees" to be a more effective tactic to retain these individuals than "competitive pay

and benefits." These responses offer real-world evidence that employees want development opportunities and will stay with the company that offers them.

Skillful learning and development leaders can foster a common vision of what it looks like to be successful, even in a recession. Those who do so will mobilize and focus energy across their organizations, both for today and tomorrow, as they become catalysts for action and learning.

Marc Sokol is the senior vice president and global practice leader of development solutions at Personnel Decisions International.

Q: I've noticed that some of the newer courses take a longer time to load. Is there a glitch in these courses?

A: The newer CHEX courses may take longer to load because they have audio and are more intricate than the older CHEX courses. Please be patient while loading these courses—the are worth the wait!

Q: When I print off a CE completion certificate, I'm always asked to choose "hospital or organization" from a drop-down menu? How do I know what to pick?

A: ALWAYS choose "TCG" from the drop-down menu. The menu options were set-up by our CE provider, so your agency name will not be on this list.

Any additional questions can be answered by emailing your CHEX representative, or can be discussed in the CHEX Usergroup Meeting on January 22, 2009.

CHEX 7.0 Upgrade

After months of waiting, TCG is pleased to announce that we are in the 'testing phase' of the 7.0 CHEX Upgrade!

TCG will be holding orientation sessions as soon as our customer service representatives have completed their training.

As a reminder, the CHEX upgrade will include the addition of the following features:

- Exception reports
- Customizable completion certificates
- Improved Administrator menus
- and MUCH MORE!!

The CHEX site will be unavailable for 2-3 days when the upgrade is loaded. Check your email for the dates and times of the orientation sessions and the dates the system will be unavailable. Thank you for your patience!



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“Do the right thing...right”



CHEX User Group

- January 22, 2009
- April 16, 2009
- July 16, 2009
- October 22, 2009

*1:00 to 2:00 PM CT

CHEX Educational Webinar

- February 18, 2009
- May 13, 2009
- August 19, 2009
- November 11, 2009

*3:00 to 4:00 PM CT

TCG Products: Keeping You Up-To-Date

The Corridor Group products are continually updated to meet the regulatory requirements of Medicare, Joint Commission, CHAP and ACHC. We do this daily by monitoring the industry and regulatory list serves to determine if a product should be revised. Revisions are made according to regulatory changes, but are also revised if there is a new and better way to assist our clients in accomplishing their goals.

TCG offers Home Health and Hospice *Policy and Procedure Manuals* that meet Medicare, Joint Commission, CHAP (and coming soon: ACHC) requirements. These manuals encompass operations and human resources policies. Forms are included, if appropriate, and websites are provided as references for some policies. Manuals are updated on a quarterly basis, and more often depending on necessity.

TCG Products also offers *Survey Toolkits* for Home Health and Hospice organizations. These toolkits include CoP compliance, patient chart, personnel record and contract audit tools. The audit tools include tag numbers and CoP standard numbers for reference.

QuickFlips© are available for Home Health and Hospice clinicians. These are pocket-sized resources designed to assist clinicians document care that reflects professional skill, while demonstrating compliance and eligibility under regulations and guidelines published by Medicare. *QuickFlips* are reasonably priced so your clinicians can have this resource readily accessible and available in their supply bag.

Other products available are:

- *QAPI: A Step-By-Step Approach*©: a guide to develop and implement a meaningful QAPI program at your agency
- *Hospice Assessment and Plan of Care Documentation Forms*: integrated forms to support compliance with the new regulations and quality of care documentation (CD included)
- *OASIS Competency*: This resource tests individual competency on ability to evaluate patient situations on required QASIS forms
- *Private Duty Policy & Procedure Manuals*

Check out our web store at

www.corridorgroup.com for more detailed information.

You think the weather is bad where you are...

- Mount Rainier in Washington State received a record **1224 inches** of snow in 1971!
- In Rapid City, South Dakota, the temperature dropped **47° F** in just 15 minutes in 1911!
- The coldest place inhabited on Earth is Oymyakon, Russia (population: 800), where it is not uncommon for winter temperatures to be **-40° F**.
- At least you aren't in Libya, where the temperature reached **136° F** in 1922.
- In 2007, Siberians were shocked when orange snow started falling from the sky! Later, scientists reported the cause of the color was a sand storm in neighboring Kazakhstan.



Things could be worse!
Enjoy the season!

(or you could choose to move to Hawaii, where the lowest temperature ever recorded was **12° F**...)

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!