



## A Word From Debbie Scholl...

Again this year, summer seemed to fly by! Fall is a busy time with getting the kids back in school, attending the NAHC and NHCPO conferences, implementing the CHEX upgrade and revising and adding new courses. If anyone from your organization is attending the fall conferences, have them come by the TCG booth, say "Hi" and pick up a t-shirt.

Fall means changes in the CHEX course offerings and a features upgrade. Courses will be updated, some will be deleted and replaced and new ones will be posted. Our CEU partner is retiring some older courses in the library. Several of the updated CNE courses will cover the same content but will have different titles, others will be replaced with new content and some will be deleted. Be watching your email for notices on when to inform your learners of impending changes so they can complete any courses they have in progress. Due to low usage, in mid 2009, the Spanish versions of the safety courses will no longer be available. More info on exact dates will be posted this spring. We have not yet been notified of the dates of the system upgrade scheduled for late October. We will contact you as soon as we have the dates for the install and the education sessions to train you on the new/changed features.

I am excited to announce that 4 CNE wound care courses and Quality Improvement: It's Everyone's Job! will be posted in Q4 2008! The wound care courses will be the first in our new format that includes audio as well as more robust interactivity. Our aggressive 2009 course launch includes 20+ new courses- all with audio. The new 2009 course list includes several hospice courses, courses on CoP changes, PPS, documentation and homecare infection control. A complete proposed new course list will be published soon.

We are also putting the finishing touches on the Custom Course process including pricing. Please join us for the Custom Course Educational Webinar on November 13<sup>th</sup> for more info. If you have an organization-specific power point ready now that you want converted to elearning and hosted on CHEX or have questions regarding custom courses, please call Laurel at 913-362-0600.

As always, we are available to answer your questions and listen to your comments, suggestions and concerns. Call Laurel Stith, Education Coordinator, Elizabeth Gebert,  
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## CHEX Upgrade: Version 7.0 is Here!!

We are pleased to announce that the CHEX version 7.0 upgrade is ready to be launched! Not much has changed, but there are a lot of additions that will be very helpful to your CHEX administrators. Due to new terminology, the Administrator and Supervisor Orientation manuals will be updated to include new screen shots and new processes.

Laurel Stith will be conducting CHEX 7.0 orientation via webinar. The details of that orientation will be

emailed to you as soon as TCG finishes the Mzinga training in October. A few of the new features include:

- ◆ improved administrator menus
- ◆ exception reports
- ◆ configurable, printed completion certificates

TCG is very excited about the CHEX upgrade, and can't wait until you are able to see all of the fantastic changes!

## Welcome New Clients!!!

- *BestCare Home Health Agency-Fresno*
- *Compassion Hospice*
- *Pennsylvania Home-care Association*
- *Pyramid Home Health Service*

## 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.

- October 5
- November 2
- December 7

\*2009 dates will be announced in the next eLetter

## November is National Home Care & Hospice Month

Remember to take time out in November to celebrate all of your agency's hard work in the Home Health and Hospice community!



## Career Training Through Online Education and E-learning by 2010

Dr. Tony Tran, [www.ArticlesBase.com](http://www.ArticlesBase.com)

The appeal of an online education through distance learning as an educational alternative is ever increasing. "Its presence will continue to grow", say curriculum directors, who expect that by 2010 nearly a fifth of students will be taking some of their career training coursework through online education or E-learning at an online university or college.

Technological advances in medicine, aerospace, agriculture, the environment, communications and education permeate the world we live in. We have new drugs and vaccines, new ways to strengthen the immune system, the International Space Station, alternative crop and livestock systems, renewable energy sources, personalized information technology and E-learning, online education and distance learning.

- With the introduction of \$100 Laptops by MIT, E-learning will reach millions of children in developing nations like Brazil, China, South Africa, Egypt and others.

Nicholas Negroponte, co-founder of the Media Lab at the Massachusetts Institute of Technology (MIT) is working on a plan to distribute the laptops to schoolchildren. A goal of the project is to make the low-cost PC a grass-roots movement like Linux or Wikipedia. The laptops will have a 500MHz processor, 1GB of memory and an innovative dual-mode display that can be used in full-color mode, or in a black-and-white sunlight-readable mode. Power for the new systems will be provided by electric current, batteries or by a windup crank attached to the side, since many countries do not have power in remote areas. The systems will be Wi-Fi and cell phone-enabled and will include four USB ports for connectivity. "The idea is

simple. It's an education project that will make online education a simple reality."

Research has predicted that in the future more people will complete their studies at home as distance learning concepts continue to evolve. Over two million students enroll for online university and online college courses each year. Just as the world continues to change so must the conditions in which we live and learn. In a fast paced society we will see E-learning designed to accommodate busy students – time flexible, geographically independent, competitive cost and value and learner-centered. E-learning offers both synchronous and asynchronous modes of learning thus enabling a student to access information anywhere and at anytime. The numerous features and benefits of an Online Education and E-Learning will play a major role in post secondary career oriented education.

- E-learning is self-paced and gives students a chance to speed up or slow down as necessary
- Geographical barriers are eliminated, opening up broader education options
- 24/7 accessibility makes distance learning easy and allows a greater number of people to attend classes
- Travel time and associated costs (parking, fuel, vehicle maintenance) are reduced
- Online education fosters greater student interaction and collaboration
- E-learning is self-directed, allowing students more control over their learning process, leading up to a 60% faster

learning curve.

- Web-based products allow instructors to update lessons and materials across the entire network instantly.
- Develops knowledge of the Internet that will help learners throughout their careers
- Exposure to resources not commonly found in standard classroom settings

Wireless technology has paved way for Mobile Learning, where one can easily access learning materials anywhere and at anytime. Instructional and communication techniques create an interactive online education environment including case studies, demonstrations, role-playing, simulations, streamed videos, online references, discussion groups, personalized coaching and mentoring, chat rooms, bulletin boards, tutorials, FAQ's and wizards.

Collaborative education will play an important role in developing future Online Education and E-learning strategies. Almost all Learning Management Systems (LMS) conforming to E-learning standards offer collaborative networks, enabling students from remote areas to share knowledge and communicate ideas with fellow classmates from around the country and the world.

Virtual and Augmented learning will gradually replace existing scenarios thus giving a new dimension to knowledge management. Certain concepts which are difficult to imagine or simulate can be implemented using augmented learning.

Dr. Tran is the Chief Academic Officer of *California University of Technology (CalUniversity)*, one of the finest advanced, online, and interactive Distance Education and Learning (DEL) Universities.

**How Green is Your Agency?**  
By Michael T. Ferris, *Caring*, July 2008

**Q & A**

While delivering a speech to an audience at a regional conference on Earth Day, I thought I would ask them the question, "How 'green' is your agency?" There were a few people who responded, but clearly it has not been a focus for many organizations. As an industry, we can and should do more.

Companies in all different industries have been differentiating themselves as having 'green' sensitivities. Auto and energy companies have used it with great impact, but so far, home care and hospice have yet to tap into the trend. The question is not why spend the time and energy to make your agency 'greener', but why not? You do something good for the environment and get credit for your actions in the community. We are always looking for ways to have the referral partners think of us not as a commodity, but as the preferred choice for referrals to home care and hospice. Given the growing success of direct-to-consumer advertising, especially in private pay, setting your agency apart as a result of being considerate of the environment enhances your message.

While I am proposing the being 'green' as another point of differentiation, it won't ultimately carry the day on its own merit. You can't expect the community to make its decision solely on your environmental consciousness. The following are a few of the things you can realistically expect from your investment in being 'green':

**Public Relations** – Your initiatives in this area are a great way to generate additional human interest stories that are very desirable for the media in your community.

**Employee Satisfaction** – It is not simply a coincidence that most of the companies on the

best places to work list are also recognized as being environmentally sensitive.

**Team Building** – Make this project a team effort. You will get involvement from many in your organization who are passionate about the environment.

**Cost Savings** – Many ecological initiatives result in cost savings in the long run. You can calculate the long-term return on investment of your investments in these areas.

**How to get started?**  
Clients get great financial returns on their investment with agency-owned vehicles and the advertising benefit of having all of the 'rolling billboards'. If those cars were hybrids, bio-fuel burning, or other higher mileage vehicles, your costs per mile goes down, and that 'green' agency message can be enhanced.

Recycling efforts are great for team building, and can be the source of new contests between offices or divisions. Home care and hospices generate a lot of waste paper that could be recycled. Provide a source of filtered water so that employees are not using bottled water while at work. Make  
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**Q. When I log-on to CHEX, I can't run the Team Curriculum Report. I need the report to show the surveyors when they come. Why won't this report work for me?**

**A.** The Team Curriculum Report is a very useful tool. In order to run this report, you have to have at least one curriculum set up in CHEX. When your learners complete any portion of their curriculum, their progress will show up on the Team Curriculum Report.

If you have CHEX questions, email them to [info@corridorgroup.com](mailto:info@corridorgroup.com) or call 913-362-0600.

**CHEX Tidbits**

- ◆ **Therapy in Home Care and Team Approach to Home Therapy**, our two new therapy courses, are up and running. We are interested to hear your feedback on these courses.
- ◆ A new course, **Quality Improvement: It's Everyone's Job!**, will launch this fall.
- ◆ The CHEX User Group will meet on October 30th from 1-2:00 PM CT. Mark the date on your calendar!
- ◆ The topic of our next CHEX Educational Webinar on November 13th from 3-4 pm CT will be **Customized Courses**. We hope you will join us for this discussion!



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*“Do the right thing...right”*



### CHEX User Group

- October 30, 2008
- January 22, 2009
- April 16, 2009
- July 16, 2009
- October 22, 2009

\*1:00 to 2:00 PM CT

### CHEX Educational Webinar

- November 13—Customized Courses
- February 18, 2009
- May 13, 2009
- August 19, 2009
- November 11, 2009

\*3:00 to 4:00 PM CT

## How Green is Your Agency?

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sure that plastics, soda cans, printer cartridges, old computers, and the like are all recycled.

You might use the drive to be 'green' to recruit new or additional volunteers for hospice, raise money for a cause, or recruit employees. Much like other initiatives, they are most effective when they become cultural. This requires leadership from the top and a long-term commitment to the cause. It should be consistent with our organization's philosophies, mission, and approach to providing care to be truly successful. Print your marketing materials on recycled paper and list the recycled content on the item with the recycle symbol. On the same note, use only recycled paper for your clinical forms as well. Use giveaway items that encourage, support, or are consistent with being 'green'.

In every market, the effect of marketing outcomes and home care compare scores has raised the issue and forced all agencies to take action. The end result is that the quality of care provided is increased across all providers. This initiative will be the same: expect that if you are a leader in promoting your agency's 'greenness', others will jump on board. Take action today, and remember to track the statistics so that you can report them to your staff, referral partners, and the community. Set the standard in your community!

**About the Author of *How Green is Your Agency*:** **Michael T. Ferris** is managing principal, Home Care and Hospice Marketing Solutions, Chapel Hill, NC. Mike is a leading expert and author of 6 books and 3 ebooks enabling agencies to compete and win. His newest books are *"The Field Guide to Selling Home Health"* and *"The Field Guide to Selling Hospice."*

## A Word From Debbie Scholl...

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Enjoy the cool weather, falling leaves and the new CHEX courses! I look forward to visiting with you during our User Group on October 30<sup>th</sup> and the Educational Webinar on November 13th.

*Deborah Z Scholl, RNC*

## Nursing Facts

According to the latest data available to the World Health Organization, Finland, Norway, Monaco, Ireland, and Belarus have, in that order, the highest ratios of nurses per capita of all nations, ranging from 2162.0 to 1182.0 nurses per 100,000 people.

The United States has a ratio of 972.0 nurses per 100,000 people, about the same as Germany and Uzbekistan.

In 1996, the National Institute of Occupational Safety and Health (NIOSH) reported that one million workers are assaulted every year in the workplace and that "most of these assaults occur in service settings such as hospitals, nursing homes and social service agencies."

Florence Nightingale, the most famous nurse in modern history, was only a nurse for three years of her life. (b. 1820. d. 1910.)

Linda Richards became the first nurse to earn a nursing diploma in the United States in 1873.

<http://edu.nursinglink.com>

*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!*