

## About this teleconference series:

The part of the agency staff that is dedicated to delivering your quality care must also be kept abreast of critical operational issue. From the scores on the patient satisfaction survey to the importance of specific sections of the Medicare Conditions of Participation, clinical staff members may feel more included and motivated when they gain a clearer understanding of how their actions impact the agency.

### **Refining Patient Care to Enhance Satisfaction – Ensure Success on Your HH-CAHPS Survey**

Thursday, November 11, 2010  
2:00 - 3:30 p.m. Central Time

Patient satisfaction is critical to ensure success on the newly released Home Health-Consumer Assessment of Healthcare Providers Survey. How will your care impact your agency's performance? How can clinicians refine practice to enhance patient care and positively impact survey scores? What tips and tools are helpful to ensure patient clarity with care goals and survey items? Beyond the operational specifics of the HH-CAHPS survey process, this teleconference provides a clinician perspective on refining care to meet patient expectations. Industry updates and sample tools support clinician practice to ensure success.

*Patricia Tulloch, RN, BSN, MSN, HCS-D of RBC Ltd.*

### **Take Away Tools**

- Sample Staff Education Tool
- Sample Admission Packet Tool
- Sample Patient Pain Education Tool
- Sample Patient Medication Education Tool

### **Painting the Picture: The Clinician's Role in Creating an Artful Record**

Tuesday, December 7, 2010  
2:00 - 3:30 p.m. Central Time

This session takes you back to the basics of patient charting by teaching you the art of reviewing clinical records, focusing on OASIS assessments, diagnoses tying with the plan of care and visit notes. By learning how to review records in an artful manner, you will see the importance of Painting the Picture of the Patient when you document. Team collaboration will be an important aspect to identify in the chart, including MD notification. Aspects of Compliance to laws and standards and reimbursement issues will be addressed as well as methods to avoid ADR denials and deficiencies.

*Sharon Litwin, RN, BSHS, MHA,  
Senior Managing Partner - 5 Star Consultants, LLC*

### **The Field Clinician's Role in Compliance**

Tuesday, January 18, 2011  
1:00 - 2:30 p.m. Central Time

The actions of clinical staff in the field play a major role in meeting the standards outlined in the Conditions of Participation for Medicare Certified Home Health Agencies. This session, presented by state surveyors, will examine areas of clinical practice that often lead to deficiencies. The surveyors will discuss what they look for in the patient record and on home visits such as, physician orders, OASIS assessments that accurately reflect the patient's condition, physician communication, patient and family involvement in the care plan, and overall documentation. Collaboration efforts between administration and field staff is the first step in a deficiency free survey.

*Joyce Rackers, R.N., O.E.C, Fern Dewert, R.N., and Cheryl Pappas, R.N. - Bureau of Home Health and Rehab Standards*

**Participants will earn a maximum of 1.5 nursing contact hours for each of these sessions.**

#### **Continuing Education:**

MO Alliance for Home Care is an approved provider of continuing nursing education by the MO Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

