

**WORK PROCESSES SCHEDULE
HOME HEALTH DIRECTOR
RAIS CODE: 1108 O*NET/SOC CODE: 11-9111.00**

Description: Provides leadership and administers care and services in the home and community environment. Incorporate planning, organizing, and directing care, using delegation, decision making, and problem solving skills to effectively manage client and community services. Incorporates advanced knowledge of regulations, technology, and community needs to improve quality of life and allow consumers to remain in an environment of their choice.

Term: Competency Based (2,000 Minimum Hours)

On-The-Job Learning: Apprentices will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on the job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the job. They are intended only as a guide to indicate the quality of the training being provided and the ability of the apprentice to absorb this training in an average amount of time. The total term of apprenticeship is indicated below.

	<u>APPROXIMATE HOURS</u>
<p>A. Outcome Based Quality Improvement</p> <ol style="list-style-type: none"> 1. Obtain comprehensive assessment (OASIS, etc.). 2. Review and implement appropriate plan(s) and/or action(s). 3. Analyze improvement outcomes (i.e., OASIS reports, state reports, chart audits, federal reports). 4. Develops OBQM plan to maintain/improve outcomes. 	400 - 500
<p>B. Regulations/Legal And Compliance</p> <ol style="list-style-type: none"> 1. Applies nursing scope of practice within the interpretation of the state/federal regulations to direct Home Health care and services. 2. Incorporates knowledge of compliance and related regulations to ensure accurate billing and prevent fraud. 3. Review, use and implement GSS contracts and/or seek legal counsel as indicated. 	200 - 300
<p>C. Finance And Reimbursement</p> <ol style="list-style-type: none"> 1. Is aware of and knows how to access revenue sources, including timeframes for receipt and required documentation or verification of services required by payer. 2. Identifies ancillary charges. 3. Maintains operations within budget. 4. Anticipates and realistically budgets for needed equipment and supplies. 5. Explains coverage criteria to clients according to pay source. 6. Analyzes monthly financial reports (Lawson, Scan Health) to ensure financial viability of agency. 7. Incorporates knowledge of FISS to monitor claim status at least weekly. Edits demographics and other data entry (485, OASIS, dates, diagnoses codes) as required. 	200 - 300

8. Monitors reimbursement systems (state, VA Insurance, HMO, etc.) and forms to maximize accuracy.
9. Ensures appropriate use of Home Health ICD-9 codes under Medicare guidelines.
10. Prepares and operates within the department budget.
11. Utilizes Society contracts and vendors for procurement when applicable.

D. Marketing And Customer Service

150 - 200

1. Develops and implements marketing plan. Evaluates effectiveness at least monthly and adjusts as needed.
2. Develops and meets regularly with community, family and professional network groups.
3. Incorporates principles of sales techniques in meeting, greeting, etc., clients and following up on leads and contacts.
4. Utilizes information gained from satisfaction surveys to improve interactions with clients.
5. Demonstrates knowledge of demographics of market area and incorporates strategies to address market needs.
6. Systematically tracks and monitors competition.
7. Ensures current marketing plan is being followed.
8. Establishes public relations through networking with doctors, families, professionals, community agencies, facilities, advertisements and community events.
9. Utilizes grievance and concern policies when indicated.
10. Integrates results of satisfaction surveys to improve performance and marketing.
11. Utilizes conflict management skills to maintain staff and client satisfaction.
12. Collaborates with resource development to secure resources to meet client needs.

E. Program Operations

350 - 500

1. Incorporates infection control practices (i.e., standard precautions, BBP, etc.) in provision of services.
2. Ensures safety measures are communicated, addressed and precautions implemented.
3. Manages medical records per policy/procedures in accordance with HIPAA and state regulations.
4. Collaborates with physician and community resources to evaluate and deliver client interventions and services (60 day reviews, 485's, interim orders, D/C summaries, Adv. Committees and required summaries, Meals on Wheels, Adult Day Care, referrals, information advocacy services and referrals to other needed resources).
5. Implements admission and discharge processes according to policy and procedures.
6. Designs and implements a SOP for Home Health program initiatives.
7. Manages human resources (scheduling, hiring, recruiting, screening and retaining staff in collaboration with campus HR staff) to cost effectively meet client and community needs

8. Utilizes and interprets computer reports to manage employee productivity, visits per episode, average per visit, HHRG rates, case mix indicators, administrative time, visits per day and number of cases managed.
9. Obtains and coordinates ancillary services to meet client/community needs.
10. Develops, facilitates and implements the multidisciplinary plan of care of clients (case management).
11. Trains, supervises and evaluates agency staff (i.e., initial and ongoing performance evaluations).
12. Delegates, directs and administrates (or implements) business and operational functions (billing, payroll, medical records, OASIS transmissions, HR, FISS).

F. Spiritual And Ethical Issues

100 - 200

1. Incorporates Society mission and hallmark values to meet community/client/staff spiritual needs in the provision of services through devotions and prayers with respect of individual dignity).
2. Utilizes Society and professional codes of ethics in provision of services.

Total Hours

1,400 - 2,000

**RELATED INSTRUCTION OUTLINE
HOME HEALTH DIRECTOR
RAIS CODE: 1108 O*NET/SOC CODE: 11-9111.00**

Description: The following related training outline identifies subject matter that must be mastered by the apprentice in order to successfully complete the program. **NOTE: 144 hours of related instruction are required for each apprentice.**

Core Skills	Minimum Hours
A. OASIS Training for Home Health	47
B. Beacon Health video series	10
C. Go Tell It On the Mountain (marketing curriculum)	12
D. OBQI Training	7
E. Financial Management for Home Health	17
F. Leading with Spirit	45
G. Integrating CQI	7
H. Regulatory/HIPAA training (confidentiality, etc)	20
I. Coding.	4
Minimum Hours	169

This Registered Apprenticeship Program is normally completed during a 12 month or 2000 hour time frame. Some courses and/or work experience can be credited if completed through other viable work experience.