



# Non-Medical Home Care Boot Camp Training Agenda

Monday, September 16, 2019 - Day One

8:00 am to 8:30 am	Registration
8:30 am to 9:30 am	Introduction Boot Camp Rules Manual and handouts overview
9:30 am to 12:30 pm	<b>Section 1 Let's Get Started</b>  <b>Section 2 Home Care 101</b> <ul style="list-style-type: none"><li>✓ Choices and Options for Your Agency<ul style="list-style-type: none"><li>➢ Companion Care</li><li>➢ Personal Care</li></ul></li><li>✓ Who needs your service</li><li>✓ What you can provide</li><li>✓ License requirements</li><li>✓ Staff requirements</li><li>✓ Service supervision</li><li>✓ Insurance</li></ul> <b>Section 3 Patient Care</b> <ul style="list-style-type: none"><li>✓ Referral/Intake process</li><li>✓ Referral Sources</li><li>✓ Admission Process</li><li>✓ Consents</li><li>✓ Client rights and responsibilities</li><li>✓ Assessments</li><li>✓ Plan of Care/Service Plan</li><li>✓ Documentation of Care</li><li>✓ Medication Reminders/Assistance</li><li>✓ Communication</li><li>✓ Supervision documentation</li></ul>

15-minute break

**Section 4**  
**Group Breakout Session - Client Case Studies**

12:30 pm to 1:00 pm      **Lunch Break (Lunch Provided)**

1:00 pm to 5:00 pm      **Section 5**  
**Creating a Client Record**

**Section 6**  
**Infection Control**

- ✓ Hand washing
- ✓ Bag technique

**Section 7**

- ✓ HIPAA
  - Regulations
  - Compliance
  - Privacy Notice
- ✓ Ethical issues

**15-minute break**

**Section 8**

- ✓ Policy Manuals
- ✓ USB contents

**Section 9**

**Agency Operational Office Requirements**

- ✓ Webinar
- ✓ Getting Ready
- ✓ Preparing for State License Survey
- ✓ Plan of Correction(s)
- ✓ Chart Audits

**Tuesday, September 17, 2019 - Day Two**

8:30 am to 12:30 pm

**Section 10**

What I learned Day 1

**Section 11**

**Personnel Files**

- ✓ Set-up

**Section 12**

**Employment Protocols**

- ✓ Interviewing
- ✓ Hiring

**15 min break**

**Section 13**

**Being the Boss**

12:30 pm to 1:00 pm

**Lunch Break (lunch provided)**

1:00 pm to 5:00 pm

**Section 14**

**Accreditation Commission for Health Care (ACHC)**

**Section 15**

**Group Breakout Session - Interviewing a potential employee**

## Wednesday, September 18, 2019 - Day Three

8:30 am to 12:30 pm

### **Section 16**

What I learned day 2  
Motivational Video

### **Section 17**

- ✓ Business Development
  - Branding
  - Marketing
  - Financial records
- ✓ Keys to great customer service

15 min break

### **Section 18**

**Group Breakout Session - Marketing Call**

12:30 pm to 1:00 pm

**Lunch break (lunch provided)**

1:00 pm to 5:00 pm

### **Section 19**

**Business Opportunities**  
**Revolutionizing the Franchising World**

- ✓ The Franchise Industry's only all-inclusive Home Care Opportunity

### **Section 20**

**Provider Enrollment Services**

15-minute break

### **Section 21**

**Non-Emergency Transportation Business (NEMT)**

- ✓ Should I add NEMT to my Home Care Business

**Thursday, September 19, 2019 - Day Four**

8:30 am to 12:30 pm

**Section 22**

What I learned day 3

**Section 23**

**Billing Presentation**

Imark Billing – Lynn Labarta

**Section 24**

**Software Presentation – Alora**

**Section 25**

**AVCC Presentation**

12:30 pm to 1:00 pm

**Lunch Break (Lunch provided)**

1:00 pm to 3:00 pm

**Section 26**

**Financial Considerations**

- Accounting - Doug Walters, CPA
- Insurance - Kevin Byrne

**Section 27**

**Online Marketing and Persona**

**UJAT**

- ✓ Company Website Development
- ✓ Search Engine Optimization Presentation

Wrap up questions

Meet with Licensing staff