

HealthTech

— UNIVERSITY —

Course Catalog

Disclaimer: HealthTech hopes that the information contained herein will be informative and helpful on industry topics. However, please note that this information is not intended to be definitive. HealthTech and its affiliates expressly disclaim any and all liability, whatsoever, for any such information and for any use made thereof. HealthTech does not and shall not have any authority to develop substantive billing or coding policies for any hospital, clinic, or their respective personnel, and any such final responsibility remains exclusively with the hospital, clinic, or their respective personnel. HealthTech recommends that hospitals, clinics, their respective personnel, and all other third-party recipients of this information consult original source materials and qualified healthcare regulatory counsel for specific guidance in healthcare reimbursement and regulatory matters.

About HealthTech



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HealthTech is an award-winning healthcare consulting and strategic hospital services firm based in Dallas, Tx, with clients across the United States.

We are dedicated to improving performance, achieving compliance, reducing costs, and ultimately improving patient care. Leveraging consultants with deep healthcare industry experience, HealthTech provides actionable insights and guidance that support informed decision-making and drive efficiency in operational performance.

Our consultants are former hospital leaders and executives, so we know exactly how to deliver solutions with positive, measurable impact.

Education Philosophy

HealthTech believes that education is most effective when it is practical, engaging, and learner-centered. Knowledge should inform & empower individuals to apply what they have learned in real-world settings.

Our philosophy focuses on creating a supportive, respectful environment where participants feel motivated to grow. Healthcare education must connect theory with practice—linking regulations, standards, and best practices to daily responsibilities. Through evidence-based content and interactive methods, we help learners see the relevance of what they study and gain confidence to apply it.

We view educators as facilitators and guides, encouraging active participation, critical thinking, and collaboration. Learners bring valuable experiences to the classroom, enriching the process for everyone. HealthTech's approach is grounded in the belief that education should drive positive change—enhancing skills, improving performance, and ultimately strengthening patient outcomes. Each course or workshop should inspire learners not just to know more, but to do better.

Refund Policy

Cancellations received in writing before the start of the course will be refunded, less a \$50.00 administrative fee.

Registration fees may be transferred to another individual before the start of the educational offering. Individuals who enroll in an online educational course and open any module content will not be eligible for refunds.



Certificate Courses

Cancellations received in writing before the start of the course will be refunded, less a \$50.00 administrative fee. Registration fees may be transferred to another individual before the start of the educational offering. Individuals who enroll in an online educational course and open any module content will not be eligible for refunds.

Continuing Education Credits

HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 Participants must complete all coursework – no partial credit will be given. HealthTech will provide a certificate of completion within 30 days of successful completion of the course. Further information can also be found on our website at www.health-tech.us

Advanced Care Planning (ACP)

Overview:

Advance Care Planning is more than a form—it's a conversation that honors patient values and supports informed decision-making. This self-paced, 4-module, certificate course explores the history and intent of the Patient Self-Determination Act, while moving beyond the checkbox approach of “Do you have an advance directive?” Participants will learn practical strategies to guide meaningful discussions about goals of care, end-of-life wishes, and treatment preferences. By the end, you'll be equipped to help patients, families, and care teams navigate complex choices with confidence, compassion, and clarity.

Cost: \$149

Instructors: Faith Jones, MSN, RN, NEA-BC, and Marcella Wright, DNP, MS, RN

Audience: Care Coordinators, Case Managers, Social Services, RNs, LPNs, MAs, Support Office staff

Learning Objectives:

1. Understand the impact of ACP on patients and families
2. Translate the principles used in various ACP tools
3. Analyze what is most important to patients to guide healthcare proxy selection
4. Differentiate ACP procedure from advance directives
5. Understand legal implications of advance directives
6. Explain the rules and regulations regarding ACP reimbursement
7. Demonstrate successful completion of an ACP session

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for six (6) contact hours. Participants must complete all coursework – no partial credit will be given.

Annual Wellness Visit

Overview:

The Annual Wellness Visit (AWV), introduced by Medicare in 2011, goes beyond a routine check-up—it's a proactive approach to prevention and health promotion. This self-paced, 5-module, certificate course equips healthcare professionals with the knowledge and tools to deliver high-quality AWVs that focus on early disease detection, personalized prevention planning, and coordination of essential screenings. By completing this course, you'll be prepared to maximize the value of AWVs, improve patient outcomes, and strengthen preventive care for Medicare beneficiaries.

Cost: \$199

Instructors: Faith Jones, MSN, RN, NEA-BC, and Marcella Wright, DNP, MS, RN

Audience: Care Coordinators, Case Managers, Social Services, RNs, LPNs, MAs, Support Office staff

Learning Objectives:

1. Understand the background and intent of the AWW
2. Explain the value of using the Team-Based Approach for AWWs
3. Select appropriate questions for the health risk assessment
4. Translate the data in the medical record into information that impacts the health and wellness of the patient
5. Perform and evaluate the depression, cognitive, and falls risk assessments
6. Educate patients on home safety
7. Differentiate preventative services from medically necessary services
8. Develop a patient-centered, individualized preventative plan of care
9. Connect patients with community resources to improve lifestyle behaviors
10. Explain the rules and regulations regarding AWW reimbursement

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for seven (7.5) contact hours. Participants must complete all coursework – no partial credit will be given.

Behavioral Health Integration: What a Care Coordinator Should Know

Overview:

Behavioral health is an essential part of whole-person care—and Medicare recognizes it too. This 6-module, self-paced, course introduces care coordinators and primary care staff to Behavioral Health Integration (BHI), a Medicare benefit that supports patients while providing reimbursement opportunities for clinics. You'll learn the key elements of BHI, the care coordinator's role in implementation, and how to streamline behavioral health support within primary care practices. By the end, you'll be equipped to help your team improve patient outcomes, reduce stigma, and strengthen access to behavioral health services, including details on Collaborative Care Management (CoCM).

Cost: \$219

Instructors: Faith Jones, MSN, RN, NEA-BC, and Marcella Wright, DNP, MS, RN

Audience: Care Coordinators, Case Managers, Social Services, RNs, LPNs, MAs, Support Office staff

Learning Objectives:

1. Understand the background and intent of BHI
2. Explain care management for BHI
3. Understand the registered nurse's role in care coordination
4. Identify and explain the components of BHI
5. Understand the importance of using measurement-based care in BHI
6. Interpret validated tools used for different behavioral health conditions
7. Monitor tool results for improved outcomes
8. Develop a patient-centered, individualized behavioral health plan of care
9. Recognize the importance of monitoring, evaluating, and revising the plan of care
10. Understand the facilitation of behavioral health services and community resources to improve symptoms and quality of life

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for nine (9.0) contact hours. Participants must complete all coursework – no partial credit will be given.

Care Coordination Fundamentals

Overview:

Care coordination is at the heart of quality, patient-centered healthcare. This self-paced, 8-module, certificate course provides nurses and other health professionals with the essential knowledge and skills to lead effective care coordination efforts. Drawing from national best practices, you'll explore core concepts, practical tools, and proven strategies to improve patient outcomes, reduce fragmentation, and strengthen interdisciplinary collaboration. Designed for flexibility, this course allows you to build a strong foundation in care coordination while earning a certificate that demonstrates your commitment to advancing innovative care delivery.

Cost: \$299

Instructors: Faith Jones, MSN, RN, NEA-BC, and Marcella Wright, DNP, MS, RN

Audience: Care Coordinators, Case Managers, Social Services, RNs, LPNs, MAs, Support Office staff

Learning Objectives:

1. Understand the basic elements of using a Lean Methodology for process change
2. Explain the importance of trends in the American population
3. Discuss the population health models across the lifespan
4. Develop patient-centered goals for effective self-management
5. Understand the elements required for developing long-term relationships
6. Evaluate learning readiness
7. Identify learning styles
8. Understand the progression of Medicare benefits
9. Differentiate between team-based, incident-to, and provider services
10. Identify appropriate community resources to incorporate into the patient's care plan
11. Analyze research to incorporate into practice

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for twelve (12.0) contact hours. Participants must complete all coursework – no partial credit will be given.

Critical Access Hospital Survey Readiness

Overview:

The course consists of twenty (20) 20 – 30 minute modules designed to assist Critical Access Hospitals to: Stay up to date on the most current regulatory requirements, Train and engage others in the organization to maintain continuous survey readiness, Conduct or facilitate an organizational mock survey, and Have a successful survey with minimal or no deficiencies

Each module will address a specific element of continuous survey readiness and will include learning assignments and a survey checklist to conduct a facility survey. Modules include clinical departments as well as Human Resources, Employee Health, Quality Assurance Performance Improvement, Medical Staff, Infection Prevention, Environment of Care, Life Safety, and Emergency Preparedness.

Cost: \$450

Instructors: Carolyn St. Charles, MBA, BSN, RN, and Cheri Benander, RN, MSN, CHC, C-NHCE, HACCP-CMS

Audience: Chief Nursing Officer, Quality Leader, Department Leaders

Learning Objectives:

1. Identify regulatory requirements for Critical Access Hospitals
2. Facilitate a comprehensive facility-wide survey
3. Describe areas of regulatory non-compliance and develop strategies to correct those deficiencies
4. Teach others in the organization about regulatory requirements and how to stay survey-ready

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for eighteen and one-half (18.5) contact hours. Participants must complete all coursework – no partial credit will be given.

Intermediate or Non-Certified Swing Bed

Overview:

Many hospitals have been granted a waiver to care for Non-Certified or Intermediate Swing Bed patients. These patients may be in the hospital for years, and many for the rest of their lives.

The applicable regulatory standards are a little difficult to navigate since technically, these are still Swing Bed patients and fall under the Swing Bed regulatory requirements. However, because they are essentially long-term care patients, in many cases it is more applicable to utilize Appendix PP for Long-Term Care Facilities, including: monthly pharmacist review, psychotropic drug review, gradual dose reduction, comprehensive admission, quarterly and annual assessments, patient-centered trauma-informed care, activities, restorative programming, and staff education and training. The course will cover each of these areas, including strategies for implementation.

Cost: \$299 (\$200 if purchased in conjunction with the Swing Bed Basics Course or the Intermediate Non-Certified Swing Bed course)

Instructors: Carolyn St. Charles, MBA, BSN, RN, and Cheri Benander, RN, MSN, CHC, C-NHCE, HACCP-CMS

Audience: Chief Nursing Officers, Swing Bed Coordinators, Case Managers, Discharge Planners, Social Workers, Physical Therapists, Occupational Therapists, Speech Therapists, Dietitians, Dietary Managers, and Pharmacists.

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for nine (9.0) contact hours. Participants must complete all coursework – no partial credit will be given



Leadership Development

Overview:

This course recognizes that great leaders are not born but developed through intentional learning and practice. Middle managers and staff members are often thrust into leadership roles without the necessary training, and this program aims to bridge that gap. Through lectures, group discussions, and practical exercises, participants will gain the essential skills to thrive in leadership positions.

Whether you are an existing manager looking to enhance your leadership capabilities or an aspiring leader seeking to make a seamless transition, this course is tailored to empower you with the knowledge and skills essential for effective leadership in the complex and rewarding field. Join us in this transformative journey to unlock your leadership potential and contribute to the success of your organization.

Cost: \$499

Instructors: Cheri Benander, RN, MSN, CHC, C-NHCE, HACP-CMS and Faith Jones, MSN, RN, NEA-BC, and Marcella Wright, DNP, MS, RN

Audience: Existing, new, or those aspiring to enter healthcare leadership roles.

Learning Objectives:

1. Define and distinguish between key leadership styles
2. Explain how transactional and transformational leadership affect culture, engagement, and performance
3. Recognize the impact of effective delegation
4. Discuss the role of communication in personal & professional contexts and how to tailor it for diverse audiences
5. Learn to plan and lead meetings that promote clear communication and collaboration
6. Identify core principles of professionalism—integrity, ethics, accountability, and respect for diversity
7. Highlight the value of work-life balance and how leaders can support their teams in achieving it
8. Understand key legal and regulatory aspects of hiring, including licensure, certification, and compliance
9. Discuss how productivity supports quality care, efficient resource use, and organizational success
10. Clarify the concept of advocacy and its role in protecting patient rights and well-being
11. Define social determinants of health and their effect on vulnerable populations
12. Understand budgeting basics and variance reporting

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for twenty (20.0) contact hours. Participants must complete all coursework – no partial credit will be given.

Lean Practitioner

Overview:

Earning a Lean Belt is more than a credential—it's proof of your expertise in driving efficiency, quality, and continuous improvement. This self-paced, 8-module, certificate course equips you with the tools and methodologies of Lean practice, preparing you to lead change, reduce waste, and streamline processes in any healthcare or organizational setting. Whether you're pursuing a Black Belt designation or building foundational skills, this course positions you as a trusted leader ready to take on high-demand roles in quality management and operational excellence.

Cost: \$499

Instructors: Faith Jones, MSN, RN, NEA-BC, and Tracy Clarno, PMP, CPHQ

Audience: Hospital and clinic personnel to include care coordinators, case managers, social services, RNs, LPNs, MAs, all clinical staff, quality department, human resource staff, revenue cycle, administrative staff, rehab staff, and education department

Learning Objectives:

1. Translate lean manufacturing principles into healthcare
2. Define the concept of an ideal state
3. Understand the value of studying work as done, not as described
4. Apply key steps of the observation process.
5. Recognize the need for a deep understanding of the current state
6. Observe and document organizational processes.
7. Create a clear visual of the current condition
8. Highlight the role of data and measurement in improvement
9. Design effective data collection tools
10. Analyze process data to determine value
11. Diagnose problems by identifying true root causes
12. Apply root cause analysis principles
13. Use A3 problem-solving to address process issues
14. Develop a target condition that moves closer to the ideal
15. Design improvement experiments with clear hypotheses and outcomes
16. Present the current-state VSM and one A3 solution
17. Understand how communication skills support coaching
18. Identify cost savings and risk reduction from completed projects

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for sixteen (16.0) contact hours. Participants must complete all coursework – no partial credit will be given.

Quality Leader roles and responsibilities: A primer for new & experienced Quality Leaders

Overview:

Quality Leaders have a critical and often challenging role in the organization. However, at times, the role can seem overwhelming for both new and experienced leaders.

The course will focus on roles and responsibilities, as well as strategies for building an effective, ongoing, facility-wide, data-driven QAPI program, as required by CMS. The course will cover the basic elements of a QAPI program, including: Developing the QAPI plan, leading effective quality meetings, understanding CMS-required measures, setting priorities for improvement, data collection and interpreting data, the role of scorecards and dashboards, collaboration with infection prevention, antibiotic stewardship risk management, and Engaging staff, providers, and the governing board.

Cost: \$299

Instructor: Carolyn St. Charles, MBA, BSN, RN

Audience: Quality Leaders, Chief Nursing Officer, Data Analysts, Quality Support Staff

Learning Objectives:

1. Describe the regulatory requirements for developing and implementing a Quality Assurance Performance Improvement program
2. Review the elements of an effective Quality meeting
3. Identify how to develop organizational priorities
4. Learn how to use the right tools for analyzing and interpreting data
5. Discuss the importance of collaboration with infection prevention, antibiotic stewardship, and risk management
6. Explore ways to engage staff, providers, and the governing board in improvement

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for nine (9.0) contact hours. Participants must complete all coursework – no partial credit will be given.

Rural Emergency Hospital Survey Readiness

Overview:

The Consolidated Appropriations Act (CAA) 2021 established Rural Emergency Hospitals (REH) as a new Medicare provider designation. Eligible facilities may convert to an REH to provide emergency department services, observation care, and additional outpatient medical and health services.

This course provides healthcare leaders and staff of Rural Emergency Hospitals (REHs) with the knowledge, tools, and strategies needed to achieve and sustain compliance with the CMS Conditions of Participation.

Cost: \$299

Instructor: Cheri Benander, RN, MSN, CHC, C-NHCE, HACP-CMS



Audience: Chief Nursing Officer, Quality Leader, Department Leaders

Learning Objectives:

1. Define the basic requirements of a Rural Emergency Hospital designation.
2. Explore the conditions of participation for Rural Emergency Hospitals
3. Review leadership's involvement in the survey process.
4. Review methods for keeping staff informed and compliant with requirements, focusing on continuous education and real-time monitoring.

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for nine (9) contact hours. Participants must complete all coursework – no partial credit will be given.

Rural Health Clinic Survey Readiness

Overview:

Rural Health Clinics were established in 1977 to address an inadequate supply of physicians who serve Medicare and Medicaid beneficiaries in rural areas. The program provides qualifying clinics located in rural and medically underserved communities with payment on a cost-related basis for outpatient physician and certain nonphysician services.

The course will provide an overview of the regulatory requirements and strategies for compliance, including medical staff roles & responsibilities, policies & procedures, medical record review, medication management, including sample drugs, waived laboratory tests, and quality assurance performance improvement.

Cost: \$299

Instructors: Carolyn St. Charles, MBA, BSN, RN, and Cheri Benander, RN, MSN, CHC, C-NHCE, HACCP-CMS

Audience: Rural Health Clinic Leaders and Providers

Learning Objectives:

1. Identify key federal, state, and local laws applicable to RHC operations and explain how to maintain compliance.
2. Differentiate between education and demonstrated competency, and methods to assess staff competency
3. Perform ongoing record reviews to meet RHC regulatory and quality standards
4. Apply proper storage and administration procedures for drugs and biologics in accordance with regulatory guidelines
5. Manage sample medications in compliance with safety and tracking protocols
6. Demonstrate knowledge of Rural Health Clinic (RHC) emergency procedures and respond appropriately in emergency scenarios

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for nine (9) contact hours. Participants must complete all coursework – no partial credit will be given.

Swing Bed Basics

Overview: Section 1861(e) of the Social Security Act allows certain small, rural hospitals and critical access hospitals (CAHs) to provide swing bed services to use their beds for acute care or post-hospital skilled nursing facility (SNF) care. These rural hospitals and CAHs increase Medicare patient access to post-acute SNF care.

The course will focus on elements of a successful Swing Bed program, including understanding and implementing CMS regulatory requirements in the State Operations Manual Appendix W, State Operations Manual Appendix PP, and Medicare Benefit Policy Manuals, including Chapter 8.

Cost: \$299 (\$200 if purchased in conjunction with the Swing Bed Basics Course or the Intermediate Non-Certified Swing Bed course)

Instructor: Carolyn St. Charles, MBA, BSN, RN

Audience: Chief Nursing Officers, Swing Bed Coordinators, Case Managers, Discharge Planners, Social Workers, Physical Therapists, Occupational Therapists, Speech Therapists, Dietitians, Dietary Managers, and Pharmacists.

Learning Objectives:

1. Understand where to find regulatory requirements for Swing Bed
2. Understand the differences between Appendix W and Appendix PP
3. Explain Medicare requirements for admission to Swing Bed
4. Explain the difference between Medicare requirements for admission to swing bed and other payors
5. Discuss elements of patient choice of post-acute care provider
6. Identify elements of admission assessment
7. Explain the timeframe for completion of the admission assessment after admission
8. Identify required elements of the multi-disciplinary plan of care
9. Discuss at least two ways to conduct effective multi-disciplinary care plan meetings
10. Explain the importance and ways of monitoring patients' nutritional status
11. Identify at least two ways nursing and rehab staff can work together to improve the patient's functional status
10. Explain the required discharge notices and timeframes for delivering
- 11: Discuss the process for notifying the ombudsman of discharge

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for nine (9.0) contact hours. Participants must complete all coursework – no partial credit will be given.

Swing Bed Beyond Basics

Overview:

The Swing Bed: Beyond the Basics course will focus on six key elements, including: Compliance with Appendix PP (as applied to Swing Bed) ; Understanding and implementing culturally-competent trauma-informed care ; Improving Swing Bed performance metrics ; Maintaining current Swing bed Policies and Procedures ; Engaging and motivating the Swing Bed team ; Growing the Swing Bed program.

The regulatory portion of the course will be based on CMS requirements in the State Operations Manual Appendix W, State Operations Manual Appendix PP, and Medicare Benefit Policy Manuals, including Chapter 8.

Cost: \$299 (\$200 if purchased in conjunction with the Swing Bed Basics Course or the Intermediate Non-Certified Swing Bed course)

Instructor: Carolyn St. Charles, MBA, BSN, RN

Learning Objectives:

1. Navigate the Swing Bed and interpret its Guidelines in Appendix PP
2. Identify at least six (6) Swing Bed regulatory guidelines from Appendix PP related to Appendix W requirements
3. Define Culturally Competent and Trauma-Informed Care
4. Identify at least two (2) ways to implement Culturally-Competent and Trauma-Informed Care
5. Identify at least four (4) Swing Bed process or outcome measures
6. Identify at least two (2) causes of and strategies to reduce readmissions
7. Identify eight (8) required Swing Bed policies
8. Describe the process for ensuring Swing Bed policies are current
9. Identify at least two (2) strategies for improving collaboration & teamwork in Swing Bed care
10. Describe the roles and responsibilities of Swing Bed team members
11. Identify two (2) strategies for Swing Bed growth
12. Describe the differences in marketing strategies for different constituents (internal, community, and referral sources)

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for nine (9.0) contact hours. Participants must complete all coursework – no partial credit will be given.

Transitional Care Management: Patients are moving; Are you moving with them?

Overview:

Every care transition is a critical moment for patients—and for the healthcare team supporting them. This 4-module, self-paced, course is designed for nurses, primary care staff, and other health professionals who play a vital role in managing patient transitions from one setting to another. Participants will gain the knowledge and practical skills needed to provide effective Transitional Care Management (TCM), helping to reduce hospital readmissions, avoid medication errors, and prevent delays in treatment. By the end of this course, you will be prepared to guide patients safely through the transition process, improve care continuity, and support better outcomes across the healthcare system.

Cost: \$159

Instructors: Faith Jones, MSN, RN, NEA-BC, and Cynthia A Christenson, MSN, RN, CPHRM, CPHQ

Audience: Care Coordinators, Case Managers, Social Services, RNs, LPNs, MAs, Support Office staff

Learning Objectives:

1. Understand the background and intent of TCM
2. Explain care management for TCM
3. Understand the Primary Care Provider and registered nurse's role in care coordination
4. Identify and explain the components of TCM
5. Understand the combination of TCM and CCM for enhanced patient outcomes and improved quality of life
6. Recognize the importance of monitoring, evaluating, and revising the plan of care
7. Explain the rules and regulations regarding TCM reimbursement
8. Discuss billing codes and supplemental material to enable billing for TCM

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for eight (8) contact hours. Participants must complete all coursework – no partial credit will be given.

Utilization Review: A Primer for New and Experienced Care Managers

Overview:

Care Management in the hospital setting comprises three essential functions: Care Coordination, Utilization Review, and Denial Management. Other functions that may be included under the umbrella of Care Management include Clinical Documentation Improvement and Community or Population Case Management.

The course will focus on essential functions of care management, including: Admission and discharge notices, 3rd party authorization, Managing the length of stay, Denial Management, Inter-disciplinary collaboration, Observation and Condition Code 44, Patient choice of post-acute care providers, and Role of the utilization review committee

Cost: \$299

Instructor: Carolyn St. Charles, MBA, BSN, RN

Audience: Utilization Review, Case Managers, Discharge Planners, and Social Services

Learning Objectives:

1. Understand the CMS required admission and discharge notices for inpatients, including swing beds, and outpatients, and when to deliver them
2. Describe when inpatients and outpatients are required to receive a notice of a physician not on site
3. Identify processes for obtaining 3rd party authorization
4. Review the importance of tracking and managing length of stay, including reducing avoidable days and implementing effective discharge planning
5. Describe the Care Manager's role in denial management
6. Explain the importance of inter-disciplinary collaboration
7. Describe the appropriate use of observation status and when to utilize Condition Code 44
8. Explain the process of providing patients with a choice of post-acute care providers
9. Discuss the importance of a utilization review committee and the committee's role and responsibilities

Continuing Education Credit: HealthTech Management Services D/B/A HealthTech is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for nine (9.0) contact hours. Participants must complete all coursework – no partial credit will be given.

Educational Presentations for Organizations

These may be part of other continuing education. Additional presentations can be developed based on customer needs.

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Continuous Survey Readiness

Overview:

The presentation will focus on the regulatory requirements and continuous survey readiness. The education can focus on continuous survey readiness for a Hospital, Critical Access Hospital, or Rural Health Clinic.

Cost: \$250

Instructors: Carolyn St. Charles, MBA, BSN, RN, and Cheri Benander, RN, MSN, CHC, C-NHCE, HACCP-CMS

Audience: Organization and Department Leaders

Learning Objectives:

1. Identify CMS regulatory requirements and where to find them
2. Describe the most common survey deficiencies.
3. Discuss what to do when surveyors arrive and how to interact with surveyors
4. Identify strategies for engaging the entire organization in survey readiness

Emergency Rural Hospital Survey Readiness

Overview:

An in-depth overview of CMS's new provider designation, Rural Emergency Hospitals (REHs). Learn the differences between Rural Emergency Hospital & Critical Access Hospital Requirements & discuss the regulatory requirements specific to REHs, including staffing, emergency services, quality improvement, infection control, and patient rights.

Cost: \$250

Instructor: Cheri Benander, RN, MSN, CHC, C-NHCE, HACCP-CMS

Audience: Organization and Department Leaders

Learning Objectives:

1. Define the Rural Emergency Provider designation & purpose under the Consolidated Appropriations Act of 2021
2. Differentiate between Rural Emergency Hospital (REH) and Critical Access Hospital (CAH) requirements
3. Identify the key Conditions of Participation (CoPs) for REH compliance with CMS regulations
4. Discuss the initial reporting requirements for quality measures

Governing Board Compliance Program Education

Overview:

This presentation provides governing board members with a comprehensive overview of their responsibilities in overseeing healthcare compliance programs. It highlights the board's fiduciary duty to ensure that effective compliance structures are in place and outlines the seven elements of an effective compliance program.

Participants will be able to recognize risk areas, understand the consequences of non-compliance, and promote a culture of ethical leadership and accountability.

Cost: \$250

Instructor: Cheri Benander, RN, MSN, CHC, C-NHCE, HACP-CMS

Audience: Hospital governing board members and members of executive leadership teams.

Learning Objectives:

1. Describe the governing board's fiduciary duty to oversee the organization's compliance program
2. Identify and evaluate the seven elements of an effective compliance program as outlined by the U.S. Department of Health and Human Services Office of Inspector General (OIG), and apply them to their oversight responsibilities
3. Explain the potential consequences of non-compliance, including civil monetary penalties, loss of reimbursement, reputational damage, and corporate integrity agreements



Medical Staff Credentialing and Privileging

Overview:

This presentation will discuss the basics of medical staff credentialing & privileging—essential processes for ensuring provider qualification and experience. Topics covered include: medical staff file content, credentialing telemedicine providers, granting temporary privileges, internal and external peer review, and the role of the governing board.

Cost: \$250

Instructor: Carolyn St. Charles, MBA, BSN, RN

Audience: Governing Board, Senior Leaders, Medical Staff Office

Learning Objectives:

1. Detail the contents of a complete medical staff file
2. Identify when temporary privileges may be granted
3. Discuss credentialing tele-medicine providers
4. Outline the processes for internal and external peer review
5. Define the role of the governing board

Law Enforcement is Here: What Patient Information Can I Share?

Overview:

A presentation describing what, when, and how information can be released to law enforcement.

Cost: \$250

Instructor: Cheri Benander, RN, MSN, CHC, C-NHCE, HACP-CMS

Audience: Healthcare leaders, HIM and registration staff, and switchboard operators.

Learning Objectives:

1. Identify HIPAA/CMS rules for releasing medical info to law enforcement
2. Differentiate between disclosures with and without patient authorization
3. Apply appropriate steps when responding to law enforcement requests
4. Apply the "minimum necessary" standard in disclosures
5. Develop compliance training/policies to protect patient rights

Quality: The Governing Board's Role

Overview:

A presentation focusing on the Governing Board's fiduciary responsibility for overseeing quality in the organization. The presentation will include a discussion of regulatory requirements and what types of data the board should review regularly.

Cost: \$250

Instructor: Carolyn St. Charles, MBA, BSN, RN

Audience: Governing Board, Medical Staff Leaders, Senior Leaders.

Learning Objectives:

1. Describe the regulatory requirements for quality.
2. Discuss the importance of a comprehensive quality program in providing safe, evidence-based, quality care
3. Describe the role of the governing board, medical staff and hospital leadership in an effective quality program

Revenue Cycle Overview

Overview:

The presentation will provide a high-level overview of the revenue cycle and develop an understanding of the various components that convert services rendered into cash for the hospital.

Cost: \$250

Instructor: Margaret Bistrovich

Audience: Contact course instructor to find out more.

Learning Objectives: Contact course instructor to find out more.

Swing Bed - An Important Resource for Critical Access Hospitals

Overview: Swing Beds are an important resource for the community and for Critical Access Hospitals. Education can be tailored to any aspect of Swing Bed, or a series of educational presentations. Topics include history, regulatory requirements, admission criteria, documentation, growth, and the importance of measuring outcomes.

Cost: \$250

Instructors: Carolyn St. Charles, MBA, BSN, RN and Cheri Benander, RN, MSN, CHC, C-NHCE, HACCP-CMS

Audience: Providers and Staff who are involved directly or indirectly in the Swing Bed program.

Learning Objectives:

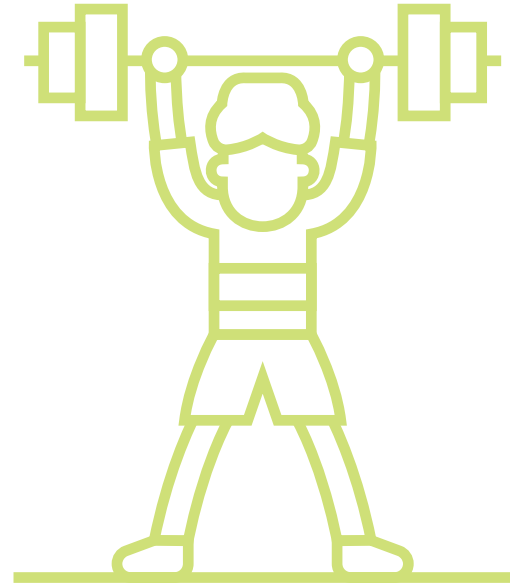
1. Discuss the history of Swing Bed
2. Describe the regulatory requirements for Swing Bed including admission, continued stay, and discharge
3. Identify documentation requirements including the multi-disciplinary plan of care
4. Understand the important contribution of Swing Bed to the organization and the community

Workshops

Our HealthTech experts offer tailored workshops designed to empower your hospital's teams with practical knowledge and innovative strategies. Workshops can range from focused 3-hour sessions to comprehensive 2-day programs.

Additionally, custom workshops can be developed to address your specific operational, clinical, or technological needs — ensuring every session delivers measurable value and real-world impact.

HealthTech
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Critical Access Hospital Survey Readiness

Overview:

This 2-day workshop helps organizations conduct an internal mock survey based on the Conditions of Participation. It includes reviews of selected clinical and non-clinical departments, chart review practice, and guidance on common survey findings with strategies for compliance. Templates for internal review are also provided.

Cost: \$5,000 plus travel and expenses

Length: 2 Days

Instructors: Carolyn St. Charles, MBA, BSN, RN or Cheri Benander, RN, MSN, CHC, C-NHCE, HACCP-CMS

Learning Objectives:

1. Identify regulatory requirements for Critical Access Hospitals
2. Describe areas of regulatory non-compliance and develop strategies to correct those deficiencies
3. Practice conducting medical record reviews
4. Review templates and discuss how to complete a facility-wide mock survey.

Swing Bed: An Overview

Overview:

Build a successful Swing Bed program by understanding and implementing CMS regulatory requirements. Topics include admission, continued stay, and discharge criteria, required patient notices and rights, documentation standards, interdisciplinary roles, quality metric collection, and strategies to grow and strengthen your program.

Cost: \$1,000 plus travel and expenses

Length: 4 hrs.

Instructors: Carolyn St. Charles, MBA, BSN, RN or Cheri Benander, RN, MSN, CHC, C-NHCE, HACCP-CMS

Learning Objectives:

1. Understand where to find regulatory requirements for Swing Bed
2. Explain Medicare requirements for admission, continued stay, and discharge
3. Identify documentation requirements by discipline
4. Describe quality metrics applicable to Swing Bed
5. Discuss effective strategies for growing your Swing Bed program

Writing Effective Policies and Procedures

Overview:

Policies and procedures are the backbone of organizational operations. They guide staff actions, ensure regulatory compliance, and support quality and safety. Yet, many organizations struggle with unclear, outdated, or inconsistent documents.

Participants will learn the differences between policies and procedures, explore essential components of each, and practice writing clear, concise, and actionable documents. Special attention will be given to ensuring readability and staff usability.

Cost: \$750 plus travel and expenses

Length: 3 hrs.

Instructors: Carolyn St. Charles, MBA, BSN, RN or Cheri Benander, RN, MSN, CHC, C-NHCE, HACCP-CMS

Audience: Healthcare leaders, compliance officers, or other individuals who are involved in or want to learn how to write effective policies.

Learning Objectives:

1. Define the purpose and importance of policies and procedures
2. Describe the three principles of writing effective policies and procedures
3. Discuss Health Literacy and how it affects policy development.
4. Apply evidence-based principles in policy development
5. Demonstrate clear and concise writing skills
6. Develop user-friendly procedures
7. Ensure regulatory and accreditation compliance
8. Utilize tools and templates for consistency
9. Incorporate stakeholder input into the drafting process
11. Evaluate policies and procedures for effectiveness
12. Demonstrate the ability to draft a sample policy and procedure

Carolyn St. Charles, MBA, BSN, RN

Carolyn St. Charles has more than 30 years of experience in healthcare, including more than 15 years in senior leadership positions. She collaborates with senior leaders, providers, and clinical staff to develop and implement sustainable strategies for improving financial and clinical outcomes. She also provides education and consulting for Swing Bed programs throughout the United States.

St. Charles earned an Associate Degree in Nursing from Pima Community College in Tucson, Arizona, a Bachelor of Science in Nursing from Northern Arizona University, and a Master of Business Administration from the University of Washington Foster School of Business. She is a member of the American Organization of Nurse Executives, Case Management Society of America, and Phi Kappa Phi.

Cheri Benander, RN, MSN, CHC, C-NHCE, HACP-CMS

Cheri has over 35 years of experience in various healthcare roles, including clinical, management, administration, compliance, consulting, and education. Her leadership experience has extended to multiple healthcare settings, including acute care, home health, hospice, assisted living, and long-term care.

As a consultant, Ms. Benander has worked collaboratively with leaders and clinical staff to improve productivity, time management, and leadership skills, formulate survey responses, and implement various programs, including compliance.

She received her basic nursing education from Fort Scott Community College and her bachelor's and master's degrees in nursing from the University of Phoenix. She received a graduate Nursing and Healthcare Education certification from the University of Phoenix. Ms. Benander is a Certified Healthcare Compliance (CHC) professional through the Health Care Compliance Association (HCCA) and a Healthcare Accreditation Certified Professional -CMS through the Center for Improvement in Healthcare Quality (CIHQ).

Cynthia A Christenson, MSN, RN, CPHRM, CPHQ

Ms. Christenson is a consultant for HealthTech. She has been a nurse for over forty years and has rich experience in the fields of Risk Management and Healthcare Quality as well as serving as the Chief Clinical/Nursing Officer for two organizations. She has been a member of the National Association of Healthcare Quality and the American Society for Healthcare Risk Management for many years. She has actively prepared providers for legal defense in medical malpractice.

She has also been active in the accountable care organization arena, training Clinical Care Coordinators and Primary Care Providers to meet the CMS ACO requirements. She currently works with HealthTech, assisting with the Care Coordination program.

She continues to grow and learn and is keenly interested in the emerging field of telehealth.

Faith Jones, MSN, RN, NEA-BC

Faith Jones began her healthcare career in the US Navy over 30 years ago. She has worked in various roles in clinical practice, education, management, administration, consulting, and healthcare compliance. Her knowledge and experience span various settings from ambulatory to inpatient to post-acute.

In her leadership roles, she has been responsible for operational leadership for all clinical functions, including multiple nursing specialties, pharmacy, laboratory, imaging, nutrition, therapies, as well as administrative functions related to quality management, case management, medical staff credentialing, staff education, and corporate compliance.

She currently implements care coordination programs focusing on the Medicare population and teaches care coordination concepts nationally. She also holds a Green Belt in Healthcare and is a Certified Lean Instructor.

Marcella Wright, DNP, MS, RN

Marcella's nursing career has spanned 30 years and includes acute care, home health, mental health, renal health, and academia. With a lifelong passion to provide whole-person care, consulting within Care Coordination.

Her leadership roles have included clinical director, lead positions, and executive teams. Her knowledge and experience span various settings, including nursing school classrooms, clinical instructor, outpatient care, outpatient hemodialysis, hospitals, and home care.

She has been a certified mental health nurse and a certified hemodialysis nurse, has been a member of the American Nurses Association, American Nephrology Nurses Association, and the American Academia of Ambulatory Care Nurses. Marcella is also involved in her community and has held multiple leadership positions serving within athletics, agriculture, local schools, and service.

Tracy Clarno, PMP, CPHQ

Tracy has been a certified Lean Instructor for Healthcare since 2014. She has excelled in the quality improvement arena as she teaches front-line staff in the use and implementation of Lean Methodologies.

Through her consulting services, she assists organizations by facilitating Kaizen events and 5S events as well as providing professional development to individuals through Lean Process Improvement Coaching.



Contact HealthTech



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For any questions about our courses, presentations, or workshops, please reach out to cheri.benander@health-tech.us

Cheri will be happy to provide additional details, scheduling information, and guidance on which programs best fit your hospital's needs.

You can also explore more information and upcoming events on our website at www.health-tech.us

Or just scan the QR code!