



HHCAHPS: Customer Service Training for Front-Line Staff

On-Demand Beginning June 24, 2025

DESCRIPTION

This on-demand series includes seven customer service training sessions for front-line employees with easy to deploy tactics that will leave a lasting positive impression on those who receive care from the agency on any and every level.

Each 20-minute mini-intensive will assist your staff in creating a more effective, caring, and pleasant patient experience.

Objectives:

- Define patient-centered care
- Establish ground rules for communication
- Illustrate what patients expect regarding professionalism and respect
- Prepare for complaints and how to best handle them
- Evaluate that teaching and training provided was effective
- Validate results

Session 1: Team-Based Care in a Patient Centered World: Overview of Patient Care Outside a Brick-and-Mortar Care Setting

Session 2: Communication, Communication, Communication: Keeping the Patient and the Team in the Loop

Session 3: R-E-S-P-E-C-T: Minding Your Ps and Qs in the Customer's Home

Session 4: Be a Dan or a Jan with a Plan: Being Prepared and Professional

Session 5: Making Lemonade from Lemons: Managing Complaints

Session 6: Teacher, Teacher, Can You Teach Me? Teaching and Training That Matters

Session 7: Making the Grade: How to Know If What You Are Doing is Working

Audience: Front-line staff.



FACULTY

Jennifer Osburn is a Clinical Consultant with Healthcare Provider Solutions, Inc. (HPS). With over 30 years of home health experience, Jennifer brings a wealth of knowledge and expertise which includes education and training, agency management, quality, clinical case management, and software technology. She is also a credentialed OASIS and ICD-10 Coding expert.

Jennifer began her home health career in a large privately owned agency after transitioning from Medical-Surgical Urology hospital nursing; however, she has worked for all types of agencies in multiple states. Her love for sharing knowledge and experience led her to clinical consulting, where she enjoys translating technical guidance into information that the busy home health professional can deploy to improve the efficiency and quality of care being delivered to the patients they serve.

Jennifer Osburn has led numerous home health educational seminars for state and national associations as well as specifically designed education training plans for agencies for the past 12 years. In addition to consulting across the US, she has trained staff for The Joint Commission and ACHC, has authored numerous industry blogs and articles, and has assisted home health software companies with solutions that ensure compliance with Medicare guidelines. Her areas of expertise and firsthand experience include OASIS, ICD-10-CM Coding, Case Management, Medicare Home Health Conditions of Participation, Billing Requirements, Documentation Compliance for Quality and Payment, Emergency Preparedness, Agency Operations, and PDGM.

CONTINUING EDUCATION CREDITS

CEU will not be offered with this program.

CONFIRMATION

The cost of this education is **per agency**.

Prior to the webinar, a Zoom Webinar link will be e-mailed to you. You will need to click on this link to access the webinar, a dial-in number and an access code to listen in via telephone will also be provided. You will also be sent any pertinent handouts if available and an evaluation link to the email address you provide.

WEBINAR RECORDING

This recordings will be available until September 24, 2025.

QUESTIONS?

Please contact Brandy Sweet at bsweet@oahc.org with questions.



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REGISTRATION

Name: _____

Agency: _____

Email: _____ Phone: _____

Address: _____

City, State, Zip: _____

Registration Fees:	Standard Rate
Member Rate	\$175 (per agency)
Non-Member	\$299 (per agency)