

CERTIFICATION EXAMINATION BLUEPRINTS

CERTIFIED HOME CARE MANAGER EXAMINATION BLUEPRINT

The blueprint identifies the major content areas relevant to the responsibilities of the home care manager. The percentages of questions on the exam from each of the major content areas are indicated below.

1) LEADERSHIP SKILLS (10%)

- a. Team Building
(e.g., Understand teamwork concepts)
- b. Communication and Listening
(e.g., knowledge of Staff development & training in response to evolving needs)
- c. Conflict Resolution
(e.g., Understand employee satisfaction, conflict resolution & staff development)
- d. Staff Development and Training
(e.g., conflict resolution techniques.)

2) CUSTOMER SERVICE (15%)

- a. Satisfactory Surveys
(e.g., Relationship Development and maintenance)
(e.g., clients, staff and community)
- b. Relationship Development and Maintenance
(e.g., Satisfaction Surveys)

3) MANAGEMENT SKILLS (30%)

- a. Time Management
(e.g., effective time management practices.)
- b. Coaching, Counseling and Discipline
(e.g., knowledge of how to effectively manage employees)
- c. Organization Skills
- d. Interviewing
(e.g., understand the questions you are permitted to ask during the interviewing process.)
- e. Employee Performance Evaluations
(e.g., elements of employee performance and evaluations)
- f. Communication and Documentation (oral and written)
(e.g., understand the best channel of communication in a given scenario: External; Referral, Community - Internal; Staff Relations)
- g. Schedule and Staffing
(e.g., understanding efficient staff utilization & scheduling)

4) MARKETING AND SALES (5%)

- a. Understand Marketing Plan
(e.g., identify key components of Marketing Plan)
- b. Market Definition(s) and Demographics
(e.g., knowledge of market characteristics & demographics)
- c. Company Services and Capabilities
(e.g., understanding company services & capabilities)
- d. Potential Client Leads
(e.g., understanding sales techniques)
- e. Patient Choices
(e.g., understanding guidelines for patient choice during discharge to home health)

5) REGULATORY PROCESSES FOR HOME CARE AGENCIES (10%)

- a. Scope of Practice
- b. OSHA
(e.g., Understand relevance of OSHA in home health setting)
- c. HIPPA
- d. Mastery of COP's
- e. Anti- Kickback
(e.g., understanding Anti-kickback provisions in Home Health)

6) FINANCIAL MANAGEMENT AND BUDGETING (10%)

- a. Overtime Management
- b. Factors that Affect Payroll
- c. Budget
(e.g., understanding key components and management of budget & variances)
- d. Supply Costs
- e. Expenses
(e.g., understanding how to manage & classify expenses)
- f. Reimbursement Scale
(e.g., understanding PPS reimbursement for Home Health services)
- g. Payer Source & Contracts
(e.g., knowledge of payer source and element of contract negotiation)

7) HUMAN RESOURCE BASIC PRACTICES AND LAW (15%)

- a. Staff Orientation
(e.g., know the components of staff orientation.)
- b. Confidentiality
(e.g., know the parameters of sensitive employee information.)
- c. Wages and Benefits
(e.g., understand state and federal laws)
- d. Labor Law
(e.g., Labor Law basics including FMLA, wage & hour law)

8) RISK MANAGEMENT (5%)

- a. Client
(e.g., managing & responding to risks related to client care issues)
- b. Financial
- c. Safety
(e.g., understanding workmen's compensation)
- d. Human Resources