PLAYBOOK QUICK START GUIDE

HOME HEALTH • HOSPICE • COMMUNITY-BASED SERVICES • FACILITY-BASED SERVICES

Rev. 04.24.18

WELCOME TO THE LHC GROUP FAMILY

This guide is designed to provide you with what you need to know, when you need to know it, and where more information can be found to support you as a member of LHC Group. This guide is not an all-inclusive company process manual but instead provides concise information on key concepts, processes, and information to help you quickly integrate into the LHC Group family.

BEFORE YOU BEGIN

This is a high-level guide that links out to detailed content. Log in to iTrain, your learning management system, before clicking on any links to ensure seamless access to content.

On LHC Network

Click on iTrain from the employee homepage and you're in!

Outside of LHC Network

1. Click on iTrain (lhcgroup.sabacloud.com) from the employee homepage
2. Enter your Username and password.
   a. Username = Your Windows ID
   b. Password = Your Windows password
3. Click Sign In and you're in!

NEED ASSISTANCE?

I'm just browsing.

HERE'S A FEW BROWSING TIPS:

Navigation Tip

Click on the links at the bottom of each page to view the Home Office Directory, submit feedback on the playbook, or return to the department list

Search Tip

Press Ctrl + F to open the find function and search by keyword or topic

HERE'S AN OVERVIEW OF WHAT'S INCLUDED:

Department List

The Department List contains a list of departments and links to department pages

Department Pages

Department contact information by topic, high-level information by topic, links to training/resources/policies by topic

I'm searching for something specific.

WHAT ARE YOU SEARCHING FOR?

The Help Desk Phone Number

855.TEAM.LHC (855.832.6542)
Option 1 HCHB Service Desk
Option 2 IT Service Desk
Option 4 Telecom/Fax Support

Contact Information for a Specific Department

Each department's page contains links to contact info.
1. Go the Department List
2. Click on a department's title to go to that department's page

Training/Resources/Policies for a Specific Department or Topic

Each department's page contains links to related training, resources, and policies.
1. Go the Department List
2. Click on a department's title to go to that department's page

Answers to Frequently Asked Questions for a Specific Department

The Home Office Directory contains additional contact information and FAQ.
Go the Home Office Directory

Information & Resources for My Specific Acquisition's Integration

The Acquisition-Specific Addendum contains information specific to your integration.
1. Log into iTrain
2. Click the addendum link above
3. Find & click on your location's page

Contact Information for a Specific Topic

Each department's page contains links to related training, resources, and policies.
a. Press Ctrl + F to open the find function & search by topic.
OR
b1. Go the Department List
b2. Click on a department's title to go to that department's page and browse the page topics & contact information

Training/Resources/Policies for a Specific Topic

Each department's page contains links to related training, resources, and policies.
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b2. Click on a department's title to go to that department's page and browse the page topics

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INTRODUCTION

DEPARTMENT LIST

About LHC Group

Founded in 1994 • Home Office in Lafayette, LA

Home Health
Hospice
Facility-Based Services
Community-Based Services

We live our purpose, mission, and vision.

Our purpose

It's all about helping people.

Our mission

We provide exceptional care and unparalleled service to patients and families who have placed their trust in us.

Our vision

We will improve the quality of life in the United States by transforming the delivery of healthcare services.

We are guided by our 6 Pillars of Excellence.

We are a National Leader in Post-Acute Care

OPERATIONS: HOME HEALTH

Processes, tools and resources to effectively operate your home health location.

HH Coordination of Care (resources in iTrain)
Is Your Face-To-Face Sufficient (Process Flow and Dos & Don'ts) (resource in iTrain)

CASE CONFERENCE – Meeting in which the patient's care team formulates or modifies the plan of care (POC), reviews the ongoing need for provision of services, and determines if progress is being made toward established goals.

Case Conference (courses & resources in iTrain)

THREE-LEGGED STOOL MEETING – Attendees: Clinical director/ED, Business manager, Patient Care Representative

1st week of each month - Review performance from prior month & plan/goals for improvement in the month ahead
Mid-month (around the 15th) - Review trends/progress towards goals
Three Legged Stool Meeting Template (resource in iTrain)

PILLAR UPDATE CALL – Hosted by home office leadership to share updates and information. 1st Thurs. of month (1-2 PM CST). Attendees: Operational Leaders, Home Business managers and Support Teams

SVP (SERVICE VALUE POINTS) TOOLS – Guides based on outcome-focused, best practice utilization.

Employee Home Page > Select the appropriate SVP Tool link (VPN connection required)

BRANCH SUMMARY – The manager's dream dashboard - contains metrics, tasks, and news.

Employee Home Page > Click Branch Summary (VPN connection required) > Click Branch Summary Help > Click Tile Detail
How to Navigate Branch Summary (resource in iTrain)
Staff Projection Job Aid (resource in iTrain)

BUSINESS ANALYZER SERVER (PREVIOUSLY TABLEAU) – Business Analyzer is accessed from inside HCHB and provides a library of various reports and dashboards in addition to those located in Report Manager.

Business Analyzer Server Job Aid (resource in iTrain)

OASIS PROFICIENCY– Every assessing clinician and clinical manager must possess strong skills in the application of CMS OASIS guidelines when performing OASIS visits and/or reviewing OASIS and supporting documentation. A comprehensive training plan along with regularly scheduled proficiency testing periods is available through iTrain.

OASIS Training and Testing Learners' Page
OASIS Training (Managers' Page)

OASIS TRANSMISSION, VALIDATION, & CORRECTION – OASIS files are extracted and submitted to the state agencies by the home office. OASIS Validation Reports are emailed directly to the agencies.

OASIS Validation and Correction Job Aids (resources in iTrain)

OPERATIONS: HOSPICE

Processes, tools and resources to effectively operate your hospice location.

HS Coordination of Care (resources in iTrain)

INTERDISCIPLINARY GROUP MEETING (IDG) – Meeting in which the patient's care team formulates or modifies the plan of care (POC), reviews the ongoing need for provision of services, and determines if progress is being made toward established goals.

HS Policy 3.002 - Interdisciplinary Group (IDG) Membership & Responsibilities Policy (policy in iTrain)

THREE-LEGGED STOOL MEETING – Attendees: Clinical director/ED, Business manager, Patient Care Representative

1st week of each month - Review performance from prior month & plan/goals for improvement in the month ahead
Mid-month (around the 15th) - Review trends/progress towards goals
Three Legged Stool Meeting Template (resource in iTrain)

HOSPICE UPDATE CALL – Hosted by home office leadership to share updates and information. 4th Thurs. every 3 months (March, June, September, December) Attendees: Operational Leaders, Home Business managers and Support

BRANCH SUMMARY – The manager's dream dashboard - contains metrics, tasks, and news.

Employee Home Page > Click Branch Summary (VPN connection required) > Click Branch Summary Help > Click Tile Detail
How to Navigate Branch Summary (resource in iTrain)

BUSINESS ANALYZER SERVER (PREVIOUSLY TABLEAU) – Business Analyzer is accessed from inside HCHB and provides a library of various reports and dashboards in addition to those located in Report Manager.

Business Analyzer Server Job Aid (resource in iTrain)

HIS TRANSMISSION, VALIDATION, & CORRECTION – HIS files are extracted and submitted to the state agencies by the home office. HIS Validation Reports are uploaded into Onbase and an email notification to the branch that a new validation report ready for review.

OPERATIONS: LONG TERM ACUTE CARE

Processes, tools, and resources to effectively operate your LTAC location.

CENTRALIZED PHYSICIAN CREDENTIALING – The physician credentialing process is centralized at home office for all LTAC hospitals.

WEEKLY INTERDISCIPLINARY TEAM CONFERENCES – The initial interdisciplinary team conference is scheduled within 7 days following admission. Subsequent interdisciplinary team conferences are scheduled on all patients at least weekly. The content of the team conference will address, but not be limited to, a problem list review, an interdisciplinary team discussion/action plan/notes, a discharge plan, and continued/extended stay reviews.

FB Policy 11-03.02.0 Interdisciplinary Team Conference (policy in iTrain)

BI-WEEKLY EXECUTIVE DIRECTOR CONFERENCE CALLS – Conference calls with the hospital executive directors to review operational changes/updates, building census and admit/discharge goals for the week.

BI-WEEKLY CLINICAL TRANSITION COORDINATOR (CTC) CONFERENCE CALLS – Conference calls with CTCs to review marketing efforts and admission goals.

BI-WEEKLY HOME OFFICE SUPPORT STAFF MEETINGS – The home office support staff meet bi-weekly to coordinate efforts and review on-going operations of each LTAC hospital

MONTHLY OPERATIONAL REVIEWS (MORS) – Monthly conference calls with each hospital's executive director and executive director to review quality data, financial data, and any operational issues/concerns.

ACCOUNTING & FINANCE

Efficiently manage your operations and monitor your financial information with the services provided by the Accounting and Finance Departments, your in-house managers of all treasury-related functions!

JOINT VENTURE OPERATING REPORTING – Operating results are reported monthly by the Accounting & Finance Departments to all joint venture partners. Contact the Accounting & Finance Department if you are questioned about financial statements by a joint venture partner.

CHECKS RECEIVED AT LOCATION – LHC Group's cash management system goes through Capital One's lockbox treasury management process. Forward any checks received at your location. Contact the Accounting & Finance Department if you have any questions and to request the appropriate forwarding address (address varies by state). treasury@LHCgroup.com

MICROSTRATEGY – MicroStrategy is the company's online reporting system for financial statements, budgets, and projections. Contact your accountant for questions, corrections, or requests.

Employee Home Page > Click MicroStrategy (VPN connection required)
microstrategy.team@LHCgroup.com (for system navigation questions or to request access changes)

Within MicroStrategy, you will find:

Financial Statements
Review monthly for trends and variance to budget
Accessing and Using the MicroStrategy Financial Statement Job Aid (resource in iTrain)
LHC Policy 11.1.001 - Financial Statement Distribution Policy (policy in iTrain)

Projections
Project salary, wages, benefits (SWB) and net service revenue (NSR) for current month

Budget
Budget information for the year by month for your location
LW_Financials > Shared Reports > Lawson Financials > Annual Budget

ACCOUNTS PAYABLE

The LHC Group Accounts Payable Department ensures agency invoices and bills are accurately paid and employees are reimbursed timely for work-related expenses.

Accounts Payable (resources in iTrain)

SUBMIT INVOICES FOR PAYMENT – Submit received invoices to the Accounts Payable Department via email at accounts.payable@LHCgroup.com.

Invoice Processing (resources in iTrain)
LHC Policy 3.1.007 - Payment Processing (policy in iTrain)

REQUEST PAYMENT FOR NON-INVOICED SERVICES/PRODUCTS – Send completed Check Requisition Forms with approval signatures and documentation attached to accounts.payable@LHCgroup.com.

LHC Form - Check Requisition Form (form in iTrain)
LHC Policy 3.1.008 - Check Requisitions (policy in iTrain)

MISCELLANEOUS PURCHASES – Each agency is issued a P-card to purchase agency incidentals and one-time vendor payments under $600. (e.g. maintenance, fees, meals, etc.) See Procurement Department section for details.

VENDOR SETUP – Setup new vendors in Infor/Lawson prior to submitting invoices for payment. See Procurement Department section for details.

REIMBURSEMENT FOR WORK-RELATED EXPENSES –

Corporate Credit Card Holders (Except Sales)
Submit Due to Employee Expense Report in Infor/Lawson
Infor/Lawson: How to Create and Submit a Due to Employee Report Job Aid (resource in iTrain)
LHC Policy 3.2.005 - Due to Employee Reimbursement (policy in iTrain)

All Other Employees (Including Sales Card Holders)
Send completed Employee Expense Reimbursement Forms with approval signatures and receipts attached to accounts.payable@LHCgroup.com.
LHC Form - Employee Expense Reimbursement (form in iTrain)
LHC Policy 3.2.005 - Due to Employee Reimbursement (policy in iTrain)

CARELINK

The CareLink Call Center provides a variety of centralized services for LHC Group.

CareLink (resources in iTrain)
For general carelink inquiries, email ask.carelinkcallcenter@LHCgroup.com

HEALTH CHECK CALLS – We provide follow up Health Check Calls for qualifying patients. These calls are in addition to their home health nursing visits. The information obtained based on patient responses is communicated to the nurse and placed in the patient medical record. ask.carelinkcallcenter@LHCgroup.com

TELEMONITORING – We provide a centralized support system to enroll/disenroll patients for telemonitoring services , order and retrieve TM Equipment and monitoring services for current LHC Group patients. ask.telemonitoring@LHCgroup.com

DISCHARGE PATIENT CALL BACK PROGRAM – Home Health patients will have scheduled calls, regardless of payer, at 60and 90 days post-discharge to determine the durability of the clinical outcome achieved at discharge. ask.discharge@LHCgroup.com

CARELINK: LIFELINE PERS

The LHC Group Philips Lifeline Personal Emergency Response System (PERS) program is a free service that is provided to home health and hospice patients that meet qualifying criteria for up to 60 days. We provide centralized support for all questions and issues regarding Lifeline PERS for our agencies as well as our vendor, Philips.

For general lifeline inquiries, email asklifeline.PERS@LHCgroup.com

CLINICAL SUPPORT

THE CONTENT ON THIS PAGE IS ONLY APPLICABLE TO HOME HEALTH & HOSPICE

Provides support and resources with both clinical and administrative services to our locations within our home health and hospice service lines with expert users and team members of our Clinical Support Department.

RESOURCES PROVIDED – Home health and hospice services from both a clinical and administrative prospective.

REASONS/APPROPRIATE NEEDS FOR REQUESTING SUPPORT – Resignations, LOA, new hires, growth. In the event the agency has a sudden gap needing to be filled and no other options available to support internally.

REQUEST RESOURCE –

1. CD/ED & RVPO/DPO: Collaborate to review resource need(s). Assure all internal resources are fully productive and being used to support their sister location in need.

In the event all options have been exhausted, then...

2. RVPO/DPO: Begin process for requested services with completion of the Clinical Support Request Form. (Please note the request must come from your regional VP of operations or division president of operations in order for consideration of employee deployment to requested location.)

Employee Home Page > Click Clinical Support Request Form (VPN Connection Required)

CODING SERVICES

The selection and use of complete and accurate diagnoses codes are critical in health care. Accurate coding of clinical data is necessary for research, epidemiology, outcomes, statistical analyses, financial and strategic planning, reimbursement, evaluation of quality of care, and communication to support the patient's treatment. Coding services functions to support and educate accurate use of code assignments.

LONG TERM ACUTE CARE (LTAC):

Coding is done in house. Contact ask.coding@LHCgroup.com for assistance.

COMMUNITY-BASED SERVICES (CBS):

Coding is done in house. Coding (resources in iTrain). Contact ask.coding@LHCgroup.com for assistance.

HOME HEALTH and HOSPICE:

Coding (resources in iTrain)
For general coding inquiries, email ask.coding@LHCgroup.com
For all other coding inquiries, contact the Coding Services Supervisor for your division or contact the Director of Coding Services: Employee Home Page > Click Home Office Directory > Navigate to the Coding Department

CODERS – ensure that the diagnoses codes assigned are clearly supported by the documentation contained in the medical record. To expedite the coding process, the following items must be present in the record before coding can be assigned:

Physician documentation validating all diagnoses selected	**F2F Clinical Summary**	**Plan of Care that supports the primary and other pertinent diagnoses**

SHARED RESPONSIBILITY – Coding is a shared responsibility between providers, clinicians, agencies and coders. Certified coders work with agency teams to assign the most accurate and appropriate diagnoses codes in accordance with ICD-10 coding conventions, and in compliance with other applicable rules and regulations.

HH Policy 7.007 - Centralized Coding (policy in iTrain)

FACTORS CONTRIBUTING TO DELAYS – Missing, conflicting, or ambiguous information will delay the coding process and necessitate a coding query for additional or clarifying information.

COMMUNICATIONS

Grow your business and effectively communicate with customers, referral sources, and your entire community with the services provided by the Communications Department, your in-house advertising agency!

MEDIA/PUBLIC RELATIONS – Contact the Communications Department if you or a member of your team is approached by the media, or if you would like to utilize the local media to promote an event or announce other agency news.
ask.communications@LHCgroup.com

CRISIS COMMUNICATION – Contact the Communications Department in the event of an emergency, crisis or disaster that requires the coordination and implementation of public relations and media relations activities.
ask.communications@LHCgroup.com or 1.866.542.4768

BRAND CENTRAL – Brand Central is the company's online storefront for branded marketing collateral and communications resources. Ordering access is issued to business managers and patient care representatives. View-only accounts are available to leadership. Support via ask.communications@LHCgroup.com

Employee Home Page > Click Brand Central
Brand Central Basics (course via iTrain)

Within Brand Central, you will find:

Toolkits Boost kits, Hospice Promise Foundation	**Seasonal & Monthly Health Observances** Doctor's Day, monthly features	**Tips & Tutorials** Guides, best practices, worksheets
Local Community Outreach Strategy, tactics, collateral	**Physician Print Collateral** Fliers, brochures, push cards	**Patient Print Collateral** Fliers, brochures, push cards
Advertising Print, tv, radio	**Promotional Items** Mugs, bags, pens	**Trade Show Materials** Banners, tablecloths, displays
Request Forms New collateral, submit a story LHC Policy 12.001 - Marketing and Sales Request (policy in iTrain)	**Media Relations** Press releases, policies LHC Policy 12.002 - Media Relations (policy in iTrain) LHC Policy 12.003 - Social Media Usage Guidelines (policy in iTrain)	**Business Essentials** Business cards, address and name change

COMPLIANCE

Conduct your business in compliance with all applicable laws and reduce the risk of misconduct through the adoption and implementation of a compliance culture.

COMPLIANCE IS EVERYONE'S RESPONSIBILITY – All employees are expected to be aware of the laws and regulations that affect their jobs and comply with such requirements. Our actions should reflect the mission of LHC Group and we must all "do the right thing without exception" and perform our duties and responsibilities with integrity.

How do you participate in the Compliance and Ethics Program? It's easy as 1, 2, 3… It is every employee's responsibility to:

1) **Read the Code of Conduct and Ethics and follow its standards**

2) **Complete Mandatory Compliance Training for employees and contract workers** as required:
   New hires/new acquisitions have 60 days from the date of hire/acquisition to complete. If training is not completed within 60 days of hire, the employee or contract worker will not be allowed to work until training is completed.
   - All employees/contract workers must complete the Ethics, Compliance, HIPAA course
   - Home health and hospice employees must also complete an introduction to eligibility and documentation course

3) **Report suspected compliance violations** via the following methods:
   - To your supervisor or another manager
   - LHC Group's IntegrityLine 1.800.703.0301 (these reports can be made anonymously)
   - Online at www.lhcgroupintegrity.com located on Employee Home Page > IntegrityLine (can also be made anonymously)
   - Contacting the Chief Compliance Officer, JoAnne Little at 337.769.0778

NON-RETALIATION – Please remember that no disciplinary action will be taken against any individual for reporting a perceived issue, problem or concern "in good faith." Anyone who retaliates against an individual for reporting a compliance concern will be subject to disciplinary action, up to and including termination.

CONFLICTS OF INTEREST - LHC employees must avoid engaging in any activity, practice or act that creates an actual, apparent or potential conflict with the best interests of LHC. Please refer to the policy for additional information.

LHC Policy 6.1.017 - Ethical Behavior and Conflict of Interest (policy in iTrain)

Employees **must** disclose in writing, their connection with any transaction or arrangement, which may create an actual or possible conflict of interest the existence and nature of his/her financial interest and all material facts using the LHC Group Conflict of Interest Disclosure Form.

LHC Form - LHC Group Conflict of Interest Disclosure Form (form in iTrain)

Employees **must** send a copy of the completed form to Compliance.Department@lhcgroup.com and send the original to your supervisor for filing in your personnel file.

GOVERNMENTAL AUDITS – If your agency receives an audit letter/request, forward the information via email to the Governmental Audit email box at governmental.audit@lhcgroup.com. Audits or Additional Development Request (ADR) may come from different governmental agencies or contractors that include, but are not be limited to:

ADR
Sent by PGBA or Palmetto GBA, Cahaba, CGS, NGS, Novitas, NHIC, CMS

RAC
Recovery Audit Contractor (Connolly, CGI, HDI, Performant)

OIG
Office of Inspector General

ZPIC
Zone Program Integrity Contractors (AdvanceMed, CGI AdvanceMed, Health Data Insights, Safeguard Solutions)

CERT
Comprehensive Error Rate Testing (Livanta)

PERM
Payment Error Rate Measurement (A+ Government Solutions)

Any type of Probe letter

State Medicaid Audit letters

MEDICAL DIRECTORS – Oversee and advocate for the services that you provide, educating and guiding your staff to help improve the quality of clinical services you provide to your patients. In Hospice, medical directors also provide direct patient care. There are a few essential points to remember when working with medical directors:

- You must have a fully executed contract in place **before** your medical director can begin providing services
- The number of hours worked will likely vary depending on the needs of the program
- The executive director/BM **must** direct the activities
- Timesheets are required with appropriate supporting documentation:

Introduction to the Home Health Medical Director Timesheet Process (resource in iTrain)
Introduction to the Hospice Medical Director Timesheet Process (resource in iTrain)
Medical Director Timesheet Job Aids (resource in iTrain)

Hospice
LHC Form - Hospice MD Timesheet Hourly
LHC Form - Hospice MD Timesheet Stipend
(forms in iTrain)

Home Health
LHC Form - Home Health MD Timesheet
(form in iTrain)

LTAC
LHC Form - LTAC MD Timesheet
(form in iTrain)

SALES COMPLIANCE AND MONITORING – Every member of the sales team must be properly educated on the laws and policies that affect their roles, how to accurately and thoroughly document expense items in the CRM system and to understand proper allocation of expenses and limits to referral sources. Education is given through new hire training courses, mandatory quarterly hot topics calls, annual training in iTrain and monthly sales and marketing compliance audits.

LHC Policy 6.2.001 - Code of Conduct for Sales, Marketing, Education and Entertainment Activities with Physicians and Other Healthcare Professionals (policy in iTrain)

COMPLIANCE: HIPAA PRIVACY & SECURITY

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) – The framework for establishing the protection of patient confidentiality, security of electronic systems and standards and requirements of electronic transmission of health information. LHC Group is committed to protecting the **PRIVACY and SECURITY** of patients' protected health information (PHI) and identifiable information in all forms, whether written, oral or electronic.

HIPAA (resource in iTrain)

PROTECTED HEALTH INFORMATION (PHI) – Any information created or received by LHC Group, oral or recorded, in any form or medium, relating to medical information that identifies the person or can reasonably be used to identify the person. Examples include: medical charts/billing statements, lab & x-ray reports/images, personal conversations

RECORD REQUESTS, AUTHORIZATION, AND DISCLOSURE – Patients or their authorized representatives have the right to request or obtain a copy of their health information. Email all requests with the completed checklist, verification, and supporting information to the Privacy Office. privacy.office@LHCgroup.com

LHC Form - Authorization for the Use and Disclosure of Health Information (form in iTrain)
Authorization for Use and Disclosure of Health Information Form Job Aid (resource in iTrain)
Checklist of Requested Disclosure of Protected Health Information (resource in iTrain)

Patients have a right to receive their information in alternate ways/to alternate places - There is a separate form that must be completed and signed by the patient before release of information to these places or via these means.

LHC Form - Alternate Confidential Communication Request Form (form in iTrain)

HIPAA VIOLATIONS – Report HIPAA violations **immediately** via any of these methods:

Privacy Officer	IntegrityLine (anonymous)	IntegrityLine (confidential)
337.706.3519	888.703.0301	Employee Home Page > IntegrityLine

LOST OR STOLEN DEVICE – **Immediately** report lost or stolen devices by completing/saving in Excel and emailing the Lost/Stolen Device Form to lostdevice@LHCgroup.com and completing a detailed report via the IntegrityLine system.

LHC Form - Lost/Stolen Device Form (form in iTrain)
Employee Home Page > Click IntegrityLine

Reminder: Never discard/destroy computer-related equipment without first getting approval from IT.

RECORD RETENTION AND DESTRUCTION –

Standards for Records	Record Retention/Storage	Record Destruction
LHC Policy 8.1.006 - Records Retention (policy in iTrain)	For assistance with preferred vendors for record storage, contact Lessley Fontenot, Lessley.Fontenot@lhcgroup.com 337.706.3512	LHC has a company-wide contract with Shred-It for record destruction. A signed Certificate of Record Destruction is required (form in iTrain)

CONTRACTS

Ensures proper contractual relationships with business partners by preparing, examining, analyzing, negotiating and revising contracts.

LEGAL CONTRACTS - Process all contract requests (new agreements, renewals, terminations, amendments, addendums, and W9 updates) through the Contract Request Form in OnBase. All contract requests must originate at the agency level, be processed through the Legal Department, and be signed by a member of senior management.

Employee Home Page > Click Contract Request Form
Contract Request Form Job Aid (resource in iTrain)
Contract Request Process Tip Sheet (resource in iTrain)
LHC Policy 8.1.003 - Contracts (policy in iTrain)
LHC Policy 6.1.023 - Medical Directorship (policy in iTrain)

FACILITIES MANAGEMENT

The Facilities Management Department is here to assist in all your lease and relocation needs.

MARKET SEARCHES FOR POTENTIAL RELOCATION – Assists with coordination of market searches to identify potential relocation sites based on your current census and growth trajectory.

LHC Policy 14.004 - Site Selection Process (policy in iTrain)

RELOCATIONS AND CLOSURES – Coordinates all agency relocations and closures by networking closely with all other Home Office departments to make sure all components of the move are consistently handled company-wide.

LHC Policy 14.003 - Agency Closure Process (Physical Facilities/Assets) (policy in iTrain)

LANDLORD AND LEASE ISSUES – Assists with landlord and other lease related issues.

LHC Policy 14.002 - Repairs and Maintenance (policy in iTrain)

ADDITIONAL SERVICES –

Verifying and Approving Monthly Rent Payments	**Coordinating Signage Needs** LHC Policy 14.001 - Interior/Exterior Signage (policy in iTrain)
Coordinating Construction	**Coordinating Utilities Needs**

FACILITIES MANAGEMENT: FLEET MANAGEMENT

LHC Group has a dedicated Fleet Operations Specialist to respond to any inquiries you might have regarding information pertinent to your company vehicle. The specialist handles the administration of fleet vehicles in accordance with LHC Group policies and procedures.

Fleet Program (resources in iTrain)

FLEET SUPPORT – For assistance or questions regarding your company vehicle contact Jeannine Lange at 337.769.0811.

HUMAN RESOURCES

Grow your team, provide benefits, support employee engagement and performance, and manage employee information with services provided by Human Resources Department.

Benefits
Log on to www.lhc.bswift.com benefits portal to enroll and access benefit plan information, HR-related forms and contact information for carriers.

ID Badge
To request an ID badge, email ID.badges@lhcgroup.com including employee full name, employee picture, employee position, facility location name and shipping address

Job Descriptions
Access the HR PAF System from the employee homepage using your Windows credentials and click Manager Resources>Job descriptions. Locate business-line and click the + sign to expand and select position.

Holidays (Full-Time Employees)
LHC Policy 2.1.004 - Holidays
(policy in iTrain)

Paid Time Off (Full-Time Employees)
LHC Policy 2.1.003 - Paid Time Off
(policy in iTrain)

Verify Employment
Direct external inquires to call 800-367-5690 OR visit http://theworknumber.com verify past employee employment. Provide the verifier with Company Name: LHC Group, Employer code: 25885 and employee SSN.

Performance Evaluations
Employees are evaluated 90-days after hire and annually. Access performance evaluations through the HR PAF System from the employee homepage using your Windows credentials and click Manager Resources>Evaluations. Locate business-line and click the + sign to expand and select position.

LHC Policy 2.3.003 - Performance Evaluations
(policy in iTrain)

DRESS CODE – Each business line has an established standards of appearance to foster a positive image in the healthcare environment. View your business-line dress code policy for specifics.

Community Based Services
CBS Policy 6.008 - Dress Code
(policy in iTrain)

Facility Based
FB Policy 01-03.06.0 Appearance Standards
(policy in iTrain)

Home Health
HH Policy 6.013 - Dress Code
(policy in iTrain)

Home Office
HO Policy 3.002 - Dress Code Home Office
(policy in iTrain)

Hospice
HS Policy 8.003 - Dress Code
HS Policy 11.012 - Volunteer Dress Code
(policies in iTrain)

Outpatient Therapy Clinic
OTC Policy 03.001 - Dress Code
(policy in iTrain)

HUMAN RESOURCES, continued

RECRUIT AND SELECT TALENT – Each location is assigned a recruiter to help identify and secure talent for your team. View the Home Office Directory> Talent Acquisition section to identify your assigned recruiter. Click here to view recruiting and selection job aids and tools.

SUBMIT A BACKGROUND CHECK – Background checks are initiated during onboarding and are completed by the employee.

LHC Policy 2.3.001 - Background Checks (policy in iTrain)

HR PERSONNEL FILE ORGANIZATION – Maintain employee personnel files in accordance with your service line's specififc policy. Setup upon hire and update upon completion of orientation, annually, and as-needed.

Employee Home Page > Click Policies and Procedures (VPN connection required)

REQUEST A LEAVE OF ABSENCE – Employee should initiate a request for leave 30-45 days prior to the leave start date. Submit a request for leave from the employee homepage by clicking Leave of Absence Request.
Contact employee.leave@LHCgroup.com with questions/concerns.

Requesting a Leave of Absence Job Aid
Leave of Absence Tools and Training
(resources in iTrain)

LHC Policy 2.1.006 - Family Medical Leave Act
LHC Policy 2.1.005 - Military Leave of Absence
(policies in iTrain)

SEPARATE AN EMPLOYEE – All involuntary employee terminations must be reviewed and approved by a HRBP (Human Resources Business Partner) prior to separating an employee. A HR representative is present (or via conference call) for all involuntary employee separations.

LHC Policy 2.3.005 - Termination of Employment
LHC Policy 2.3.009 - Disciplinary Action Process Corrective Action Plans
(policies in iTrain)

HR SYSTEMS

Employee Benefits Portal
One-stop shop not only for enrolling in benefits, but also for accessing benefit plan information, HR-related forms and contact information for carriers.
Log on to www.lhc.bswift.com.

iCIMS
Tracks applicants and on boards new employees
iCIMS Guide for Hiring Managers

PAF (Personnel Action Form) System
Submit actions to add, borrow or change employees, access job descriptions and complete performance evaluations.
PAF New Hire, Change, Separation
PAF System Resources

Infor/Lawson
Manages employee employment data
Infor/Lawson: Manager Self Service Job Aid
Infor/Lawson: Manager Self-Service Glossary
(resources in iTrain)

Workforce Solutions (ACT)
Manages employees on a leave of absence
Requesting a Leave of Absence Job Aid
(resource in iTrain)

INFORMATION SERVICES & TECHNOLOGY

Optimize your technology use and quickly resolve technical challenges with the services provided by the Information Services and Technology Department, your one-stop shop for technology support!

Technology Job Aids

NEW HIRE WORKFLOW FOR EQUIPMENT/ACCESS –

Help Desk tickets for new hire equipment are automatically generated upon PAF approval. Tickets for new hire access are automatically generated upon creation of the Infor/Lawson ID. New Hire Workflow Timeline

HELP DESK –

the Help Desk handles technical and systems support as well as equipment and access requests.

855.TEAM.LHC (855.832.6542) (for immediate assistance)

Employee Home Page > Click Help Desk (to submit a ticket online)
How to Create a Help Desk Ticket Job Aid

Within the Help Desk, you will be able to submit tickets for:

Hardware	Networking & Security	Software/Access
Computers, copiers, printers, fax machines, phones, tablets, mobile devices, etc.	Internet, fax, telecom/telephone, virtual private network (VPN), Windows, etc.	Email, HCHB, iTrain, Kronos, Microsoft Office, WorldView, etc.
Equipment requests Equipment use issues	Windows login Connectivity issues Service issues Performance issues Virus removal	Login issues Password resets Software use issues

Reminder: Never discard/destroy computer-related equipment without first getting approval from IT.

LICENSURE & REGULATORY

Ensures all agencies and facilities are properly licensed to remain operational and up-to date on regulatory changes.

MAINTENANCE OF LICENSES/PERMITS - View your licensure, tax id #, legal name, permits, and effective date by going to the Employee Home Page > Branch Summary (VPN connection required) > Profile tile

LICENSURE SUPPORT – For assistance or questions regarding your licensure, email LRA@LHCgroup.com or view the Home Office Directory > Licensure & Regulatory Department section for specific department contact information.

LITIGATION & RISK MANAGEMENT

Protect your employees and agency from legal implications and risks.

SUBPOENAS - Scan/email subpoenas or legal documents served on the agency itself to Melanie.Houghton@LHCgroup.com

CERTIFICATE OF INSURANCE - To obtain a copy of the certificate, contact riskmanagementcommit@LHCgroup.com

RISK MANAGEMENT POLICIES & PROCEDURES - Employee Home Page > Policies & Procedures

General Risk Policies
Division: LHC Administrative > 09 Risk Management

Community-Based Services Specific
Division: Community Based Services > 08. Infection Control & Prevention; 09. Environmental Safety & Equipment Management

Facility-Based Services Specific
Division: Facility Based > 06. Environment of Care Manual; 08. Infection Control Manual

Home Health Specific
Division: Home Health > 08. Prevention and Control of Infection; 09. Environmental Safety and Equipment Management

Hospice Specific
Division: Hospice > 07. Environmental Safety and Equipment Management; 10. Infection Control

HAZARDOUS MATERIALS & SAFETY DATA SHEETS (SDS) - Keep a hazard product inventory list of potentially hazardous products identified for your facility at all times.

Hazardous Materials (courses & resources)

EMPLOYEE INJURY AND EXPOSURES (INFECTION CONTROL)

Infection Control (courses & resources)

ONLINE EVENT REPORTING (INCIDENT REPORTS)

Online Event Reporting (courses & resources) Performing Manager Investigations & Follow-up (live class in iTrain)

EMERGENCY & DISASTER PLANNING - Know your facility/location plan and who implements it. Understand your role and responsibilities. Ensure HR has your current contact information.

Emergency Preparedness (courses & resources)
VOLO System - sends emergency messages to phones or email; “Thundercall” severe weather warnings.

DRUG SCREENING

Drug Screening (courses & resources)

PAYROLL

Pay your employees accurately and timely, pay taxes withheld from employees' paycheck to government agencies and file tax forms to report tax liabilities.

PROCESS PAYROLL – Payroll processing is due on the Monday prior to a scheduled pay day.

Facility Deadline Schedule Payroll Basics (resources in iTrain)	HCHB Payroll Processing (resources in iTrain) PASS Payroll Processing (resources in iTrain) Kronos Payroll Processing (resources in iTrain) ContinuLink Payroll Processing (resources in iTrain)

EMPLOYEE PAY TYPE – There are three (3) employee pay types: hourly (non-exempt), per visit, and salaried (exempt).

Payroll 101 Tip Sheet
LHC Policy 2.2.008 - Time Management for Non-Exempt Employees (policy in iTrain)
LHC Policy 2.2.010 - Time Management for Exempt Employees (policy in iTrain)

TRACKING TIME – Depending on your business-line and role in the company, you will track time worked by one of the following timekeeping methods: Timekeeping System (e.g. Kronos, HCHB, ContinuLink), by paper (DTS-Daily Time Sheet) or an Excel timesheet. View Payroll 101 Tip Sheet for a complete crosswalk of time tracking methods.

MONITOR OVERTIME – The Paycheck Detail Report in Microstrategy is an effective place to see who much OT you have as well as who is incurring the overtime over a certain period.

RECEIVE PAY CHECK – Earned compensation is distributed through direct deposit, check or pay card (Aline) and is paid on a bi-weekly frequency. Method of payment is selected during onboarding and can be changed at any time of the year.

2017 Payroll Calendar
Aline Pay Card (resources in iTrain)

PAY EMPLOYEE OFF CYCLE – If an off cycle check is needed, e-mail your payroll specialist with the Employee's full name, pay period the entry is made to and specific dates and the type of pay (ex. Hourly, regular visit, etc.) to be processed.

VIEW PAY STATEMENT & W-2 – iPay is an online portal to view and print current and past pay and W2 statements.

Pay Statement (resources in iTrain)

Reimburse for Mileage – Employees are reimbursed for work-related miles at an established mileage reimbursement rate. Rates are assigned by state and reviewed quarterly.

askHCHBmileagecalculator@LHCgroup.com
Mileage (resources in iTrain)
LHC Policy 2.2.007 - Mileage Reimbursement (policy in iTrain)

POINT ON CALL

THE CONTENT ON THIS PAGE IS ONLY APPLICABLE TO HOME HEALTH & HOSPICE

Provide HCHB support to home health and hospice agencies to care for patients after hours, on weekends and holidays.

Point On Call Process	Point On Call Overview	Checklist for Task Requests
Point on Call Job Aid Use this guide to identify when to utilize the services of Point On Call. This job aid will review the responsibility of the local agency and Point On Call staff. Details will be included to address the workflow that HCHB Point On Call will be responsible for processing.	Point on Call (course) Click the title to view a 30-minute overview and introduction to the Point On Call process.	Point on Call Checklist for Task Requests Clinicians will use this checklist when performing work outside of business hours to assist the flow of back office functions completed by the Point on Call team. This job aid/checklist will review the necessary tasks to ensure accurate communication to the Point on Call team so that they are able to complete the work flow process regarding referrals, scheduling, orders or access to patient medical record.

HOURS OF OPERATION – Hours of operation are 4:30PM to 8AM on weekdays and 24 hours on weekends and holidays. Point On Call team is closed during normal working hours and is not available in the event of power or internet loss at the agency. Agencies should follow applicable emergency preparedness plans in the event of connectivity loss.

CONTACT POINT ON CALL TO COMPLETE A TASK– Call, email, or fax the Point On Call team to complete a task.

CALL	EMAIL	FAX
1.800.888.9563	Home Health HCHBPOCCallMailbox@LHCgroup.com Hospice HospicePOC@LHCgroup.com	**1.888.361.3556**

PROCUREMENT

Purchase supplies, book travel and make purchases with a company credit card with the services provided by the Procurement Department.

PURCHASES

Make Purchases
Company supplies are purchased and processed through Infor/Lawson, procurement application.
Infor/Lawson: Start an Order/Place an Order in Banking Forms job aid

Manage Purchases
All orders and invoices for services rendered require manager approval to confirm service and/or product was received and accurately allocated to the correct agency/work unit.
Manage and process purchases resources

Add a New Vendor
If you wish to make a purchase from a vendor not currently established with LHC Group, a new vendor request must be made prior to purchase.
Infor/Lawson: Create a New Vendor Job Aid

Miscellaneous Purchases Each agency is issued a P-card to purchase agency incidentals and one-time vendor payments under $600. (e.g. maintenance, fees, meals, etc.)

Agency Expense Payment Method

CREDIT CARD

Request Credit Card
LHC Form - Corporate Credit Card Request Form
LHC Policy 5.2.006 - Corporate Credit Card Request
(form and policy in iTrain)

Manage Credit Card
All company credit card holders are required to submit monthly expense report to their supervisors for approval. Approved expense reports are due to procurement by the 4th of each month. Accounts payable processes payment to the credit card holder and the credit card holder is responsible for making payment to credit card.
See Accounts Payable > Reimbursement for Work-Related Expenses.

TRAVEL – Work-related travel is booked through Egencia, an online travel application.

LHC Policy 5.1.001 - Travel Request (policy in iTrain)
LHC Document - Egencia New Employee Profile (document in iTrain)
Travel booking job aids and tips

OTHER SERVICES

Mail
Stamps.com
Stamps.com will send an email prompting set-up and download of software.

Shipping
FedEx
Fed Ex will send you an email notification to create your user name and profile. Please respond within 5 days. You must login every thirty days (even though you do not need to place an order) in order to keep your on-line login active. You will login into Fedex.com for your shipping services.

LHC Group Gear
LHC Group Company Store
Located on the employee homepage to purchase official company shirts, scrubs, bags and more.

QUALITY

Continuously improve the quality of patient care services, organizational performance, and customer satisfaction with the services provided by the Quality Department, your one-stop resource for all quality and performance improvement initiatives!

POLICIES, PROCEDURES, & FORMS – Access company policies, procedures, and forms in iTrain.

Employee Home Page > Click Policies and Procedures (VPN connection required)
iTrain Home Page > External Sites Portlet > Click Policies and Procedures
Policies and Forms Job Aid (resource in iTrain)

QUALITY DASHBOARD – An internal tool comprised of key metrics used to determine the overall quality status of providers, and guide agencies in identifying performance improvement priorities. The dashboard is available to agencies quarterly.

Employee Home Page > Click Microstrategy (VPN connection required) > Click LHC Business Intelligence > Click Shared Reports > Click Quality Dashboard

Home Health Quality Dashboard (score guide)
Hospice Quality Dashboard (score guide)
Long Term Acute Care Quality Dashboard (score guide)

QUALITY CALLS – Hosted by quality leaderships to share updates on ratings, measures, scores, quality initiatives, and accreditation news.

Home Health - 3rd Thurs of the month (1-2 PM CST). Attendees: Operation Leaders, Home Business managers & Support Teams
Hospice - 3rd Thu of the month (2-3 PM CST). Attendees: Operation Leaders, Home Business managers and Support Teams

ADDITIONAL QUALITY-RELATED CONTENT BY SERVICE LINE –

Additional home health and hospice specific content
Additional long term acute care (LTAC) specific content

QUALITY, continued

ADDITIONAL HOME HEALTH AND HOSPICE SPECIFIC CONTENT:

QUALITY CHART REVIEWS – Review and report chart review results each quarter using the automated system.

Employee Home Page > Click Quality Chart Review (VPN connection required)
Quarterly Chart Audits (resources in iTrain)

THE JOINT COMMISSION – Joint Commission accreditation is a symbol of quality and reflects an organization's commitment to meeting certain performance standards for patient care. Our goal is for 100 percent of LHC Group home health and hospice providers to become Joint Commission accredited.

Employee Home Page > Click The Joint Commission (submit a help desk ticket to request access for new users)
Joint Commission (courses and resources in iTrain)
Joint Commission Survey Readiness (resource in iTrain)

STRATEGIC HEALTHCARE PROGRAMS (SHP) – LHC partners with SHP, a software leader in performance improvement for post-acute care providers. SHP provides real-time data for analysis of publicly reported performance metrics and HHCAHPS/CAHPS surveys. For more information, click on the following tools:

Employee Home Page > Click SHP Data
SHP (courses and resources in iTrain)

SAFE AT HOME – The company's program for reducing avoidable hospitalizations.

Safe at Home (resources in iTrain)

ADMINISTRATIVE BINDERS – House important documents that may be requested by surveyors, previous survey reports, and action plans in an administrative binder. For a list of recommended contents:

HH Form - Administrative Binder (form in iTrain)

HS Form - Hospice Agency Binder List (form in iTrain)

EXECUTIVE SUMMARY – Complete quarterly to summarize data, improvement initiatives, and effectiveness of actions for the provider. For the form and a list of contents:

HH Form - Quality Assessment & Performance Improvement (QAPI) Executive Summary (Excluding Graphs)

HS Form - Hospice Quarterly Executive Summary (Excluding Graphs) (forms in iTrain)

QUALITY ASSURANCE PERFORMANCE IMPROVEMENT (QAPI) –

Home Health PI Coordinators work directly with local agencies to support PI initiatives.

Patient Experience of Care/HHCAPS Improvement Tip (resource in iTrain)
HH Policy 4.001 - Quality Assesment and Performance Improvement Plan (policy in iTrain)

Hospice QAPI Coordinators work directly with local agencies to support QAPI initiatives.

Hospice Standards of Excellence and CAHPS Best Practices
Hospice Caregiver Support Group Toolkit
HS Policy 5.001 - Hospice Quality Assessment Performance Improvement Plan (policy in iTrain)

ADDITIONAL LONG-TERM ACUTE CARE (LTAC) SPECIFIC CONTENT:

QUALITY ASSURANCE PERFORMANCE IMPROVEMENT – The Performance Improvement Program includes an overall assessment of the efficacy of performance improvement activities with a focus on continually improving care provided throughout the hospital.

Employee Home Page > Sharepoint Server (VPN Connection Required) > Department Sites: Field Facilities > ADR > LTAC Committee Meetings/Action Plans/UM Reports
FB Policy 01-06.07.0 Performance Improvement Plan (policy in iTrain)

LTACH QUALITY SYSTEM– Review all quality information and results in the LTACH Quality system

Employee Home Page > LTACH Quality (VPN Connection Required)
For indicators and audit tools, click on Help > Manuals within the LTACH Quality system

PATIENT SATISFACTION – Run & schedule custom infoEDGE reports through the Press Ganey Improvement Portal to analyze patient satisfaction and identify improvement opportunities.

Press Ganey Improvement Portal

CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS) QUALITY REPORTING PROGRAM – Submit each of the following types of quality data measures monthly, using the website listed:

LTCH Continuity Assessment Record and Evaluation (CARE) Data Set Measures

Submit LTCH CARE Data Set Measures using the HCS software by logging in the the LTACH Care Data Set site:

1. Go to the Employee Homepage
2. Click LTACH Care Data Set (VPN Connection Required)
3. Enter your user name & password in the Interactant window that opens
4. Click Logon

Centers for Disease Control and Prevention's (CDC) National Healthcare Safety Network (NHSN) Measures

Submit CDC NHSN Measures by logging in to the the NHSN Member Login site:

1. Go to the CDC National Healthcare Safety Network site
2. Click NHSN Member Login
3. Click Login under External Partners: SAMS Grid Card
4. Enter your SAMS Grid Card information
5. Click Login

Resources:
Tracking Infections in Long-term Acute Care Facilities

REVENUE CYCLE

Accurately determine eligibility, authorization, and scheduling of your patients and efficiently bill, collect, and post payments with the services provided by Revenue Cycle, a team of dedicated eligibility specialists & insurance coordinators at home office.

866.912.5774 (dedicated phone line)
Revenue Cycle/Operations Game Plan (resource in iTrain)
Revenue Cycle Contacts (resource in iTrain)

ELIGIBILITY & AUTHORIZATION – when referrals are received, one of the first things to determine is if the patient's care is eligible for coverage and authorized for payment by their insurance company.

Home health and hospice - process automated through HCHB workflow. Eligibility and Authorization (resources in iTrain)
Community-based services (CBS) - process automated through ContinuLink
Long term acute care (LTAC) - verified by hospital representatives and entered into HCS

Urgent Requests (if a Start of Care or Recertification is needed in 24 hours or less):

During Normal Business Hours (M-F 7 a.m.-7 p.m. central)
Email revenue.cycle@LHCgroup.com with the pod number, branch ID, and patient full name in the subject line.

After Hours, Weekends, Holidays
Call Point on Call team at 800.888.9563

BILLING & COLLECTIONS – Billing Processes vary based on payor type.

Home health and hospice - End of Episode (EOE) Claims Audit Job Aid (complete EOE audit to ensure all required criteria are met prior to billing). Billing (resources in iTrain)
Long term acute care (LTAC) - Billing is through Advanced Billing Solutions. Contact angel@ad-bs.com for assistance.

PAYOR CHANGES –

Home health and hospice - Process through HCHB in coordination with the Revenue Cycle Department. Payer Change Job Aid
Long term acute care (LTAC) - submit a Help Desk ticket to request a payor change

ADDITIONAL CONTENT FOR HOME HEALTH & HOSPICE:

IDENTIFY PAYOR POD NUMBER – The revenue cycle team works in payor pods made up of eligibility, authorizations, billing, and collections specialists for one or more similar insurance companies or payers. To identify which pod handles a particular payor, look at the Payor Source in HCHB. The pod number is the first three digits of the name.

Pod number for this payor = 109

REVENUE CYCLE: MANAGED CARE

The place to go for all your payor contract needs. From negotiating and securing managed care contracts, managing credentialing paperwork for both in and out-of-network payors, obtaining copies of W9s, and market analysis for potential contracting opportunities.

managedcare@LHCgroup.com

CURRENT PAYOR TRANSITION – The transition of patients at an acquisition varies depending on the type of purchase. Typically all payors are out of network after an asset acquisition, and most will require the location to be credentialed and new contracts developed. The time frame differs by payor but can take up to 9 months to a year depending on the new Medicare certification.

- Existing Letters of Agreement (LOA) (Single Case Agreement) will be updated with new legal information
- Worker's Comp patients require notification to the adjuster.
- It is also important to note that BCBS checks go directly to patients when billed out of network. The patient will need to sign the check over to the agency.

OUT-OF-NETWORK REFERRALS – For situations where patient care is to continue if payer is out-of-network, follow the Out-of-Network process.

Agency Director: Out-of-Network and Denial Authorization Process Tip Sheet (resource in iTrain)

PAYER SCORECARD – A color-coded list of all contracted payers that is designed to help when determining which patients to accept for care.

Payer Scorecard in Branch Summary Tip Sheet (resource in iTrain)

CONTRACT LIST – A contracted payor list and authorization requirements can be found at the following tiles in Branch Summary:

Employee Home Page > Click Branch Summary (VPN connection required) > Click Payers
Employee Home Page > Click Branch Summary (VPN connection required) > Click Payer Scorecard

THERAPY SUPPORT SERVICES

Expand your therapy offerings and support your therapists with the services provided by the Therapy Support Services Department!

Therapy Courses
Therapy Resources
Therapy Videos

THERAPY STANDARDS OF PRACTICE – LHC Group's Therapy Standards of Practice are designed to help improve the quality and consistency of therapy services in the home care setting.

LHC Group Therapy Standards of Practice (resource in iTrain)

THERAPY TOOLBOX –

iTrain Home Page > Click Catalog > Therapy > Click Therapy Toolbox

Within the Therapy Toolbox, you will find:

Active Life Balance Care Exercises Video Demonstrations	**Customized Orthopedic Care** **Test and Measure Tools**	**Patient Education and Exercises** Geriatric Resource Library - Exercises & Patient Education OT - Exercises & Patient Education PT - Exercises & Patient Education SLP - Exercises & Patient Education

ADDITIONAL CONTENT FOR HOME HEALTH

MONTHLY THERAPY CALLS – (therapists) Attend the monthly therapy calls on the first Tuesday of each month.

Monthly Therapy Call Flyer (resource in iTrain)

THERAPY PROGRAMS –

- Low vision (OT driven) (Low Vision Program (Self-Study): Recommended Training Process)
- Pelvic Floor
- Customized Orthopedic Care program
- ALF program
- Active Life Balance Care

TRAINING & DEVELOPMENT

LHC Group's vehicle for employee training and development.

iTRAIN – iTrain is the company's learning management system for all educational material and resources.

Employee Home Page > Click iTrain
iTrain Resources
iTrain Overview (video tutorial)

ASSIGNED LEARNING – All assigned learning is located on your personal "ME" page in iTrain. Located under the "ME" tab, you will find a list of all courses assigned to you or that you have registered.

New Hire Orientation & Training

Foundation curricula are assigned on hire and include online courses, live virtual classes, on-the-job training, and self-paced activities. The New Hire Foundation group helps new employees know what to expect during orientation and where to find help when they need it.

Managers Resources for the New Hire Process A-Z
Business Line Supervisor's Guides

Excellence by Design

Excellence by Design (EBD) workshop is an integral part of orientation and development of our supervisors.

Supervisors attend this workshop between 30 to 90-days from their date of hire or promotion. The three-day program provides tools, tactics and practical tips to hone your leadership skills, and maximize your ability to support organizational success.

Patient Education Tools

Online printable copies of health sheets and drug sheets for a variety of diseases, conditions, treatments, and medications. Targeted patient teaching folders for several home health and hospice specific diseases and conditions and medications.

iTrain Home Page > External Sites Portlet > Krames On Demand
Krames On-Demand Patient Teaching Materials (courses & job aids)

LHC Direct

LHC Direct offers quick, real-time virtual training on a variety of topics in the virtual classroom. To see what is currently scheduled, click the "Find live courses" link on the iTrain home page.

iTrain Home Page > Live Course Calendar

HCHB Learning Hub (Link)

All training to support both field and agency staff regarding the use of HCHB is located through the online learning hub link.

iTrain Home Page > External Sites Portlet > Homecare Hombase Learning HUB

Continuing Education

LHC offers a variety of continuing education for nurses, therapist, HHA and social workers. Search the catalog to locate our current offerings.

WOUND CARE SUPPORT – For wound care training or assistance with the wound care or ostomy formulary, email ask.woundcare@LHCgroup.com (monitored M-F 8-4:30 MT; 9-5:30 CT; 10-6:30 ET)