

Course title	Summary	Resources	Length	Key words	Roles for Orientation
SHP HHCAHPS and Patient Survey Stars  Course Number: PI1005WCR	This session in the SHP series reviews the components of the Patient Survey Star Rating, identifies where to locate HHCAHPS survey data in SHP, and how to create improvement strategies based on patient survey responses and comments.	<ol style="list-style-type: none"> <li>1. Patient Satisfaction Key Phrases</li> <li>2. HHCAHPS Q25</li> <li>3. Improving Patient Satisfaction with Direct Communication from Leadership</li> <li>4. HHCAHPS Frequently Asked Questions</li> <li>5. Presentation slides</li> </ol>	14:47	SHP; Strategic Healthcare Programs; HHCAHPS; Patient Satisfaction; Patient Survey Stars; CMS; Star Ratings	Branch Director/ Executive Director, MCP, ADO, AVPO, All Clinicians
SHP Home Health Compare Report and Risk Adjustment  Course Number: PI1001WCR	This session in the SHP series reviews how to access, run, and interpret the SHP Home Health Compare Report. Attendees will also learn how to utilize the Home Health Compare Report data to improve quality measures, understand the impact of risk adjustment on outcome measures, and how to recognize the importance of accurate assessment data for all OASIS M items.	<ol style="list-style-type: none"> <li>1. SHP Home Health Compare Report User Guide</li> <li>2. M1850 Risk Adjustment Factors</li> <li>3. Presentation slides</li> </ol>	24:15	SHP; Strategic Healthcare Programs; Home Health Compare; HHC; Risk Adjustment; Assessment; Accurate assessment; OASIS; Outcome measures	Branch Director/Executive Director, MCP, DCO, ADO, AVPO
SHP Alerts  Course Number: PI1000WCR	This session in the SHP series reviews how to address SHP alerts and integrate the alerts into the daily workflow for clinicians and MCP/QA/CRM's. Addressing alerts helps to manage quality measures and drive appropriate clinical care delivery.	<ol style="list-style-type: none"> <li>1. SHP Alert Manager User Guide</li> <li>2. SHP Alerts Clinician Resolution Process</li> <li>3. SHP Alerts Job Aid</li> <li>4. SHP Alert MCP Resolution Process</li> <li>5. Presentation slides</li> </ol>	18:54	SHP; Strategic Healthcare Programs; Alert management; Quality measures; Address alerts	OASIS Clinicians (RN, PT, OT, ST), Branch Director/Executive Director, MCP, DCO
SHP Reducing Hospitalization  Course Number: PI1002WCR	This session in the SHP series discusses Evidence Based Best Practices and the use of reports in SHP to monitor and reduce hospitalization. The SHP reports discussed include Real-Time Home Health Compare, Rehospitalization Report, Hospitalization and Emergent Care Report, and the use of SHP alerts.	<ol style="list-style-type: none"> <li>1. Hospitalization Job Aid</li> <li>2. SHP Hospitalization and Emergent Care User Guide</li> <li>3. Medication Management Care Planning Tool</li> <li>4. SHP Rehospitalization User Guide</li> <li>5. Presentation slides</li> </ol>	26:24	SHP; Strategic Healthcare Programs; Reducing hospitalization; Rehospitalization; Emergent Care; Home Health Compare; Alert management	Branch Director/ Executive Director, MCP, DCO
SHP Dashboard  Job Aid under Resources section of KAHL – Job Aid for accessing training on SHP website	This session in the SHP series discusses setting up and using the SHP Dashboard for customizable quality metric monitoring.	<ol style="list-style-type: none"> <li>1. <a href="#">SHP Dashboard Job Aid</a></li> <li>2. <a href="#">Dashboard User Guide Beta</a></li> <li>3. <a href="#">Webinar Handouts Using the New SHP Solutions Dashboard</a></li> </ol>	30:01  On SHP website	N/A – Found on Resources section of KAHL under SHP Training	Branch Director/Executive Director, MCP, DCO