

## ***Course Catalog: Categories, Titles, Authors/Sources and Descriptions***

### **Accreditation Competencies**

#### **ACC001 - Glucometer Competency**

Author: Belson/Hanwright Videos

This course allows the student to meet accreditation competency requirements for instructing patients on the proper use of blood glucose meters (known as “glucometers”). There are many different glucometers on the market today, all with various features. This course reviews the standard items taught with all glucometers. Before completing this course, you should check your accreditation agency’s specific requirements for competency. No continuing education credit is offered for the completion of this course.

#### **ACC002 - Nebulizer System Competency**

Author: Belson/Hanwright Videos

This course allows the student to meet accreditation competency requirements for instructing patients on the proper use of nebulizer systems. There are many different nebulizer systems on the market today, all with various features. This course reviews the standard items taught with all nebulizer systems. Before completing this course, you should check your accreditation agency’s specific requirements for competency. No continuing education credit is offered for the completion of this course.

#### **ACC003 - Therapeutic Shoe Competency**

Author: Belson/Hanwright Videos

This course allows the student to meet accreditation competency requirements for instructing patients on the proper use of therapeutic shoes (often referred to as “diabetic shoes”). This course does NOT meet therapeutic shoe fitting certification required by some states. You should contact your state licensure board to determine if your state requires therapeutic shoe fitting certification. There are many different therapeutic shoes on the market today. This course reviews the standard items taught with all therapeutic shoes. Before completing this course, you should check your accreditation agency’s specific requirements for competency. No continuing education credit is offered for the completion of this course.

### **Billing & Reimbursement**

#### **BILL001 - Basic Medicare Billing for Durable Medical Equipment**

Author: Peggy Walker, RN

This course introduces you to a few basic rules about billing Medicare for durable/home medical equipment (DME/HME). This course explains what needs to be done, including what documentation must be on file, before a claim for equipment or supplies is submitted to Medicare. Learning objectives: 1. Describe the difference between participating and non-participating providers; 2. Define terms specific to the billing of Medicare claims; 3. Identify the specific documentation that is required to be in the patient’s file prior to submitting a claim for durable medical equipment or supplies to Medicare. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

#### **BILL002 - Advanced Beneficiary Notice (ABN)**

Author: Peggy Walker, RN

This course explains the Advanced Beneficiary Notice (ABN), its purpose and how to use it appropriately. Learning objectives: 1. Identify the Advanced Beneficiary Notice form; 2. Explain the purpose of the ABN; 3. Explain what information should be included on an ABN; 4. Explain when an ABN should be used. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL003 - CMNs and DIFs**

Author: Peggy Walker, RN

This course introduces you to Certificates of Medical Necessity (CMNs) and DMEMAC Information Forms (DIFs), which are used by durable medical equipment suppliers to demonstrate that an item they provide meets the minimal criteria for Medicare coverage. Learning objectives: 1. Identify which DME products require a CMN and which products require a DIF; 2. Identify which sections of a CMN you are required to complete and which sections the ordering physician is required to complete; 3. Accurately complete the sections of the CMN that you are required to complete; 4. Accurately complete a DIF; 5. Produce a cover letter to a physician, describing what is required of the physician in order for you to provide an item to a patient. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL005 - What's Covered: Frequently Ordered DME**

Author: Peggy Walker, RN

This course will address Medicare coverage for several frequently ordered durable medical equipment products (i.e., canes, walkers, bedside commodes, beds, etc.). Learning objectives: 1. Describe basic Medicare coverage criteria for canes, walkers, commodes, beds, seat lifts and other standard home medical equipment; 2. Explain the coverage criteria to a Medicare beneficiary. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL006 - Billing for Capped Rental Items**

Author: Peggy Walker, RN

This course will explain the process of billing Medicare for capped rental durable medical equipment. You should complete the VGMU courses "Basic Medicare Billing for DME," "Advanced Beneficiary Notice (ABN)" and "CMNs and DIFs" before completing this course. Learning objectives: 1. Define "capped rental;" 2. Explain how the enactment of the Deficit Reduction Act of 2005 changed the Medicare billing process for capped rental DME items; 3. Demonstrate how to determine if a particular item is a capped rental item or not; 4. Identify which HCPC code modifiers are to be used for capped rental products. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL007 - Billing for Repairs to DME - HME Items**

Author: Peggy Walker, RN

This course will help you become familiar with the process of billing for repairs to home medical equipment (HME). You should complete the VGMU course "Basic Medicare Billing for DME" before completing this course. Learning objectives: 1. Demonstrate how to bill for repairs and get paid for them in a timely manner with a reasonable allowable; 2. Explain which modifiers should be used on the CMS-1500 claim form for HME repair claims; 3. Explain what is needed up front to get paid the first time around. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program.

### **BILL008 - External Breast Prosthesis - Billing Procedures**

Author: Peggy Walker, RN

This course addresses the billing and coverage of external breast prosthesis for women who have had a mastectomy. Learning objective: complete and review all documentation required to be able to submit a clean claim to your local carrier DME MAC for breast prosthesis. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL009 - Documentation Required for Specialty Wheelchair Reimbursement**

Author: Peggy Walker, RN

This course instructs you on how to bill Medicare for specialty wheelchair bases: ultra lightweight, adult manual tilt-in-space, and pediatric manual tilt- in-space. Learning objectives: 1. Identify basic billing

documentation required for an ultra light weight wheelchair base, adult manual tilt-in-space wheelchair base, and pediatric manual tilt-in-space wheelchair bases; 2. Demonstrate where to look for proper coding information; 3. Explain which modifiers are required for reimbursement for these particular specialty chairs. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete the following courses before taking this course: "Basic Medicare Billing for DME," "Advanced Beneficiary Notice (ABN)," "MAE Rules: Manual Wheelchairs," and "Billing for Capped Rental Items." Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL010 - Overview of Medicare Oxygen Billing**

Author: Andrea Stark and Peggy Walker, RN

Oxygen reimbursement is one of the most complicated of all the Medicare policies. This course is designed to assist billers and patient service personnel in understanding Medicare oxygen reimbursement. Learning objectives: 1. Explain the Medicare-required testing guidelines (testing modalities and screening results); 2. Identify the three types of oxygen Certificates of Medical Necessity (CMNs); 3. Identify the Medicare coverage groups for oxygen; 4. Identify oxygen products and accessories, and explain Medicare's reimbursement policy of each; 5. Explain how to screen CMNs for completion and qualification; 6. Explain what documentation Medicare requires for new and existing oxygen patients. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete the following VGMU courses before taking this course: "Basic Medicare Billing for DME," "Advanced Beneficiary Notice (ABN)," and "CMNs and DIFs." Continuing education: 2.0 contact hours of Continuing Respiratory Care Education (CRCE) credit by the American Association for Respiratory Care, 9425 N. MacArthur Blvd., Suite 100, Irving, TX 75063; VGM Education is authorized by IACET to offer 0.2 CEUs for this program.

### **BILL011a - Understanding CPAP Billing (For Products Billed Prior to 11/1/2008)**

Author: Lisa Hettinger and Peggy Walker, RN

This course introduces you to continuous positive airway pressure (CPAP), and discusses proper billing procedures for products billed PRIOR TO Nov. 1, 2008 to ensure CPAP reimbursement from Medicare and other third party payers who follow the same criteria. Learning objectives: Define and describe the use of a CPAP; 2. Explain the difference between sleep apnea and other abnormal respiratory events; 3. Explain how the Apnea-Hypopnea Index (AHI) is used to determine whether or not a patient qualifies for insurance coverage; 4. Identify the criteria by which a CPAP is covered by Medicare. For information for CPAPs billed ON OR AFTER Nov. 1, 2008, please refer to the course "Understanding CPAP Billing (For Products Billed On or After 11/1/2008)." To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL011b – Understanding CPAP Billing (For Products Billed On or After 11/1/2008)**

Author: Peggy Walker, RN

This course introduces you to continuous positive airway pressure (CPAP), and discusses proper billing procedures for products billed ON OR AFTER Nov. 1, 2008 to ensure CPAP reimbursement from Medicare and other third party payors who follow the same criteria. Learning objectives: 1. Describe the Medicare reimbursement rules changes that have occurred to the Local Coverage Decision (LCD) CPAP policy (now called "PAP" policy); 2. Explain the current reimbursement coverage requirements, including the required face-to-face evaluation the patient must have with the treating physician; 3. Explain when an Advanced Beneficiary Notice (ABN) must be used when providing a CPAP device to a Medicare beneficiary; 4. Identify the criteria by which a CPAP is covered by Medicare. For information for CPAPs billed PRIOR TO Nov. 1, 2008, please refer to the course "Understanding CPAP Billing (For Products Billed Prior to 11/1/2008). To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL012 - Medicare Basics – How to Get Started as a Supplier**

Author: Peggy Walker, RN

This course will help you become familiar with some general information about Medicare. Learning objectives: 1. Determine if your client has Medicare Part B home medical equipment (HME) benefits; 2. Explain what a DME MAC is, and identify your particular DME MAC regional carrier; 3. List the standard durable medical equipment (DME) product categories, and explain how to determine in what category a specific DME item belongs; 4. Explain what DME PDAC is and its purpose. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training

survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL013a - Understanding the New Medicare Supplier Standards**

Author: Mark Higley

This is the first in a 3-part series of courses. This course provides explanation of the current standards that a durable medical equipment, prosthetics, orthotics and supplies (DMEPOS) supplier must meet to receive and maintain a Medicare Supplier Number, and to submit claims to and receive payment from Medicare. Learning objectives: 1. Identify the DMEPOS supplier standards and conditions in order to be eligible to receive payment for a Medicare-covered item; 2. Identify the particular standards that require your business to maintain documentation of compliance; 3. Identify sample documents and complete procedures that may facilitate an on-site NSC inspection, should one occur. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete this course before completing Part 2 “NSC: How to Apply for a Medicare Supplier Number” or Part 3 “NSC: How to Reapply for a Medicare Supplier Number.” Continuing education: 0.75 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC), and 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL013b - NSC: How to Apply for a New Medicare Supplier Number**

Author: Erica Rochelle

This is the second part of a 3-part series of courses. This course is designed to assist the learner in navigating the Medicare DMEPOS (Durable Medical Equipment, Prosthetics, Orthotics and Supplies) enrollment process to obtain a new supplier number. Learning objectives: 1. Complete a CMS-855s Medicare DMEPOS Enrollment application for an initial supplier; 2. Determine what licenses and attachments will be required by the NSC to successfully process its application; 3. Use the additional resources available to the supplier to assist you in completing the application; 4. Track the application through the NSC enrollment process, and capitalize on tips and enrollment process suggestions to proceed through the system without major incidents. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete Part 1 of this series – “Understanding the New Medicare Supplier Standards” – before completing this course. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL013c - NSC: How to Reapply for a Medicare Supplier Number**

Author: Erica Rochelle

This is the third part of a 3-part series of courses. This course is designed to assist the learner in navigating the Medicare DMEPOS (Durable Medical Equipment, Prosthetics, Orthotics and Supplies) re-enrollment process to retain a supplier number. Learning objectives: 1. Complete a CMS-855s Medicare DMEPOS Enrollment application to re-enroll for your existing supplier number; 2. Determine what licenses and attachments will be required by the NSC to successfully process your re-enrollment application; 3. Use the additional resources available to the supplier to assist you in completing the re-enrollment application; 4. Track the re-enrollment application through the NSC re-enrollment process, and capitalize on tips and re-enrollment process suggestions to proceed through the system without major incidents. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete Part 1 – “Understanding the New Medicare Supplier Standards” – and Part 2 – “NSC: How to Apply for a Medicare Supplier Number” -- before completing this course. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL014 - How to Apply for a National Provider Identifier**

Author: Mark Higley

This course explains the National Provider Identifier (NPI) and how to obtain one. Learning objectives: 1. Define NPI and why it will be required; 2. Explain who will be required to obtain an NPI; 3. Describe each of the three methods that may be used to apply for an NPI. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL015 - Medicare Basics for Case Managers**

Authors: Peggy Walker, RN and Mindy Owen, RN, CRRN, CCM

This course will help you become familiar with some general information about Medicare. Learning objectives: 1. Determine if your client has Part B HME benefits by learning how to build a list of assessment questions; 2. Explain what a DME MAC is, explain the importance of identifying a DME MAC, and explain why the providers you work with need this information; 3. Identify standard HME items by category and demonstrate where to look to find out what specific category an item is in; 4. Explain the importance of effective communication and how it can facilitate the treatment planning process. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL016a - MAE Rules: Manual Wheelchairs**

Author: Peggy Walker, RN

Since 2005, the Centers for Medicare and Medicaid Services (CMS) has made several changes to the reimbursement requirements for manual and power wheelchairs, POVs (scooters), canes and walkers, collectively referred to as Mobility Assistive Equipment (MAE). This course explains the changes related to manual wheelchairs. Learning objectives: 1. Explain the sequence of change events; 2. Define mobility-related activities of daily living (MRADL), and explain their importance in Medicare's coverage criteria; 3. Identify the documentation that a post-pay auditor would expect to find among the records of a patient who received a manual wheelchair; 4. Explain why an environmental assessment must be conducted about the home of a patient who receives a manual wheelchair. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL016b - MAE Rules: Power Mobility Devices**

Author: Peggy Walker, RN

Since 2005, the Centers for Medicare and Medicaid Services (CMS) has implemented several changes to the reimbursement requirements for manual and power wheelchairs, POVs (scooters), canes and walkers, collectively referred to as Mobility Assistive Equipment (MAE). This course will explain the changes related to power wheelchairs and POVs, collectively referred to as power mobility devices, or PMDs. Learning objectives: 1. Explain the sequence of change events; 2. Define mobility-related activities of daily living (MRADL), and explain their importance in Medicare's coverage criteria; 3. Identify the five groups to which power mobility devices have been assigned, and the criteria that must be met in order for a patient to receive a device from each group; 4. Identify the documentation that a supplier must receive from a patient's treating practitioner prior to dispensing a PMD to that patient; 5. Explain why an environmental assessment must be conducted at the home of a patient who receives a PMD. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete the VGMU courses "Basic Medicare Billing for DME" and "Advanced Beneficiary Notice (ABN)" before completing this course. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL017 - Advanced Determination of Medicare Coverage**

Author: Peggy Walker, RN

The Advanced Determination of Medicare Benefits (ADMC) is a process by which your local Medicare carrier will provide you and the beneficiary with a coverage decision prior to delivery of an item. This course describes the ADMC process. Learning objectives: 1. Define ADMC; 2. Identify your DME MAC region's ADMC processor; 3. List the durable medical equipment for which ADMCs may be requested; 4. Demonstrate how to complete an ADMC cover letter; 5. Identify the specific information that is required to be submitted with an ADMC request; 6. Explain the ADMC process. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete the following courses before taking this course: "Basic Medicare Billing for DME," "CMNs and DIFs," "MAE Rules: Manual Wheelchairs," "MAE Rules: Power Mobility Devices," and "Documentation Required for Specialty Wheelchair Reimbursement." Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL018 - Introduction to Patient Receivable Management**

Authors: Lisa Bargmann and Lisa Cusick

This course provides an overview of patient billing and collection. The course is geared toward billing managers and customer service/intake employees. Learning objectives: 1. Define "network;" 2. Explain

the difference between an “in-network” provider and an “out-of-network” provider; 3. Explain how High Deductible Health Plans and Health Savings Accounts have influenced the health care insurance industry; 4. Explain the steps you should take to accurately verify a patient’s insurance coverage; 5. Explain the steps you should take to effectively bill and collect the amount owed by patients for your services. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL019 - Medicare Appeals Process**

Author: Wayne H. van Halem

This course explains the structural and procedural changes that have been made to the process that Medicare beneficiaries can use to appeal claim denial and the steps that need to be followed in the appeals process. Learning objectives: 1. Explain the differences between the old and the new appeals process; 2. Define the five levels of the appeals process; 3. Describe different tips to help you through the appeals process; 4. Explain the BIPA and MMA changes that have taken place. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.75 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL020 – Documentation for Hospital Beds**

Author: Sudi Freeland

This course explains how to bill Medicare for all types of hospital beds and accessories, and what documentation is required. Learning objectives: 1. Define the differences in hospital bed types; 2. Identify basic billing documentation required for each level of hospital beds; 3. Explain which HCPC code modifiers are required for billing. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete the courses “Basic Medicare Billing for Medical Equipment,” “Billing for Capped Rental Items,” and “Advanced Beneficiary Notice (ABN)” before taking this course. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL021 – Supply Billing: Blood Glucose Monitors and Testing Supplies**

Author: Sudi Freeland

This course will help you become familiar with the documentation required to bill Medicare for blood glucose monitors and testing supplies. Learning objectives: 1. Explain the basic coverage criteria for glucose monitors and supplies; 2. Identify the basic documentation that is required to be in the patient’s file prior to submitting a claim for glucose monitors or supplies to Medicare; 3. Reduce CERT (Comprehensive Error Rate Testing) errors for testing supplies; 4. Produce basic claim submission (coding, modifiers, spanned dates) for monitors and testing supplies. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete the following courses before taking this course: “Basic Medicare Billing for DME” and “Advanced Beneficiary Notice (ABN).” Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL022 – Supply Billing: Urological Supplies**

Author: Sudi Freeland

This course will help you become familiar with the process of billing Medicare for all types of urological supplies. Learning objectives: 1. Identify the basic coverage criteria for urological supplies; 2. Identify the basic documentation that is required to be in the patient’s file prior to submitting a claim for urological supplies to Medicare; 3. Reduce CERT (Comprehensive Error Rate Testing) errors for urological supplies; 4. Demonstrate basic claim submission for urological supplies. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete the following courses before taking this course: “Basic Medicare Billing for DME” and “Advanced Beneficiary Notice (ABN).” Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BILL023 – Supply Billing: Ostomy Supplies**

Author: Sudi Freeland

This course will help you become familiar with the process of billing Medicare for all types of urological supplies. Learning objectives: 1. Explain the basic coverage criteria for ostomy supplies; 2. Identify the basic documentation that is required to be in the patient’s file prior to submitting a claim for ostomy

supplies to Medicare; 3. Reduce CERT (Comprehensive Error Rate Testing) errors for ostomy supplies; 4. Explain basic claim submission requirements for ostomy supplies. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete the following courses before taking this course: "Basic Medicare Billing for DME" and "Advanced Beneficiary Notice (ABN)." Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **Business Management**

### **BUS001 - Purchasing an Existing HME Business**

Author: Mark Higley

The course is designed to allow you to become more familiar with common considerations, criteria and review procedures associated with purchasing an HME business. Learning objectives: 1. Cite the many considerations and factors involved in the purchase and sale of an HME business; 2. Cite several advantages to buying an existing HME business versus starting a new operation; 3. Identify certain items within the business' financial statements, operating documents and practices that should be reviewed and analyzed prior to initiating a purchase offer. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BUS002 - HME Business Insurance 101**

Author: Mark Higley

This course will explain the types of home medical equipment (HME) business insurance you need, and certain coverages that you must maintain. Learning objectives: 1. Identify the types of business insurance applicable to an HME business; 2. Identify what general liability insurance does and does NOT cover; 3. Complete a checklist of property categories you should review for proper coverage; 4. State key requirements regarding Worker's Compensation; 5. Identify other optional types of business insurance. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BUS003 - Employment Law**

Author: Ann Clark

This course will provide an overview of federal employment law and the principles on which it is based. Learning objectives: 1. Identify the three key principles by which employment law is driven; 2. Identify the more significant laws that apply to your company, depending on its size; 3. Explain the regulation behind the posting of notices, including the Consolidated EEO Poster; 4. Explain how to contact the federal agencies that deal with small businesses. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.75 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BUS005a - Identity Theft - Part 1**

Authors: Lindsey Smedley and the FTC

This is the first of a 2-part series of courses about identify theft. This course defines identity theft and what you can do to minimize your risk of becoming a victim of the crime. Learning objectives: 1. Describe how prevalent identify theft is in the U.S.; 2. Explain how identity theft occurs; 3. Explain how you can minimize the risk of identity theft happening to you. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.75 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BUS005b - Identity Theft - Part 2**

Authors: Lindsey Smedley and the FTC

This is the second of a 2-part series of courses about identify theft. This course discusses what you can do if you become a victim of identity theft. Learning objectives: 1. Explain what to do if you become a

victim of identity theft; 2. Explain steps to take to resolve credit problems that result from identity theft; 3. Explain how the Identity Theft and Assumption Deterrence Act of 1998 is designed to deter identity theft. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete Identity Theft – Part 1 before beginning this course. Continuing education: 0.75 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BUS006 - The Lease vs Own Decision for HME Companies**

Author: Mark Higley

This course provides the DME business owner a method of comparing lease and purchase options in order to finance the business and/or expansion. Learning objectives: 1. Explain the difference between real estate value and business value when used to determine the basis of wealth; 2. Identify lease-versus-purchase analysis models that can be used to compare financing alternatives; 3. Demonstrate how to perform an Opportunity Cost Analysis; 4. Identify the factors that can be used to perform a Comparative Interest Rate Analysis. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BUS007 - Humility Will Get You Nowhere: A Modest Providers Guide to Self-Promotion**

Author: Carolyn Cole

In this course, Carolyn Cole -- veteran newspaper reporter, editor and columnist and current Vice President of Communications with the VGM Group -- provides the HME business owner with some common-sense principles to promoting his or her business. Learning objectives: 1. Define self-promotion; 2. Explain how to successfully approach an editor about a story idea; 3. Explain how to use various media to promote your business; 4. List 10 story ideas you can pitch to an editor right now; 5. List 10 features you should have on your website today; 6. Explain the importance of setting up and using a network to help you build your business. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.75 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BUS008 - Building Managed Care Business**

Author: Alison Cherney

This course takes a look at managed care and provides suggestions on how an HME company can implement managed care into its marketing strategy. The material used for this course is reprinted with permission from *HomeCare*® magazine. Copyright 2005 PRIMEDIA Business Magazines and Media. Learning objectives: 1. Explain the difference between payer-based and provider-based managed care organizations; 2. Explain the difference between a health maintenance organization (HMO) and a preferred provider organization (PPO); 3. Describe the process of using the “back door” to approach an HMO medical group or individual physician in order to influence a contract; 4. Explain the concept of “hunting licenses” when dealing with PPOs; 5. Explain how you can identify managed care organizations within your area; 6. Describe the five criteria for screening HMOs and PPOs; 7. List the nine key events that must take place in order to convert an HMO or PPO. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BUS009 - The Impact of Standards of Practice on Case Management**

Author: Mindy Owen, RN, CCRN, CCM

This course addresses case management Standards of Practice (SOP) and the impact the standards have on the delivery of case management. Learning objectives: 1. Define SOP and explain the difference between SOP and Standards of Care; 2. Explain how and why the SOP were revised in 2002; 3. Explain why Informed Consent is critical to the case management profession; 4. Identify the reasons why case management services can be terminated. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **BUS010 - Financial Management Basics for the HME Provider**

Author: Mike Mallaro

Understanding basic accounting and finance principles is critical to your success as a business owner or manager. This course will provide an introduction to many financial concepts that will assist you in operating your business. Learning objectives: 1. State three ways to increase profits in your HME business; 2. Describe how a budget will help you achieve your goals in regard to profit; 3. Define assets and liabilities. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **BUS011 - Business Planning - A Financial View**

Author: Mike Mallaro

Planning your business is central to its success over the long term. This course discusses the three steps common to any business planning process. Learning objectives: 1. Identify the three steps that are crucial to the business planning process; 2. Explain the specific areas of your business that should be considered when setting your goals; 3. Explain how you should develop a catalog of action steps to accomplish your goals; 4. Develop pro-forma financial statements based upon your goals and action steps. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **BUS012 - Management and Leadership Techniques**

Author: Louis Feuer

Everyone approaches the management task in a different way, and each manager may use a combination of management styles. This course will help you more effectively manage your business and understand the various management styles. Learning objectives: 1. Describe the role of management within an organization; 2. Identify five styles of management; 3. Explain how a manager can keep the lines of communication open; 4. Establish team and individual goals; 5. Effectively delegate work to team members; 6. Use established goals to monitor team performance and appraisal individual employee performance; 7. Explain how to reduce or eliminate resistance to change; 8. Identify and overcome common management mistakes and unacceptable business behavior. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **BUS013 - The Business of Credit**

Author: Various Sources

In an ideal business-to-business world, you would be able to demand full cash payment on delivery of your products and services. In the real world, however, you have or are going to have to extend credit to some of your business customers. This course discusses the business of credit, whereby you are in effect loaning business customers your own money. Learning objectives: 1. Request a credit report on a customer; 2. Check a customer's credit references; 3. Identify five steps you can take to prevent overdue accounts; 4. Identify three criteria by which you can select an appropriate collection agency. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **BUS014 - Credit Card Processing 101**

Author: Various Sources

This course provides you with important information about how the credit card system works, some things to watch out for, and your responsibilities as a merchant. Learning objectives: 1. Identify the major players in the credit card system and the role each plays; 2. Explain the reasons why people use credit cards; 3. Explain how the credit card process works; 4. Describe how the credit card system protects you, the merchant; 5. Explain the chargeback process, and identify five ways to avoid chargebacks; 6. Describe at least four features that an e-commerce Web host should be able to provide you in order to accept credit card payment over the Internet. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and

Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.2 CEUs for this program.

### **BUS015a - Avoiding Fraud and Forgery - Part 1**

Author: Various Sources

Small businesses nationwide, are increasingly falling victim to fraud and forgery from outside as well as inside the business. This is the first of a 3-part series of courses that provides information about how small businesses can fight back against fraud and forgery. This course focuses on negotiable instruments. Learning objectives: 1. Describe the security and design features incorporated into the recent series of U.S. paper currency; 2. Explain steps you should take if you receive a counterfeit note; 3. Explain how to authenticate a cashier's check; 4. Describe the security features incorporated into United States postal money orders; 5. Explain steps you should take to avoid falling victim to a counterfeit money order. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: This course is approved for 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BUS015b - Avoiding Fraud and Forgery - Part 2**

Author: Various Sources

Small businesses nationwide, are increasingly falling victim to fraud and forgery from outside as well as inside the business. This is the second of a 3-part series of courses that provides information about how small businesses can fight back against fraud and forgery. This course focuses on check forgery and credit card fraud. Learning objectives: 1. Describe at least two major check forgery schemes, and the steps you should take to avoid becoming a victim of check forgery; 2. Describe two common forms of credit card fraud, and the steps you can take to avoid credit card fraud. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: This course is approved for 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BUS015c - Avoiding Fraud and Forgery - Part 3**

Author: Various Sources

Small businesses nationwide, are increasingly falling victim to fraud and forgery from outside as well as inside the business. This is the third of a 3-part series of courses that provides information about how small businesses can fight back against fraud and forgery. This course focuses on embezzlement. Learning objective: You will be able to explain four common embezzlement schemes, and how you can prevent them. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: This course is approved for 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BUS016 - Reading and Interpreting Financial Statements**

Author: Eric Brodhal

Understanding financial statements will help you understand the worth of your business, and thus make better decisions using that information. This course provides basic information to help read and understand financial statements. Learning objectives: 1. Identify the three basic financial statements and its major components; 2. Explain how financial statements work; 3. Interpret information found on statements; 4. Define associated financial vocabulary. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **BUS017 - Fraud, Waste and Abuse**

Author: Wayne van Halem, AHFI, CFE

Health care fraud and abuse – particularly of Medicare, the pre-eminent health care entitlement program in the United States – has reached epidemic proportions. This course provides an overview of the problem: how fraud and abuse occurs, and how health care providers can report suspected violations and protect themselves of becoming victims. Learning objectives: 1. Explain key fraud regulations and the penalties for non-compliance; 2. Identify types of fraudulent and abusive practices employees can be

involved in; 3. Describe the components of an effective compliance plan; 4. Explain the role education and training play in compliance; 5. Describe how to implement an effective training program; 6. Explain how to report fraud and abuse. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## Clinical - Rehab

### **REHB003a - Seating & Mobility: Evaluation**

Author: Susan Johnson-Taylor

This is the first of a series of three courses designed to inform the home medical equipment provider about the seating and mobility process: evaluation of the client, recommendation of equipment and determination of funding sources, and selection the proper seating equipment for a particular client. You should complete this course before completing parts 2 and 3: "REHB003b - Seating & Mobility: Recommendation and Funding" and "REHB003c - Seating & Mobility: Choosing a Seat." Learning objectives: 1. Explain the supplier's role in the seating evaluation team; 2. Describe the steps in the evaluation process; 3. Explain the purposes of the information collected. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB003b - Seating & Mobility: Recommendation and Funding**

Author: Susan Johnson-Taylor

This is the second a 3-part series of courses designed to inform the home medical equipment provider about the seating and mobility process: evaluation of the client, recommendation of equipment and determination of funding sources, and selecting the proper seating equipment for a particular client. This second part of the series focuses on the recommendation and funding processes. You should complete Part 1 of this series ("REHB003a - Seating & Mobility: Evaluation") prior to taking this course, and you should complete this course before completing Part 3 ("REHB003c - Seating & Mobility: Choosing a Seat"). Learning objectives: 1. Describe how the therapist arrives at initial goals for equipment suggestions; 2. Explain the benefits of equipment simulation; 3. Explain how both anatomic measurements of the client and equipment measurements are taken; 4. Explain the basis of approval for the seating and mobility funding process. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB003c - Seating & Mobility: Choosing a Seat**

Author: Susan Johnson-Taylor

This is the third of a 3-part series of courses designed to inform the home medical equipment provider about the seating and mobility process: evaluation of the client, recommendation of equipment and determination of funding sources, and selecting the proper seating equipment for a particular client. This course focuses on the considerations in choosing a seat. You should complete parts 1 and 2 of this series ("REHB003a - Seating & Mobility: Evaluation" and "REHB003b - Seating & Mobility: Recommendation and Funding") prior to taking this course. Learning objectives: 1. Describe how seating components support a client's physical form; 2. Explain how to decipher which seating/positioning products will provide necessary support and accommodate each client's needs; 3. Explain how all seating and positioning systems must start with the appropriate positioning of each client's pelvis as the base of support. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB004 - Foam 101**

Author: Heather Cardwell, RKT

The material from which a cushion is constructed is a critical component of a seating surface that meets the control, accommodation and support needs of the customer. This course discusses specifically the properties of the types of foam used to construct wheelchair cushions. Learning objectives: 1. Explain how foam is rated; 2. Explain the difference between "open-cell" foam and "closed-cell" foam; 3. Identify the characteristics to consider when selecting the proper foam for a seating surface; 4. Identify the

considerations a clinician should make when selecting the appropriate seating surface for a customer. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB006 - Overview of Batteries in Power Mobility Equipment**

Author: Dennis Sharpe

This course covers topics related to components of power mobility equipment (power wheelchairs and scooters) that most people don't give much thought to until something goes wrong: batteries. Learning objectives: 1. Explain the importance of batteries in power mobility equipment; 2. Explain why batteries can be both hazardous and dangerous; 3. Explain the differences between GEL, AGM and wet batteries; 4. Identify the steps needed to ensure proper battery application and use; 5. Determine the appropriate batteries for each customer. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program; RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB008 - Understanding Rehab Medical Terminology in Relation to Rehab Technology**

Author: Jerry Keiderling

This course presents rehab medical terminology used most commonly in relation to subjects that involve the prescribing or selection of wheelchairs and other patient aid equipment. Learning objective: Define the medical terminology used by your team of rehab professionals. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program; RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB009 - Challenges for the Bariatric Resident**

Author: Patrick A. Meeker, M.S., P.T.

This course examines the epidemic of obesity in the United States and the challenges that face the bariatric client. Before completing this course, you should complete the courses "DMGT004 - Understanding Obesity" and "DMGT003 - Obesity Among Older Americans." Learning objectives: 1. Define bariatrics; 2. Explain the difference between "overweight" and "obesity;" 3. Explain the prevalence of obesity in the U.S. and its direct cost to the U.S. healthcare system; 4. Identify the major challenges that face the bariatric client; 5. Explain the importance of addressing skin and wound care issues for the bariatric client; 6. Explain why a global assessment approach can work best at addressing a bariatric client's needs. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1.0 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB011a - A Practical Approach to Electrical Nerve Stimulation**

Source: Rehabilicare

This is the first of a 3-part series of modules designed to assist you in developing a practical approach to using electrical nerve stimulation (ENS) as an important tool in patient care. This series of modules is provided by Rehabilicare. Learning objectives: 1. Discuss the principles of the effect of electrical stimulation waveforms on nerves; 2. Describe the association between waveforms and the different types of electrical stimulation equipment; 3. Select electrical stimulation systems based on waveform requirements; 4. Define device parameters; 5. Select electrodes for a specific application. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB012a - A Practical Approach to Transcutaneous Electrical Nerve Stimulation**

Source: Rehabilicare

This is the second of a 3-part series of modules designed to assist you in developing a practical approach to using electrotherapy as an important tool in patient care. This second module addresses transcutaneous electrical nerve stimulation (TENS). This series of modules is provided by Rehabilicare. Learning objectives: 1. Relate physiological, neurophysiological and electrophysiological changes specific to muscles and nerves that are achieved with modalities; 2. Use the appropriate devices and settings to clinically minimize pain; 3. Select problem solving parameters when using TENS; 4. Use modalities as

adjunctive tools to help patients achieve improved function in a shorter period of time. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.4 CEUs for this program. RESNA approves the 0.4 IACET CEUs for recertification.

### **REHB013a - A Practical Approach to Neuromuscular Electrical Stimulation**

Source: Rehabicare

This is the third of a 3-part series of modules designed to assist you in developing a practical approach to using electrotherapy as an important tool in patient care. This third module addresses neuromuscular electrical nerve stimulation (NMES). This series of modules is provided by Rehabicare. Learning objectives: 1. Relate physiological, neurophysiological and electrophysiological changes specific to muscles and nerves that are achieved with modalities; 2. Demonstrate clinical decision-making for strengthening, managing lack of mobility, normalizing tone and orthotic substitution; 3. Demonstrate problem-solving parameter selections for NMES through extensive “hands on” experience; 4. Scrutinize NMES research data; 5. Use modalities as adjunctive tools to help patients achieve improved function in shorter time periods; 6. Implement an NMES strategy for your current practice. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.4 CEUs for this program. RESNA approves the 0.4 IACET CEUs for recertification.

### **REHB014 - CIRA: Postoperative Pain Control**

Author: Patrick W. Cawley, D. SC., OPA, RT

A technique called continuous infusion regional analgesia (CIRA) has emerged in recent years as an alternative to both pharmacological and regional nerve block techniques for control of postoperative pain. This course will introduce you to CIRA, its administration and results of CIRA studies. Learning objectives: 1. Identify more traditional methods of postoperative pain control; 2. Explain how CIRA is effective in reducing postoperative pain control; 3. Identify the components of a CIRA system; 4. Identify the major advantages of CIRA as a method of controlling postoperative pain; 5. Explain the results of referenced studies on CIRA. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.1 Iowa Board of Nursing CEUs/1.0 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **REHB015 - Continuous Cold Therapy for Postoperative Pain**

Author: Patrick W. Cawley, D.Sc., OPA, RT

This course addresses the use of continuous cold therapy (CCT) to manage post-operative pain. Learning objectives: 1. Explain how cold therapy (or cryotherapy) is used as an adjunct for the management of pain following surgery; 2. Explain how CCT can be used to affect the temperature of joints and tissue; 3. Explain the effects of cold on nerve function and muscles; 4. Identify the parameters of inflammation that can be affected by CCT; 5. Explain the importance of identifying pain as a “qualitative” experience rather than a “quantitative” experience; 6. Explain how medication intake and days of hospital stay can influence the evaluation of pain intensity and quality of patient life; 7. Identify the major pain-reducing benefits of CCT. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.15 Iowa Board of Nursing CEUs/1.5 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **REHB016 - Implications of Immobility**

Author: Mindy Owen, RN, CCRN, CCM

This course reviews the effects of immobility on the human body. Learning objectives: 1. Identify the deleterious effects of immobility on all body systems; 2. Describe the benefits of Continuous Lateral Rotational Therapy (CLRT) across the care continuum; 3. Discuss recent clinical research on the effects of CLRT in the treatment of pulmonary disease; 4. Identify indicators for discontinuation of CLRT; 5. Discuss case management/nursing considerations across the care continuum for patients on CLRT; 6. Discuss cost benefit ratio of CLRT in certain disease states. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.15 Iowa Board of Nursing CEUs/1.5 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case

Manager Certification (CCMC); 1.0 Scientific (S) PCE by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB017 - Knee Bracing: Science or Psychology?**

Author: Patrick Cawley, D.Sc., OPA, RT, CRC

This course provides information that physical rehabilitation clinicians can use when deciding whether or not to use functional knee bracing during the treatment of significant knee joint injuries. Learning objectives: 1. Identify the “roots” of functional knee bracing; 2. Describe recent research into the affects of functional knee bracing; 3. Describe the benefits of functional knee bracing; 4. Identify the mechanical and material factors affecting knee brace function; 5. Identify the factors to be considered when selecting a particular knee brace. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.15 Iowa Board of Nursing CEUs/1.5 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Scientific (S) PCE by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB019 - Spinal Cord Injury**

Author: Mindy Owen, RN, CCRN, CCM

This course provides information about spinal cord injuries (SCI) and the role a case manager plays in the acute and rehabilitation of persons with SCI. Learning objectives: 1. Define spinal cord injury; 2. Explain how diagnosis translates to long-term acute care, rehab planning and cost efficiency; 3. Describe medical, psychological and environmental issues important to the SCI patient; 4. Describe the case manager’s role in identification and facilitation of prescription options; 5. Explain the case manager’s role in assessment, prescription and on-going rehab/care needs. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB020 - Traumatic Brain Injury**

Author: Mindy Owen, RN, CRRN, CCM

This course discusses issues, interventions and information pertinent to case managers who work with patients who have sustained a traumatic brain injury (TBI). Learning objectives: 1. Define TBI; 2. Describe the case manager’s role in TBI assessment, care and treatment; 3. Identify the variations of TBI, including Anoxia/Hypoxia Brain Injury (ABI), and how the variations affect rehabilitation and outcomes; 4. Describe some of the tools a case manager can use in assessment, treatment and planning for a TBI patient and family. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.2 Iowa Board of Nursing CEUs/2.0 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.2 CEUs for this program. RESNA approves the 0.2 IACET CEUs for recertification.

### **REHB022 - Selecting the Proper Cushion**

Author: Kathryn Fisher, OT, ATS

This course explains how you can best determine the proper cushion to meet your client’s needs. This course was developed from an article titled “Cushion Conundrums,” which appeared in the November 2005 issue of *DealerProvider* magazine. Learning objectives: 1. Identify the top five issues faced when selecting a wheelchair seat cushion; 2. Identify the factors to be considered when selecting the best seat cushion for a particular client. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program; RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB023a - Patient Lifting**

Authors: James A. Murphy, Gary Nowitz, Brian Wright, Dan Roberts

This course consists of a series of six articles designed to assist you in understanding contemporary patient lifting technology, and the ramifications upon patients being discharged and their caregivers. The course document was reprinted from *CareManagement* magazine, Vol. 9, No. 2, April/May 2005, and republished as a course by permission from Mason Medical Communications. If you are intending to take this course for Case Manager or Disability Management Specialist continuing education, please take the corresponding course called "Patient Lifting (CCMC & CDMSC Only)." Learning objectives: 1. List at least five principal ways in which a patient and/or a caregiver can benefit from improved patient handling; 2. Describe the advantages of electric patient lifts over hydraulic patient lifts; 3. Explain why it is as equally important to perform a proper assessment of a caregiver as it is to perform a proper assessment of a patient who requires a lift; 4. Explain at least five factors that may need to be taken into consideration during an assessment of a lift patient's home care environment; 5. Explain the approaches a case manager should take in assessing bariatric, elderly, spinal cord injury patients, or neuromuscular disease patients for patient lifts; 6. Describe at least three quality processes and potential tools that a case manager can use to achieve optimal results from a patient using a lift. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.4 CEUs for this program. RESNA approves the 0.4 IACET CEUs for recertification.

### **REHB023b - Patient Lifting (CCMC, CDMSC Only)**

Authors: James A. Murphy, Gary Nowitz, Brian Wright, Dan Roberts

This course consists of a series of six articles designed to assist you in understanding contemporary patient lifting technology, and the ramifications upon patients being discharged and their caregivers. The course document was reprinted from *CareManagement* magazine, Vol. 9, No. 2, April/May 2005, and republished as a course by permission from Mason Medical Communications. Learning objectives: 1. List at least five principal ways in which a patient and/or a caregiver can benefit from improved patient handling; 2. Describe the advantages of electric patient lifts over hydraulic patient lifts; 3. Explain why it is as equally important to perform a proper assessment of a caregiver as it is to perform a proper assessment of a patient who requires a lift; 4. Explain at least five factors that may need to be taken into consideration during an assessment of a lift patient's home care environment; 5. Explain the approaches a case manager should take in assessing bariatric, elderly, spinal cord injury patients, or neuromuscular disease patients for patient lifts; 6. Describe at least three quality processes and potential tools that a case manager can use to achieve optimal results from a patient using a lift. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 4.0 contact hours of continuing education credit by both the Commission for Case Manager Certification (CCMC) and the Certification of Disability Management Specialists Commission (CDMSC). The fee for obtaining continuing education credit for this course has been waived through an educational grant from Liko Inc. (if you are NOT a Case Manager or Disability Management Specialist, please take the corresponding course "REHB023a - Patient Lifting"); VGM Education is authorized by IACET to offer 0.4 CEUs for this program. RESNA approves the 0.4 IACET CEUs for recertification.

### **REHB024 - Seating: The Forgotten (Pressure Ulcer) Risk Factor**

Authors: Tricia Henley and W. Darren Hammond, MPT, CWS

This course reviews the impact of seating and positioning on pressure ulcer risk, and examines relevant interventions for prevention. You should complete the 3-course series called "Overview of Pressure Ulcer Etiology" (OWC006a, b and c) before starting this course. Learning objectives: 1. Identify client populations who are most at risk for skin breakdown; 2. Explain how the seated posture contributes to risk for skin breakdown; 3. Describe appropriate clinical interventions; 4. Identify and implement appropriate equipment parameters to minimize risk for skin breakdown. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB025 – Wheelchairs on the School Bus: Analyzing Legal Issues**

Author: Jeffrey S. Baird, Esq.

Afraid of potential liability, school districts are increasingly refusing to transport children with disabilities whose wheelchairs have defective parts, such as broken wheel locks and broken head rests. This course discusses federal requirements imposed on school districts and proactive steps districts, parents, and other stakeholders can take to reduce risk of injury to the child...and risk of liability to the school district.

The content of this course is based on an article appearing in *DIRECTIONS* Magazine, vol. 2011.5, and is reprinted with permission from the National Registry of Rehabilitation Technology Suppliers (NRRTS). Learning objectives: 1. Define a “child with a disability” according to the Individuals with Disabilities Education Act (IDEA); 2. Identify the federal requirements imposed on school districts regarding the transportation of children with disabilities; 3. Explain why an Individualized Education Program (IEP) is used; 4. Identify and explain the three general theories of liability as described in this course; 5. Cite at least four court decisions that have been laid down regarding wheelchairs and school buses; 6. Explain at least three ways a school district and transportation company can reduce their risk of liability when transporting a child with disabilities on a school bus. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## Clinical - Respiratory

### **RESP001 - OSA Diagnosis and Treatment**

Source: Respiroics

This course addresses the diagnosis and treatment of obstructive sleep apnea (OSA). The course is divided into three sections: identification of the disease, intervention techniques, and the impact of OSA on society. VGM Education is authorized by IACET to offer 0.2 CEUs for this program.

### **RESP002 - The Great Awakening: Obstructive Sleep Apnea**

Source: Respiroics

Obstructive sleep apnea (OSA) is a condition that affects millions of people on a daily basis. This course is designed to introduce you to OSA, its cause and one proven treatment method: continuous positive air pressure (CPAP). VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP003 - Aerosol Therapy**

Author: Linda Torr

This course provides information regarding the purpose, indications, contradictions and modalities of aerosol therapy. Learning objectives: 1. Identify the two primary applications of aerosol therapy; 2. Explain the purpose and indications of bland aerosol therapy; 3. Identify the indications of aerosol therapy to deliver respiratory medications; 4. Explain the different modalities to deliver aerosol therapy; 5. Explain the principle of operation of an aerosol-generating device; 6. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours of Continuing Respiratory Care Education (CRCE) credit by the American Association for Respiratory Care (AARC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP004 - Mask Fitting 101**

Source: Philips Respiroics

This course on mask fitting will help you find the best fit for your customer to achieve optimal comfort. Learning objectives: 1. Based on the facial contour of a customer, properly fit customer with a mask; 2. Point out the features and benefits of the mask to encourage user compliance; 3. Discuss fitting tips for optimal comfort and provide proper techniques for cleaning and caring for the mask. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP005 - Are You Getting Enough Sleep (Business)?**

Author: Harold Davis, RRT

This course is the first part of a 2-course series designed to assist the home medical equipment provider in evaluating the sleep-related segment of an HME business. This course serves as an introduction to sleep-related disorders, focusing on Obstructive Sleep Apnea (OSA). You should complete this course before completing the second part of this series, “RESP006 - Mastering and Expanding Your CPAP Market.” Learning objectives: 1. Define *apnea* and the three types of apnea; 2. Define Obstructive Sleep Apnea (OSA); 3. Explain the effects of untreated OSA; 4. Explain the method of diagnosing OSA in both a lab setting and in a home sleep study; 5. Identify therapies available today for the treatment of OSA; 6. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP006 - Mastering and Expanding Your CPAP Market**

Author: Harold Davis, RRT

This course is the second of a 2-course series designed to assist the home medical equipment provider in evaluating the sleep-related segment of an HME business. This course assumes that the provider has some level of existing sleep business, and offers suggestions on how the provider can evaluate and grow that business. You should complete the first part of this series, "RESP005 - Are You Getting Enough Sleep (Business)," before completing this course. Learning objectives: 1. Evaluate your current cost of service; 2. Explain how you can reduce your cost of service; 3. Evaluate the demand of your current market; 4. Evaluate what your competition is doing within your market; 5. Explain how you can expand your existing sleep business profitably. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP007 - Maximizing Your Respiratory Business**

Author: Harold Davis, RRT

This course presents information and suggestions to assist the HME provider of respiratory services in evaluating and expanding that segment of his or her business. Learning objectives: 1. Identify opportunities in today's respiratory market; 2. Explain exactly how profitable your business is today; 3. Structure your respiratory business for maximum profit. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP008 - Home Oxygen Therapy**

Author: Vince Jenness

More and more people are using oxygen therapy outside the hospital, permitting them to lead active, productive lives. This course explains what home oxygen therapy is, the types of home oxygen therapy available today, and how the therapy can benefit the patient. Learning objectives: 1. Define home oxygen therapy; 2. Explain the indications for home oxygen therapy; 3. Explain how the need for home oxygen therapy is determined; 4. List the benefits of home oxygen therapy; 5. Identify the three methods through which home oxygen therapy is delivered; 6. Identify the issues a physician must consider in order to prescribe the appropriate home oxygen therapy to a particular patient; 7. List the safety precautions a patient must take when using oxygen in the home. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.15 Iowa Board of Nursing CEUs/1.5 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 contact hour of Continuing Respiratory Care Education (CRCE) credit by the American Association for Respiratory Care (AARC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP009 - Asthma Management: Interventions and Strategies**

Authors: Dave Henry, RRT and Mindy Owen, RN, CRRN, CCM

This course will review the elements of asthma and the aspects of properly managing patients with the disease. Learning objectives: 1. Define asthma and articulate its long-term affects; 2. Identify and explain the methods used to diagnose asthma; 3. Identify and explain the methods used to treat asthma; 4. Describe the key components to include in the asthmatic's plan of care; 5. Explain the factors that may inhibit an effective plan of care; 6. Explain the economics of asthma care and treatment. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. [Continuing education: This course is approved for](#) 0.15 Iowa Board of Nursing CEUs/1.5 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); ~~and~~ 2.0 contact hours of Continuing Respiratory Care Education (CRCE) credit by the American Association for Respiratory Care (AARC); [VGM Education is authorized by IACET to offer 0.1 CEUs for this program.](#)

### **RESP010 - Intervention and Strategies for the COPD Population**

Authors: Dave Henry, RRT and Mindy Owen, RN, CRRN, CCM

This course will define chronic obstructive pulmonary disease (COPD) both as a primary disease state and as a co-morbid condition. Learning objectives: 1. Define COPD and describe the "picture" of the patient with this chronic condition; 2. Explain the necessity and variances in the short- and long-term interventions for this population; 3. Describe the clinical and financial benefits of consistent long-term therapy interventions. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.2 Iowa Board of Nursing CEUs/2.0 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335);

2.0 contact hours by the Commission for Case Manager Certification (CCMC); 2.0 contact hours of Continuing Respiratory Care Education (CRCE) credit by the American Association for Respiratory Care (AARC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP011 - Long-Term Management of Sleep-Disordered Breathing**

Authors: Dave Henry, RRT and Mindy Owen, RN, CRRN, CCM

This course will define sleep-disordered breathing and aspects of long-term management of the patient with this illness. Learning objectives: 1. Identify the primary disease states that may result in sleep disorders; 2. Explain the key components to effective care planning for patients with sleep disorders; 3. Describe the sleep apnea cycle and its effects on the body. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey.

Continuing education: 0.25 Iowa Board of Nursing CEUs/2.5 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 2.0 contact hours of Continuing Respiratory Care Education (CRCE) credit by the American Association for Respiratory Care (AARC); VGM Education is authorized by IACET to offer 0.2 CEUs for this program.

### **RESP012a - MDI: Aerosol Delivery**

Authors: Richard Dalby, PhD; Joseph L. Rau, Jr., PhD, RRT; Thomas J. Kallstrom, RCP, RRT

This course contains three separate presentations on inhalation aerosol therapy given at the 1998 AARC International Respiratory Congress Symposium. The course is provided courtesy of Philips Respironics' Asthma & Allergy Division. If you are intending to take this course for Case Manager continuing education, please take the corresponding course "RESP012b - MDI: Aerosol Delivery (CCMC Only)."

Learning objectives: 1. List at least two reasons a patient should use a metered dose inhaler (MDI) with a spacer; 2. Explain for which three diseases that bronchodilators are useful; 3. Define asthma and the prevalence of the disease throughout the United States; 4. Identify the three requirements for inhalation aerosol therapy to be effective; 5. Define impaction and diffusion; 6. Identify the factors that are critical to the success of inhalation aerosol therapy; 7. List the critical design features of spacers; 8. Explain the importance of flow rate through a spacer; 9. Identify the responsibilities of the National Asthma Education and Prevention Program (NAEPP); 10. Identify the steps that asthma patients can take to self-manage their disease. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.4 CEUs for this program.

### **RESP012b - MDI: Aerosol Delivery (CCMC Only)**

Authors: Richard Dalby, PhD; Joseph L. Rau, Jr., PhD, RRT; Thomas J. Kallstrom, RCP, RRT

This course contains three separate presentations on inhalation aerosol therapy given at the 1998 AARC International Respiratory Congress Symposium. The course is provided courtesy of Philips Respironics' Asthma & Allergy Division. If you are NOT a case manager, please take the corresponding course "RESP012a - MDI: Aerosol Delivery." Learning objectives: 1. List at least two reasons a patient should use a metered dose inhaler (MDI) with a spacer; 2. Explain for which three diseases that bronchodilators are useful; 3. Define asthma and the prevalence of the disease throughout the United States; 4. Identify the three requirements for inhalation aerosol therapy to be effective; 5. Define impaction and diffusion; 6. Identify the factors that are critical to the success of inhalation aerosol therapy; 7. List the critical design features of spacers; 8. Explain the importance of flow rate through a spacer; 9. Identify the responsibilities of the National Asthma Education and Prevention Program (NAEPP); 10. Identify the steps that asthma patients can take to self-manage their disease. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 4.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.4 CEUs for this program.

### **RESP013 - CPAP Humidification**

Authors: Robert McCoy, RRT, FAARC, and Robert Virag

This course identifies the benefits and limitations of CPAP humidification to help patients and to build trust with referral sources. This course was developed from an article titled "Dew Diligence is Recommended," which appeared in the February 2006 issue of *DealerProvider* magazine. Learning objectives: 1. Identify the two most important issues that should be addressed to maximize CPAP compliance; 2. Explain how a CPAP works; 3. Explain why CPAP systems are designed to continuously leak air; 4. Describe the effect of humidity when used with CPAP; 5. Explain how a humidifier works with a CPAP; 6. Define the term "rainout" and explain how it can be avoided. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1.0 contact hours by The CE Solutions Group, a Division of VGM

Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP015a – Airborne Allergens – Part 1**

Source: National Institute of Allergy and Infectious Diseases

This course is the first of a two-part series about airborne allergens. This first part summarizes what health experts know about the causes and symptoms of allergic reactions to airborne allergens, and how health care providers diagnose these reactions. You should complete this course before taking “RESP015b – Airborne Allergens – Part 2.” Learning objectives: 1. Explain what an allergy is, and why some people are allergic; 2. List the signs and symptoms of airborne allergies; 3. Identify at least four of the most common types of airborne allergens. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1.0 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP015b – Airborne Allergens – Part 2**

Author: National Institute of Allergy and Infectious Diseases

This course is the second of a two-part series about airborne allergens. This second part summarizes what health experts know about how people can prevent or reduce allergic reactions, how to treat these reactions, and what medical researchers are doing to help people who suffer from these allergies. You should complete “RESP015a – Airborne Allergens – Part 1” before taking this course. Learning objectives: 1. Explain steps that a person with allergies can take to gain relief from allergy symptoms; 2. Describe two methods by which allergies are diagnosed; 3. Explain five methods that can be used to treat allergy symptoms; 4. Explain what type of research is taking place to understand what happens to the human body during the allergic process. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1.0 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP019a – Improving Patient PAP Compliance (AARC and AAST)**

Source: Philips Respironics

This course explains how Motivational Enhancement Therapy (MET) improves compliance to positive airway pressure (PAP) treatment in patients with obstructive sleep apnea (OSA) using specific behavioral interventions and theories about behavior change. Learning objectives: 1. Explain how, as a home medical equipment provider, you can employ the Motivational Enhancement Therapy (MET) to help improve a patient’s adherence to positive airflow pressure (PAP) treatment; 2. Identify the predictors to PAP therapy adherence; 3. List the three specific constructs needed to make a change in behavior; 4. List the four key concepts of MET; 5. Identify the six guiding principles of MET, and explain their application to OSA patients; 6. Identify the specific MET questions and discussion points to use when an OSA patient is going home with his/her PAP device, and at follow-up within the first week to first month of use. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 hour of AAST (American Association of Sleep Technologists) and AARC (American Association for Respiratory Care) Category I credits (if you are NOT taking this course for either type of continuing education credit, please take the corresponding course “RESP019b - Improving Patient PAP Compliance”); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP019b – Improving Patient PAP Compliance**

Source: Philips Respironics

This course explains how Motivational Enhancement Therapy (MET) improves compliance to positive airway pressure (PAP) treatment in patients with obstructive sleep apnea (OSA) using specific behavioral interventions and theories about behavior change. Learning objectives: 1. Explain how, as a home medical equipment provider, you can employ the Motivational Enhancement Therapy (MET) to help improve a patient’s adherence to positive airflow pressure (PAP) treatment; 2. Identify the predictors to PAP therapy adherence; 3. List the three specific constructs needed to make a change in behavior; 4. List the four key concepts of MET; 5. Identify the six guiding principles of MET, and explain their application to OSA patients; 6. Identify the specific MET questions and discussion points to use when an OSA patient is going home with his/her PAP device, and at follow-up within the first week to first month of use. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to

offer 0.1 CEUs for this program. If you are intending to take this course for AAST (American Association of Sleep Technologists) or AARC (American Association for Respiratory Care) continuing education credit, please complete the corresponding course “RESP019a - Improving Patient PAP Compliance (AARC and AAST).”

### **RESP020a – Introduction to Diagnostic Equipment for the Sleep Technologist (AAST Only)**

Source: Philips Respironics

This course consists of three individual chapters that review the difference between various nasal pressure airflow systems, pulse transit time (PTT), and respiratory inductance plethysmography (RIP), as they relate to the diagnosis of sleep-disordered breathing. Learning objectives: 1. Explain how airflow tracings are recorded and evaluated during a sleep study to determine an apnea or hypopnea; 2. Describe pulse transmit time (PTT) in relation to sleep arousals and microarousals; 3. Explain the importance and applications of respiratory effort as a measured parameter; 4. Demonstrate how to set up, use, clean and score a respiratory inductance plethysmography (RIP) system. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 3.0 hours of AAST (American Association of Sleep Technologists) credit (if you are NOT taking this course for AAST continuing education credit, please take the corresponding course “RESP020b – Introduction to Diagnostic Equipment for the Sleep Technologist”); VGM Education is authorized by IACET to offer 0.3 CEUs for this program.

### **RESP020b – Introduction to Diagnostic Equipment for the Sleep Technologist (IACET Only)**

Source: Philips Respironics

This course consists of three individual chapters that review the difference between various nasal pressure airflow systems, pulse transit time (PTT), and respiratory inductance plethysmography (RIP), as they relate to the diagnosis of sleep-disordered breathing. Learning objectives: 1. Explain how airflow tracings are recorded and evaluated during a sleep study to determine an apnea or hypopnea; 2. Describe pulse transmit time (PTT) in relation to sleep arousals and microarousals; 3. Explain the importance and applications of respiratory effort as a measured parameter; 4. Demonstrate how to set up, use, clean and score a respiratory inductance plethysmography (RIP) system. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.3 CEUs for this program. If you are intending to take this course for AAST (American Association of Sleep Technologists) continuing education credit, please take the corresponding course “RESP020a - Introduction to Diagnostic Equipment for the Sleep Technologist (AAST Only).”

### **RESP021a - Improving Sleep Therapy Patient Comfort and Compliance (AARC and AAST)**

Source: Philips Respironics

This course provides a program that is intended to help patients continue their positive airway pressure (PAP) therapy when they are not able to tolerate, or do not perceive a response to, standard treatment. Learning objectives: 1. Explain the difference between CPAP and bi-level therapies; 2. Explain the benefit of bi-level therapy; 3. Identify the two types of bi-level therapies; 4. Explain the reasons to transition a patient from CPAP to bi-level therapy in both a home and lab setting; 5. Demonstrate the use of tools used to monitor patient PAP compliance; 6. Explain the four ways to establish a bi-level prescription. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 hour of AAST (American Association of Sleep Technologists) and AARC (American Association for Respiratory Care) Category I credits (if you are NOT taking this course for either type of continuing education credit, please take the corresponding course “RESP021b – Improving Sleep Therapy Patient Comfort and Compliance”); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP021b – Improving Sleep Therapy Patient Comfort and Compliance (IACET)**

Source: Philips Respironics

This course provides a program that is intended to help patients continue their positive airway pressure (PAP) therapy when they are not able to tolerate, or do not perceive a response to, standard treatment. Learning objectives: 1. Explain the difference between CPAP and bi-level therapies; 2. Explain the benefit of bi-level therapy; 3. Identify the two types of bi-level therapies; 4. Explain the reasons to transition a patient from CPAP to bi-level therapy in both a home and lab setting; 5. Demonstrate the use of tools used to monitor patient PAP compliance; 6. Explain the four ways to establish a bi-level prescription. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. If you are intending to take this course for AAST (American Association of Sleep Technologists) or AARC (American Association for Respiratory Care) continuing education

credit, please complete the corresponding course “RESP021a - Improving Sleep Therapy Patient Comfort and Compliance (AARC and AAST).”

### **RESP022a - OSA Links to CVD and Diabetes – Part 1**

Authors: Sharon Baer, MBA, RRT and Cheryl Needham, BA, RRT

This is the first of a two-part series of courses about the relationship between Obstructive Sleep Apnea (OSA) and both cardiovascular disease (CVD) and diabetes. This first part provides an overview of OSA, and reviews results of studies linking OSA to heart disease and diabetes. Learning objectives: 1. Define the most common form of sleep disordered breathing: Obstructive Sleep Apnea (OSA); 2. Review current trends in co-morbid conditions: cardiovascular disease (CVD), including hypertension, arrhythmias and heart failure; and type 2 diabetes; 3. Explain the physiologic association between OSA and CVD, and OSA and type 2 diabetes; 4. Describe the benefits of positive airway pressure (PAP) therapy in treating OSA; 5. Educate and help develop strategies to improve medical management of patients with co-morbid conditions who also suffer from OSA. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC), 2.0 contact hours of Continuing Respiratory Care Education (CRCE) credit by the American Association for Respiratory Care (AARC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **RESP022b - OSA Links to CVD and Diabetes – Part 2**

Authors: Sharon Baer, MBA, RRT; and Cheryl Needham, BA, RRT

This is the second of a two-part series of courses about the relationship between Obstructive Sleep Apnea (OSA) and both cardiovascular disease (CVD) and diabetes. This second part focuses on the treatment of sleep disordered breathing, and explains how care professionals can improve OSA screening and therapy in their practice. Learning objectives: 1. Define the most common form of sleep disordered breathing: Obstructive Sleep Apnea (OSA); 2. Review current trends in co-morbid conditions: cardiovascular disease (CVD), including hypertension, arrhythmias and heart failure; and type 2 diabetes; 3. Explain the physiologic association between OSA and CVD, and OSA and type 2 diabetes; 4. Describe the benefits of positive airway pressure (PAP) therapy in treating OSA; 5. Educate and help develop strategies to improve medical management of patients with co-morbid conditions who also suffer from OSA. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.15 Iowa Board of Nursing CEUs/1.5 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 2.0 contact hours of Continuing Respiratory Care Education (CRCE) credit by the American Association for Respiratory Care (AARC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **Computer Skills**

### **COMP001a - Learning Microsoft Excel – Part 1**

Author: Jackie Woodman

This is the first of a 3-part series of courses that takes a beginner’s approach to learning the basic functions of Microsoft Excel. In this first part, you will learn about spreadsheets, take a virtual “tour” of Excel, and be introduced to basic spreadsheet terms and definitions. Learning objectives: 1. Explain the difference between a spreadsheet and a data base; 2. List the various components of Excel application window, and explain the functions of each component; 3. List the basic units of an Excel spreadsheet, and explain the functions of each. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **COMP001b – Learning Microsoft Excel – Part 2**

Author: Jackie Woodman

This is the second of a 3-part series of courses that takes a beginner’s approach to learning the basic functions of Microsoft Excel. In this second part, you will learn how to create an Excel spreadsheet. Learning objectives: 1. Demonstrate how to move around in a spreadsheet; 2. Create a spreadsheet; 3. Enter formulas into a spreadsheet; 4. Change the width of columns in a spreadsheet; 5. Perform formatting changes to a spreadsheet. To successfully complete this course, you must attain a minimum

score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **COMP001c – Learning Microsoft Excel – Part 3**

Author: Jackie Woodman

This is the third of a 3-part series of courses that takes a beginner's approach to learning the basic functions of Microsoft Excel. In this final part, you'll continue building the spreadsheet you started in Part 2 of this series. Learning objectives: 1. Demonstrate at least three cell formatting procedures; 2. Explain how the AutoFormat function works; 3. Demonstrate how to use Excel's printing functions; 4.

Demonstrate how to use at least five Excel functions to enhance your spreadsheets. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **COMP002 - Navigating the Internet**

Author: Jackie Woodman

This course is designed to introduce the beginning computer user to the distinctive intricacies of the Internet. Learning objectives: 1. Define terminology and phrases related to the Internet; 2. State the difference between a search directory and a search engine; 3. Search for specific information using Boolean search strings to narrow the number of search results returned after a query; 4. Configure Internet Explorer to your own personal preferences; 5. Configure Firefox to your own personal preferences; 6. State how computer viruses can affect your experience on the Internet and how to prevent your computer from becoming infected; 7. State the basic principles of "Netiquette" when writing email. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.2 CEUs for this program.

### **COMP003 - Electronic Communications**

Authors: Ann Clark and Jackie Woodman

Electronic technology in the form of email and the Internet has transformed the workplace in more ways than anyone could have imagined 20 years ago. These technological advances, while beneficial, pose special problems for employers. Learning objectives: 1. Explain the advantages of email and the Internet as forms of communication in the workplace; 2. Develop policies regarding the acceptable use of email and Internet at your organization; 3. Explain the "Three E's," the primary ways that organizations can reduce electronic risk; 4. Explain potential effects of forwarding email; 5. Define "spam" and "credibility by association;" 6. Explain the three parts of hoax and chain letter emails; 7. Explain the two exceptions to prohibitions set forth by the Electronic Communications Privacy Act of 1986. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **COMP004 - E-Mail and Voice Mail Etiquette**

Authors: Sara Bauer and Louis Feuer

This course focuses on the appropriate use of two of the most powerful communication tools at our disposal today: email and voice mail. Learning objectives: 1. Explain how clarity, conciseness, format and message length can make your emails more effective; 2. Explain ways that you can personalize your emails; 3. Explain how using the active voice can make your emails more effective; 4. Explain how proofreading and using spell checker can improve your emails; 5. Identify the "hazards" to watch out when creating and sending emails; 6. Explain how the tone of your voice can dramatically affect the results of voice mail; 7. Explain why the first few seconds of a voice message often determines whether or not the message will be acted upon; 8. Identify the 10 most important things to remember when leaving a voice message. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## Customer Service

### **CUST001 - Customer Service Strategies**

Author: Louis Feuer

In this course you will discover the needed techniques to provide excellent customer service and how to monitor your service. Learning objectives: 1. Define customer service; 2. Explain whose responsibility it is within your company to provide customer service; 3. Identify barriers to quality service; 4. Identify ways to monitor the customer service your company provides; 5. Explain how to determine what the customer wants and how to make the customer feel important; 6. Explain how your company can learn from your customers. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **CUST002 - Retaining the Customers You Already Have**

Author: Merideth McDonald

This course defines customer service, who the customer is, how to deal with customers effectively, and proper telephone techniques. Learning objectives: 1. Define what customer service is and identify characteristics of quality customer service; 2. Define what a customer is and state the proper techniques needed on your part to deal effectively with your customers; 3. Demonstrate proper techniques when working with customers over the telephone; 4. State which behaviors on your part can contribute to antagonizing a customer and how to avoid those behaviors. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **CUST003 - Valuing People with Disabilities as Customers**

Author: Ann Clark

This course will provide valuable information and insight to those who have had little or no previous experience dealing with people with disabilities. Learning objectives: 1. Describe the challenges that persons with disabilities face every day; 2. Relate to people with disabilities with effective and respectful methods; 3. Describe how assistive technology can go beyond minimum requirements in order to improve a person's quality of life. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.2 CEUs for this program.

### **CUST005 - First Impressions: You Only Get One Shot**

Author: Louis Feuer

You never get a second chance to make a first impression, whether it's in person, over the phone or via email. This course provides you the tools for handling those first impression opportunities. Learning objectives: 1. List the attributes of both a positive and negative first impression; 2. Identify where first impressions can take place; 3. Explain how you can make a positive first impression via email; 4. Explain the importance of a dress code and how appearance can affect first impressions; 5. Describe how answering the telephone can affect first impressions. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## Disease Management

### **DMGT001 - Disease Management Programs: Improving Health While Reducing Costs?**

Author: Lee Thompson

Disease management is one approach that aims to provide better care while reducing the costs of caring for the chronically ill. This course was provided by the Center on an Aging Society. Learning objectives: 1. Explain why disease management programs have been developed and implemented; 2. Identify the six components of disease management; 3. Identify the disease states for which most disease management programs have been implemented in the United States; 4. Site examples of disease management programs that have reduced health care costs; 5. Site examples of disease management programs that have improved patient quality of life; 6. Identify the challenges that are common among all disease management programs. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT002 - Health Risks of Being Overweight**

Source: Weight-Control Information Network

This course examines the health risks of being overweight, such as Type 2 diabetes, heart disease and stroke, cancer, sleep apnea, osteoarthritis, gallbladder disease, and fatty liver disease. Learning objectives: 1. Identify the health risks associated with overweight; 2. Explain how each disease is linked to overweight; 3. Explain how losing weight can reduce or eliminate the health risks associated with overweight. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT003 - Obesity Among Older Americans**

Source: Center on an Aging Society

This course examines the health risks of being overweight, such as Type 2 diabetes, heart disease and stroke, cancer, sleep apnea, osteoarthritis, gallbladder disease, and fatty liver disease. Learning objectives: 1. Define obesity; 2. Identify those groups of adults who are more likely to become obese; 3. Explain why disability rates are higher among obese adults than non-obese adults; 4. Explain why symptoms of depression can accompany obesity; 5. Explain how obesity can affect a person's lifestyle; 6. Compare the rates of chronic conditions between obese adults and non-obese adults. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT004 - Understanding Obesity**

Author: Various Sources

One-third of American adults are obese, putting them at increased health risk for chronic diseases such as heart disease, Type 2 diabetes, high blood pressure, stroke and some forms of cancer. This course provides basic information about obesity. Learning objectives: 1. Define obesity; 2. Identify the causes of obesity; 3. Explain how obesity is measured; 4. Explain how to use the Body Mass Index; 5. Identify the consequences or health risks of obesity; 6. Explain how obesity can be treated. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT005 - Overview of the Immune System**

Author: National Institute of Allergy and Infectious Diseases (NIAID)

This course explains how the human immune system works, how vaccinations work to ward off existing and emerging infectious diseases, and some of the great strides that are being made to detect, treat and prevent disorders of the immune system. Learning objectives: 1. Explain how the immune system functions to ward off infection; 2. Explain the role of B cells, T cells and antibodies within the immune system; 3. Define emerging infectious diseases; 4. Identify at least three new ways that vaccines can be administered to fight infection; 5. Define immune deficiency diseases and autoimmune diseases. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete this course before completing the following courses: "Hepatitis C: Issues, Economics and Care Strategies," "Overview of Hepatitis B," and "Overview of HIV/AIDS." Continuing education: 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC), 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT006 - Guillain-Barré Syndrome**

Source: National Institute of Neurological Disorders and Stroke

Guillain-Barré syndrome is a disorder in which the body's immune system attacks part of the peripheral nervous system. In other words, the body damages its own nerve cells outside of the brain and spinal cord. This course provides an overview of the disorder, including descriptions of symptoms, causes and treatment options. Learning objectives: 1. Define Guillain-Barré syndrome; 2. Describe the common signs and symptoms of the disorder; 3. Explain the causes of GBS; 4. Describe treatment options available. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete the course "Overview of the Immune System" before taking this course. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC), 0.5 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC), 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT007 - Overview of Osteoporosis**

Source: International Osteoporosis Foundation

Osteoporosis is a disease in which the density of bone is reduced, increasing the risk of fracture. Around the world, it affects one in three women and one in five men over the age of 50. This course examines this serious world-wide health problem. Learning objectives: 1. Define osteoporosis and its prevalence throughout the world; 2. Explain how osteoporosis is detected and diagnosed; 3. Explain what can be done to prevent the onset of the disease; 4. Explain how osteoporosis can be treated. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC), 0.75 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT008a - Medical Terminology - Part 1**

Author: William J. Dyche, Ph.D

This is the first of a 3-part series of modules, which make up a short course in medical terminology. This course is based on the "Short Course in Medical Terminology" written by Dr. William J. Dyche, Professor of Anatomy, Des Moines University – Osteopathic Medical Center. Because these modules build on one another, it is highly recommended that you complete this series in order: Part 1, then Part 2, then Part 3. Learning objectives: 1. Identify the two major categories of medical terms; 2. Identify the three basic parts of medical terms; 3. Explain the meanings of many of the terms of the circulatory, nervous, digestive, respiratory, urinary, reproductive and musculoskeletal systems; 4. Explain the meanings of many cancer-related terms; 5. Identify the major categories of drugs and what they are used for. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.15 Iowa Board of Nursing CEUs/1.5 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Scientific (S) PCEs by the American Board for

Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT008b - Medical Terminology - Part 2**

Author: William J. Dyche, Ph.D

This is the second of a 3-part series of modules, which make up a short course in medical terminology. This course is based on the "Short Course in Medical Terminology" written by Dr. William J. Dyche, Professor of Anatomy, Des Moines University – Osteopathic Medical Center. Because these modules build on one another, it is highly recommended that you complete this series in order: Part 1, then Part 2, then Part 3. Learning objectives: 1. Identify the two major categories of medical terms; 2. Identify the three basic parts of medical terms; 3. Explain the meanings of many of the terms of the circulatory, nervous, digestive, respiratory, urinary, reproductive and musculoskeletal systems; 4. Explain the meanings of many cancer-related terms; 5. Identify the major categories of drugs and what they are used for. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.15 Iowa Board of Nursing CEUs/1.5 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT008c - Medical Terminology - Part 3**

Author: William J. Dyche, Ph.D

This is the third and final part of a 3-part series of modules, which make up a short course in medical terminology. This course is based on the "Short Course in Medical Terminology" written by Dr. William J. Dyche, Professor of Anatomy, Des Moines University – Osteopathic Medical Center. Because these modules build on one another, it is highly recommended that you complete this series in order: Part 1, then Part 2, then Part 3. Learning objectives: 1. Identify the two major categories of medical terms; 2. Identify the three basic parts of medical terms; 3. Explain the meanings of many of the terms of the circulatory, nervous, digestive, respiratory, urinary, reproductive and musculoskeletal systems; 4. Explain the meanings of many cancer-related terms; 5. Identify the major categories of drugs and what they are used for. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.15 Iowa Board of Nursing CEUs/1.5 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT009 - Overview of Duchenne Muscular Dystrophy**

Source: The Muscular Dystrophy Association

"Muscular dystrophy" is a broad term used to label gene-related (hereditary) muscle-destroying disorders that affect muscles throughout the body. There are more than 20 specific genetic disorders considered to be muscular dystrophy. This course examines Duchenne Muscular Dystrophy, the most common of the muscular dystrophies. Learning objectives: 1. Define muscular dystrophy and Duchenne Muscular Dystrophy; 2. Identify the symptoms of DMD; 3. Define "dystrophin" and explain its role in causing DMD; 4. Explain the progression of DMD; 5. Explain how DMD is diagnosed; 6. Explain how DMD is treated. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT010 - Overview of Diabetes**

Source: National Diabetes Information Clearinghouse

Each year, more than 650,000 Americans are diagnosed with diabetes. This course provides an overview of the disease, providing definitions of diabetes and pre-diabetes, prevention tips and statistics related to one of the most under-diagnosed and deadly of diseases. Learning objectives: 1. Define the types of diabetes; 2. Explain methods to treat the types of diabetes; 3. Define pre-diabetes; 4. Explain steps to

take to prevent or delay the onset of diabetes; 5. Describe the possible complications of diabetes and explain steps to take to prevent those complications; 6. Describe the prevalence of diabetes within the United States. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT011 - Am I at Risk for Type 2 Diabetes?**

Source: National Diabetes Information Clearinghouse

Diabetes is a disease in which blood glucose levels are above normal. This course examines the signs and symptoms of Type 2 diabetes, and explains what a person can do to prevent or delay the development of the disease. Before taking this course, you should complete the course "Overview of Diabetes." Learning objectives: 1. Define Type 2 diabetes and other types of diabetes; 2. Define pre-diabetes; 3. Identify the signs and symptoms of Type 2 diabetes; 4. Identify the factors that increase the risk of Type 2 diabetes; 5. Explain how Type 2 diabetes can be prevented. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT012 - Eating and Diabetes**

Source: National Diabetes Information Clearinghouse

Keeping blood glucose at a healthy level will prevent or slow down diabetes problems. This course describes what people can do to keep their blood glucose at a healthy level. Before taking this course, you should complete the course "Overview of Diabetes." Learning objectives: 1. Explain how food affects blood glucose; 2. Explain how what and when a person eats affect their diabetes; 3. Describe the signs of hypoglycemia; 4. Explain how, by eating the recommended servings of the groups that make up the Food Pyramid, a person can reduce his or her risk of diabetes; 5. Explain how to measure food servings. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT013a - Caregivers of Older Persons - Part 1**

Source: Center on an Aging Society

This course is the first in a series of courses about informal caregivers of older persons. This course provides an overview of informal caregivers today compared to caregivers a decade ago. Learning objectives: 1. Identify who the informal caregiver(s) are for a customer; 2. Explain the difference between activities of daily living and instrumental activities of daily living; 3. Explain why men have taken more of an active role in informal caregiving; 4. Compare the prevalence of informal caregiving to formal caregiving. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT013b - Caregivers of Older Persons - Part 2**

Source: Center on an Aging Society

This course is the second in a series of courses about informal caregivers of older persons. This course provides an overview of adult children who are primary caregivers to an older parent who needs assistance performing one or more basic everyday activities. Learning objectives: 1. Describe the relationship between the population of those 65 and older and the number of potential caregivers over the next two decades; 2. Describe the average annual amount of physical and financial assistance that adult children caregivers provide to their parents; 3. Describe the demographic makeup of a typical adult child caregiver; 4. Describe the prevalence of other activities such as work that adult children caregivers engage in other than providing care to older persons. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT013c - Caregivers of Older Persons - Part 3**

Source: Center on an Aging Society

This course is the third in a series of courses about informal caregivers of older persons. This course provides an overview of the physical, emotional, financial and social experiences of primary family caregivers. Learning objectives: 1. Identify who most of the primary family caregivers are in the United States; 2. Explain how providing long-term care can affect a caregiver's daily life; 3. Explain how providing long-term care can affect a caregiver physically, emotionally and financially; 4. Explain the methods many long-term caregivers use to cope with their caregiving responsibilities. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT013d - Caregivers of Older Persons - Part 4**

Source: Center on an Aging Society

This course is the fourth in a series of courses about informal caregivers of older persons. This course examines primary family caregivers age 25 to 64 who are working and those who are not working. Learning objectives: 1. Compare the characteristics of primary caregivers who are working to those who are not working; 2. Explain how caregiving may affect a caregiver's work productivity; 3. Explain how providing care can affect a caregiver financially; 4. Identify which group of caregivers – working or non-working – use some type of home modification. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT014 - Overview of Parkinson's Disease**

Source: National Institute of Neurological Disorders and Stroke

Parkinson's disease is a progressive disorder of the central nervous system that affects more than 1.5 million men and women in the United States. This course provides an overview of the disease, including descriptions of symptoms, causes and treatment options. Learning objectives: 1. Define Parkinson's disease; 2. Describe common and secondary symptoms of the disease; 3. Describe potential causes of Parkinson's; 4. Describe treatment options available. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.5 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT015 - Overview of Multiple Sclerosis**

Source: National Institute of Neurological Disorders and Stroke

Multiple sclerosis is one of the most common diseases of the central nervous system. This course provides an overview of the disease, including descriptions of symptoms, causes and treatment options. Learning objectives: 1. Define multiple sclerosis; 2. Describe common and secondary symptoms of the disease; 3. Describe potential causes of MS; 4. Describe treatment options available. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.5 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT016 - Overview of Cystic Fibrosis**

Author: Various Sources

Cystic fibrosis is a complex, inherited disease that affects tissues that produce mucus secretions. This course provides an overview of the disease, including descriptions of symptoms, causes and treatment options. Learning objectives: 1. Define cystic fibrosis; 2. Describe common symptoms and complications of the disease; 3. Explain the cause of cystic fibrosis; 4. Describe treatment options available. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Scientific (S) PCEs by the American

Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT017 - Hepatitis C: Issues, Economics and Care Strategies**

Author: Mindy Owen, RN, CRRN, CCM

This course will present an overview of hepatitis C (HCV) economics, testing and treatment interventions. Learning objectives: 1. Describe the economics and patient statistics relevant to hepatitis C; 2. Explain the historical perspective and epidemiology of hepatitis C; 3. List the risk factors and diagnostics used to distinguish hepatitis C; 4. Describe clinical features and treatment options for patients who have been diagnosed with hepatitis C. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.15 Iowa Board of Nursing CEUs/1.5 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT018 - Overview of Tuberculosis**

Author: Centers for Disease Control and Prevention (CDC)

Nearly one-third of the world's population is infected with Tuberculosis (TB), and it kills almost 3 million people per year. However, in the United States, through a broad range of Federal and community initiatives, national TB rates have declined steadily over the past decade. This course provides an overview of the disease, distinguishing between active and latent TB, and explaining how a person is tested for TB. Learning objectives: 1. Define Tuberculosis; 2. Identify the symptoms of TB; 3. Explain how TB is spread; 4. Explain the differences between active TB disease and latent TB infection; 5. Explain how a person is tested for TB; 6. Explain the treatment options for TB. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT019 - Childhood Obesity: A Lifelong Threat to Health**

Source: Center on an Aging Society

Almost 14 million children – 24 percent of the U.S. population ages 2 to 17 – are obese. This course examines the group of children ages 2 to 17 with Body Mass Index (BMI) values at or above the 95th percentile (referred to as obese), and those with BMI values between the 85th and 95th percentiles (referred to as at risk for obesity). Learning objectives: 1. Define childhood obesity; 2. Identify at least two factors that have contributed to the increase in childhood obesity; 3. Compare the rise in obesity among black, Hispanic and white children; 4. Describe health risks for obese children; 5. Compare the reliance that obese children have on Medicaid to private insurance for their health care coverage; 6. Describe the health risks that obese children face as they age into adults. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT020a - Safe Nursing Practices - Part 1**

Authors: Peggi Guenter, M.T. Verklan, S. Premiji

This course contains two articles: one addressing safe nursing practices for enteral feeding of the acutely ill patient, and the other addressing safety issues for enteral feeding of babies. Learning objectives: 1. Identify major complications of enteral nutrition in acutely ill patients; 2. Explain three safe practice protocols to prevent enteral nutrition-related problems; 3. Understand how gastric emptying and intestinal motility respond to bolus/continuous feeds at increasing gestational ages; 4. Verbalize the procedure for OG/NG feeding tube placement. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT021a - Safe Nursing Practices - Part 2**

Authors: Peggi Guenter, PhD, RN, CNSN and Catherine T. Milne, APRN, MSN, BC, CWOCN

This course contains two articles: one addressing safe nursing practices for enteral nutrition and hydration in long-term care, and the other addressing safe nursing practices in long-term wound care.

Learning objectives: 1. Identify long-term care residents at risk for hydration and poor nutrition; 2. Calculate daily fluid requirements for the long-term care resident; 3. Explain three safe practice procedures to prevent enteral nutrition-related complications; 4. Identify the initiatives adopted by the Center for Medicare and Medicaid Services (CMS) to reduce pressure ulcers in long-term care facilities; 5. Discuss the role of hydration in the prevention of altered skin integrity; 6. Compare and contrast support and seating surfaces in prevention and treatment of wounds; 7. Describe the components of a comprehensive wound assessment; 8. List common adjunctive therapies to treat wounds. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. If you are intending to take this course in order to obtain nursing CEUs from the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC), please take the corresponding course "Safe Nursing Practices – Part 2 (ANCC Only)."

### **DMGT021b - Safe Nursing Practices - Part 2 (ANCC Only)**

Authors: Peggi Guenter, PhD, RN, CNSN and Catherine T. Milne, APRN, MSN, BC, CWOCN

This course contains two articles: one addressing safe nursing practices for enteral nutrition and hydration in long-term care, and the other addressing safe nursing practices in long-term wound care.

Learning objectives: 1. Identify long-term care residents at risk for hydration and poor nutrition; 2. Calculate daily fluid requirements for the long-term care resident; 3. Explain three safe practice procedures to prevent enteral nutrition-related complications; 4. Identify the initiatives adopted by the Center for Medicare and Medicaid Services (CMS) to reduce pressure ulcers in long-term care facilities; 5. Discuss the role of hydration in the prevention of altered skin integrity; 6. Compare and contrast support and seating surfaces in prevention and treatment of wounds; 7. Describe the components of a comprehensive wound assessment; 8. List common adjunctive therapies to treat wounds. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.5 contact hours of continuing education by the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC). The fee for obtaining CEUs for this course has been waived through an educational grant from Covidien. If you are NOT a nurse, please take the corresponding course "Safe Nursing Practices – Part 2." VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT022a - Safe Nursing Practices - Part 3**

Authors: Carol McGinnis, RN, MS, CNSN; Carol Wolin-Riklin, MA, RD, LD, CNSD and Jan Foster, RN, PhD, MSN, CCRN

This course contains two articles: one addressing how nursing practices can help prevent aspiration pneumonia due to enteral tube feeding, and the other addresses early enteral nutrition following cardiovascular (CV) surgery. Learning objectives: 1. Discuss at least three factors associated with aspiration pneumonia and enteral tube feeding; 2. Evaluate patient risks for aspiration pneumonia; 3. Incorporate actions into the plan of care that will help reduce the prevalence of aspiration pneumonia; 4. Discuss the benefits to early enteral nutrition support in the postoperative CV patient; 5. Describe the gastric risk factors that place cardiovascular surgical patients at an increased risk for gastric feeding intolerance; 6. Describe the enteral feeding protocol for a postoperative CV patient. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. If you are intending to take this course in order to obtain nursing CEUs from the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC), please take the corresponding course "Safe Nursing Practices – Part 3 (ANCC Only)."

### **DMGT022b - Safe Nursing Practices - Part 3 (ANCC Only)**

Authors: Carol McGinnis, RN, MS, CNSN; Carol Wolin-Riklin, MA, RD, LD, CNSD and Jan Foster, RN, PhD, MSN, CCRN

This course contains two articles: one addressing how nursing practices can help prevent aspiration pneumonia due to enteral tube feeding, and the other addresses early enteral nutrition following cardiovascular (CV) surgery. Learning objectives: 1. Discuss at least three factors associated with aspiration pneumonia and enteral tube feeding; 2. Evaluate patient risks for aspiration pneumonia; 3.

Incorporate actions into the plan of care that will help reduce the prevalence of aspiration pneumonia; 4. Discuss the benefits to early enteral nutrition support in the postoperative CV patient; 5. Describe the gastric risk factors that place cardiovascular surgical patients at an increased risk for gastric feeding intolerance; 6. Describe the enteral feeding protocol for a postoperative CV patient. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.5 contact hours of continuing education by the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC). The fee for obtaining CEUs for this course has been waived through an educational grant from Covidien. If you are NOT a nurse, please take the corresponding course "Safe Nursing Practices – Part 3." VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT023 - Overview of Hepatitis B**

Author: Various Sources

Health care worker run the risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV) and human immunodeficiency virus (HIV), the virus that causes AIDS. This course provides an overview of hepatitis B, how it is spread, its symptoms and diagnoses, and its vaccination. Learning objectives: 1. Define bloodborne pathogens; 2. Define hepatitis; 3. Explain the damage hepatitis B can do to the human liver; 4. Explain how hepatitis B virus (HBV) infection can occur; 5. Describe the symptoms of acute and chronic hepatitis B; 6. Explain how HBV is diagnosed; 7. Describe how HBV can be prevented and treated. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete the course "Overview of the Immune System" before taking this course. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT024 - Overview of HIV/AIDS**

Author: Various Sources

Health care worker run the risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV) and human immunodeficiency virus (HIV), the virus that causes AIDS. This course provides an overview of HIV, how it is spread, its symptoms and diagnoses, and its vaccination. Learning objectives: 1. Define human immunodeficiency virus (HIV); 2. Define AIDS; 3. Explain how HIV is transmitted and how the virus harms the body; 4. Explain how HIV progresses to AIDS; 5. List the possible symptoms during primary or acute HIV infection; 6. Identify the two types of tests commonly used to detect HIV infection; 7. Explain at least two ways that HIV/AIDS can be prevented; 8. Describe the most common treatment for HIV; 9. Explain why it is recommended that HIV-infected persons be screened for hepatitis C virus (HCV). To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. You should complete the course "Overview of the Immune System" before taking this course. Continuing education: 0.15 Iowa Board of Nursing CEUs/1.5 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT025a - Safe Nursing Practices - Part 4**

Authors: Linda M. Lord, NP, MS, CNSN; and Cheryl W. Thompson, PhD, RD, CNSD, Luke Vohsing

This course contains two articles: one addressing safe enteral tube feedings and hydration in home care, and the other addresses life with home enteral nutrition: a view from the inside. Learning objectives: 1. List the indications for home nutrition support therapy; 2. Describe the potential complications of enteral tube feedings; 3. Describe the strategies that HEN consumers can use to adapt and cope more successfully; 4. Identify ways that clinicians can foster coping in HEN consumers. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. If you are intending to take this course in order to obtain nursing CEUs from the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's

Commission on Accreditation (ANCC), please take the corresponding course “Safe Nursing Practices – Part 4 (ANCC Only).”

### **DMGT025b - Safe Nursing Practices - Part 4 (ANCC Only)**

Authors: Linda M. Lord, NP, MS, CNSN; and Cheryl W. Thompson, PhD, RD, CNSD, Luke Vohsing

This course contains two articles: one addressing safe enteral tube feedings and hydration in home care, and the other addresses life with home enteral nutrition: a view from the inside. Learning objectives: 1. List the indications for home nutrition support therapy; 2. Describe the potential complications of enteral tube feedings; 3. Describe the strategies that HEN consumers can use to adapt and cope more successfully; 4. Identify ways that clinicians can foster coping in HEN consumers. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.1 contact hours of continuing education by the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation (ANCC). The fee for obtaining CEUs for this course has been waived through an educational grant from Covidien. If you are NOT a nurse, please take the corresponding course “Safe Nursing Practices – Part 4.” VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT026 - Overview of ALS**

Author: ALS Association

Amyotrophic lateral sclerosis, or ALS, is a progressive, neurodegenerative disease that attacks nerve cells in the brain and spinal cord. This course provides an overview of the disease – commonly known as “Lou Gehrig’s Disease” – including descriptions of symptoms, causes and treatment options. Learning objectives: 1. Define amyotrophic lateral sclerosis; 2. Describe the common signs and symptoms of the disease; 3. Explain the causes of ALS; 4. Describe treatment options available. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.05 Iowa Board of Nursing CEU by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), 0.5 Scientific (S) PCE by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT027 - Overview of Arthritis**

Author: The Arthritis Foundation

Arthritis is a complex disorder that comprises more than 100 distinct conditions that can affect people at any stage of life. This course provides an overview of two of the most common forms of arthritis: osteoarthritis and rheumatoid arthritis. This course also looks at a condition few people associate with children: juvenile arthritis. Learning objectives: 1. Define osteoarthritis (OA), rheumatoid arthritis (RA) and juvenile arthritis (JA); 2. Describe the common signs and symptoms of the disorders; 3. Explain the causes of OA, RA and JA; 4. Describe treatment options available for each of the conditions. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.5 Scientific (S) PCE by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT028a - Home Monitoring of Blood Pressure – Part 1**

Author: Various Sources

This is the first of a two-course series providing information about home monitoring of blood pressure. This first part discusses the reasons for the increase in blood pressure monitoring by patients, the home medical equipment supplier’s or pharmacist’s role in improving the care of patients with hypertension, and methods of blood pressure monitoring. Learning objectives: 1. Define blood pressure; 2. Define high blood pressure (hypertension); 3. List the reasons for the increase in home monitoring of blood pressure in the United States; 4. Compare and contrast the types of blood pressure monitors available in the U.S.; 5. Explain the pharmacist’s and home medical equipment provider’s role in improving the care of patients with high blood pressure. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **DMGT028b - Home Monitoring of Blood Pressure – Part 2**

Author: Various Sources

This is the second of a two-course series providing information about home monitoring of blood pressure. This part of this series addresses the benefits of home blood pressure monitoring, issues in self-measurement, and provides recommendations for counseling patients who are already using or considering using home blood pressure monitoring. Learning objectives: 1. List the potential benefits of home blood pressure monitoring; 2. Describe the issues limiting health care providers' acceptance of home blood pressure monitoring; 3. Provide appropriate counseling to patients who are considering using or who are already using home blood pressure monitoring. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **DMGT029a - Safe Nursing Practices Part 5**

Author: Suzanne M. Burns, RN, MSN, RRT, ACNP, CCRN, FAAN, FCCM, FAANP

This course contains two articles: one addressing how to keep patients safe by assuring that a feeding tube stays out of the lung; and the other is an interview with Dr. Peter Angood and Laura Botwinick about the new WHO and JCAHO patient safety initiative. Learning objectives: 1. Discuss the relationship between the Joint Commission International Center for Patient Safety and WHO; 2. Describe the challenges for the Joint Commission International Center for Patient Safety; 3. Describe the role of capnography and colorimetric CO2 sensing devices in determining placement of feeding tubes; 4. List the advantages and disadvantages of using capnography for checking the placement of gastric tubes. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. If you are intending to take this course in order to obtain nursing CEUs from the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC), please take the corresponding course "Safe Nursing Practices – Part 5 (ANCC Only)."

## **DMGT029b - Safe Nursing Practices - Part 5 (ANCC Only)**

Author: Suzanne M. Burns, RN, MSN, RRT, ACNP, CCRN, FAAN, FCCM, FAANP

This course contains two articles: one addressing how to keep patients safe by assuring that a feeding tube stays out of the lung; and the other is an interview with Dr. Peter Angood and Laura Botwinick about the new WHO and JCAHO patient safety initiative. Learning objectives: 1. Discuss the relationship between the Joint Commission International Center for Patient Safety and WHO; 2. Describe the challenges for the Joint Commission International Center for Patient Safety; 3. Describe the role of capnography and colorimetric CO2 sensing devices in determining placement of feeding tubes; 4. List the advantages and disadvantages of using capnography for checking the placement of gastric tubes. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.5 contact hours of continuing education by the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC). The fee for obtaining CEUs for this course has been waived through an educational grant from Covidien. If you are NOT a nurse, please take the corresponding course "Safe Nursing Practices – Part 5." VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **DMGT030a - Safe Nursing Practices - Part 6**

Author: Peggi Guenter, PhD, RN, CNSN

This course contains two articles: one addressing enteral feeding tube misconnections; and the other is panel discussion about tubing misconnections. Learning objectives: 1. Describe the contributing factors for enteral misconnections; 2. List the best practices in regard to safe enteral delivery; 3. Identify at least one approach that nursing education can use to potentially eliminate the opportunity for errors; 4. Describe the role of purchasing departments in the attempt to rectify risk. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. If you are intending to take this course in order to obtain nursing CEUs from the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC), please take the corresponding course "Safe Nursing Practices – Part 6 (ANCC Only)."

### **DMGT030b - Safe Nursing Practices - Part 6 (ANCC Only)**

Author: Peggi Guenter, PhD, RN, CNSN

This course contains two articles: one addressing enteral feeding tube misconnections; and the other is panel discussion about tubing misconnections. Learning objectives: 1. Describe the contributing factors for enteral misconnections; 2. List the best practices in regard to safe enteral delivery; 3. Identify at least one approach that nursing education can use to potentially eliminate the opportunity for errors; 4. Describe the role of purchasing departments in the attempt to rectify risk. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.5 contact hours of continuing education by the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC). The fee for obtaining CEUs for this course has been waived through an educational grant from Covidien. If you are NOT a nurse, or if you are intending to take this course in order to obtain Iowa Board of Nursing CEUs, please take the corresponding course "Safe Nursing Practices – Part 6." VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **DMGT031 – Overview of Lymphedema**

Author: Jill Blaser

Lymphedema is a medical condition that causes swelling and can affect the immune system. This course examines the symptoms, stages, causes, and treatments of lymphedema and medical procedures used to diagnose it. Learning objectives: 1. Define lymphedema; 2. Identify the symptoms of lymphedema; 3. Explain the four stages of lymphedema; 4. Explain the two causes of lymphedema; 5. Explain the link of breast cancer and lymphedema; 6. Identify medical tests used to diagnose lymphedema; 7. Describe ways to treat lymphedema. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **HIPAA**

### **HIP001 - HIPAA and HME: Introduction**

Author: Mark Higley

This is the first of a 3-part series of courses about the Health Insurance Portability and Accountability Act of 1996, commonly referred to as HIPAA. This course provides an overview of HIPAA and its Administrative Simplification standards. You should complete this course before completing either of the other courses in the series. Learning objectives: 1. Identify the primary reasons why HIPAA was created; 2. Identify the basic structure of HIPAA legislation; 3. Identify the purposes of administration simplification. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HIP002 - HIPAA and HME: Privacy Rule**

Author: Mark Higley

This is the second of a 3-part series of courses about the Health Insurance Portability and Accountability Act of 1996, commonly referred to as HIPAA. This course addresses the HIPAA privacy standards, commonly known as the HIPAA Privacy Rule. You should complete part one of this series ("HIP001 - HIPAA and HME: Introduction") before taking this course, and complete this course before completing part three of this series ("HIP003 - HIPAA and HME: Security Rule"). Learning objectives: 1. Identify the types of organizations impacted by HIPAA; 2. Describe how HIPAA will impact your HME organization; 3. Identify the standards that HIPAA requires; 4. Identify the major features of the Privacy Rule. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HIP003 - HIPAA and HME: Security Rule**

Author: Mark Higley

This course is the third and final part of a series of courses about the Health Insurance Portability and Accountability Act of 1996, commonly referred to as HIPAA. This course addresses the HIPAA security standards, commonly known as the HIPAA Security Rule. You should complete the first two parts of this series (“HIP001 - HIPAA and HME: Introduction” and “HIP002 – HIPAA and HME: Privacy Rule”) before taking this course. Learning objectives: 1. Explain the three ways that certain electronic health information must be protected; 2. Explain the protection that the Security Rule expects health care providers to provide; 3. Explain the difference between “required” and “addressable” specification within the HIPAA security standards; 4. Identify the three categories of security standards and the standards within each category. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.75 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **Home Modifications**

### **HMOD001 - Aging in Place**

Author: Louis Tenenbaum

This is the first of a 4-part series of courses designed to introduce the HME/DME provider to the concept of Remodeling for Independent Living for the Aging in Place. This course defines Aging in Place: a proactive housing and care alternative for the growing senior population, persons with disabilities and others who wish to remain in their homes as they grow older. Learning objectives: 1. Define Aging in Place and explain how it differs from traditional senior housing; 2. List at least three reasons why Aging in Place has become one of the fastest-growing segments of the residential remodeling industry; 3. List at least four government actions that have provided the impetus for the development of Aging in Place programs throughout the United States; 4. Describe the benefits of Aging in Place programs to customers, communities, caregivers and HME/DME providers; 5. Identify at least 10 Aging in Place stakeholders within your community; 6. List at least 5 proactive steps you can take to develop your network of Aging in Place partners and stakeholders. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **HMOD002 - Independent Living Strategy**

Author: Louis Tenenbaum

This is the second of a 4-part series of courses designed to introduce the HME/DME provider to the concept of Remodeling for Independent Living for the Aging in Place. This course – along with part 3 of this series, “Design Solutions” – will guide you through the selling and designing of home modifications using an Independent Living Strategy. Learning objectives: 1. Define Independent Living Strategy; 2. Explain the eight steps to arrive at an Independent Living Strategy; 3. Define Universal Design. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **HMOD003 - Design Solutions**

Author: Louis Tenenbaum

This is the third of a 4-part series of courses designed to introduce the HME/DME provider to the concept of Remodeling for Independent Living for the Aging in Place. This course takes a look at types of modifications that could be used in specific areas of a client’s home. Learning objectives: 1. Explain the advantages of at least five types of modifications that can be made to entryways to a client’s home; 2. Describe at least five relatively inexpensive modifications that can be made to the inside of a client’s home; 3. Describe at least six modifications that can be made to a client’s bathroom in order to make the room safer; 4. Describe at least four modifications that can be made to a client’s kitchen. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

## **HMOD004 - Securing Remodeling for Independent Living**

Author: Louis Tenenbaum

This is the fourth of a 4-part series of courses designed to introduce the HME/DME provider to the concept of Remodeling for Independent Living for the Aging in Place. This course addresses how HME/DME providers can help their clients secure Remodeling for Independent Living, and, as a result, improve their cash flow and profits. Learning objectives: 1. Compare the three methods by which an HME/DME provider can secure Remodeling for Independent Living for a client; 2. Identify the client niches and payment categories for Remodeling for Independent Living; 3. Explain the techniques that HME/DME providers could use to market their Remodeling for Independent Living business; 4. Explain the types of risk that HME/DME providers face by entering the Remodeling for Independent Living business. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **Human Relations**

## **HR001 - Americans with Disabilities Act**

Author: Ann Clark

This course provides information regarding the Americans with Disabilities Act of 1990 (ADA), the world's first comprehensive civil rights law for people with disabilities. Learning objectives: 1. Define the term "person with a disability" as defined by the ADA; 2. Explain the concept of "reasonable accommodation;" 3. Explain the value of employing a person with a disability. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **HR002 - Developing a New Employee Orientation Program**

Author: Cindy Wiles

This course will cover how to effectively develop, deliver and evaluate a successful new employee orientation program. This course also includes a variety of useful checklists, activities and evaluation forms. Learning objectives: 1. Design a new employee orientation program; 2. Determine the necessary objectives of your training program; 3. Effectively use nonverbal and verbal communication to your advantage as a presenter; 4. Apply techniques to deal with difficult trainees; 5. Explain the three reasons for evaluating an orientation program; 6. Design a training evaluation that meets the needs of your organization. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **HR003 - Employee Orientation**

Author: Libbie Lockard

This course describes how to develop an effective orientation program. Learning objectives: 1. Recognize the importance of the orientation programs as a motivational and retention tool; 2. State the importance of orientation programs as a part of total performance management; 3. Use the orientation process as a means for developing a loyal workforce. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **HR004 - Interviewing and Hiring**

Author: Ann Clark

This course will assist you in developing a framework to structure an interview in a lawful manner. Learning objectives: 1. Prepare and structure a hiring interview; 2. State the importance of asking only "job-related" questions, avoiding questions that might be viewed as discriminatory; 3. Use résumés to screen job applicants; 4. Use the company application form to balance and supplement the information supplied on resumes; 5. Follow up on references legally and effectively. Collect all relevant hiring data for evaluation. To successfully complete this course, you must attain a minimum score of 80% on the final

exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR005 - Keys to Managing Your Stress**

Author: Heather Woody

In this course, you will learn powerful ways to stop stress even before it arrives. You will also learn effective ways of handling the stress that does occur in your life, through healthy, productive outlets.

Learning objectives: 1. Identify the three major types of stress; 2. Define job stress and identify work-related sources of stress; 3. Explain how to detect early warning signals of stress; 4. Identify your own stress factors; 5. Explain ways you can manage your stress. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey.

Continuing education: 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR006 - Managing Diversity in the Workplace**

Author: Ann Clark

This course will place emphasis on recognizing the uniqueness in everyone. Groups can be different in many ways. You will learn to notice, appreciate and value the differences between and among people within your organization; to view differences as assets and not a source for misunderstanding. Learning objectives: 1. Define diversity and explain why it is important; 2. Explain why acceptance of diversity is especially critical when your customers are people with disabilities; 3. Identify the value in people through their differences. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR007 - Managing Your Healthcare**

Author: Ann Clark

The goal of this course is to provide you information and suggestions to effectively manage your health care while taking a proactive approach toward holding down the cost. Learning objective: You will be able to define the equation: Medical Information + Your Information = Wise Healthcare Decisions. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR008 - Sexual Harassment Training for Employees**

Author: Ann Clark

This course covers how to identify sexual harassment and its legal aspects. This is a companion course to "HR009 - Sexual Harassment Training for Managers." Learning objectives: 1. Define sexual harassment; 2. Recognize physical, verbal and nonverbal forms of harassment; 3. Understand the importance of perceptions in harassment complaints; 4. Realize the importance of open communication. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR009 - Sexual Harassment Training for Managers**

Author: Ann Clark

This course discusses sexual harassment: how to identify it, its legal aspects, how to prevent it from happening in your organization, and how to conduct an effective investigation. Learning objectives: 1. Define sexual harassment; 2. List what managers can do to prevent harassment; 3. Conduct an objective investigation and determine level of responsibility and appropriate action; 4. State the employer's liability in harassment claims. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR010 - Stress Management**

Authors: Sara Bauer and Jason Sadler

This course will instruct you on how to recognize stress and give you effective tips to cope with it and eliminate it. Learning objective: 1. State how “awfulizer” statements can lead to stress, and demonstrate how to combat them with rational alternatives; 2. Define how stress is actually a pattern that can be easily recognized; 3. State effective measures you can take to handle certain emotions, such as fear, and how to handle stress. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR011 - Strategies for Working on a Healthcare Team**

Author: Louis Feuer

This course discusses strategies you can use when working on healthcare teams. Learning objectives: 1. Identify the key elements in developing a quality working team; 2. Define the four major types of team members; 3. List important team rules to make sure you have an effective and productive healthcare team; 4. Explain the comments that are made by team members that will help you understand how they will positively or negatively affect the team's success; 5. Evaluate your current role on a healthcare team, and determine what your future role can be in making the team more productive; 6. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR012a – Recruiting & Retaining Employees – Part 1**

Source: BusinessWeek.com

This is the first of a two-part series about recruiting and retaining employees. This first part of the series focuses on recruiting the best people for your company. Learning objectives: 1. Explain why good staffing practices are essential to your business; 2. Identify where to find skilled employees; 3. Use the Internet as a valuable recruiting resource; 4. Describe how to attract prime employee candidates. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR012b – Recruiting & Retaining Employees – Part 2**

Source: BusinessWeek.com

This is the second of a two-part series about recruiting and retaining employees. This course focuses on the resume screening process, filling an open position, and retaining your best employees. Learning objectives: 1. Explain what to look for in resumes and interviews; 2. Create an attractive compensation package; 3. Explain how to retain your best employees, and keep them happy in your company. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR013 - Advance Directives**

Author: Scott Sergeant

With an advance directive, patients can make known their wishes for future medical care in the event they become unable to make their own decisions about health care. This course provides information about the types of advance directives available. Learning objectives: 1. List the three types of advance directives; 2. Define living will; 3. Define durable power of attorney (DPA) for health care; 4. Define do not resuscitate order; 5. Explain the benefits and limitations of a living will and DPA for health care; 6. Explain the difference between a DPA for health care and DPA for financial purposes; 7. Define health care proxy; 8. List the methods by which an advance directive can be written. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for

Case Manager Certification (CCMC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR014 - Identifying and Reporting Child Abuse**

Source: Helpguide.org

Each year, tens of thousands of children are traumatized by physical, sexual, and emotional abusers, or by caregivers who neglect them. As a representative of a health care provider, federal regulations require you to report any suspicions of child abuse. This course provides tips on identifying child abuse, and explains how you report your suspicions. Learning objectives: 1. Describe the prevalence of child abuse in the United States; 2. Explain the four primary types of child abuse; 3. List the warning signs of each type of child abuse; 4. List the possible causes of child abuse; 5. Describe the effects of child abuse; 6. Explain how to report suspected child abuse. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR015 - Identifying and Reporting Elder Abuse**

Source: National Center on Elder Abuse

Elder abuse is recognized as a continually increasing and serious problem in our society. Most states require you, as a health care provider, to report suspected elder abuse or neglect. This course provides tips on identifying elder abuse, and explains how you can report your suspicions. Learning objectives: 1. Define elder abuse and identify who is considered to be vulnerable to become a victim of abuse; 2. Identify who is most likely to be an abuser of older persons; 3. Identify the seven types of elder abuse, and the signs and symptoms of each; 4. Explain the three major risk factors of elder abuse; 5. Explain how to report any suspected elder abuse. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **HR016 - Patient Rights and Responsibilities**

Authors: Scott Sergeant and Mary McGeough

People who are consumers of health care also have rights, including the right to receive quality care. Along with those rights come certain responsibilities. This course explains what those rights and responsibilities are as defined in 1997 by the Advisory Commission on Consumer Protection and Quality in the Health Care Industry. Learning objectives: 1. Explain the purpose of the Consumer Bill of Rights as outlined by the Advisory Commission on Consumer Protection and Quality in the Health Care Industry. 2. List at least five different patient rights and what they entail; 3. Explain the difference between "simple consent" and "informed consent;" 4. List at least 10 different patient responsibilities. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: No continuing education is offered for this course.

### **HR017 - Meth and Selling Scheduled Listed Chemical Products**

Source: Drug Enforcement Administration, U.S. Department of Justice

Methamphetamine addiction has grown to epidemic proportions in the United States. Chemicals used to make meth include ephedrine, pseudoephedrine, and phenylpropanolamine, which are found in many cough and cold products and are known as "scheduled listed chemical products" (or SLCPs). Recent federal legislation requires all "regulated sellers" of products containing these three products to self-certify with the Drug Enforcement Administration (DEA) before selling the products. While this course does not satisfy the DEA's self-certifying requirement, it does provide the information the DEA requires in order to self-certify. Learning objectives: 1. Define methamphetamine and explain how a meth user can be identified; 2. Define SLCPs and explain what ephedrine, pseudoephedrine, and phenylpropanolamine are designed to be used for; 3. Explain the purpose of the Combat Methamphetamine Epidemic Act of 2005; 4. Explain the rules a regulated seller of SLCPs must follow to comply with the CMEA of 2005; 5. List the steps required to self-certify with the DEA in order to sell SLCPs containing ephedrine, pseudoephedrine, or phenylpropanolamine. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## Infection Control

### **INF001a - Sharp Injury Prevention**

Authors: Elaine Flanagan, RN, BSN, MSA, CIC; Tammy Lundstrom, MD; and Gwen Beiningen, RN, MS, CIC

This course contains two articles: one addressing the implementation of a sharps-injury prevention program, and the other addressing health care workers' roles in preventing needlestick and other sharp-object injuries. Learning objectives: 1. List four new requirements of the revised OSHA Bloodborne Pathogen Rule; 2. Identify high-risk sharps devices for exposure to bloodborne pathogens; 3. Understand the evaluation process for implementation of devices with engineered sharp injury protection and the prioritization of high-risk devices for trial; 4. Identify three roles health care workers play in sharp object injury prevention programs; 5. Describe five safety device features; 6. List three health care worker activities designed for proper use and handling of safety devices. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.75 Business/Facilities Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **INF002 - Universal Precautions and Infection Control for the HME Industry**

Author: Bob Thornburg

Universal Precautions and Infection Control policies must be strictly followed to prevent infectious diseases from being transmitted from one person to another by body fluids. The policies and procedures presented in this course meet with Center for Disease Control (CDC) and OSHA guidelines, and HME industry best practices at the time of publication. Learning objectives: 1. Implement cost effective, current Universal Precautions and Infection Control Policies in place within your HME organization; 2. Teach other staff members the importance of protecting themselves, patients, other staff members and visitors from the many potentially infectious materials we come across in our daily activities. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Scientific (S) PCE by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **INF003 - Health Care Workers and Bloodborne Pathogens**

Author: Various Sources

Health care workers run the risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV) and human immunodeficiency virus (HIV), the virus that causes AIDS. This course provides information about how health care workers can minimize the risk of occupational exposure to bloodborne pathogens. Learning objectives: 1. Define bloodborne pathogen; 2. Explain how infection from a bloodborne pathogen can occur within a health care setting; 3. Explain who is covered by OSHA's bloodborne pathogen standard; 4. List what OSHA requires to be included in a company's Exposure Control Plan; 5. List and explain each of the requirements outlined in OSHA's bloodborne pathogen standard; 6. Explain what an employer is required to do if an employee declines to receive the hepatitis B vaccination; 7. Explain an employer's responsibilities following an employee's exposure to a bloodborne pathogen. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Scientific (S) PCE by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **INF004 - Occupational Health and Industrial Hygiene**

Author: OSHA

This course addresses the importance of applying industrial hygiene principles, developed by the Occupational Safety and Health Administration (OSHA), to make the workplace a safe environment for all employees. Learning objectives: 1. Explain the history of industrial hygiene; 2. Explain OSHA's role in developing its occupational safety and health requirements; 3. Explain how to identify and control various work environment hazards. To successfully complete this course, you must attain a minimum score of

80% on the final exam and complete the course training survey. Continuing education: 0.5 Business/Facilities Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **INF005 - Needlestick Prevention**

Authors: Barbara DeBaun, RN, BSN, CIC; Dianne Wasson, RN, MSN; Sherry David, RN, BS, CIC  
This course contains two articles addressing needlestick prevention: one describing the needlestick injury (NSI) prevention activities at a California hospital, and the other describing safe practices for healthcare providers and individuals with diabetes. Learning objectives: 1. Describe three environment-related factors and three human-related factors that influence the risk of sharps injury; 2. Explain the limitation of device-specific needlestick injury rates; 3. Discuss the value and limitation of internal needlestick injury rates; 4. Describe the key components of a successful needlestick prevention program; 5. Identify common practices used by individuals with diabetes mellitus that can put others at risk for bloodborne pathogen exposure; 6. Compare insulin syringes with safety features and alternative devices for insulin syringe usage; 7. List six recommendations for safe disposal of sharps in the home/community setting. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **INF006 - TB Training for Health Care Providers**

Author: OSHA

This course provides information about tuberculosis (TB) that all health care providers should be aware of. You should complete the course "DMGT018 - Overview of Tuberculosis" before completing this course. Learning objectives: 1. Explain the cause of TB and how it is spread; 2. Develop a TB Exposure Control Plan for your facility; 3. Identify and implement the OSHA requirements and CDC guidelines that must be included in a TB Exposure Control Plan; 4. Explain the protocol for identifying individuals with active TB disease; 5. Explain OSHA's employee TB training and education requirements; 6. Explain OSHA's directive for the transfer and isolation of TB patients; 7. Identify the warning signs and tags that are required to indicate the hazards of TB; 8. Implement a Respiratory Protection program if your facility is required by OSHA to do so; 9. Identify and implement housekeeping and recordkeeping programs in accordance with OSHA requirements. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **INF007a - Sharps Safety and Pharmaceutical Waste**

Authors: Enid K. Eck, RN, MPH; Cindy Lacy, RN; Charlotte A. Smith, RPh, MS, HEM

This course contains two articles: one comparing active and passive technologies in sharps safety, and the other describing the role of an infection control practitioner (ICP) in managing pharmaceutical waste. Learning objectives: 1. Discuss state and federal attention and enforcement activity involving pharmaceutical waste; 2. Describe the Resource Conservation and Recovery Act as it applies to pharmaceutical waste; 3. Identify tools for determining which waste pharmaceuticals meet the federal criteria of a hazardous waste; 4. Describe two distinct features of a truly passive sharps safety device; 5. Identify the value of having frontline staff on a sharps safety evaluation committee. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. If you are intending to take this course in order to obtain nursing CEUs from the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC), please take the corresponding course called "INF007b - Sharps Safety and Pharmaceutical Waste (ANCC Only)."

### **INF007b - Sharps Safety and Pharmaceutical Waste (ANCC Only)**

Authors: Enid K. Eck, RN, MPH; Cindy Lacy, RN; Charlotte A. Smith, RPh, MS, HEM

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course training survey. Continuing education: 1.2 contact hours of continuing education by the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC). The fee for obtaining CEUs for this course has been waived through an educational grant from Covidien. If you are NOT a nurse, please take the corresponding course "INF007a - Sharps Safety and Pharmaceutical Waste." VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **INF008a - Sharps Containers and Phlebotomy**

Authors: Lillian Burns, MT, MPH, CIC; and Barbara DeBaun, RN, MSN, CIC and Kathy Sforzo, CHSP, CIC

This course contains two articles: one addressing phlebotomy – the procedure for drawing a blood specimen; and one that outlines the major criteria for the ideal design of sharps disposal containers (SDCs), their proper placement and filling. Learning objectives: 1. Describe the best practices as defined by OSHA to prevent needlestick injuries after a phlebotomy procedure; 2. List at least 5 safety measures that should be used when performing a phlebotomy procedure; 3. Identify at least 3 safety features in selecting a safety-engineered phlebotomy device; 4. List at least 3 reasons for the increase in the use of sharps disposal containers; 5. Describe the major criteria for the ideal sharps container design; 6. Explain risks associated with the use of reusable sharps containers. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. If you are intending to take this course in order to obtain nursing CEUs from the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC), please take the corresponding course called "INF008b - Sharps Containers and Phlebotomy (ANCC Only)."

### **INF008b - Sharps Containers and Phlebotomy (ANCC Only)**

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### **INF009a – Equipment Sterilization and Phlebotomy Issues**

Author: Nyla "Skee" Japp, RN, PhD, CSPDM

This course contains two articles: one that addresses equipment sterilization procedures, and the other that discusses trends and issues in phlebotomy practice. Learning objectives: 1. List different sterilization methods; 2. Explain classes of chemical indicators; 3. Describe the differences between aseptic sterilization and terminal sterilization; 4. List the procedures and training health care facilities need to do to improve to prevent accidental needlestick injuries. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **INF010a - Flushing Vascular Access Catheters**

Author: Lynn Hadaway, RN, C, Med, CRNI

This course discusses infection prevention techniques, including proper catheter flushing techniques with single-use flushing containers, adequate cleaning of the needleless surface before each connection, and careful attention to hand hygiene. Learning objectives: 1. Explain the development of biofilm in vascular access catheters; 2. Identify the common protocols for flushing vascular access catheters; 3. Describe the components of catheter flushing that increase the risk of catheter-related bloodstream infection; 4. Correlate the appropriate catheter flushing technique to the needleless injection device being used. To

successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. If you are intending to take this course in order to obtain nursing CEUs from the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC), please take the corresponding course "INF010b - Flushing Vascular Access Catheters (ANCC Only)."

### **INF010b - Flushing Vascular Access Catheters (ANCC Only)**

Author: Lynn Hadaway, RN, C, Med, CRNI

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### **INF011a - Reducing Environmental Impact and IHI Central-Line Bundle**

Author: Tom Badrick and Annette Stefan, RN, CIC

This course contains two articles: the first discusses how infection control providers can become leaders in the effort to reduce health care's footprint on the environment; and the second is a panel discussion about the Institute of Healthcare Improvement's (IHI) central line bundle, a group of evidence-based interventions for patients with intravascular central catheters that, when implemented together, result in better outcomes than when implemented individually. Learning objectives: 1. To discuss the environmentally-friendly options to the disposal of hospital waste; 2. To describe the role of the ICP in the selection of hospital building materials that can lessen the impact on the environment; 3. To describe organizational successes and challenges in implementing the central line bundle from the perspective of the certified infusion therapy nurse; 4. To discuss measures that health care organizations are employing to ensure safe infusion therapy. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. If you are intending to take this course in order to obtain nursing CEUs from the Vermont State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC), please take the corresponding course "INF011b - Reducing Environmental Impact and IHI Central-Line Bundle (ANCC Only)."

### **INF011b - Reducing Environmental Impact and IHI Central-Line Bundle (ANCC Only)**

Author: Tom Badrick and Annette Stefan, RN, CIC

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## **INF012 - Cleaning and Disinfecting HME Equipment**

Author: Jim Belson

This course provides a guide for cleaning and disinfecting many home medical products as well as the principles behind a variety of cleaning and disinfection procedures. Learning objectives: 1. Describe the cleaning and disinfection processes for HME equipment; 2. Explain the differences between sterilizers, disinfectants and sanitizers; 3. Explain the distinctions between the risk of transmitting infections and the different methods of cleaning non-critical, semi-critical and critical items according to the Spaulding Classification system; 4. Explain the requirements for an equipment cleaning room; 5. Identify the reasons for wearing different types of personal protective equipment; 6. Explain the importance of material safety data sheets (MSDS). To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **Operations**

#### **OPS001 - Basic Cryogenics**

Source: Norco

One function of many home medical equipment businesses is to provide cryogenic services. This course explains what cryogenics is, many of the common gases provided by an HME business, safety issues and the basic cryogenic vessels used for storage and transport. Learning objectives: 1. Define cryogenics and state the three most common gases used in cryogenics; 2. State the safety issues surrounding cryogenics; 3. State the parts of a basic cryogenic vessel and explain how heat can transfer through a vessel; 4. Explain the functions of the various circuitries present in a cryogenic vessel. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

#### **OPS002a - CGMP Level 1 - Part 1 [Qualifications And Equipment]**

Source: Norco

This course is the first of a 3-part series of modules introducing you to Current Good Manufacturing Practices (CGMP), a set of regulations enforced by the Food and Drug Administration (FDA) that apply to the manufacturing, filling, transfilling, cascading, etc. of medical gases. This first module covers the qualifications of employees and facilities, plus the proper calibration of equipment based on CGMP. Learning objectives: 1. State in general terms the CGMP regulations as applied to personnel and facilities producing medical gases; 2. State in general terms the proper handling of medical drug gases and industrial gases; 3. State when and how often equipment is to be cleaned and calibrated. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

#### **OPS002b - CGMP Level 1 - Part 2 [Filling Components]**

Source: Norco

This course is the second of a 3-part series of modules introducing you to Current Good Manufacturing Practices (CGMP), a set of regulations enforced by the Food and Drug Administration (FDA) that apply to the manufacturing, filling, transfilling, cascading, etc. of medical gases. This module covers pre-fill inspections, filling and retesting as indicated in CGMP regulations. Learning objectives: 1. Identify and state the appropriate pre-fill inspections for high-pressure cylinders, cryogenic home vessels and large cryogenic vessels; 2. State, in general terms, the procedures and tests that take place during filling; 3. State when retesting is to take place. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

#### **OPS002c - CGMP Level 1 - Part 3 [Controls, Testing, and Records]**

Source: Norco

This course is the last of a 3-part series of modules introducing you to Current Good Manufacturing Practices (CGMP), a set of regulations enforced by the Food and Drug Administration (FDA) that apply to the manufacturing, filling, transfilling, cascading, etc. of medical gases. In this final part, we'll look at the controls, testing and records that must be adhered to in order to meet CGMP guidelines. Learning objectives: 1. State the controls that are in place to maintain identity, purity and strength of gases; 2.

State the criteria for testing gases according to CGMP regulations; 3. State the policies regarding records maintained for the production of gases. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS003a - DOT Drivers Training - Part 1**

Source: Norco

This course is the first of a 3-course series on driver's training. This first course addresses the qualifications needed to drive a commercial motor vehicle and pre-trip inspections to ensure your trip is safe and legal. You should complete this course before completing Parts 2 and 3. Learning objectives: 1. State the qualifications one must have before working as a driver; 2. Outline the steps that need to be made during a pre-trip inspection; 3. State the purpose of placards and ID numbers, relating to contents transported on commercial motor vehicles. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS003b - DOT Drivers Training - Part 2**

Source: Norco

This course is the second of a 3-course series on drivers training. This course provides details on the important points of securing cargo in a commercial motor vehicle, rules and regulations while driving, and how to handle a traffic accident. You should complete Part 1 of this series before completing this course, and complete this course before completing Part 3. Learning objectives: 1. State the rules and regulations regarding the loading and securement of product in all commercial motor vehicles (CMVs) operated by you, the driver; 2. State the policies regarding drugs and alcohol as applied to your employment; 3. Describe procedures that need to be followed when involved in an accident while on duty. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS003c - DOT Drivers Training - Part 3**

Source: Norco

This course is the final of a 3-course series on drivers training. This course covers making deliveries and tracking your on-duty hours, and concludes with a discussion on completing a post-trip inspection. You should complete Parts 1 and 2 of this series before completing this course. Learning objectives: 1. State the policies regarding making deliveries to customers and picking up cylinders from their premises; 2. Recognize areas that hinder your delivery and pose a safety hazard; 3. State the rules regarding on-duty time and maintaining a log book. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS004 - Medical Van**

Source: Norco

This course introduces you to the medical van (Med Van). A med van is used to deliver cryogenic liquids to customers. You should complete the course "OPS001 - Basic Cryogenics" before completing this course. Learning objectives: 1. Explain the main function of a Med Van; 2. Explain the safety issues related to working with cryogenic liquids being transported in a Med Van; 3. Identify parts of a basic cryogenic tank in a Med Van. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS005 - Warehouse Management for the HME Supplier**

Author: Robert Thornburg

This course addresses the issues surrounding a home medical equipment company's warehouse. Of primary concern is the proper management of cleanliness, temperature and humidity, pests, security, inventory, equipment processing and employee safety. Learning objectives: 1. Implement cost effective, current warehouse management policies within your HME organization; 2. Teach other staff members the importance of following these policies to ensure compliance. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS006 - CMV Driver Basics**

Source: Norco

The job of a professional commercial motor vehicle (CMV) driver comes with many responsibilities. This course provides you with some basic information with which you should become familiar. Learning objectives: 1. Explain the regulatory requirements that must be met in order to be qualified to operate a commercial motor vehicle (CMV); 2. Explain the importance of developing healthy habits and how they can have a positive influence on your ability to operate a CMV; 3. Explain the Federal Motor Carrier Safety Regulations that pertain to the type of CMV you operate; 4. Describe how “whistleblower” laws protect you from retaliation if you report CMV safety violations. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS007 - Control of Hazardous Energy (Lockout/Tagout)**

Source: OSHA

The OSHA standard for control of hazardous energy (1910.147) helps safeguard employees from hazardous energy while they are performing service or maintenance on machines and equipment. This course examines this standard (also known as the “lockout/tagout” standard). This course is intended for training purposes only, and is not a substitute for OSHA's Occupational Safety and Health Standards. Learning objectives: 1. Define “lockout” and “tagout;” 2. Define “energy-isolating device;” 3. Describe the scope and application of the lockout/tagout standard; 4. Explain the requirements of an energy control procedure; 5. Demonstrate how to apply and remove lockout/tagout devices. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS008 - Paperless Office: Document Imaging and Storage**

Author: Esther Apter

This course addresses the concept of document imaging and storage as a method for reducing the overall cost of handling paper in an HME operation. Learning objectives: 1. Define document imaging; 2. Describe the benefits that document imaging can provide an HME organization; 3. Explain the advantages and disadvantages of purchasing a document imaging system from different types of software vendors; 4. Explain the various costs associated with a typical document imaging system; 5. Explain Medicare's regulation regarding accepting electronic files and documents. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS009 - Creating Efficiency**

Author: Louis Feuer

It's a fact of life: more and more businesses – including those in the home medical equipment industry – are having to do more with less. Changes in reimbursement and the economy require us to take a more microscopic look at every aspect of our business. This course provides strategies to help you create efficiencies within your company, efficiencies that will prepare you for increased financial limitations. Learning objectives: 1. Identify methods you can use to increase efficiencies within your organization; 2. Explain the importance of balancing efficiency with quality; 3. Develop a flow chart of your operations in order to identify potential problems that could develop; 4. Write a policy and procedure to handle customer emergency situations; 5. Explain how inefficiency can cost your organization customers; 6. Explain how patient and caregiver education can have a positive impact on your operating efficiencies; 7. Explain how you can use technology to improve your operating efficiencies. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS010 - How HME Works**

Author: Jim Belson

This course discusses the use of home medical equipment (HME), the financial aspects of HME products and services and the regulatory agencies that govern the HME industry. Learning objectives: 1. Define home medical equipment (HME); 2. Explain who uses home medical equipment; 3. Identify HME payer sources and explain the billing process; 4. Explain the intake process; 5. Explain the discharge process; 6. Identify state and federal regulators of the HME industry. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS011 - Basic Manual Wheelchair Repair**

Author: Jerry Keiderling

Wheelchairs are like automobiles, bicycles or any other mobility equipment: they have changed drastically over the past several years. This course is an introduction to manual wheelchair components and basic service. Learning objectives: 1. Identify the major components of a manual wheelchair; 2. Describe the differences between a rigid and folding wheelchair; 3. Describe the inspection procedures for a manual wheelchair; 4. Describe the routine maintenance tasks associated with manual wheelchairs; 5. Inspect and record discrepancies on manual wheelchairs. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program; RESNA approves the 0.1 IACET CEUs for recertification.

### **OPS012 - Delivering the Product to the Patient**

Author: Scott Sergeant

This course explains the tasks that should be – and in some situations are required to be – completed by HME delivery techs in a patient's home. Learning objectives: 1. Perform the steps you should take to prepare for an equipment setup visit to a patient's home; 2. Explain the tasks that a delivery tech should and must perform during the setup of any HME equipment or supplies; 3. Explain the importance of using Universal Precautions of infection control while delivering products to a patient's home; 4. Identify the instructions that should and must be provided to the patient and/or caregiver at the time equipment or supplies are delivered to the patient's home; 5. Identify the documents that a patient/caregiver must sign to verify delivery and functionality of the equipment or supplies; 6. Perform activities that can be used to effectively coach a new delivery tech on how to perform the tasks required when in the patient's home. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS013a - Beginners Guide to Home Care Products - Part 1**

Author: Mary Avenanti

This course covers basic home care equipment as a guide to the new HME employee. Learning objectives: 1. Describe the types of home care equipment; 2. Describe the options and features available on home care equipment to better help the home care equipment user; 3. Explain the differences between different types of mobility aids. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OPS013b - Beginners Guide to Home Care Products - Part 2**

Author: Mary Avenanti

This course covers basic home care equipment as a guide to the new HME employee. Learning objectives: 1. Describe the types of home care equipment; 2. Describe the options and features available on home care equipment to better help the home care equipment user; 3. Explain the options that are available to oxygen users. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **Ostomy & Wound Care**

### **OWC001a - Overview of Ostomies - Part 1**

Source: ConvaTec

This is the first of a two-part series of courses that introduces you to ostomies and the basics of ostomy care and management. This first course will explain what an ostomy is, types of ostomies, and detail the ostomy that most people think about when they hear the word "ostomy:" colostomy. Learning objectives: 1. Explain the role of the human gastrointestinal and urinary systems; 2. Define ostomy; 3. Define stoma; 4. Explain the reasons why a colostomy is performed; 5. Identify the types of colostomies. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the

Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OWC001b - Overview of Ostomies - Part 2**

Source: ConvaTec

This is the second of a two-part series of courses that introduce you to ostomies and the basics of ostomy care and management. This course will explain ileostomies and urostomies, and discuss common problems and issues associated with ostomies. Learning objectives: 1. Explain why an ileostomy would be performed; 2. Identify the types of ileostomies that can be performed; 3. Explain why a urostomy would be performed; 4. Identify the types of urostomies that can be performed; 5. Describe the basic ostomy management and care procedures; 6. Explain additional concerns of an ostomy patient. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.15 Iowa Board of Nursing CEUs/1.5 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OWC002 - Wound Care: Selecting Skin Cleansing Products**

Author: Denise Nix, RN, BAN, MS, CWOCN

The number of commercially marketed skin cleansing agents continues to grow, providing clinicians with an increasingly large variety of products from which to choose. This course reviews common types of skin cleansers, their formulation, ingredients, skin compatibility, pH, and related infection control issues. Learning objectives: 1. Explain how the skin acts as a barrier for the human body; 2. Explain the difference between “soap” and “detergent;” 3. Identify four key ingredients of effective skin cleansers. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **OWC003 - Prevention and Early Intervention of Wounds**

Instructor: Joan Junkin

This course focuses on wound healing and local aspects of wound care. Learning objectives: 1. List six causes of failure to thrive in wounds; 2. Identify the expected timeline for the three phases of wound healing; 3. Describe the mechanism of action of three wound products that assist in protecting the wound from bacterial overburden; 4. Compare efficacy of the different methods of culturing wounds; 5. List the advantages and disadvantages of the four debridement methods. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.75 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **OWC004 - Skin Management: Prevention and Wound Care**

Author: Mindy Owen, RN, CCRN, CCM

This course provides information that can be used to establish assessment tools and care plans for patients who are at high risk for skin breakdown. This course was written by Mindy Owen, RN, CRRN, CCM, from information provided by MEDIQfst. Learning objectives: 1. Identify populations at high risk for skin breakdown; 2. Identify the factors that lead to skin breakdown; 3. Identify strategies to prevent skin breakdown and to promote skin healing; 4. Explain the stages of wounds and the treatments available for each stage; 5. Explain interventions for wound dressing techniques; 6. Explain the toxic effects of antiseptic agents on fibroblasts and other human cells and tissues; 7. Explain the advances in wound care technology. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.2 Iowa Board of Nursing CEUs/2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC), 1.5 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.2 CEUs for this program. RESNA approves the 0.2 IACET CEUs for recertification.

### **OWC005a - Minimizing the Risk for Wound Infections**

Authors: Peter Gilbert, BSc, PhD and Alan J. Block, DPM, MS

This course contains two articles: one about avoiding the resistance pitfall in infection control, and the other about reducing the risk of wound infections. Learning objectives: 1. Distinguish mechanistic differences between simple cationic antimicrobials and polymeric biguanides; 2. Relate usage of cationic antimicrobials in the clinic to the potential for resistance development. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **OWC006a - Overview of Pressure Ulcer Etiology - Part 1**

Author: W. Darren Hammond, MPT, CWS

This is the first of a 3-part series of courses on pressure ulcers. Although ultimately discussion will focus on pressure ulcers, this first part provides foundational knowledge regarding the skin, normal physiology of healing, and factors affecting healing and repair. You should complete this series of courses in order: Part 1, followed by Part 2, followed by Part 3. Learning objectives: 1. Describe the distinct layers of the skin; 2. Explain the normal physiology of healing; 3. Identify the reasons why individuals have difficulty healing chronic wounds; 4. Explain the incidence and prevalence of pressure ulcers. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.15 Iowa Board of Nursing CEUs/1.5 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 1.0 Scientific (S) PCE by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **OWC006b - Overview of Pressure Ulcer Etiology - Part 2**

Author: W. Darren Hammond, MPT, CWS

This is the second course of a 3-part series about pressure ulcers. This course will review the National Pressure Ulcer Advisory Panel (NPUAP) staging guidelines of pressure ulcers and the risk factors for developing a pressure ulcer. You should complete Part 1 of this series before starting this course, and you should complete this course before starting Part 3. Learning objectives: 1. Identify risk factors of developing pressure ulcers; 2. Demonstrate pressure ulcer staging. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.75 Scientific (S) PCE by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **OWC006c - Overview of Pressure Ulcer Etiology - Part 3**

Author: W. Darren Hammond, MPT, CWS

This is the third of a 3-part series about pressure ulcers. This course will review the basic strategies in the management of pressure ulcers. You should complete Parts 1 and 2 of this series before starting this course. Learning objectives: 1. List at least 3 organizations that are resources for anyone responsible for managing chronic pressure ulcers in patients; 2. Name two tools that can be used to identify patients who are at risk for developing a pressure ulcer; 3. Explain at least 5 procedures you can use to manage chronic pressure ulcers. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.5 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **OWC007 - 5 Steps to Successful Marketing**

Author: Wound, Ostomy and Continence (WOCN) Society

When marketing professional services such as wound, ostomy and continence nursing, several considerations must be taken into account that differ from marketing a product such as a car, cereal, or "widgets." This course offers five steps to help you successfully market your wound, ostomy and continence nursing services. Learning objectives: 1. Identify and analyze your target markets and your

competition; 2. Develop a service portfolio and position your product in the mind of your customers. 3. Develop and implement marketing strategies appropriate for each of your products; 4. Create a marketing plan and prepare proposals; 5. Develop methods to evaluate your marketing strategies. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

## Product Education Center

### **PEC001 - Introduction to CPAP, autoCPAP and Bi-Level**

Author: Various Sources

This course introduces the new home medical equipment staff member to standard respiratory assist devices (RADs): CPAP (continuous positive airway pressure), Auto Adjust CPAP and Bi-level. Because of the multitude of brands of RADs and accessories on the market, this course will cover the devices in the broadest generic terms. For specific information related to a particular brand of CPAP, Auto Adjust CPAP or Bi-level, please consult the manufacturers. This course also includes links to several manufacturers. Learning objectives: 1. Define positive airway pressure; 2. Explain what CPAP, Auto Adjust CPAP and Bi-level devices are and who would use them; 3. Explain how a RAD is used; 4. Identify the parts that make up a standard RAD configuration and the various accessories that can be used with a standard device. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC002 - Introduction to Manual Wheelchairs**

Author: Various Sources

This course introduces the new home medical equipment staff member to the standard manual wheelchair. Because of the multitude of brands of manual wheelchairs and accessories on the market, this course will cover manual wheelchairs in the broadest generic terms. For specific information related to a particular brand of manual wheelchair, please consult the manufacturers. This course also includes links to several manual wheelchair manufacturers. Learning objectives: 1. Identify the two basic models of manual wheelchairs; 2. Identify the components and various accessories of a standard manual wheelchair; 3. Explain who would use a manual wheelchair; 4. Perform basic manual wheelchair maintenance procedures; 5. Explain how a manual wheelchair can be used safely. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **PEC003 - Introduction to Oxygen Concentrators**

Author: Various sources

This course introduces the new home medical equipment staff member to oxygen concentrators. Because of the multitude of brands of oxygen concentrators and accessories on the market, this course will cover oxygen concentrators in the broadest generic terms. For specific information related to a particular brand of oxygen concentrator, please consult the manufacturers. This course also includes links to several oxygen concentrator manufacturers. You should complete the course RESP008 - Home Oxygen Therapy before completing this course. Learning objectives: 1. Identify the basic models of oxygen concentrator; 2. Identify the components and various accessories of an oxygen concentrator; 3. Explain who would use an oxygen concentrator; 4. Perform basic oxygen concentrator maintenance procedures; 5. Explain how an oxygen concentrator can be used safely. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC004 - Introduction to Liquid Oxygen Systems**

Author: Various Sources

This course introduces the new home medical equipment staff member to liquid oxygen systems used for home oxygen therapy. Because of the variety of liquid oxygen systems and accessories on the market, this course will cover liquid oxygen systems in the broadest generic terms. For specific information related to a particular brand of system, please consult the manufacturers. This course also includes links to several manufacturers of liquid oxygen systems and accessories. You should complete the course "RESP008 - Home Oxygen Therapy" before completing this course. Learning objectives: 1. Identify the components and various accessories of a liquid oxygen system; 2. Explain who would use a liquid oxygen system; 3. Identify the safety precautions a patient should adhere to when using a liquid oxygen system. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC005 - Introduction to Oxygen Cylinders**

Author: Various Sources

This course introduces the new home medical equipment staff member to compressed oxygen cylinders used for home oxygen therapy. Because of the multitude of brands of compressed gas cylinders and accessories on the market, this course will cover cylinders in the broadest generic terms. For specific information related to a particular brand of cylinder, please consult the manufacturers. This course also includes links to several manufacturers of oxygen cylinders and accessories. You should complete the course "Home Oxygen Therapy" before completing this course. Learning objectives: 1. Identify the components and various accessories of an oxygen tank; 2. Explain who would use an oxygen tank; 3. Identify the safety precautions an oxygen patient should adhere to when using an oxygen tank. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC006 - Introduction to TENS**

Author: Various Sources

This course introduces the new home medical equipment staff member to TENS units. Because of the multitude of TENS units and accessories on the market, this course will cover TENS units in the broadest generic terms. For specific information related to a particular brand of TENS unit, please consult the manufacturers. This course also includes links to several TENS unit manufacturers. Learning objectives: 1. Identify the basic models of TENS units; 2. Identify the components and various accessories of a TENS unit; 3. Explain who would use a TENS unit; 4. Perform basic TENS unit maintenance procedures; 5. Explain how a TENS unit can be used safely. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC007 - Introduction to Low Loss Air Mattresses**

Author: Various Sources

This course introduces the new home medical equipment staff member to the standard manual wheelchair. Because of the multitude of brands of manual wheelchairs and accessories on the market, this course will cover manual wheelchairs in the broadest generic terms. For specific information related to a particular brand of manual wheelchair, please consult the manufacturers. This course also includes links to several manual wheelchair manufacturers. Learning objectives: 1. Identify the basic models of low air loss mattresses; 2. Identify the components and various accessories of a low air loss mattress; 3. Explain who would use a low air loss mattress; 4. Perform basic low air loss mattress maintenance procedures; 5. Explain how a low air loss mattress can be used safely. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **PEC008 - Introduction to Phototherapy Units**

Author: Various Sources

This course introduces the new home medical equipment staff member to phototherapy units. Because of the multitude of phototherapy units and accessories on the market, this course will cover phototherapy units in the broadest generic terms. For specific information related to a particular brand of phototherapy unit, please consult the manufacturers. This course also includes links to several phototherapy unit manufacturers. Learning objectives: 1. Identify the basic models of phototherapy units; 2. Identify the components and various accessories of a phototherapy unit; 3. Explain who would use a phototherapy unit; 4. Perform basic phototherapy unit maintenance procedures; 5. Explain how a phototherapy unit can be used safely. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC009 - Introduction to Bone Growth Stimulators**

Author: Various Sources

This course introduces the new home medical equipment staff member to non-invasive bone growth stimulators. This course will cover bone growth stimulators in the broadest generic terms. For specific information related to a particular brand of bone growth stimulator, please consult the manufacturers. This course also includes links to bone growth stimulator manufacturers. Learning objectives: 1. Identify the basic models of bone growth stimulators; 2. Identify the components of a bone growth stimulator; 3. Explain who would use a bone growth stimulator; 4. Explain how a bone growth stimulator can be used safely. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC), 0.5 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC010 - Introduction to Enteral Nutrition Pumps**

Author: Various Sources

This course introduces the new home medical equipment staff member to enteral nutrition pumps. Because of the multitude of enteral nutrition pumps and accessories on the market, this course will cover enteral nutrition pumps in the broadest generic terms. For specific information related to a particular brand of enteral nutrition pump, please consult the manufacturers. This course also includes links to enteral nutrition pump manufacturers. Learning objectives: 1. Identify the basic models of enteral nutrition pumps; 2. Identify the components and various accessories of an enteral nutrition pump; 3. Explain who would use an enteral nutrition pump; 4. Perform basic enteral nutrition pump maintenance procedures; 5. Explain how an enteral nutrition pump can be used safely. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC011 - Introduction to Apnea Monitors**

Author: Various Sources

This course introduces the new home medical equipment staff member to apnea monitors. Because of the multitude of apnea monitors and accessories on the market, this course will cover apnea monitors in the broadest generic terms. For specific information related to a particular brand of apnea monitor, please consult the manufacturers. This course also includes links to apnea monitor manufacturers. Learning objectives: 1. Identify the components and various accessories of an apnea monitor; 2. Explain who would use an apnea monitor; 3. Perform basic apnea monitor maintenance procedures; 4. Explain how an apnea monitor can be used safely. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC012 - Introduction to Continuous Passive Motion (CPM) Units**

Author: Various Sources

This course introduces the new home medical equipment staff member to Continuous Passive Motion (CPM) units. Because of the multitude of CPM units and accessories on the market, this course will cover CPM units in the broadest generic terms. For specific information related to a particular brand of CPM

unit, please consult the manufacturers. This course also includes links to CPM manufacturers. Learning objectives: 1. Identify the basic models of CPM units; 2. Identify the components and various accessories of a CPM unit; 3. Explain who would use a CPM unit; 4. Perform basic CPM unit maintenance procedures; 5. Explain how a CPM unit can be used safely. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC013 - Introduction to Nebulizer Systems**

Author: Laura Cadogan

This course introduces the new home medical equipment staff member to aerosol nebulizer systems. Because of the multitude of brands of nebulizers and other system components on the market, this course will cover the devices in the broadest generic terms. For specific information related to a particular brand of nebulizers and system components, please consult the manufacturers. This course also includes links to several manufacturers. Learning objectives: 1. Define airway obstruction; 2. Explain what aerosol nebulizer systems are and who would use them; 3. Explain how a nebulizer system is used; 4. Identify the physical factors in aerosol deposition. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC014 - Introduction to Ostomy Care**

Author: Various Sources

This course will provide you information about products that help individuals manage their ostomies following ostomy surgery. Because of the multitude of brands of ostomy products on the market, this course will cover ostomy products in the broadest generic terms. For specific information related to a particular brand of ostomy products, please consult the manufacturers. This course also includes links to ostomy product manufacturers. You should complete the courses "OWC001a - Overview of Ostomies - Part 1" and "OWC001b - Overview of Ostomies - Part 2" before taking this course. Learning objectives: 1. Identify products designed to manage each type of ostomy; 2. Explain who would use an ostomy product; 3. Explain how certain foods and medication can affect the ostomy patient; 4. Provide tips and suggestions on how ostomy patients can safely manage and care for their ostomy. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC015 - Introduction to Breast Pumps**

Author: Various Sources

This course introduces the new home medical equipment staff member to breast pumps. Because of the number of breast pumps and accessories on the market, this course will cover breast pumps in the broadest generic terms. For specific information related to a particular brand of breast pump, please consult the manufacturers. This course also includes links to VGM Participating breast pump manufacturers. Learning objectives: 1. Explain how a woman's breast manufactures milk; 2. Define "let-down" reflex and explain the process; 3. Explain the purpose of a breast pump and how it is used; 4. Identify the three basic types of breast pumps; 5. Explain how to determine the most appropriate breast pump for a nursing mother; 6. Provide suggestions on how a new nursing mother can overcome her anxiety about using a breast pump for the first time; 7. Explain the conditions under which breast milk should be stored; 8. Explain how a nursing mother can maintain her milk supply; 9. Explain how a breast pump should be used safely. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC016 - Introduction to Spirometry**

Author: Various Sources

This course introduces you to spirometry. This measurement can help the clinician determine whether an individual has a disease in the lungs, and help determine whether the disease is obstructive or restrictive. Because of the variety of spirometry systems and accessories on the market, this course will cover

spirometry systems in the broadest generic terms. For specific information related to a particular brand of system, please consult the manufacturers. This course also includes a link to VGM Participating vendors of spirometry systems and accessories, and of peak flow meters. You should complete the following courses before beginning this course: "DMGT016 - Overview of Cystic Fibrosis," DMGT018 - Overview of Tuberculosis," "RESP009 - Asthma Management: Interventions and Strategies," and "RESP010 - Intervention and Strategies of the COPD Population." Learning objectives: 1. Explain what spirometry systems are and who would use them; 2. Explain what a peak flow meter is and who would use one; 3. Explain how a spirometry system is used; 4. Explain how a peak flow meter is used; 5. Identify the parts that make up a basic spirometry system and the various accessories that can be used with a basic device. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 2.0 contact hours by the Commission for Case Manager Certification (CCMC); 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC017 - Introduction to Power Mobility Devices**

Author: Elizabeth Cole, MSPT

This course introduces the new home medical equipment staff member to power mobility devices (power wheelchairs and scooters). Because of the multitude of brands of power mobility devices and accessories on the market, this course will cover power mobility devices in the broadest generic terms. For specific information related to a particular brand of power mobility device, please consult the vendors. Learning objectives: 1. Identify the basic criteria for medical necessity for a power mobility device in general and a scooter or power wheelchair specifically; 2. Identify the basic features of a Group 1, Group 2, Group 3, Group 4, and Group 5 power wheelchair and how they differ from one another; 3. Identify at least four basic criteria that an individual should meet to be appropriate for each of the different types of power wheelchairs listed in objective #2; 4. Discuss the advantages and disadvantages among the three different types of drive wheel positions. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.2 Iowa Board of Nursing CEUs/2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **PEC018 - Introduction to Ambulatory Aids**

Author: Belson/Hanwright Education Videos

This course introduces the new home medical equipment staff member to standard ambulatory aids (canes, crutches and walkers). Because of the multitude of brands of ambulatory aids and accessories on the market, this course will cover ambulatory aids in the broadest generic terms. For specific information related to a particular brand of ambulatory aid, please consult the vendors. Learning objectives: 1. Explain the purpose and clinical indications of ambulatory aids; 2. Describe briefly how each ambulatory aid works; 3. Demonstrate correct adjustment, use and placement of ambulatory aids; 4. Demonstrate cleaning procedures appropriate to the ambulatory aid. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **PEC019 - Introduction to Suction Pumps**

Author: Jim Belson

This course introduces the new home medical equipment staff member to suction pumps. Because of the multitude of suction pumps and accessories on the market, this course will cover suction pumps in the broadest generic terms. For specific information related to a particular brand of suction pumps, please consult the manufacturers. This course also includes links to several suction pump manufacturers. Learning objectives: 1. Identify three types of suctioning and their purposes; 2. Identify types of suction pumps, accessories, and uses; 3. Identify appropriate suctioning levels per user and perform tests to check suctioning level; 4. Perform proper suctioning techniques; 5. Troubleshoot common problems with suction pumps; 6. Perform proper cleaning of pump and parts. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hour by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case

Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **PEC020 – Introduction to Lymphedema Products**

Author: Jill Blaser

This course introduces the new home medical equipment staff member to lymphedema products (pumps and compression garments). Because of the multitude of brands of lymphedema products, this course will cover the products in the broadest generic terms. For specific information related to a particular brand of lymphedema products, please consult the vendors. Learning objectives: 1. Define lymphedema; 2. Describe what a lymphedema pump is and who would use it; 3. Explain the proper use a lymphedema pump; 4. Describe the four types of lymphedema pumps; 5. Explain how to use compression garments and bandaging; 6. Explain how to properly clean a lymphedema pump and garments. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.1 Iowa Board of Nursing CEUs/1 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

<b>Safety</b>
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### **SAFE001 - Disaster Preparedness for the HME Supplier**

Author: Bob Thornburg

This course provides the information you need to develop a Disaster Preparedness Plan for your HME business. Learning objectives: 1. Create a cost effective, current disaster preparedness plan; 2. Instruct others within your organization on the importance of preparing for and reacting to disasters. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE002a - Forklift Safety Training - Part 1**

Author: Various Sources

This course is the first of a 2-part series of courses designed to prepare you for your company's forklift hands-on driver training. This course covers basic safety and component information, center of gravity, and operating hazards. You should complete this course before completing Part 2. Learning objectives: 1. Explain OSHA's forklift training regulation; 2. Identify the basic components of a forklift and identify areas to inspect before operation; 3. Define "center of gravity," and identify at least 4 forces that can affect a load's center of gravity; 4. Identify at least three potential hazards that can occur when operating a forklift. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE002b - Forklift Safety Training - Part 2**

Author: Various Sources

This course is the second of a 2-part series of courses designed to prepare you for your company's forklift hands-on driver training. This course focuses on forklift inspection and operation, load handling, and forklift refueling. You should complete Part 1 of this series before completing this course. Learning objectives: 1. Identify the areas of a forklift that you should inspect before beginning operation of the vehicle; 2. Explain the basic rules and regulations regarding forklift operation; 3. Describe the "science of loading," and how it relates to working with loads on your forklift; 4. Explain the precautions you should take when using special attachments on your forklift; 5. Demonstrate the proper procedures when refueling a forklift. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE003 - Hazard Communication**

Source: OSHA

In 1983, the Federal Government established the OSHA Hazard Communication Standard. This standard is designed to protect employees who use hazardous materials on the job. This course is an overview of that Standard. Learning objectives: 1. Identify the important parts of a basic product label; 2. Describe the

importance of a material safety data sheet (MSDS); 3. Describe the difference between a physical hazard and a health hazard; 4. Describe the controls used to limit or prevent exposure to hazardous materials. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.2 CEUs for this program.

#### **SAFE004 - Prevention of Vehicle Accidents**

Source: Norco

This course will cover the rules, regulations, and procedures associated with driving a commercial vehicle. Knowing these rules, regulations, and procedures will help you develop good driving habits and ultimately prevent vehicle accidents. Learning objectives: 1. List the rules and regulations that promote good driving habits; 2. Explain the procedure for crossing railroad tracks; 3. Identify and explain the meaning behind various road signs; 4. Explain policies regarding fire prevention in and around vehicles; 5. List the rules and procedures for reporting accidents. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

#### **SAFE005a - Personal Protective Equipment - Part 1**

Source: OSHA

This is the first of a 3-part series of courses about personal protective equipment (PPE). This course defines PPE, explains both your and your employer's responsibilities in providing and using PPE, and explains why eye and face protection is important. You should complete this course before completing Parts 2 and 3. Learning objectives: 1. State the responsibilities you and your employer have in regard to personal protective equipment; 2. Identify the different pieces of personal protective equipment and describe when and how they should be used. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

#### **SAFE005b - Personal Protective Equipment - Part 2**

Author: OSHA

This is the second of a 3-part series of courses about personal protective equipment (PPE). This course explains the importance of respiratory and head protection. You should complete this course after completing Part 1 and before completing Part 3. Learning objectives: 1. State the responsibilities you and your employer have in regard to personal protective equipment; 2. Identify the different pieces of personal protective equipment and describe when and how they should be used. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

#### **SAFE005c - Personal Protective Equipment - Part 3**

Author: OSHA

This is the third of a 3-part series of courses about personal protective equipment (PPE). This course explains the importance of protecting your hearing, hands and feet. You should complete this course after completing Parts 1 and 2. Learning objectives: 1. State the responsibilities you and your employer have in regard to personal protective equipment; 2. Identify the different pieces of personal protective equipment and describe when and how they should be used. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

#### **SAFE006a - Safety in the Workplace - Part 1**

Source: Norco

This is the first in a 2-part series of courses that discusses a wide range of issues related to workplace safety. In this first part of the series, we'll address the areas of responsibility for enforcing safety rules within your company; how to identify, analyze and control hazards within your facility; the types of inspections you should be conducting in your workplace; and the type of safety training your company should be offering to your employees. Learning objectives: 1. Identify the scope of safety responsibilities among employees, managers and owners within a company; 2. State how to recognize safety hazards, analyze them and control them; 3. Define the different types of inspections that may occur in your company. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **SAFE006b - Safety in the Workplace - Part 2**

Source: Norco

This is the second of a 2-part series of courses that discusses a wide range of issues related to workplace safety. In this second part of the series, we'll address procedures to report and investigate accidents and other emergencies; basic safety rules and standards your company should consider adopting; how to handle hazard communication, bloodborne pathogens and process safety management. Learning objectives: 1. State the various safety policies regarding enforcement, reporting and investigating accidents and formation of a safety committee; 2. State the rules and standards surrounding the use of equipment, work environments and workplace procedures. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **SAFE007 - Toxicology and Exposure**

Source: Norco

This course is a brief study of general toxicological principles to the extent that you may understand and guard against the toxic effects of the materials found in the workplace or job site. Learning objectives: 1. State and define specific terms related to toxicology and exposure; 2. Identify the properties of a material along with the elements and factors that influence toxicological exposure; 3. State how dosage, duration and route of entry play a role in toxicological exposure. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.5 Business/Facilities Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **SAFE008 - Overview of Ergonomics**

Source: OSHA

Ergonomics is the practice of designing equipment and work tasks to conform to the capability of the worker. This course provides information about ergonomics that all health care providers should be aware of. Learning objectives: 1. Identify the potential hazards common to the health care industry that can result in ergonomic stressors; 2. Describe possible solutions to overcome those potential ergonomic hazards. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **SAFE009 - Back Safety**

Source: OSHA

Home medical equipment employees are often subject to back injuries because of the type of lifting and carrying they do on a daily basis. This course discusses the potential causes of back injuries, and how to avoid them. Learning objectives: 1. Explain the prevalence of back disorders in the U.S; 2. Identify the causes of back injuries; 3. Explain the mechanics of safe lifting; 4. Identify alternative methods of lifting and carrying heavy objects; 5. Explain how you can maintain a healthy back. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing Education: 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **SAFE010 - Noise and Hearing Conservation**

Source: OSHA

Noise, or unwanted sound, is one of the most common health problems in American workplaces. This course describes sound hazards and how to measure sound for proper safety levels. Learning objectives: 1. Define sound; 2. Explain the function of the ear; 3. Explain the affects of excessive exposure to noise; 4. Explain how ultrasonics can affect hearing; 5. Identify the requirements outlined in OSHA's Occupational Noise Exposure standard; 6. Explain how a sound level meter is used to screen for noise exposure; 7. Explain the purpose of audiometric testing; 8. Explain OSHA's basic requirement for hearing protection devices; 9. Explain the purpose of OSHA's hearing recordkeeping regulation. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing Education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE011 - Indoor Air Quality**

Source: OSHA

This course provides information about the types of health problems that indoor air contaminants can create, and recommendations that employers can implement to safeguard against those problems.

Learning objectives: 1. List the primary sources of indoor air quality problems; 2. Identify the two types of building problems that cause employee complaints; 3. List the major indoor air contaminants; 4. Identify the two types of office-related health problems; 5. Explain how OSHA conducts indoor air quality inspections; 6. Describe how an employer can follow recommendations to prevent or alleviate many indoor air quality problems. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing Education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE012a - Ergonomics: Computer Workstations - Part 1**

Source: OSHA

This course is the first of a 3-part series that illustrates simple, inexpensive principles that will help you create a safe and comfortable computer workstation. Learning objectives: 1. Define neutral body positioning; 2. Identify the factors that should be considered to maintain neutral body postures while working at a computer workstation; 3. Explain how force can affect localized muscle groups; 4. Explain the potential hazards and possible solutions for prolonged periods of activity at a computer workstation; 5. Explain the potential hazards and possible solutions to overcome inadequate lighting and ventilation, and glare at a computer workstation. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing Education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE012b - Ergonomics: Computer Workstations - Part 2**

Source: OSHA

This course is the second of a 3-part series that illustrates simple, inexpensive principles that will help you create a safe and comfortable computer workstation. Learning objectives: 1. Explain the potential hazards of using computer monitors, keyboards, and pointing devices; 2. Explain the possible solutions to eliminate those hazards. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing Education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE012c - Ergonomics: Computer Workstations - Part 3**

Source: OSHA

This course is the third of a 3-part series that illustrates simple, inexpensive principles that will help you create a safe and comfortable computer workstation. Learning objectives: 1. Explain the potential hazards of using wrist and palm supports, document holders, desks, chairs and telephones; 2. Explain the possible solutions to eliminate those hazards. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing Education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE013a - Traveling with HME Devices**

Source: Transportation Safety Administration

Since September 11, 2001 the Transportation Security Administration (TSA) has developed guidelines with input from various disability-related groups and organizations. This course addresses TSA guidelines and provides you, the home medical equipment supplier, with information that you can in turn provide to your traveling customers. Learning objectives: 1. Explain to your customers with disabilities or other medical conditions what preparations they should make regarding their disability or medical condition in advance of their trip; 2. Explain to your mobility and hearing- or visually-impaired customers how they can efficiently negotiate the screening process at an airport's security checkpoint; 3. Explain to your customers who have hidden medical devices (pacemakers, defibrillator or other implanted devices, and metal implants) how they can efficiently negotiate the screen process at an airport's security checkpoint; 4. Explain to your diabetic customers how they can efficiently negotiate the screen process at an airport's security checkpoint with their equipment and supplies; 5. Explain to your customers how to get their medications through the screening process at an airport's security checkpoint; 6. Print, copy and distribute documents containing TSA guidelines contained in this course. To successfully complete this

course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing Education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE013b - Traveling with Oxygen**

Source: Various Sources

This course addresses those TSA guidelines and provides you, the home medical equipment supplier, with information that you can in turn provide to your supplemental oxygen customers. Learning objectives:

1. Explain the regulations your oxygen customers must adhere to when traveling via air with oxygen; 2. Explain the preparations your oxygen customers should make prior to traveling via air with oxygen; 3. Explain the preparations your oxygen customers should make prior to traveling on a cruise ship; 4. Explain the preparations your oxygen customers should make prior to traveling on Amtrak. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE014 - Medical Device Reporting**

Source: The Food & Drug Administration (FDA)

The Food and Drug Administration (FDA) uses Medical Device Reporting (MDR) to receive information about adverse medical device events from manufacturers, importers and user facilities (including HME/DME suppliers), so that these events can be detected and corrected quickly. This course provides you with information you'll need to comply with MDR requirements. Learning objectives: 1. Define "medical device"; 2. Explain the reasoning behind Medical Device Reporting; 3. Explain how medical devices are categorized; 4. Explain how user facilities are required to report medical device adverse events to the FDA; 5. Explain the difference between "mandatory" and "voluntary" MDR; 6. Establish MDR written procedures, recordkeeping policies and files; 7. Establish procedures for complying with FDA medical device recall actions. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE015 - Preventing Workplace Violence**

Source: OSHA

For many years, health care and social service workers have faced a significant risk of job-related violence. Assaults represent a serious safety and health hazard within these industries. OSHA's violence prevention guidelines provide the agency's recommendations for reducing workplace violence. Learning objectives: 1. Define workplace violence; 2. List the risk factors for workplace violence that health care workers face; 3. Explain the 5 elements of an effective workplace violence prevention program; 4. Describe at least 3 steps for conducting a worksite analysis; 5. Explain at least 2 methods that employers can use to prevent and control potential workplace hazards; 6. Develop a workplace violence prevention training program for all employees within your organization; 7. Identify the types of reports that should be kept and the evaluation processes that should be implemented in order to maintain an effective workplace violence prevention program. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE016 - Fall Prevention**

Author: Various Sources

This course contains information about the prevalence and results of falls, and provides information that HME providers can share with their older clients to minimize the risk of falling. Learning objectives: 1. Describe the prevalence of falls among older adults in the U.S; 2. Explain who is most susceptible to falls and resulting injuries; 3. Describe the mostly likely outcomes from a fall by an older adult; 4. List the most common risk factors that cause an older adult to fall; 5. Explain how falls among older adults can be reduced or prevented. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: This course is approved for 0.5 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE017 - Developing an Emergency Action Plan**

Source: OSHA

An emergency action plan (EAP) is a written document required by particular OSHA standards. The purpose of an EAP is to facilitate and organize employer and employee actions during workplace

emergencies. If you are required to have an EAP, this course will guide you through the development of an EAP. Learning objectives: 1. Explain the purpose of an evacuation action plan (EAP); 2. Use OSHA's "Expert System" to determine if your company is required to have an EAP; 3. Conduct a workplace evaluation prior to developing an EAP; 4. Use at least two methods to develop an EAP for your company; 5. Identify at least five elements of evacuation that should be included in your company's EAP; 6. Identify procedures that should be taken into account if you incorporate a "shelter-in-place" within your EAP; 7. Identify OSHA's requirements for reporting emergencies. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. This course combines with the courses "SAFE018 - Developing a Fire Prevention Plan" and "SAFE019 - Fire Extinguisher Systems" to offer you a comprehensive emergency preparedness training program. Continuing education: This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE018 - Developing a Fire Prevention Plan**

Source: OSHA

A fire prevention plan (FPP) is a written document required by particular OSHA standards. The purpose of an FPP is to outline the steps that a company takes to prevent a fire from occurring in the workplace. Learning objectives: 1. Identify the minimal information that must be included in a fire prevention plan (FPP); 2. Identify the three most common fire detection systems, and explain the environments in which each is best suited to be used; 3. Explain the purpose of an employee alarm system; 4. Identify the two most common types of employee alarm systems, and explain the environments in which each is best suited to be used. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. This course combines with the courses "SAFE017 - Developing an Emergency Action Plan" and "SAFE019 - Fire Extinguisher Systems" to offer you a comprehensive emergency preparedness training program. Continuing education: This course is approved 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE019 - Fire Extinguisher Systems**

Author: OSHA

Workplace fires and explosions kill hundreds and injure thousands of workers each year. This course discusses the use of portable fire extinguishers and fixed fire extinguishing systems in the workplace. Learning objectives: 1. Explain the evacuation options you would face when deciding whether to fight a small fire in the workplace, or evacuate immediately; 2. Explain the two functions of a portable fire extinguisher; 3. Identify the four elements that must be present at the same time for fire to occur; 4. Identify the three most common types of portable fire extinguishers, and the type of fire on which each should be used; 5. Describe the major components of a fixed fire extinguishing system; 6. Identify the three types of extinguishing agents found in fixed extinguishing systems. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. This course combines with the courses "SAFE017 - Developing an Emergency Action Plan" and "SAFE018 - Developing a Fire Prevention Plan" to offer you a comprehensive emergency preparedness training program. Continuing Education: 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE020 - Basic First Aid**

Author: Centers for Disease Control and Prevention (CDC)

This course is designed to provide you with awareness of basic first aid principles and the importance of first aid training courses. This information is only a guide. It is not a substitute for training or professional medical assistance. Learning objectives: 1. Explain the principles of first aid; 2. Explain the goals of first aid; 3. Define the DRABC action plan; 4. Demonstrate the basic first aid procedures for at least 6 types of injuries; 5. Identify the items that should be included in a first aid kit. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing Education: 0.5 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE021 - Basic Home Safety**

Author: Various Sources

This course examines the types of hazards that can exist within a home, and what a person can do to protect those living within that home. This course also takes a look at how older adults, especially those with Alzheimer's disease and other dementia, can be protected within their home. Learning objectives: 1.

Explain the difference between an unsafe act and an unsafe condition; 2. List the top 5 hidden home hazards as identified by the Consumer Product Safety Commission; 3. List the three leading causes of home injury death for persons 65 and older in the United States; 4. Explain at least 4 steps you can take in order to provide a safe place for a person with dementia to live; 5. Explain at least 5 things you can do in order to make sure a home supports the changing needs of a person with dementia. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing Education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE022 - OSHA Overview**

Author: OSHA

The Occupational Safety and Health Administration (OSHA) is an agency of the United States Department of Labor. OSHA's mission is to prevent work-related injuries, illnesses, and deaths by issuing and enforcing rules (called standards) for workplace safety and health. This course provides an introductory overview of OSHA. Learning objectives: 1. Explain the extent of OSHA's statutory authority; 2. Explain the mission of OSHA; 3. Identify the location and contact information of the federal regional office for the state in which your business is located; 4. Explain OSHA's Non-Retaliation Policy for small businesses. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing Education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE023 – Overview of Material Safety Data Sheets (MSDS)**

Author: OSHA

This course provides an overview of material safety data sheets (commonly referred to as "MSDS"). Learning objectives: 1. Explain the basic premise of OSHA's Hazard Communication Standard; 2. Explain what information is required to be included on an MSDS; 3. Define "downstream flow" as it relates to an MSDS; 4. Describe where a company is required to store their material safety data sheets; 5. Describe the sections that make up the ANSI voluntary MSDS standard form. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing Education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SAFE024 – Bariatric Hospital Bed Safety and Selection**

Author: Kelli Kramer-Jackman, PhD, ARNP, FNP-BC, RN, and DuWayne Kramer, Jr., BS

This course will discuss current electric hospital bed standards and current regulatory processes in the United States. The course also provides a guide for selecting bariatric hospital beds and implications for future research. Learning objectives: 1. Identify types of electric hospital bed malfunctions that cause preventable injuries and deaths each year; 2. Discuss current and previous U.S. electric hospital bed standards; 3. Identify the current U.S. electric hospital bed minimal safety standard or level of equivalency that bed systems (bed, mattress, and attached equipment) should be tested at or above; 4. Discuss facility and care provider responsibility for maintaining the electric hospital bed minimal safety standard after facilities or care providers alter the bed system; 5. Identify items to consider when selecting an electric bariatric hospital bed system. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing Education: 0.12 Iowa Board of Nursing CEUs/1.2 contact hours by The CE Solutions Group, a Division of VGM Education (IBON Provider #335); 2.0 contact hours by the Commission for Case Manager Certification (CCMC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

## **Sales & Marketing**

### **SELL001 - Sales Account Management**

Author: Louis Feuer

This course will help you sharpen your skills in sales account management. Topics range from information you should record in an account to sales presentation techniques. Learning objectives: 1. Define selling in relation to your business, and identify barriers to making a successful sale; 2. State which costs should be factored in each and every sales call; 3. Manage an account by identifying, which information is relevant and organizing all accounts based on priority; 4. State the benefit of developing a sales system; 5. State how the Feuer 10 Point Rule can be used as an effective sales technique. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for

Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SELL002 - Sales and Marketing Strategies**

Author: Louis Feuer

This course outlines why you should understand your customer and your own strengths and weaknesses in order to form effective sales and marketing strategies. Learning objectives: 1. State the key points that demonstrate the importance of developing a marketing calendar; 2. Identify which important characteristics of your customer will influence your marketing plan; 3. State how your own company's strengths and weaknesses will influence your marketing plan; 4. State the overall purpose of evaluating your market and your marketing program. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SELL003 - Handling Complaints**

Author: Louis Feuer

This course examines the power of a complaint, how it affects your business reputation, and provides strategies for solving the problem. Learning objectives: 1. State how complaints impact your business; 2. State methods you can use to avoid and solve complaints. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 0.75 Business/Facility Management (B) PCE by the American Board for Certification in Orthotics and Prosthetics (ABC); 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SELL004 - The HME Customer: Where and Why?**

Author: Louis Feuer

To help you understand where the home medical equipment (HME) customers are and some of the issues that are important to them. Learning objectives: 1. State the seven referral sources from which your HME customers come; 2. State how to capitalize on the unique attributes of each referral source; 3. Identify the needs of each referral source and the issues they face as indicated in this module; 4. State how to maintain a successful relationship with your customer. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SELL005 - Where are My Customers? An Overview of Selling Skills**

Author: Libbie Lockard

Your success in sales is determined by a set of certain skills. This course covers how to refine these skills through proper planning, prospecting and providing service after the sale. Learning objectives: 1. List or state the sales skills needed to place yourself in a position of importance with the customer; 2. State how each sales skill is relevant to the sales process and how all are interrelated; 3. By using a simple mathematical formula, calculate the number of prospects you must find and sales calls you must make in order to remain successful in sales. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SELL007 - Positioning Wheelchair Upgrades to Maximize Sales and Customer Satisfaction**

Author: Alison Cherney

This course provides you strategies to increase sales of wheelchair upgrades and accessories, and to increase customer satisfaction in the process. The material used for this course is reprinted with permission from HomeCareXtra. Copyright 2005 PRIMEDIA Business Magazines and Media. Learning objectives: 1. Set new wheelchair and accessory sales goals; 2. Explain the importance of having the right person handling your wheelchair sales and customer service calls; 3. Explain the importance of initial and on-going training of your entire staff; 4. Explain how a positive shift in staff attitude can lead to increased sales; 5. Explain how incentive plans can lead to increased sales; 6. Explain why monitoring sales performance is critically important to your business. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SELL008 - Consultative Selling Strategies**

Author: Louis Feuer

Sales people need to see themselves as a resource for the customer, rather than simply as a salesperson selling to a client. This course introduces the concept of “consultative selling” whereby the customer is given the sense that he or she is always in control of the decision-making process. Learning objectives: 1. Define consultative selling; 2. Explain the four steps of the consultative selling sequence; 3. Explain the three stages of the consultative sales approach. 3. Describe the five skills needed throughout the consultative sales process; 4. Explain the purpose of using high-gained and open-ended questions during the consultative sales process. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SELL009 - The 60 Minutes Sales Manager Training Program**

Author: Louis Feuer

This is a crash course for the sales manager that focuses on the key strategies you can use to monitor, track and manage your sales team. Learning objectives: 1. Describe the role of a Sales Manager; 2. Explain why sales reports are a key management and planning tool; 3. Explain why it may be necessary to develop different commission plans for each of your salespeople; 4. Explain why it is necessary for salespeople to expand your company’s visibility within an existing client’s organization; 5. Describe what to look for among existing territories in order to generate additional business within those territories. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.

### **SELL010 - How to Dissect Your Accounts**

Author: Louis Feuer

This course provides you strategies to look a little deeper into your accounts – to “dissect” them – to find out what makes them tick. Learning objectives: 1. Define what an account actually is; 2. Develop an organization chart for an account’s entire company; 3. Describe various types of account personalities; 4. Explain how an account that does not generate business can be important to your success; 5. Describe the steps you can take to remain in touch with an existing account. To successfully complete this course, you must attain a minimum score of 80% on the final exam and complete the course training survey. Continuing education: 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC); VGM Education is authorized by IACET to offer 0.1 CEUs for this program.