2020 COURSE CATALOG

TAKE THE NEXT STEP TOWARDS CERTIFICATION

60+ DIGITAL COURSES AVAILABLE

UPDATED: MARCH 2020

22640 HAZEL LANE, RAPID CITY, SD, 57702
(800) 542-9730
WWW.HHN.LITMOS.COM
ABOUT THE CHH PROGRAM

This program provides members with access to our online learning management system, which contains over 60 valuable educational courses specifically useful for our industry.

National certification exists for almost any industry you can imagine. The Certified Hospitality House program provides a long-overdue way to distinguish houses which maintain high training standards and follow best practices.

*Please note this is a continuously growing resource library and will be updated regularly as more courses are available.

PROGRAM FEES

<table>
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<tr>
<th>Number of Rooms</th>
<th>ANNUAL COST</th>
<th>TOTAL CEUs</th>
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<tbody>
<tr>
<td>1-19</td>
<td>$100</td>
<td>14</td>
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<tr>
<td>20-39</td>
<td>$150</td>
<td>28</td>
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<tr>
<td>40-59</td>
<td>$200</td>
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<tr>
<td>60+</td>
<td>$250</td>
<td>56</td>
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</tbody>
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* Become a Certified Hospitality House by completing the required amount of continued education units (CEUs) based on the number of rooms in your hospitality house.

CONTINUING EDUCATION UNIT (CEU) REQUIREMENTS

<table>
<thead>
<tr>
<th>Number of Rooms</th>
<th>Emergency Management Hours</th>
<th>Facility Management Hours</th>
<th>Guest Relations Hours</th>
<th>Human Resources Hours</th>
<th>Internal Improvements Hours</th>
<th>NP Management Hours</th>
<th>Operations Hours</th>
<th>Total CEU Hours</th>
<th>Recertification Hours</th>
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<td>26</td>
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</table>

* If you are a provisional member, the number of rooms can be a projected amount.
GET STARTED TODAY

1. Go to Healthcare Hospitality Network’s website

2. Click on the Member Center tab on the top of the home page, select “Become a Certified Hospitality House”

3. Determine how many users from your team will have access to the CHH program

4. “Sign up for the CHH program” at the bottom of the informational page

QUESTIONS?

See more details on our CHH program website including FAQ’s and an intro video tutorial.

Reach out to bquinn@hhnetwork.org or Baylor@nonprofitresources.us with any additional questions
Confirmation of quality for your valued donors and grant-making organizations.

**Improved availability and risk mitigation:** employees with the right skills can identify problems and provide solutions with ease.

**Improved productivity and reduced cost, decreased turnover:** employees with certifications tend to stay with organizations longer, reducing hiring costs and minimizing disruption to the organization. Reducing turnover can go a long way to mitigating financial and time losses that accompany high turnover.

**Superior agility:** while many individual's focus on specific tasks in their field, cross-training and upskilling staff with professional certification makes an organization more agile and improves the overall performance.

**Professional credibility:** Give your guests, your partners, and your support community confidence in your organization.

**Boost productivity:** studies by a variety of organizations (including Microsoft, IDC, CompTIA, and Novell) have shown that employees with a professional certification are more productive. That's because certifications better prepare your team to deal with day-to-day challenges. Certification helps lead to more efficient processes and can improve the productivity of team projects.

**Improved efficiency:** best practices in budget, financing, human resources, and can help your team quickly identify inefficiencies and can increase your success, financially.

**Become a better evaluator of the talent and skills of others.** Once you work through Certification you will be in a better position to evaluate the skills of others, evaluate your own strength and weaknesses, and gain a broader understanding of the skills that are most effective.

**Gain confidence** that your team set a goal, developed a plan, and worked through each benchmark.

Gives you a growing toolkit to draw upon when needed. You have mastered and new body of knowledge and may have filled in areas that were blindspots prior to Certification.

Experience is the greatest teacher, but **Certification and standardized education benchmarks** ensures that you have exposure to ideas outside of your comfort zone.
SEVEN CORE CERTIFICATION CATEGORIES

In order to achieve the CHH designation, organizations are required to fulfill continued education units in seven core categories.

- **INTERNAL IMPROVEMENTS**
  Hours in this area include trainings where the candidate has learned about oneself in a formal, structural way. Understanding self-care, compassion fatigue, trauma stewardship, empathy training, and emotional intelligence is critical for professionals.

- **GUEST RELATIONS**
  Positive relationships and interpersonal communication skills are essential. Hours in this category include relationship and dialogue development.

- **FACILITY MANAGEMENT**
  This category focuses on facility management specific trainings including architecture, design, expansion, and proactive maintenance programs.

- **HUMAN RESOURCES**
  Employee relations, staff development, recruitment, orientation, and retention are the focus in this category.

- **EMERGENCY MANAGEMENT**
  Having policies and processes in place to ensure the well-being and safety of guests, volunteers, visitors, and staff is the focus in this category. Topics include: natural disaster planning, active shooter drills, etc.

- **NONPROFIT MANAGEMENT**
  This category is critical to successful mission delivery and include building your ideal board of directors, efficacy and feasibility studies, fundraising, development, and annual and impact reports.

- **OPERATIONS MANAGEMENT**
  Business skills and effective use of resources are a prime component in successful house management. Hours in this area focus on business fundamentals critical to efficient process development and asset management.
CHH COURSES

Please note this is a continuously growing resource library and will be updated throughout the year.

### EMERGENCY MANAGEMENT
- ACTIVE SHOOTER TRAINING 1 CEU
- CPR BASICS FOR EVERYONE 1 CEU
- EMERGENCY PREPAREDNESS PLANNING 1 CEU
- INFANT CPR BASICS 1 CEU
- PREPARING FOR THE UNEXPECTED 1 CEU

### FACILITY MANAGEMENT
- GROWTH EXPANSION & FEASIBILITY STUDIES 1 CEU
- INFECTION PREVENTION IN THE 2020'S 1 CEU

### GUEST RELATIONS
- EXCELLENCE IN CUSTOMER SERVICE 1 CEU
- COMMUNICATING EFFECTIVELY 1 CEU
- COMMUNITY BEHAVIOR MANAGEMENT 1 CEU
- COMPLAINT HANDLING 1 CEU
- DEATH & DYING 1 CEU
- DISRUPTIVE GUEST BEHAVIOR 1 CEU
- GUEST SENSITIVITY TRAINING 1 CEU
- GUEST SERVICES; Dealing With Non-Compliant Guests And Children 1 CEU
- HOW TO HANDLE SALES OBJECTIONS 1 CEU
- HIDDEN ROLE CAREGIVERS PLAY 1 CEU
- IMPACT OF HEALTHCARE HOSPITALITY PROGRAMS 1 CEU
- LISTENING SKILLS - TRANSFORM YOUR CUSTOMER INTERACTIONS 1 CEU
- SUPPORTIVE ACTIVITY PROGRAM 1 CEU
- TELEPHONE ETIQUETTE 1 CEU
- TRANSPORTATION SUPPORT PROGRAMS 1 CEU

### HUMAN RESOURCES
- INSPIRATIONAL LEADERSHIP
- PLANNING FOR NATIONAL VOLUNTEER RECOGNITION WEEK 1 CEU
- THE MINDFUL LEADER 1 CEU
- UNDERSTANDING AND LEADING WITH EMOTIONAL INTELLIGENCE 1 CEU
- WOMEN IN LEADERSHIP 1 CEU
# CHH Courses

## Internal Improvements
- Avoiding Compassion Fatigue in a Caring Profession 1 CEU
- The Physiology & Psychology of Critical Incidents 1 CEU
- Time Management Tips 1 CEU
- Managing Stress 1 CEU

## Nonprofit Management
- Annual Reports & Impact Reports 1 CEU
- Basics of ADA & Disability Discrimination 1 CEU
- Building Your Ideal Board of Directors 1 CEU
- Conflict of Interest 1 CEU
- Creating an Annual Dashboard 1 CEU
- Fundraising 1 CEU
- Legal Guidelines for Reducing Liability 1 CEU
- Marketing Strategy: The Drives Effectiveness 1 CEU
- Navigating Legal Issues 1 CEU
- Prospecting with Ease 1 CEU
- Succession Planning 1 CEU
- Third Party Billing 1 CEU
- Third Party Billing Part II 1 CEU
- What Matters in Patient Experience 1 CEU
- Your Brand: Know It, Grow It, Show It! 1 CEU

## Operations Management
- Accounting Essentials for Non-Profits 1 CEU
- Excel 2016 - Entering and Editing Data 1 CEU
- Marketing & Branding Strategies 1 CEU
- Hospital Engagement 1 CEU

Updated: March, 2020

Nearly 90+ users gaining knowledge and earning certification
OUR TEAM

Works with the Executive Director and Committee Chair to evaluate, define and enhance the Certified Hospitality House (CHH) curriculum and qualifications; and review certification applications.

AISHA CAMPBELL
THE CHILDREN’S INN AT NIH
BETHESDA, MD

SARAH HOEHLEIN
THE HACKERMAN-PATZ PATIENT & FAMILY PAVILION
BALTIMORE, MD

JANICE ROSS
SECU FAMILY HOUSE
CHAPEL HILL, NC

STEVE TARARA
GIFT OF LIFE
ROCHESTER, MN

GET STARTED TODAY!