

Healthcare Financial Management Association

**Certification Program
Coaching Course Resources**



Certification Program Coaching Course Resources

The HFMA coaching course structure includes comprehensive PowerPoint slides with instructor/lecture notes; participant guides for note-taking and exercises; and facilitator's guide including conducting training program tips. The materials provided may assist chapters in hosting training sessions. The coaching course materials focus on concepts that candidates must know to earn the HFMA CRCR certification designation.

HFMA provides a set of coaching materials and applicable resources to support certification prep-sessions:

- 1) Chapter Resources/best practices
- 2) Facilitator Guide
- 3) Facilitator Presentations
- 4) Learner Guide (Key concepts guide in program) plus content outline
- 5) Coaching Course Evaluation form

1. Chapter Resources/best practices

See below for some possible coaching/facilitation or faculty contacts. These chapter leaders are great resources for facilitation and may offer best practices if facilitation help is not needed. Some chapters have recorded sessions that are available on YouTube (request links via contact below). Fees may be associated with engaging as a facilitator.

- Sam King: sjking@uci.edu (Southern California Chapter) - CHFP
- Jeff Helton: jeffrey.helton@ucdenver.edu (Southern California Chapter) - CRCR, CHFP
- Christoph Stauder: christophstauder@msn.com (Oregon Chapter) - CHFP
- Terry Brennan: tmltab@cableone.net (Arizona Chapter) - CRCR
- Christine Fontaine: Christine.Fontaine@waystar.com (Florida Chapter) - CHFP, CRCR
- John Lloyd: jlloyd@clearbalance.org (North Carolina Chapter) - CHFP, CRCR
- Chris Johnson: chris.johnson@atriumhealth.org (North Carolina Chapter)
- Katie Tarr: katie.tarr@lbmc.com (Tennessee Chapter) - CHFP, CSBI, CRCR
- Courtney Guernsey: courtney.guernsey@corewellhealth.org (Michigan Great Lakes Chapter) - CHFP

If you are aware of any chapter or region offering prep-courses not listed here, please send their information to careerservices@hfma.org so we may update the resource list. Thank you.

2. Facilitator Guide

The facilitator's guide provides suggestions and tips for conducting the practicum. Fundamental to the success of the practicum is the facilitator's ability to articulate important issues, structure and manage participant reflection, elicit dialogue among all participants and manage the means for summarizing learning. Facilitating the Coaching Course: Tips for conducting an effective learning session can be found in the Facilitator's Guide on pages 11-13. This checklist is designed to provide practical guidance in facilitating the chapter coaching course. This information presents recommended "how-to's" for a successful coaching session.

3. Facilitator Presentations

Short PowerPoint presentations have been developed to assist the facilitator in setting the stage for coaching course sessions. The presentations can be adjusted as needed depending on the

delivery method (virtual vs. in-person). The PowerPoints are intended to introduce (and/or summarize) key topics, as identified by HFMA, but can be altered as determined by the presenter (highlight one or more specific topics, a specific section(s) of the online materials, area of expertise, etc.). The presentation (PowerPoint) materials are arranged to review the following 4 CRCR modules and a presentation exists for each area identified here:

- Revenue Cycle Introduction
- Pre-Service Financial Care
- Time of Service Financial Care
- Post Service Financial Care

Each module consists of a varied number of individual units designed to present revenue cycle materials in focused e-learning programs. At the beginning of each module, a series of questions, a pre-test; used to measure the learner's preparation to complete each module. All questions are based on material included in this course. The coaching course is a flexible and easily customizable structure tied directly to the online certification program materials; they complement each other. The materials provided may be used in any order and over any length of time. The materials may be expanded, combined or certain components omitted to address local market issues.

If you need access to the CRCR program to aid your presentation, please contact careerservices@hfma.org.

4. Learner Guide

The coaching course is a worthwhile experience for participants to the extent that they engage in the activities, are provided with the opportunity to raise questions, and encouraged to capture lessons learned, new insights. The participant's key concept guide is an easy tool for assisting participants to obtain the most value from the class and take notes. The guide is available to download from the course and includes the course outline.

Need more details, have questions, or have a resource to share? Email careerservices@hfma.org.