

## ***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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete 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. Being familiar with the ABN form and how to use it appropriately will help you increase referral sources, and assist you in ensuring that your customers receive the products and services they want and need. This course is approved for 0.5 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 also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 0.5 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 also awards 0.1 IACET CEUs to participants who successfully complete this program.

#### **BILL004 - Reimbursement 101**

Author: Jane Bunch

Home medical equipment (HME) providers are unique entities in the health care field. Even though products and services are delivered on demand, payment can take up to 180 days. This course will provide you suggestions on how your billing process can operate at peak efficiency in order to shorten that time period. This course is approved for 0.5 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 also awards 0.1 IACET CEUs to participants who successfully complete 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: canes and crutches, walkers, leg extensions and patient lifts, bathroom equipment, lift chairs, semi-electric beds, and specialty mattresses. Before completing this course, you should complete the VGMU course "Basic Medicare Billing for DME." VGM Education awards 0.1 IACET CEUs to participants who successfully complete 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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete 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. 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. This course is approved for 0.5 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 also awards 0.1 IACET CEUs to participants who successfully complete 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. You should complete the following VGMU courses before taking this course: "Basic Medicare Billing for DME," "Advanced Beneficiary Notice (ABN)," "MAE Rules: Manual Wheelchairs," and "Billing for Capped Rental Items." VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Andrea Stark

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. VGM Education awards 0.2 IACET CEUs to participants who successfully complete this program. This course is also approved for 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. You should complete the following VGMU courses before taking this course: "Basic Medicare Billing for DME," "Advanced Beneficiary Notice (ABN)," and "CMNs and DIFs."

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

Author: Lisa Hettinger and Peggy Walker

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. For information for CPAPs billed ON OR AFTER Nov. 1, 2008, please refer to the VGMU course "Understanding CPAP Billing (For Products Billed On or After 11/1/2008)". It is recommended that you complete VGMU courses "OSA Diagnosis and Treatment" and "The Great Awakening - Obstructive Sleep Apnea" before taking this course. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program.

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

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. For information for CPAPs billed PRIOR TO Nov. 1, 2008, please refer to the VGMU course "Understanding CPAP Billing (For Products Billed Prior to 11/1/2008)". It is recommended that you complete VGMU courses "OSA Diagnosis and Treatment" and "The Great Awakening - Obstructive Sleep Apnea" before taking this course. VGM Education awards 0.1 IACET CEUs to participants who successfully complete 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. You will learn how to determine if your client is Medicare eligible, and how Medicare eligibility is determined. You will learn how to find pricing and coding information. Learning Medicare regulations correctly from the beginning will make it much easier to maintain good policies and procedures. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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 explains the current standards and procedures that a Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) supplier must meet to receive and maintain a Medicare Supplier Number from the National Supplier Clearinghouse (NSC). This course is approved for 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 also awards 0.1 IACET CEUs to participants who successfully complete this program. 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."

### **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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program. You should complete Part 1 of this series – "Understanding the New Medicare Supplier Standards" – before completing this course.

### **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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program. 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.

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

Author: Mark Higley

Beginning May 23, 2005, all health care providers – including HME/DME, Rehab, Orthotic and Prosthetic, pharmacies and others – were able to begin applying for a National Provider Identifier (NPI), which in 2007 will be required on all standard transactions. This course explains the NPI and how to obtain one. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 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 also awards 0.1 IACET CEU to participants who successfully complete this program.

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

Author: Peggy Walker, RN

In 2005, the Centers for Medicare and Medicaid Services (CMS) announced changes related 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 manual wheelchairs. The VGMU course “MAE Rules: Power Mobility Devices” will explain the changes related to power wheelchairs and POVs. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Peggy Walker, RN

In 2005, the Centers for Medicare and Medicaid Services (CMS) announced changes related 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. The VGMU course “MAE Rules: Manual Wheelchairs” will explain the changes related to manual wheelchairs. You should complete the VGMU courses “Basic Medicare Billing for DME” and “Advanced Beneficiary Notice (ABN)” before completing this course. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program.

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

Author: Peggy Walker, RN

In some situations, you as a durable medical equipment provider may not be sure if Medicare will reimburse for certain manual and power wheelchairs. 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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program. You should complete the following VGMU 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.”

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

Authors: Lisa Bargmann and Lisa Cusick

Although insurance billing and patient billing may seem on the surface to be two completely different procedures, they are inherently linked by the very nature of the reimbursement process. This course provides an overview of patient billing and collection. The course is geared toward billing managers and customer service/intake employees. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Wayne H. van Halem

Congress required a major restructuring to improve the process that Medicare beneficiaries can use to appeal claims denials. The law included a series of structural and procedural changes to the appeals process. This course explains those changes and defines the steps that need to be followed in the

appeals process. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. You should complete the VGMU courses “Basic Medicare Billing for Medical Equipment,” “Billing for Capped Rental Items,” and “Advanced Beneficiary Notice (ABN)” before taking this course.

### **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. You should complete the following VGMU courses before taking this course: “Basic Medicare Billing for DME,” and “Advanced Beneficiary Notice (ABN).” VGM Education awards 0.1 IACET CEUs to participants who successfully complete 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. You should complete the VGMU courses “Basic Medicare Billing for Medical Equipment” and “Advanced Beneficiary Notice (ABN)” before taking this course. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Sudi Freeland

This course will help you become familiar with the documentation, coding, modifiers and billing requirements in order to bill Medicare for ostomy supplies. You should complete the following VGMU courses before taking this course: “Basic Medicare Billing for DME” and “Advanced Beneficiary Notice (ABN).”

## **Business Management**

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

Author: Mark Higley

This course is directed to the prospective buyer of an existing home medical equipment (HME) business. The course is designed to allow you to become more familiar with common considerations, criteria and review procedures associated with purchasing an HME business. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 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 also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

**Authors: Kim Fettkether and the FTC**

This is the first of a 2-part series of courses about identity theft. Identity theft became the new crime in the 1990's. Every year the number of cases reported to the Federal Trade Commission (FTC) grows by

hundreds of thousands. This course defines identity theft and what you can do to minimize your risk of becoming a victim of the crime. Part 2 of this series will discuss what you can do if you become a victim of identity theft. This course is approved for 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 also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

**Authors: Kim Fettkether and the FTC**

This is the second of a 2-part series of courses about identify theft. Identity theft became the new crime in the 1990s. Every year the number of cases reported to the Federal Trade Commission (FTC) grows by hundreds of thousands. This course discusses what you can do if you become a victim of identity theft. Part 1 defined identity theft and explained what you can do to minimize your risk of becoming a victim of the crime. This course is approved for 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 also awards 0.1 IACET CEUs to participants who successfully complete this program. You should complete Identity Theft – Part 1 before beginning this course.

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

Author: Mark Higley

How a DME company should be capitalized is a function of many factors, including profitability, plans for future growth, and the assets required to operate a business. For companies that operate multiple locations (or contemplate expansion in the near future), capital needs can be especially acute. This course provides the DME business owner a method of comparing lease and purchase options in order to finance the business and/or expansion. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 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 also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Alison Cherney

While more and more providers are interested in diversifying out of Medicare, the prospect of building a strong managed care business line has come back into the forefront of home medical equipment company marketing strategies. 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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 0.07 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

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

Author: Mike Mallaro

Many owners and managers of medical equipment dealerships have limited experience with financial management. However, 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, which will assist you in operating your business. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Mike Mallaro

Planning your business is central to its success over the long term. Business planning takes many forms, but there are three steps common to any business planning process. This course will discuss those steps in detail. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Various Sources

Let's assume that you've recently decided to accept credit cards as payment for the products and services you provide. Accepting "plastic" as payment will make it easier for your customers to pay you, open other avenues of marketing and selling, and protect you from the hassles and risks of bad checks. However, accepting credit cards for payment carries with it some responsibilities, and is not entirely risk free to you, the merchant. 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. This course is approved for 1.0 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 also awards 0.2 IACET CEUs to participants who successfully complete this program.

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

Author: Various Sources

Small businesses nationwide, including those in the HME industry, are increasingly falling victim to fraud and forgery from outside as well as inside the business. Billions of dollars each year are lost through credit card fraud, check forgeries, counterfeit negotiable instruments such as currency, cashier's checks and money orders, and embezzlement. This is the first of a 3-part series of courses that provides information about how small businesses can fight back by first recognizing a fraud, forgery or embezzlement attempt, and then taking appropriate action. This course focuses on negotiable instruments. This course is approved for 0.5 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 also awards 0.1 IACET CEUs to participants who successfully complete this program. Part 2 of this series will focus on check forgery and credit card fraud, and Part 3 will focus on embezzlement. You should complete this course before taking either Part 2 or Part 3.

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

Author: Various Sources

Small businesses nationwide, including those in the HME industry, are increasingly falling victim to fraud and forgery from outside as well as inside the business. Billions of dollars each year are lost through

credit card fraud, check forgeries, counterfeit negotiable instruments such as currency, cashier's checks and money orders, and embezzlement. This is the second of a 3-part series of courses that provides information about how small businesses can fight back by first recognizing a fraud, forgery or embezzlement attempt, and then taking appropriate action. This course focuses on check forgery and credit card fraud. This course is approved for 0.5 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 also awards 0.1 IACET CEUs to participants who successfully complete this program. You should complete Part 1 of this series before taking this course; and you should complete this course before taking Part 3.

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

Author: Various Sources

Small businesses nationwide, including those in the HME industry, are increasingly falling victim to fraud and forgery from outside as well as inside the business. Billions of dollars each year are lost through credit card fraud, check forgeries, counterfeit negotiable instruments such as currency, cashier's checks and money orders, and embezzlement. This is the third of a 3-part series of courses that provides information about how small businesses can fight back by first recognizing a fraud, forgery or embezzlement attempt, and then taking appropriate action. This course focuses on embezzlement. This course is approved for 0.5 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 also awards 0.1 IACET CEUs to participants who successfully complete this program. You should complete Part 1 and Part 2 before taking this course.

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

Author: Eric Brodhal

Many owners and managers of medical equipment dealerships may have limited financial education. 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. This course is approved for 0 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. While the federal government does not keep track of the exact amount pilfered from our nation's overall health care system annually, estimates are in the tens if not hundreds of billions of dollars. 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program.

## **Clinical - Rehab**

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

Author: Susan Johnson-Taylor

We encounter many different "cultures" for evaluating and providing seating and mobility. We find ourselves in settings from a traditional seating clinic to a school classroom to a client's home. There should be one constant, however, and that is the information that needs to be collected in order for you to be able to facilitate equipment decisions. 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: "Seating & Mobility: Recommendation and Funding" and "Seating & Mobility: Choosing a Seat." VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. Organizing this information to decide what types of equipment to try out prior to final decisions can be overwhelming. You should complete Part 1 of this series (“Seating & Mobility: Evaluation”) prior to taking this course. And, you should complete this course before completing Part 3 (“Seating & Mobility: Choosing a Seat”). VGM Education awards 0.1 IACET CEU to participants who successfully complete 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 (“Seating & Mobility: Evaluation” and “Seating & Mobility: Recommendation and Funding”) prior to taking this course. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **REHB007 - Power Standing Mobility: A Wheelchair Alternative**

Author: Lindsey Gorski, FENA Design Inc.

This course reviews power standing mobility as an important mobility option for people with spinal cord injuries and other disabilities. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program.

### **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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete 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.

The bariatric client encounters many functional challenges on a daily basis. Performing activities of daily living will be mildly to profoundly impaired as compared to the non-obese resident. 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 VGMU courses “Understanding Obesity” and “Obesity Among Older Americans.” This course is approved for 0.04 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification.

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

Source: Rehabilitare

This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification. If you are intending to take this course in order to obtain continuing education credit from the following organizations, you should take the corresponding course "Practical Approach to Electrical Nerve Stimulation (CCMC; WI, FL & CA RNs; PTs Only)": the Commission for Case Manager Certification (CCMC), the Wisconsin Nurses Association, the Florida Department of Health, the California Board of Nursing, and state associations that have CE requirements for Physical Therapists and Physical Therapist Assistants. 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 Rehabilitare.

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

Source: Rehabilitare

This course is approved for 0.04 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.4 IACET CEU to participants who successfully complete this program. RESNA approves the 0.4 IACET CEUs for recertification. If you are intending to take this course in order to obtain continuing education credit from the following organizations, you should take the corresponding course "Practical Approach to Transcutaneous Electrical Nerve Stimulation (CCMC; WI, FL & CA RNs; PTs Only)": the Commission for Case Manager Certification (CCMC), the Wisconsin Nurses Association, the Florida Department of Health, the California Board of Nursing, and state associations that have CE requirements for Physical Therapists and Physical Therapist Assistants. 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 Rehabilitare.

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

Source: Rehabilitare

This course is approved for 0.04 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.4 IACET CEU to participants who successfully complete this program. RESNA approves the 0.4 IACET CEUs for recertification. If you are intending to take this course in order to obtain continuing education credit from the following organizations, you should take the corresponding course "Practical Approach to Neuromuscular Electrical Nerve Stimulation (CCMC; WI, FL & CA RNs; PTs Only)": the Commission for Case Manager Certification (CCMC), the Wisconsin Nurses Association, the Florida Department of Health, the California Board of Nursing, and state associations that have CE requirements for Physical Therapists and Physical Therapist Assistants. 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 Rehabilitare.

### **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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program. This course is also approved for 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5).

### **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. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

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

Author: Mindy Owen, RN, CCRN, CCM

This course reviews the effects of immobility on the human body. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification.

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

Author: Mindy Owen, RN, CCRN, CCM

This course provides to the generalist case manager information about spinal cord injuries (SCI) and the role a case manager plays in the acute and rehabilitation of persons with SCI. It is important that the case manager be comfortable helping the family and care team to ask certain questions and assess the patient's condition appropriately to determine resources that will enhance the recovery and rehabilitation period. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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). This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.2 IACET CEUs to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification.

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

Author: Kathryn Fisher, OT, ATS

Foam, gel, air and more: To find the best wheelchair cushion for your client's seating and positioning needs, you need to know the benefits, limitations and costs of each type of cushion. 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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete 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 is approved for 0.14 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. 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)." 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. RESNA approves the 0.1 IACET CEUs for recertification.

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

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

This course is approved for 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. VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. If you are NOT a Case Manager or Disability Management Specialist, or if you are intending to take this course in order to obtain Iowa Board of Nursing CEUs, please take the corresponding course "Patient Lifting." 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. RESNA approves the 0.1 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. In this course, we'll review risk factors, basic equipment set up and relevant clinical research. You should complete the 3-course series called "Overview of Pressure Ulcer Etiology (Parts 1, 2 and 3)" before starting this course. This course is approved for 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification.

## **Clinical - Respiratory**

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

Source: Respironics

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 awards 0.2 IACET CEUs to participants who successfully complete this program.

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

Source: Respironics

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 awards 0.1 IACET CEUs to participants who successfully complete this program.

### **RESP003 - Aerosol Therapy**

Author: Linda Torr

This course provides information regarding the purpose, indications, contradictions and modalities of aerosol therapy. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Source: Respironics

This course on mask fitting will help you find the best fit for your customer to achieve optimal comfort. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Harold Davis, RRT

This course is part 1 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). Part 2 of the series is "Mastering and Expanding Your CPAP Market." You should complete this course before completing the second course. You can find more technical details about OSA in the VGMU courses "OSA Diagnosis and

Treatment” and “The Great Awakening – Obstructive Sleep Apnea.” VGM Education awards 0.1 IACET CEUs to participants who successfully complete 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 part 1 of this series, “Are You Getting Enough Sleep (Business)?” before completing this course. VGM Education awards 0.1 IACET CEUs to participants who successfully complete 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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Tom Pontzius

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. This course is approved for 0.08 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. This course will provide case managers a comprehensive picture of asthma patients, and how to assist them in the design and implementation of their plan of care. The course will also give the case manager an understanding of long-term management issues with the asthmatic population. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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 also awards 0.1 IACET CEU to participants who successfully complete this program.

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

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

This course will help the case manager define chronic obstructive pulmonary disease (COPD), both as a primary disease state and as a co-morbid condition. It is important for the case manager to understand both the short- and long-term interventions for the COPD population. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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 also awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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 also awards 0.2 IACET CEUs to participants who successfully complete this program.

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

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

This course is approved for 0.22 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.4 IACET CEUs to participants who successfully complete this

program. If you are intending to take this course for Case Manager continuing education, please take the corresponding course “MDI: Aerosol Delivery (CCMC Only).” 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 Respiroics’ Asthma & Allergy Division.

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

Authors: Richard Dalby, PhD; Joseph L. Rau, Jr., PhD, RRT; Thomas J. Kallstrom, RCP, RRT  
This course is certified for 4.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.4 IACET CEUs to participants who successfully complete this program. If you are NOT a case manager, or if you are intending to take this course in order to obtain Iowa Board of Nursing CEUs, please take the corresponding course “MDI: Aerosol Delivery.” 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 Respiroics’ Asthma & Allergy Division.

#### **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. You should complete the following VGMU courses before taking this course: “Introduction to CPAP, autoCPAP and Bi-Level,” “OSA Diagnosis and Treatment,” and “The Great Awakening: Obstructive Sleep Apnea.” This course is approved for 0.03 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Source: National Institute of Allergy and Infectious Diseases  
Sneezing is not always the symptom of a cold. Sometimes, it is an allergic reaction to something in the air. Health experts estimate that 35 million Americans suffer from upper respiratory tract symptoms that are allergic reactions to airborne allergens. 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. This course is approved for 0.11 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. You should complete the VGMU course “Overview of the Immune System” before taking this course, and you should complete this course before taking Part 2 of this series.

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

Author: National Institute of Allergy and Infectious Diseases  
Sneezing is not always the symptom of a cold. Sometimes, it is an allergic reaction to something in the air. Health experts estimate that 35 million Americans suffer from upper respiratory tract symptoms that are allergic reactions to airborne allergens. 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. This course is approved for 0.03 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. You should complete the VGMU course “Overview of the Immune System” and Part 1 of this series before taking this course.

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

Source: Philips Respiroics  
This course is approved for 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 “Improving Patient PAP Compliance.” VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. 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.

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

Source: Philips Respironics

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 stop, exit this course and take the corresponding course “Improving Patient PAP Compliance (AARC and AAST).” VGM Education awards 0.1 IACET CEU to participants who successfully complete this program. 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.

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

Source: Philips Respironics

This course is approved for 3.0 hours of AAST (American Association of Sleep Technologists) Category I credits. If you are NOT taking this course for AAST credit, please take the corresponding course “Introduction to Diagnostic Equipment for the Sleep Technologist.” VGM Education also awards 0.3 IACET CEUs to participants who successfully complete this program. 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. THIS COURSE REPLACES THE VGMU COURSES “RESP017a - Pulse Transmit Time (APT)” AND “RESP018a - Evaluating Airflow Using a Nasal Pressure Transducer (APT).”

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

Source: Philips Respironics

If you are intending to take this course for AAST (American Association of Sleep Technologists) continuing education credit, please stop, exit this course and take the corresponding course “Introduction to Diagnostic Equipment for the Sleep Technologist (AAST Only).” 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. THIS COURSE REPLACES THE VGMU COURSES “RESP017b - Pulse Transmit Time” AND “RESP018b - Evaluating Airflow Using a Nasal Pressure Transducer.” VGM Education awards 0.3 IACET CEUs to participants who successfully complete this program.

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

Source: Philips Respironics

This course is approved for 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 “Improving Sleep Therapy Patient Comfort and Compliance (IACET).” VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. 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. THIS COURSE REPLACES THE VGMU COURSE “RESP016a – Transitioning from CPAP to Bi-Level (AARC and APT Only).”

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

Source: Philips Respironics

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 stop, exit this course and take the corresponding course “Improving Sleep Therapy Patient Comfort and Compliance (AARC and AAST).” 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program. THIS COURSE REPLACES TO VGMU COURSE “RESP016b – Transitioning from CPAP to Bi-Level.”

### **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. This course is approved for 0.12 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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 awards 0.1 IACET CEUs to participants who successfully complete this program. THIS SERIES OF COURSES REPLACES THE TWO-PART PROGRAM “RESP014a – OSA Links to HTN and CVD – Part 1” and “RESP014b – OSA Links to HTN and CVD – Part 2.”

### **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. This course is approved for 0.12 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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 also awards 0.1 IACET CEUs to participants who successfully complete this program. THIS SERIES OF COURSES REPLACES THE TWO-PART PROGRAM “RESP014a – OSA Links to HTN and CVD – Part 1” and “RESP014b – OSA Links to HTN and CVD – Part 2.”

## **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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program. You should complete Part 1 of this series before taking this course.

### **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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program. You should complete both Part 1 and Part 2 of this series before taking this course.

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

Author: Jackie Woodman

This course is designed to introduce the beginning computer user to the distinctive intricacies of the Internet. This course covers search strategies, tips on how to use web browsers and proper conduct on the Internet. This course is approved for 1.0 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 also awards 0.2 IACET CEUs to participants who successfully complete 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 10 years ago. These technological advances, while beneficial, pose special problems for employers. This course shows how to deal with most any situation. This course is

approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Authors: Sara Bauer and Louis Feuer

Communication technology has helped make the world not only a “smaller” place, but also a faster place in terms of allowing people to communicate with one another. This course focuses on the appropriate use of two of the most powerful communication tools at our disposal today: e-mail and voice mail. This course is approved for 0.5 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 also awards 0.1 IACET CEUs to participants who successfully complete this program.

### **Customer Service**

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

Author: Louis Feuer

Customer service makes a difference in the success of your business. In this course you will discover the needed techniques to provide excellent customer service and how to monitor your service. This course is approved for 1.0 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 also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Merideth McDonald

Customer service involves everybody in your organization, beginning with the most important person -- you! This course defines customer service, who the customer is, how to deal with customers effectively, and proper telephone techniques. This course is approved for 1.0 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 also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 1.0 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 also awards 0.2 IACET CEUs to participants who successfully complete 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. It is critical to your business and reputation that you think, plan and prepare for those first few seconds with a customer: a current customer or a prospect. This course provides you the tools for handling those first impression opportunities. This course is approved for 0.5 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 also awards 0.1 IACET CEUs to participants who successfully complete this program.

## Disease Management

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

Author: Lee Thompson

People with chronic conditions generally use more health care services, including physician visits, hospital care, and prescription drugs. Increases in the number of people living longer with chronic conditions, coupled with rising health care expenditures, have spurred health plans, employers and the government to look for ways to reduce health care use and costs. 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. This course is approved for 0.07 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Source: Weight-Control Information Network

Weighing too much may increase your risk for developing many health problems. If you are overweight or obese, you may be at risk for Type 2 diabetes, heart disease and stroke, cancer, sleep apnea, osteoarthritis, gallbladder disease and fatty liver disease. This course examines the health risks of being overweight. This course is approved for 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification.

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

Source: Center on an Aging Society

Some 15 million older American adults – people over the age of 51 – are obese. This represents nearly one in four older Americans. This course examines the obesity epidemic among older Americans and how it affects their health and daily lives. This course is approved for 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification.

### **DMGT004 - Understanding Obesity**

Author: Various Sources

Obesity has risen to an epidemic rate over the past 20 years in the United States. 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. This course is approved for 0.07 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification.

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

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

The human immune system is a complex network of organs – highly specialized cells and even a circulatory system separate from blood vessels – all of which work together to clear infection from the body. When our immune system malfunctions, a wide array of problems can occur. This course explains how the 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. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification. You should complete this course before completing the

following VGMU courses: "Hepatitis C: Issues, Economics and Care Strategies," "Overview of Hepatitis B," and "Overview of HIV/AIDS."

### **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. Guillain-Barré syndrome (GBS) results in muscle weakness and sometimes paralysis. This course provides an overview of the disorder, including descriptions of symptoms, causes and treatment options. You should complete the VGMU course "Overview of the Immune System" before taking this course. This course is approved for 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. Being familiar with medical words will make a conversation with a health care provider less intimidating and, more important, enables the home medical equipment supplier and case manager to make sound decisions regarding the health of their respective clients. 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. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. Being familiar with medical words will make a conversation with a health care provider less intimidating and, more important, enables the home medical equipment supplier and case manager to make sound decisions regarding the health of their respective clients. 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. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. Being familiar with medical words will make a conversation with a health care provider less

intimidating and, more important, enables the home medical equipment supplier and case manager to make sound decisions regarding the health of their respective clients. 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. This course is approved for 0.12 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. But, even more startling are experts' estimates that as many as 16 million people have diabetes, and only half are aware of their condition. 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. This course is approved for 0.07 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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 VGMU course "Overview of Diabetes." This course is approved for 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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 also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Source: National Diabetes Information Clearinghouse

If a person has Type 1 or Type 2 diabetes, what, when and how much he or she eats all affect blood glucose. 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 VGMU course "Overview of Diabetes." VGM Education awards 0.1 IACET CEU to participants who successfully complete this program. This course is also approved for 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 0.07 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5).

### **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. Knowing who

your customers' caregivers are is important as you provide products and services to and communicate with your customers. In many cases, you must work to satisfy the needs of not only the person who actually uses your products and services, but also that person's caregiver. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. Knowing who your customers' caregivers are is important as you provide products and services to and communicate with your customers. In many cases, you must work to satisfy the needs of not only the person who actually uses your products and services, but also that person's caregiver. 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. Knowing who your customers' caregivers are is important as you provide products and services to and communicate with your customers. In many cases, you must work to satisfy the needs of not only the person who actually uses your products and services, but also that person's caregiver. This course provides an overview of the physical, emotional, financial and social experiences of primary family caregivers. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. Knowing who your customers' caregivers are is important as you provide products and services to and communicate with your customers. In many cases, you must work to satisfy the needs of not only the person who actually uses your products and services, but also that person's caregiver. This course examines primary family caregivers age 25 to 64 who are working and those who are not working. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. It is caused by degeneration of neurons in the brain that results in muscular rigidity, tremors, slow movement, poor balance, and problems walking. This course provides an overview of the disease, including descriptions of symptoms, causes and treatment options. This course is approved for 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 0.7 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College

(IBON Provider #5), 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), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. Chronic HCV is a serious viral infection that can lead to permanent liver damage, including cirrhosis, liver failure and liver cancer. It is the most common indication for a liver transplant -- one of the most costly treatments in the healthcare system. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. The number of reported TB cases and the national TB case rate are now at their lowest levels since TB reporting began in 1953. This course provides an overview of the disease, distinguishing between active and latent TB, and explaining how a person is tested for TB. This course is approved for 0.07 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. An additional 8.6 million children are at risk for obesity. Differences in health between obese and non-obese children are not great. However, obese children often remain obese in adulthood. 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). This course is approved for 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

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

This course is approved for 0.2 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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 1 (ANCC Only)." 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.

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

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

This course is approved for 0.17 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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)." 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.

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

This course is approved for 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 Tyco Healthcare/Kendall. 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 2." VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. 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.

### **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 is approved for 0.15 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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)." 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.

### **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 is approved for 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 Tyco Healthcare/Kendall. 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 3." VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. 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.

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

Author: Various Sources

Health care workers, including HME/DME providers and employees, are at risk of exposure to a variety of infectious diseases, which may cause them illness, and which may be transmitted from them to other staff and patients. Of particular concern is a health care worker's 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. You should complete the VGMU course "Overview of the Immune System" before taking this course. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification.

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

Author: Various Sources

Health care workers, including HME/DME providers and employees, are at risk of exposure to a variety of infectious diseases, which may cause them illness, and which may be transmitted from them to other staff and patients. Of particular concern is a health care worker's 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. You should complete the VGMU course "Overview of the Immune System" before taking this course. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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 is approved for 0.11 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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)." 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.

#### **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 is approved for 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, Clinical Care Division. 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 4." VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. 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.

#### **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, including descriptions of symptoms, causes and treatment options. ALS is commonly known as "Lou Gehrig's Disease," named after the Hall-of-Fame baseball player. This course is approved for 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) PECs by the American Board for Certification in Orthotics and Prosthetics (ABC), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 0.1 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), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program. Part 2 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.

## **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. You should complete Part 1 of this series before taking this course. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program.

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

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. This course is approved for 0.15 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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)**

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. This course is approved for 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 5." VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

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

This course contains two articles: one addressing enteral feeding tube misconnections; and the other is panel discussion about tubing misconnections. This course is approved for 0.15 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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)**

This course contains two articles: one addressing enteral feeding tube misconnections; and the other is panel discussion about tubing misconnections. This course is approved for 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 also awards 0.1 IACET CEU to participants who successfully complete 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. Part two of this series ("HIPAA and HME: Privacy Rule") will look at HIPAA's privacy standards, and part three ("HIPAA and HME: Security Rule") will look at HIPAA's security standards. You should complete this course before completing either of the other courses in the series. This course is approved for 0.5 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 also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 0.5 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 also awards 0.1 IACET CEUs to participants who successfully complete this program. You should complete part one of this series (“HIPAA and HME: Introduction”) before taking this course, and complete this course before completing part three of this series (“HIPAA and HME: Security Rule”).

### **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. This course is approved for 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 also awards 0.1 IACET CEUs to participants who successfully complete this program. You should complete the first two parts of this series (“HIPAA and HME: Introduction” and “HIPAA and HME: Privacy Rule”) before completing this course.

## **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 – the fastest growing segment of the residential remodeling industry – and a potential revenue opportunity for the provider. 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 (in other words, as they “age in place”). The remaining courses in this series are: “Independent Living Strategy,” “Design Solutions,” and “Securing Remodeling for Independent Living.” VGM Education awards 0.1 IACET CEU to participants who successfully complete 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 – the fastest growing segment of the residential remodeling industry – and a potential revenue opportunity for the provider. 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, a system for consulting with clients to choose the best combination of equipment, modifications and services to solve their problems. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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 – the fastest growing segment of the residential remodeling industry – and a potential revenue opportunity for the provider. This course takes a look at types of modifications that could be used in specific areas of a client’s home. The remaining course in this series is “Securing Remodeling for Independent Living.” VGM Education awards 0.1 IACET

CEU to participants who successfully complete 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 – the fastest growing segment of the residential remodeling industry – and a potential revenue opportunity for the provider. 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 1.0 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 also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

#### **HR003 - Employee Orientation**

Author: Libbie Lockard

This course describes how to develop an effective orientation program. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. Understanding that you have the control to become an effective user of stress will allow you to move through your personal and professional lives more successfully. This course is approved for 0.5 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 also awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 1.0 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 also awards 0.2 IACET CEU to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

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

Author: Ann Clark

This course covers how to identify sexual harassment and its legal aspects. It reminds us all of the importance of treating those we come in contact with in the workplace with dignity and respect. This is a companion course to "Sexual Harassment Training for Managers." This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

### **HR010 - Stress Management**

Authors: Sara Bauer and Jason Sadler

Stress is a feeling we deal with in our daily lives. This course will instruct you on how to recognize it and give you effective tips to cope with it and eliminate it. This course is approved for 1.0 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 also awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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 also awards 0.1 IACET CEUs to participants who successfully complete 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. As a small business owner or manager, you know better than anyone else how essential it is to have the right people for the job. For you, the hiring process is crucial – and tough – especially in today's highly competitive home medical equipment industry. This first part of the series focuses on recruiting the best people for your company. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. Part 2 of this series will focus on the resume screening process, filling an open position, and retaining your best employees.

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

Source: BusinessWeek.com

This is the second of a two-part series about recruiting and retaining employees. As a small business owner or manager, you know better than anyone else how essential it is to have the right people for the job. For you, the hiring process is crucial – and tough – especially in today’s highly competitive home medical equipment industry. This second part of the series focuses on the resume screening process, filling an open position, and retaining your best employees. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

## **HR013 - Advance Directives**

Author: Scott Sergeant

More than ever before, people with life-threatening or potentially life-threatening diseases and injuries – and their families – are being asked to take part in decisions about the patient’s medical care. 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. As a health care provider, chances are good that you will encounter a patient with such a disease or injury somewhere along the line. This course provides information about the types of advance directives available. This course is approved for 0.08 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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, making child abuse as common as it is shocking. 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. This course is approved for 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. Mistreatment of older persons who cannot care for themselves is a national problem. Each of us has a responsibility to keep vulnerable elders safe from harm. And, as a health care provider, most states require you to report suspected elder abuse or neglect. This course provides tips on identifying elder abuse, and explains how you can report your suspicions. This course is approved for 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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 is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 0.75 Business/Facility Management (B) PECs by the American Board for Certification in Orthotics and Prosthetics (ABC), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. If you are intending to take this course in order to obtain nursing CEUs from the American Nurses Credentialing Center’s Commission on Accreditation (ANCC), please take the corresponding course “Sharps Injury Prevention (ANCC Only).” 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.

### **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. This course is approved for 1.0 Scientific (S) PCE by the American Board for Certification in Orthotics and Prosthetics (ABC), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

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

Author: Various Sources

Health care workers, including HME/DME providers and employees, are at risk of exposure to a variety of infectious diseases, which may cause them illness, and which may be transmitted from them to other staff and patients. Of particular concern is a health care worker's 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. You should complete the following VGMU courses before taking this course: "Overview of the Immune System," "Hepatitis C: Issues, Economics and Care Strategies," "Overview of Hepatitis B," and "Overview of HIV/AIDS." Note: This course replaces the former VGMU course "Bloodborne Pathogens." This course is approved for 0.7 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

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

Author: OSHA

Industrial hygiene has been defined as "that science and art devoted to the anticipation, recognition, evaluation, and control of those environmental factors or stresses arising in or from the workplace, which may cause sickness, impaired health and well-being, or significant discomfort among workers or among the citizens of the community." 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. This course is approved for 0.5 Business/Facility Management (B) PECs by the American Board for Certification in Orthotics and Prosthetics (ABC), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course no longer offers nursing CEUs by the American Credentialing Center's Commission on Accreditation (ANCC). VGM Education awards 0.1 IACET CEU to participants who successfully complete this program.

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

Author: OSHA

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. Because any health care provider – including HME providers – could potentially encounter a patient with TB, it is critical that all providers protect themselves from possible exposure to the disease. This course provides information about TB that all health care providers should be aware of. This course is approved for 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. You should complete the VGMU course "Overview of Tuberculosis" before completing this course.

**INF007a - Sharps Safety and Pharmaceutical Waste**

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

This course is approved for 0.15 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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 "Sharps Safety and Pharmaceutical Waste (ANCC Only)." 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.

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

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

This course is approved for 1.5 contact hours of continuing education by the Vermont State Nurses' Association Inc. (VSNA), 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 Tyco Healthcare/Kendall. VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. 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 "Sharps Safety and Pharmaceutical Waste." 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.

**INF008a - Sharps Containers and Phlebotomy**

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

This course is approved for 0.15 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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 "Sharps Containers and Phlebotomy (ANCC Only)." 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.

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

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

This course is approved for 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 Tyco Healthcare/Kendall. VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. 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 "Sharps Containers and Phlebotomy." 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.

**INF009a – Equipment Sterilization and Phlebotomy Issues**

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

This course is approved for 0.15 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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 "Equipment Sterilization and Phlebotomy Issues (ANCC Only)." This course contains two articles: one that addresses equipment sterilization procedures, and the other that discusses trends and issues in phlebotomy practice.

**INF009b – Equipment Sterilization and Phlebotomy Issues (ANCC Only)**

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

This course is approved for 1.2 contact hours of continuing education by the Vermont State Nurses' Association Inc. (VSNA), 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. VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. 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 "Equipment Sterilization and Phlebotomy Issues." This course contains two articles: one that addresses equipment sterilization procedures, and the other that discusses trends and issues in phlebotomy practice.

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

Catheter-flushing procedures that result in a sudden onset of fever and chills could be causing the release of cell clusters from biofilm. Catheter flushing is much more than injecting some fluid through the catheter lumen. 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. This course is approved for 0.15 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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 "Flushing Vascular Access Catheters (ANCC Only)."

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

Catheter-flushing procedures that result in a sudden onset of fever and chills could be causing the release of cell clusters from biofilm. Catheter flushing is much more than injecting some fluid through the catheter lumen. 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. This course is approved for 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 "Flushing Vascular Access Catheters (ANCC Only)." VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

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

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. This course is approved for 0.12 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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 "Reducing Environmental Impact and IHI Central-Line Bundle (ANCC Only)."

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

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. This course is approved for 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, or if you are intending to take this course in order to obtain Iowa Board of Nursing CEUs, please take the corresponding course "Reducing Environmental Impact and IHI Central-Line Bundle." VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. This module covers controls, testing and records based on CGMP regulations. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program.

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

Source: Norco

This course is the first of a 3-course series on driver's training. In this first course, we take a look at the qualifications needed to drive a commercial motor vehicle. Also, a thorough discussion of pre-trip inspections is outlined to ensure your trip is safe and legal. You should complete this course before completing Parts 2 and 3. VGM Education awards 0.2 IACET CEU to participants who successfully complete 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. You should also complete this course before completing Part 3. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. The course is wrapped up with a discussion on completing a post-trip inspection. You should complete Parts 1 and 2 of this series before completing this course. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program.

### **OPS004 - Medical Van**

Source: Norco

This course introduces you to the Medical Van (Med Van). The Med Van is used to deliver cryogenic liquids to customers. Before taking this course, you should complete the VGMU course "Basic

Cryogenics,” and have a general knowledge of cryogenics. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program.

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

Author: Robert Thornburg

The warehouse is an extremely important area within the modern home medical equipment (HME) organization. Of primary concern is the proper management of cleanliness, temperature and humidity, pests, security, inventory, equipment processing and employee safety. This course addresses these issues. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program.

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

Source: Norco

The job of a professional commercial motor vehicle (CMV) driver comes with many responsibilities. As well as knowing how to safely operate your vehicle, you are expected to handle a variety of other duties ranging from handling cargo to passenger safety to customer service. This course provides you with some basic information with which you should become familiar. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. Companies that can survive and remain profitable are those that learn to become leaner and more efficient. This course provides strategies to help you create efficiencies within your company, efficiencies that will prepare you for increased financial limitations. This course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification.

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

Author: Scott Sergeant

In many cases, the sole face-to-face interaction that a home medical equipment patient has with an HME provider is with the person or persons who deliver equipment or supplies to the patient's home. In essence, the delivery tech is the “face” of the provider, and his or her responsibilities when dealing with a patient far exceed simply dropping off the equipment and walking out the door. 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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Mary Avenanti

This course is the first of a two-part series of courses that introduces basic home care equipment as a guide to the new HME employee. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this course.

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

Author: Mary Avenanti

This is the second of a two-part series of courses that introduces basic home care equipment as a guide to the new HME employee. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this course. You should complete Part 1 of this series before taking this course.

## **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. This course is approved for 0.04 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program. Part 2 of this course will explain the two other major types of ostomies – ileostomies and urostomies – and discuss common problems and issues associated with ostomies.

### **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. This course is approved for 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. You should complete Part 1 of this series before taking this course.

### **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 variety may lead to confusion about which product to choose, particularly for persons without expertise in the area of skin care. This course reviews common types of skin cleansers, their formulation, ingredients, skin compatibility, pH, and related infection control issues. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

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

Instructor: Joan Junkin

This course focuses on wound healing and local aspects of wound care. This course is approved for 0.75 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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 the case manager can use to establish assessment tools and care plan for patients who are at high risk for skin breakdown. This course was written by Mindy Owen, RN, CCRN, CCM, from information provided by MEDIQfst, which is committed to education for case managers and other healthcare professionals. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.2 IACET CEU to participants who successfully complete 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 is approved for 0.15 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 1.0 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. RESNA approves the 0.1 IACET CEUs for recertification. 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 "Minimizing the Risk of Wound Infections (ANCC Only)." This course contains two articles: one about avoiding the resistance pitfall in infection control, and the other about reducing the risk of wound infections.

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

Author: W. Darren Hammond, MPT, CWS

This is the first course 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. Part 2 of this series will review the National Pressure Ulcer Advisory Panel (NPUAP) staging guidelines of pressure ulcers and the risk factors for developing a pressure ulcer. Part 3 of this series will review the basic strategies in the management of pressure ulcers. You should complete this series of courses in order: Part 1, followed by Part 2, followed by Part 3. This course is approved for 0.12 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. Part 3 of this series will review the basic strategies in the management of pressure ulcers. You should complete Part 1 of this series before starting this course, and you should complete this course before starting Part 3. This course is approved for 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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 course 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. This course is approved for 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 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), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification

(BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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 service 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. This course was developed from material provided by the Wound, Ostomy and Continence Nurses Society (WOCN). VGM Education awards 0.2 IACET CEUs to participants who successfully complete this program.

## **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. This course is approved for 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 0.03 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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 VGMU course Home Oxygen Therapy before completing this course. This course is approved for 0.03 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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 VGMU course “Home Oxygen Therapy” before completing this course. This course is approved for 0.03 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the

Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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 VGMU course "Home Oxygen Therapy" before completing this course. This course is approved for 0.1 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 0.04 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Various Sources

This course introduces the new home medical equipment staff member to low air loss mattresses. Because of the multitude of low air loss mattresses and accessories on the market, this course will cover low air loss mattresses in the broadest generic terms. For specific information related to a particular brand of low air loss mattress, please consult the manufacturers. This course also includes links to several low air loss mattress manufacturers. This course is approved for 0.02 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5) and 2.0 contact hours by the Commission for Case Manager Certification (CCMC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program. This course is also approved for 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5).

### **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. This course is approved for 0.042 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), 0.5 Scientific (S) PECs by the American Board for Certification in Orthotics and Prosthetics (ABC), and 1.0 Category I CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program. This course is also approved for 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5).

### **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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program. This course is also approved for 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 0.034 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5).

### **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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program. This course is also approved for 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 0.04 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5).

### **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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program. This course is also approved for 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5).

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

Author: Various Sources

This course will provide you information about managing ostomies following ostomy surgery. You will learn about products that are available for patients to care for their stomas and the skin surrounding the stomas. This course will also provide other ostomy management suggestions such as dietary tips. 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 VGMU courses "Overview of Ostomies - Part 1" and "Overview of Ostomies - Part 2" before taking this course. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program. This course is also approved for 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5).

### **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. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program. This course is also approved for 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5).

### **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 manufacturers of spirometry systems and accessories, and of peak flow meters. You should complete the following VGMU courses before beginning this course: "Overview of Cystic Fibrosis," "Overview of Tuberculosis," "Asthma Management: Interventions and Strategies," and "Intervention and Strategies of the COPD Population." VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program. This course is also approved for 2.0 contact hours by the Commission for Case Manager Certification (CCMC), and 0.05 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5).

## **Safety**

### **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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete 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. You should complete this course before completing Part 2. This course covers basic safety and component information, center of gravity, and operating hazards. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program. Part 2 of this series will focus on forklift inspection and operation, load handling, and forklift refueling.

### **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. You should complete Part 1 of this series before completing this course. This course focuses on forklift inspection and operation, load handling, and forklift refueling. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.2 IACET CEUs to participants who successfully complete this program.

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

Source: Norco

This training module 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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). Personal protective equipment is required in industrial settings to promote safety and satisfy government regulations. This first part of the series defines PPE, explains both your and your employer's responsibilities in providing and using PPE, and explains why eye and face protection is important. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program. Part 2 of this series will explain the importance of respiratory and head protection. And, Part 3 will explain the importance of hearing, hand and foot protection. You should complete this course before completing Parts 2 and 3.

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

Author: OSHA

This is the second of a 3-part series of courses about personal protective equipment (PPE). Personal protective equipment is required in industrial settings to promote safety and satisfy government regulations. This second part of the series explains the importance of respiratory and head protection. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program. You should complete this course after completing Part 1 and before completing Part 3.

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

Author: OSHA

This is the third of a 3-part series of courses about personal protective equipment (PPE). Personal protective equipment is required in industrial settings to promote safety and satisfy government regulations. This final part of the series explains the importance of protecting your hearing, hands and feet. You should complete this course after completing Parts 1 and 2. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 0.5 Business/Facility Management (B) PECs by the American Board for Certification in Orthotics and Prosthetics (ABC), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. It provides a means for adjusting the work environment and work practices to prevent injuries before they occur. OSHA has identified health care providers – including those in the HME field – as persons who are susceptible to ergonomic stressors. This course provides information about ergonomics

that all health care providers should be aware of. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

### **SAFE009 - Back Safety**

Source: OSHA

Back injuries are considered by OSHA (the Occupational Safety and Health Administration) to be the number one workplace safety problem in the United States today. 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. This course is approved for 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

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

Source: OSHA

Noise, or unwanted sound, is one of the most common health problems in American workplaces. The National Institute for Occupational Safety and Health (NIOSH) estimates that 30 million workers in the U.S. are exposed to hazardous noise. The Occupational Safety & Health Administration (OSHA) requires employers to determine if workers are exposed to excessive noise in the workplace. This course provides you with information about noise and its potential health effects. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Source: OSHA

Modern office buildings are generally considered safe and healthful working environments. However, energy conservation measures instituted during the early 1970s have minimized the infiltration of outside air and contributed to the buildup of indoor air contaminants. 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. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Source: OSHA

Millions of people work with computers every day, including those in the home medical equipment industry. There is no single "correct" posture or arrangement of components that will fit everyone. However, there are basic design goals to consider when setting up a computer workstation or performing computer-related tasks. 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. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Source: OSHA

Millions of people work with computers every day, including those in the home medical equipment industry. There is no single "correct" posture or arrangement of components that will fit everyone. However, there are basic design goals to consider when setting up a computer workstation or performing computer-related tasks. 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. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program.

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

Source: OSHA

Millions of people work with computers every day, including those in the home medical equipment industry. There is no single "correct" posture or arrangement of components that will fit everyone. However, there are basic design goals to consider when setting up a computer workstation or performing computer-related tasks. 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. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. You should

complete Parts 1 and 2 before taking this course.

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

Source: Transportation Safety Administration

Persons with disabilities or other medical conditions have always faced unique situations when traveling, particularly by air. In the face of enhanced security procedures implemented at airports throughout the United States since September 11, 2001, and in order to assist persons with disabilities or medical conditions through those procedures, the Transportation Security Administration (TSA) has developed guidelines with input from various disability-related groups and organizations. This course addresses those TSA guidelines and provides you, the home medical equipment supplier, with information that you can in turn provide to your traveling customers. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program.

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

Source: Various Sources

Traveling requires special precaution and preparation on the part of people who use supplemental oxygen. In the face of enhanced security procedures implemented by airports, airlines, cruise lines and Amtrak since September 11, 2001, and in order to assist passengers through those procedures, the Transportation Security Administration (TSA) has developed guidelines with input from various disability-related groups and organizations. 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program.

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

Source: The Food & Drug Administration (FDA)

Medical Device Reporting (MDR) is the mechanism for the Food and Drug Administration (FDA) to receive information about significant medical device adverse events from manufacturers, importers and user facilities (including HME/DME suppliers who provide medical devices), so that these events can be detected and corrected quickly. MDR is required under the Safe Medical Devices Act (SMDA) of 1990. This course provides you with information you'll need to comply with MDR requirements. VGM Education awards 0.1 IACET CEU to participants who successfully complete this program.

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

Source: OSHA

Workplace violence is unique as a workplace hazard because, unlike other hazards, it does not involve a work process, but instead an act committed by a person. 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. This course provides an overview of those guidelines. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program. You should complete Parts 1 and 2 before taking this course.

### **SAFE016 - Fall Prevention**

Author: Various Sources

Falls are serious public health problems, especially among older adults, often resulting in pain, disability or worse. More than one-third of adults aged 65 or older fall each year. Home medical equipment providers are in a unique position to offer suggestions and assistance to help prevent or reduce the chances of an older client falling or suffering an injury. 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. This course is approved for 0.5 Scientific (S) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC), and 1.0 Category I CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete 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. This course will help you determine if you are required to have an EAP for your company. If you are required to have an EAP, this course will guide you through the development of an EAP. This

course is approved for 1.0 Category II CPE credits by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEU to participants who successfully complete this program. This course combines with the VGMU courses “Developing a Fire Prevention Plan” and “Fire Extinguisher Systems” to offer you a comprehensive emergency preparedness training program. You should complete these courses in the following order: this course first, then “Developing a Fire Prevention Plan,” and finally “Fire Extinguisher Systems.”

### **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. This course explains the minimal information that is required in an FPP. This course is approved for 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC), and 0.1 IACET CEU to participants who successfully complete this program. This course combines with the VGMU courses “Developing an Emergency Action Plan” and “Fire Extinguisher Systems” to offer you a comprehensive emergency preparedness training program. You should complete the “Developing an Emergency Action Plan” course before taking this course, and you should complete this course before taking the “Fire Extinguisher Systems” course.

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

Author: OSHA

Workplace fires and explosions kill hundreds and injure thousands of workers each year. One way to limit the amount of damage due to such fires is to make fire extinguishing systems an important part of your fire prevention program. When used properly, fire extinguishers can save lives and property by putting out a small fire or controlling a fire until additional help arrives. This course discusses the use of portable fire extinguishers and fixed fire extinguishing systems in the workplace. This course is approved for 0.5 Business/Facility Management (B) PCEs by the American Board for Certification in Orthotics and Prosthetics (ABC), and 0.1 IACET CEU to participants who successfully complete this program. This course combines with the VGMU courses “Developing an Emergency Action Plan” and “Developing a Fire Prevention Plan” to offer you a comprehensive emergency preparedness training program. You should complete the “Developing an Emergency Action Plan” and “Developing a Fire Prevention Plan” courses before taking this course.

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

Author: Centers for Disease Control and Prevention (CDC)

Accidents happen anywhere and anytime. The first response to an accident is the most important. This course is designed to provide you with awareness of basic first aid principles and the importance of first aid training courses. You will find general information about how to take care of someone who is injured. This information, however, is only a guide. It is not a substitute for training or professional medical assistance. Always seek professional advice when tending to an injured person. This course is approved for 0.5 Scientific (S) 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 also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Various Sources

While we like to think of our home as the one place where we can let our guard down and relax in comfort and safety, the fact is many things in a home can be hazardous to a person’s health. According to the National Safety Council, 7 million Americans suffer disabling injuries at home each year, and another 28,800 die as a result of injuries that happen at home. 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. VGM Education awards 0.1 IACET CEUs to participants who successfully complete 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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”). Under OSHA’s Hazard Communication Standard, manufacturers, importers and distributors of hazardous chemicals are required to provide appropriate labels and material safety data sheets to employers to which they ship the chemicals. Material safety data sheets are designed to provide both workers and emergency personnel with the proper procedures for handling or working with a particular substance. VGM Education awards 0.1 IACET CEUs to participants who successfully complete this program.

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

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

Bariatric care providers should be aware that preventable injuries and deaths occur due to the malfunction of electric bariatric hospital beds. These malfunctions include beds catching fire, side rail failure, high mattresses that allow the patient to fall to the floor, and patient entrapment involving beds, side rails, and/or mattresses. Facilities and care providers need to be aware of the tested level of safety of their electric hospital beds and ensure that their beds meet or exceed minimum standards for patient and caregiver safety. 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. This course is approved for 0.06 Iowa Board of Nursing CEUs by Hawkeye Community College (IBON Provider #5), 2.0 contact hours by the Commission for Case Manager Certification (CCMC), VGM Education awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 0.75 Business/Facility Management (B) PCE by the American Board for Certification in Orthotics and Prosthetics (ABC), and 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. This course is approved for 1.0

Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete 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. VGM Education awards 0.1 IACET CEU to participants who successfully complete 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. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Louis Feuer

You’ve just been appointed Sales Manager for your HME company. It may be a small company; it may be a large company. Doesn’t matter. The first question you may ask yourself is, “What do I do now?” This is a crash course that focuses on the key strategies you can use to monitor, track and manage your sales team. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.

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

Author: Louis Feuer

Each one of your current sales accounts is unique. They each have selected you and your company as a supplier of products and/or services for a variety of reasons. You are as important to them as they are to you. The work has only begun. Your job now is to keep your accounts happy, satisfied and loyal. This course provides you strategies to look a little deeper into your accounts – to “dissect” them – to find out what makes them tick. This course is approved for 1.0 Category II CPE credit by the Board for Orthotist/Prosthetist Certification (BOC). VGM Education also awards 0.1 IACET CEUs to participants who successfully complete this program.