

# **BridgeFront Course Catalog**

**Fall - Winter 2010**

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## Compliance

BF10000 – Corporate	5.50	CEU
BF10005 – Confidentiality	0.00	CEU
BF10010 – Confidentiality: Ethical & Legal Considerations	1.00	CEU
BF10015 – Controlling Violence in Healthcare	0.00	CEU
BF10020 – Documentation	0.00	CEU
BF10030 – Providing Patient Education to Meet JCAHO Standards	0.00	CEU
BF10040 – Healthcare Fraud & Abuse Awareness	0.00	CEU
BF10060 – Sexual Harassment Prevention for Employees	1.00	CEU
BF10061 – Sexual Harassment Prevention for Managers	2.00	CEU
BF10062 – Preventing Workplace Discrimination & Harassment for Employees	0.50	CEU
BF10063 – Preventing Workplace Discrimination & Harassment for Managers	1.00	CEU
BF10071 – Complying with the Red Flag Rules	0.00	CEU

BF11000 – Patient Safety	0.00	CEU
BF11005 – Age-Specific Competencies	0.00	CEU
BF11010 – Culturally Competent Care: An Overview	0.00	CEU
BF11015 – Developing Alternatives to Restraints & Seclusion	0.00	CEU
BF11020 – Elder Abuse	0.00	CEU
BF11025 – Patient Safety: Your First Concern	0.00	CEU
BF11030 – Recognizing Domestic Violence	0.00	CEU

## Regulatory

BF13000 – Infection Control / Safety for the Health	0.00	CEU
BF13005 – Bloodborne Infection Safety	0.00	CEU
BF13010 – Body Mechanics	0.00	CEU
BF13015 – Infection Control Fundamentals	0.00	CEU
BF13020 – Multidrug Resistant Pathogens	0.00	CEU
BF13025 – Needlestick & Sharps Safety Precautions	0.00	CEU
BF13030 – Preparing Staff & Workplace for Future Changes Associated with Latex Allergies	0.00	CEU
BF13035 – Standard Precautions	0.00	CEU
BF13040 – Tuberculosis Prevention for the Healthcare Worker	0.00	CEU
BF13045 – Transmission-Based Precautions	0.00	CEU

BF15000 – Facilities Safety	0.00	CEU
BF15005 – Bioterrorism & Other Emergencies – Be Prepared, Be Safe	0.00	CEU
BF15010 – Developing an Effective Evacuation Plan	0.00	CEU
BF15015 – Disaster Preparedness	0.00	CEU
BF15020 – Electrical Safety	0.00	CEU
BF15025 – Fire Safety	0.00	CEU
BF15030 – Hazard Communication	0.00	CEU
BF15035 – Preventing Infant Abduction	0.00	CEU

BF15040 – Controlling Violence in Healthcare 0.00 CEU

**BF17000 – Summary Version 0.00 CEU**

BF17005 – Acute Pain Management in Adults 0.00 CEU  
 BF17010 – Bloodborne Safety 0.00 CEU  
 BF17015 – Body Mechanics 0.00 CEU  
 BF17020 – Controlling Violence in Healthcare 0.00 CEU  
 BF17025 – Developing Alternatives to Restraints & Seclusion 0.00 CEU  
 BF17030 – Developing an Effective Evacuation Plan 0.00 CEU  
 BF17035 – Documentation 0.00 CEU  
 BF17040 – Electrical Safety 0.00 CEU  
 BF17045 – Fire Safety 0.00 CEU  
 BF17050 – Infection Control Fundamentals 0.00 CEU  
 BF17055 – Needlestick & Sharps Safety Precautions 0.00 CEU  
 BF17060 – Patient Safety: Your First Concern 0.00 CEU  
 BF17065 – Preparing Staff & Workplace for Future Changes Associated with Latex Allergies 0.00 CEU  
 BF17070 – Standard Precautions 0.00 CEU  
 BF17075 – Tuberculosis Prevention for the Healthcare Worker 0.00 CEU

**HIPAA Compliance**

**BF18001 – HIPAA Privacy & Security (Hospital Providers) 0.00 CEU**

BF18000 – HIPAA Privacy & Security Overview Course 0.00 CEU  
 BF18081 – HIPAA Conservar Privado Y Seguridad Sobre (Spanish) 0.00 CEU  
 BF18115 – HIPAA Privacy & Security for Billing & Patient Accounting 0.00 CEU  
 BF18116 – HIPAA Privacy & Security for Board Members & Senior Executives 0.00 CEU  
 BF18117 – HIPAA Privacy & Security for EMT 0.00 CEU  
 BF18120 – HIPAA Privacy & Security for Medical Records Staff 0.00 CEU  
 BF18121 – HIPAA Privacy & Security for Nurses 0.00 CEU  
 BF18122 – HIPAA Privacy & Security for Patient Care Providers 0.00 CEU  
 BF18123 – HIPAA Privacy & Security for Physicians 0.00 CEU  
 BF18124 – HIPAA Privacy & Security for Podiatrists 0.00 CEU  
 BF18125 – HIPAA Privacy & Security for Psychiatrists 0.00 CEU  
 BF18144 – HIPAA Privacy & Security for Front Office Staff I 0.00 CEU  
 BF18145 – HIPAA Privacy & Security for Front Office Staff II 0.00 CEU  
 BF18150 – HIPAA Privacy & Security for Office Managers 0.00 CEU

**BF18002 – HIPAA Privacy & Security (Behavioral Health) 0.00 CEU**

BF18000 – HIPAA Privacy & Security Overview Course 0.00 CEU  
 BF18081 – HIPAA Conservar Privado Y Seguridad Sobre (Spanish) 0.00 CEU  
 BF18101 – HIPAA Privacy & Security for Psychiatrists 0.00 CEU  
 BF18102 – HIPAA Privacy & Security for Psychologists 0.00 CEU  
 BF18160 – HIPAA Privacy & Security for Therapists 0.00 CEU

<b>BF18003 – HIPAA Privacy &amp; Security (Business Associates Clinical)</b>	<b>0.00</b>	<b>CEU</b>
BF18000 – HIPAA Privacy & Security Overview Course	0.00	CEU
BF18081 – HIPAA Conservar Privado Y Seguridad Sobre (Spanish)	0.00	CEU
BF18096 – HIPAA Privacy & Security for Business Associates I (Summary)	0.00	CEU
BF18098 – HIPAA Privacy & Security for Business Associates II (Clinical)	0.00	CEU
BF18100 – HIPAA Privacy & Security for Business Associates III (Clinical)	0.00	CEU
<b>BF18004 – HIPAA Privacy &amp; Security (Business Associates Non-Clinical)</b>	<b>0.00</b>	<b>CEU</b>
BF18000 – HIPAA Privacy & Security Overview Course	0.00	CEU
BF18081 – HIPAA Conservar Privado Y Seguridad Sobre (Spanish)	0.00	CEU
BF18096 – HIPAA Privacy & Security for Business Associates I (Overview)	0.00	CEU
BF18097 – HIPAA Privacy & Security for Business Associates II (Non-Clinical)	0.00	CEU
BF18099 – HIPAA Privacy & Security for Business Associates III (Non-Clinical)	0.00	CEU
<b>BF18005 – HIPAA Privacy &amp; Security (Chiropractors)</b>	<b>0.00</b>	<b>CEU</b>
BF18000 – HIPAA Privacy & Security Overview Course	0.00	CEU
BF18081 – HIPAA Conservar Privado Y Seguridad Sobre (Spanish)	0.00	CEU
BF18103 – HIPAA Privacy & Security for Chiropractic Assistants	0.00	CEU
BF18104 – HIPAA Privacy & Security for Chiropractors	0.00	CEU
BF18142 – HIPAA Privacy & Security for Billing Staff	0.00	CEU
BF18144 – HIPAA Privacy & Security for Front Office Staff I	0.00	CEU
BF18145 – HIPAA Privacy & Security for Front Office Staff II	0.00	CEU
BF18146 – HIPAA Privacy & Security for IT Professionals	0.00	CEU
BF18147 – HIPAA Privacy & Security for Licensed Acupuncturists	0.00	CEU
BF18150 – HIPAA Privacy & Security for Office Managers	0.00	CEU
<b>BF18006 – HIPAA Privacy &amp; Security (Clinics &amp; Individual Providers)</b>	<b>0.00</b>	<b>CEU</b>
BF18000 – HIPAA Privacy & Security Overview Course	0.00	CEU
BF18081 – HIPAA Conservar Privado Y Seguridad Sobre (Spanish)	0.00	CEU
BF18120 – HIPAA Privacy & Security for Medical Records Staff	0.00	CEU
BF18139 – HIPAA Privacy & Security for Out Patient Dentists	0.00	CEU
BF18140 – HIPAA Privacy & Security for Out Patient Physicians	0.00	CEU
BF18141 – HIPAA Privacy & Security for Out Patient Podiatrists	0.00	CEU
BF18142 – HIPAA Privacy & Security for Billing Staff	0.00	CEU
BF18143 – HIPAA Privacy & Security for Dentists	0.00	CEU
BF18144 – HIPAA Privacy & Security for Front Office Staff I	0.00	CEU
BF18145 – HIPAA Privacy & Security for Front Office Staff II	0.00	CEU
BF18146 – HIPAA Privacy & Security for IT Professionals	0.00	CEU
BF18147 – HIPAA Privacy & Security for Licensed Acupuncturists	0.00	CEU
BF18148 – HIPAA Privacy & Security for Medical Techs	0.00	CEU
BF18149 – HIPAA Privacy & Security for Nurses	0.00	CEU
BF18150 – HIPAA Privacy & Security for Office Managers	0.00	CEU
BF18151 – HIPAA Privacy & Security for Optometrists	0.00	CEU
BF18152 – HIPAA Privacy & Security for Pharmacists	0.00	CEU

BF18153 – HIPAA Privacy & Security for Physicians	0.00	CEU
BF18154 – HIPAA Privacy & Security for Sleep Medicine Physicians	0.00	CEU
BF18155 – HIPAA Privacy & Security for Podiatrists	0.00	CEU
BF18156 – HIPAA Privacy & Security for Psychiatrists	0.00	CEU
BF18157 – HIPAA Privacy & Security for Psychologists	0.00	CEU
BF18158 – HIPAA Privacy & Security for Retail Pharmacists	0.00	CEU
BF18159 – HIPAA Privacy & Security for Sleep Technologists	0.00	CEU
BF18160 – HIPAA Privacy & Security for Therapists	0.00	CEU

<b>BF18007 – HIPAA Privacy &amp; Security (Group Health Plans / Health Insurers)</b>	<b>0.00</b>	<b>CEU</b>
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BF18000 – HIPAA Privacy & Security Overview Course	0.00	CEU
BF18081 – HIPAA Conservar Privado Y Seguridad Sobre (Spanish)	0.00	CEU
BF18109 – HIPAA Privacy & Security for Employees	0.00	CEU
BF18110 – HIPAA Privacy & Security for Finance & Marketing	0.00	CEU
BF18111 – HIPAA Privacy & Security for First Line Managers	0.00	CEU
BF18112 – HIPAA Privacy & Security for Human Resources / Benefits Mgrs	0.00	CEU
BF18113 – HIPAA Privacy & Security for IT Professionals	0.00	CEU
BF18114 – HIPAA Privacy & Security for Senior Executives	0.00	CEU
BF18126 – HIPAA Privacy & Security for Board Members & Senior Executives	0.00	CEU
BF18127 – HIPAA Privacy & Security for Case Managers	0.00	CEU
BF18128 – HIPAA Privacy & Security for Claims Processors	0.00	CEU
BF18129 – HIPAA Privacy & Security for Department Managers	0.00	CEU
BF18130 – HIPAA Privacy & Security for Quality Oversight Staff	0.00	CEU

<b>BF19000 – Spanish Versions – Regulatory</b>	<b>0.00</b>	<b>CEU</b>
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BF19005 – Atención Culturalmente Competente: Un Panorama General	0.00	CEU
BF19010 – Desarrollando un Plan Efectivo de Evacuación de Emergencia (Evacuation)	0.00	CEU
BF19015 – Fundamentos Para el control de Infecciones (Infection Control Fundamentals)	0.00	CEU
BF19025 – Información Sobre Peligro; Riesgo (Hazard Communication)	0.00	CEU
BF19030 – La Confidencialidad (Confidentiality)	0.00	CEU
BF19035 – Mecanismos del Cuerpo (Body Mechanics)	0.00	CEU
BF19040 – Medidas de seguridad en caso de fuego (Fire Safety)	0.00	CEU
BF19045 – Prevención de Desastres (Disaster Preparedness)	0.00	CEU
BF19050 – Prevención TB para el trabajador en cuidados de la salud Resumen	0.00	CEU
BF19055 – Seguridad Eléctrica (Electrical Safety)	0.00	CEU
BF19060 – Seguridad en Infecciones de Transmisión Sanguínea (Bloodborne Safety)	0.00	CEU

### Nursing - Clinical

<b>BF20000 – Medical / Surgical</b>	<b>16.50</b>	<b>CEU</b>
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BF20005 – Age-Specific Competencies	1.50	CEU
BF20010 – Caring for the Stoma, Caring for the Patient – Enterostomal Nursing	2.00	CEU
BF20015 – Diabetes in Clinical Practice	1.00	CEU
BF20020 – Fighting Antimicrobial-Resistant Pathogens	1.00	CEU

BF20025 – Head Injury	2.00	CEU
BF20030 – Intracranial Hypertension	2.00	CEU
BF20035 – Multidrug Resistant Pathogens	2.00	CEU
BF20040 – Normal & Abnormal Breath Sounds	1.00	CEU
BF20045 – Nurses' Guide to Enteral Feeding Tubes	2.00	CEU
BF20050 – Spinal Cord Injury	2.00	CEU

<b>BF20100 – Wounds &amp; Ulcers</b>	<b>10.00</b>	<b>CEU</b>
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BF20105 – Breaking the Chain of Nosocomial Infections – Surgical Wound Infections	2.00	CEU
BF20110 – Closed Suction Wound Drainage, Wound Irrigation, & Specimen Collection	2.00	CEU
BF20115 – Pressure Ulcers in Adults – Prediction & Prevention	2.00	CEU
BF20120 – Prevention, Assessment & Treatment of Pressure Ulcers	2.00	CEU
BF20125 – Wound Healing: The Principles of Wound Healing	1.00	CEU
BF20130 – Wound Healing: The Treatment of Secondary Healing Wounds	1.00	CEU

<b>BF20200 – Airway Management</b>	<b>5.00</b>	<b>CEU</b>
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BF20205 – Airway Care – Tracheostomy Care, Tube Change, & Artificial Airway Cuff Mgt	1.00	CEU
BF20210 – Nasogastric Intubation, Balloon Gastronomy Tube Replacement	1.00	CEU
BF20215 – Tracheostomy Care, Tube Change, & Artificial Airway Cuff Management	1.00	CEU
BF20220 – Weaning & Extubation	2.00	CEU

<b>BF20300 – Surgical Care</b>	<b>9.00</b>	<b>CEU</b>
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BF20305 – Positioning the Surgical Patient	2.00	CEU
BF20310 – Preoperative & Postoperative Care	2.00	CEU
BF20315 – Preparing & Maintaining the Surgical Field	2.00	CEU
BF20320 – Surgical Skin Preparation	1.00	CEU
BF20325 – Surgical Wound Care	2.00	CEU

<b>BF20400 – Infection Control</b>	<b>13.00</b>	<b>CEU</b>
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BF20405 – Bloodborne Safety – Univ. & Stand. Precautions & Needlestick Preventions	1.00	CEU
BF20410 – Breaking the Chain of Nosocomial Infections: Pneumonia	2.00	CEU
BF20415 – Breaking the Chain of Nosocomial Infections: Urinary Tract Infections	1.00	CEU
BF20420 – Infection Control – A Training Program for Healthcare Professionals	3.00	CEU
BF20425 – Infection Control & Standard Precautions – Guidelines for Professionals	1.00	CEU
BF20430 – Preventing Health Care-Associated Infections	1.00	CEU
BF20435 – Standards for Infection Control – An Update for Healthcare Workers	2.00	CEU
BF20440 – The Control of Infectious Diseases	2.00	CEU

<b>BF20500 – Infection Control – Diseases of Critical</b>	<b>6.00</b>	<b>CEU</b>
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BF20505 – Essentials of HIV/AIDS for Healthcare Workers – General	2.00	CEU
BF20510 – SARS & Other Emerging Diseases	2.00	CEU
BF20515 – Tuberculosis – New Strategies for the Healthcare Worker	2.00	CEU

<b>BF20600 – Pain Management</b>	<b>4.00</b>	<b>CEU</b>
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BF20605 – Acute Pain Management in Adults	0.00	CEU
BF20610 – Acute Pain Management in Children	0.00	CEU
BF20615 – Acute Pain Management in Children – Operative or Medical Procedures	2.00	CEU
BF20620 – Acute Pain Management – Operative or Medical Procedures & Trauma	2.00	CEU

<b>BF21000 – Cardiovascular</b>	<b>10.00</b>	<b>CEU</b>
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BF21005 – Determining Electrical Axis	2.00	CEU
BF21010 – Heart Murmurs	2.00	CEU
BF21015 – Heart Sounds	2.00	CEU
BF21020 – Intraventricular Conduction Disturbances	2.00	CEU
BF21025 – Ventricular Ectopy vs. Aberrancy	2.00	CEU

<b>BF21100 – Cardiac Monitoring</b>	<b>13.00</b>	<b>CEU</b>
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BF21105 – Basic Cardiac Monitoring – Understanding Fundamentals	4.00	CEU
BF21106 – Basic Cardiac Monitoring – Dysrhythmias of the AV Node & Ventricles, I	2.00	CEU
BF21107 – Basic Cardiac Monitoring – Dysrhythmias of the AV Node & Ventricles, II	2.00	CEU
BF21108 – Basic Cardiac Monitoring – Dysrhythmias of the SA Node & Atria, I	2.00	CEU
BF21109 – Basic Cardiac Monitoring – Dysrhythmias of the SA Node & Atria, II	1.00	CEU
BF21110 – Basic Cardiac Monitoring – Setting Up Cardiac Monitors	2.00	CEU

<b>BF21200 – Cardiovascular Medications</b>	<b>5.00</b>	<b>CEU</b>
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BF21205 – Heart Medications: Anatomy Review & Angina	1.00	CEU
BF21210 – Heart Medications: Antiarrhythmic Agents, Part I	1.00	CEU
BF21215 – Heart Medications: Antiarrhythmic Agents, Part II	1.00	CEU
BF21220 – Heart Medications: Blood Pressure Medications & Anticoagulants	1.00	CEU
BF21225 – Heart Medications: Heart Failure Medications & Cholesterol-Lowering	1.00	CEU

<b>BF22000 – Perinatal / Neonatal</b>	<b>8.00</b>	<b>CEU</b>
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BF22005 – Assisted Delivery & Cesarean Section	1.00	CEU
BF22010 – Caring for the Antepartum Patient	1.00	CEU
BF22015 – Caring for the Postpartum Patient	1.00	CEU
BF22020 – Electronic Fetal Monitoring	1.00	CEU
BF22025 – Labor & Pain Control	1.00	CEU
BF22030 – Newborn Stabilization & Care	1.00	CEU
BF22035 – Preventing Infant Abduction	2.00	CEU

<b>BF22100 – Pediatrics</b>	<b>4.00</b>	<b>CEU</b>
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BF22105 – Medicating Children – Preventing Medication Errors & Considerations	1.00	CEU
BF22110 – Neurological Assessment of the Pediatric Patient	1.00	CEU
BF22115 – Physical Assessment Child, Part 1 – Checking Vitals & Body Functions	1.00	CEU
BF22120 – Physical Assessment of a Child, Part 2 – Evaluating the Body Functions	1.00	CEU
BF22125 – Recognizing & Reporting Child Abuse & Neglect	0.00	CEU

<b>BF23000 – Mental Health</b>	<b>4.00</b>	<b>CEU</b>
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BF23005 – Antianxiety Agents	1.00	CEU
BF23010 – Antidepressant Agents	1.00	CEU
BF23015 – Antipsychotic Agents	1.00	CEU
BF23020 – Mood Stabilizing Agents	1.00	CEU

<b>BF24000 – Nutrition</b>	<b>6.00</b>	<b>CEU</b>
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BF24005 – Critical Control – Nutrition & Care for Renal Failure Patients	2.00	CEU
BF24010 – Nutrition & Pulmonary Therapy	2.00	CEU
BF24015 – Nutrition Screening – Identifying the Hidden Signs of Nutritional Risk	2.00	CEU

### Long Term Care

<b>BF30000 – Medical/Surgical</b>	<b>17.00</b>	<b>CEU</b>
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BF30005 – Meeting Mobility, Sexual & Nutritional Needs	2.00	CEU
BF30010 – Meeting Oxygenation, Fluid & Electrolyte Needs	2.00	CEU
BF30015 – Meeting the Challenge of Diabetes in Long-Term Care	2.00	CEU
BF30020 – Prevention, Assessment & Treatment of Pressure Ulcers in Long-Term Care	2.00	CEU
BF30025 – Resident Assessment – Physical, Cognitive & Sensory Functioning	3.00	CEU
BF30030 – Guidance Long Term Care Facilities: Pressure Ulcers & Tag F314 Compliance	2.00	CEU
BF30035 – Guidance Long Term Care Facilities: Urinary Incontinence & Tag F315 Compliance	2.00	CEU
BF30040 – Urinary Incontinence in Adults	2.00	CEU

<b>BF30100 – Resident Safety</b>	<b>8.00</b>	<b>CEU</b>
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BF30105 – Preventing Falls – Keeping Residents Safe	1.00	CEU
BF30110 – Preventing Health Care-Associated Infections in Long Term Care	1.00	CEU
BF30115 – Preventing Unsafe Wandering & Elopement	1.00	CEU
BF30120 – Recognizing Elder Abuse – Working Together to Keep Residents Safe	1.00	CEU
BF30130 – Resident Safety – Your First Concern (NPSG 2010)	2.00	CEU
BF30135 – The Confused Resident – Strategies for Quality Care	2.00	CEU

<b>BF30200 – The Growing Population</b>	<b>10.00</b>	<b>CEU</b>
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BF30205 – Aging – The Natural Process	1.00	CEU
BF30210 – Continuous Quality Improvement In Long Term Care	2.00	CEU
BF30215 – Culturally Competent Care – An Overview	1.00	CEU
BF30220 – Depression & the Elderly	2.00	CEU
BF30225 – Meeting Mental Health Needs	2.00	CEU
BF30230 – Resident Rights – The Art of Caring	2.00	CEU

<b>BF30300 – Infection Control</b>	<b>1.00</b>	<b>CEU</b>
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BF30305 – Bloodborne Safety – Universal & Std Precautions & Needlestick Prevention	1.00	CEU
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### Nursing - Management

<b>BF40000 – Nursing Management</b>	<b>8.00</b>	<b>CEU</b>
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BF40005 – Advance Directives Guidelines for Healthcare Providers	1.00	CEU
BF40010 – Confidentiality – Legal & Ethical Concerns in Healthcare	1.00	CEU
BF40015 – Confidentiality – Who Needs to Know	2.00	CEU
BF40020 – Continuous Quality Improvement in Healthcare	2.00	CEU
BF40025 – From Media to Medicine	1.00	CEU
BF40030 – Hazard Communication for the Medical Office	1.00	CEU

<b>BF40100 – Communications</b>	<b>10.00</b>	<b>CEU</b>
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BF40105 – Communication Skills	1.00	CEU
BF40110 – Communications – Manager Relationships	2.00	CEU
BF40115 – Communications – Nurse-Patient Relationships	2.00	CEU
BF40120 – Communications – Peer Relationships	2.00	CEU
BF40125 – Communications – The Process	2.00	CEU
BF40130 – Documenting Care – The Charting Process	1.00	CEU

<b>BF40200 – Personnel Manager</b>	<b>9.00</b>	<b>CEU</b>
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BF40205 – Generations In The Workplace	1.00	CEU
BF40210 – Infection Control – A Training Program for Healthcare Professionals	3.00	CEU
BF40215 – Lifting Safely to Prevent Injury	1.00	CEU
BF40220 – Needle Stick Prevention	1.00	CEU
BF40225 – Nursing Negligence – Protect Yourself, Protect Your Patients	2.00	CEU
BF40230 – Preparing Staff & Workplace for Future Changes Associated with Latex Allergies	1.00	CEU

<b>BF40300 – Patient Safety</b>	<b>8.50</b>	<b>CEU</b>
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BF40305 – Patient Rights	2.00	CEU
BF40310 – Patient Safety – Your First Concern (NPSG 2010)	1.00	CEU
BF40315 – Preventing Falls – Keeping Patients Safe	1.00	CEU
BF40320 – Preventing Medication Errors: A Prescription for Patient Safety	1.50	CEU
BF40325 – Protecting Patients From Medical Errors	1.00	CEU
BF40330 – Recognizing & Reporting Child Abuse & Neglect	1.00	CEU
BF40335 – Recognizing Domestic Violence	1.00	CEU

<b>BF40400 – Terrorism</b>	<b>4.00</b>	<b>CEU</b>
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BF40405 – Preparing for Biological, Chemical & Radiological Weapons	2.00	CEU
BF40410 – Biological, Chemical, & Radiological Agents of Terror	2.00	CEU

<b>BF50000 – Practical Training</b>	<b>17.00</b>	<b>CEU</b>
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BF50005 – Benchmarking	2.00	CEU
BF50010 – Coaching Novice Managers in the Progressive Disciplinary Action Process	1.00	CEU
BF50015 – Conflict Management	2.00	CEU
BF50020 – How to Select the Best Healthcare Consultant for Your Needs	2.00	CEU
BF50025 – Problem Solving	1.00	CEU
BF50030 – Project Management	1.00	CEU
BF50035 – Sexual Harassment in the Workplace	2.00	CEU

BF50040 – The Manager As Facilitator	2.00	CEU
BF50045 – Time Management	2.00	CEU
BF50050 – Total Quality Management	2.00	CEU

<b>BF50100 – Writing Skills</b>	<b>16.00</b>	<b>CEU</b>
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BF50105 – Developing a Business Plan	2.00	CEU
BF50110 – Developing & Implementing an Effective Marketing Communications Plan	2.00	CEU
BF50115 – Developing Policy & Procedure Documents	2.00	CEU
BF50120 – Effective Writing in the Workplace – Giving Your Words Power & Precision	2.00	CEU
BF50125 – How To Write a Targeted Resume	2.00	CEU
BF50130 – Tapping into Grant Funds – Writing the Proposal	2.00	CEU
BF50135 – Writing for Publication	2.00	CEU
BF50140 – Writing Job Descriptions	2.00	CEU

### Managed Care

<b>BF60000 – Mastering Managed Care</b>	<b>11.00</b>	<b>CEU</b>
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BF60005 – Evaluating & Responding to Centers of Excellence Requests for Proposal	1.00	CEU
BF60010 – How to Establish a Health Plan Services Department	1.00	CEU
BF60015 – Implementation of a Hospital Managed Care Contract	1.00	CEU
BF60020 – Managing Managed Care – Community Case Management	1.00	CEU
BF60025 – Medicare & Medicare Managed Care – Understanding Provider Implications	1.00	CEU
BF60030 – Negotiating a Managed Care Contract	1.00	CEU
BF60035 – Physician Payment Methods Under Managed Care	1.00	CEU
BF60040 – Straightening Relationships with Third Party Payers Through Site Visits	1.00	CEU
BF60045 – Understanding & Managing Costs	1.00	CEU
BF60050 – Understanding Managed Care	2.00	CEU

### State Specific

<b>BF70000 – State Specific Mandatory Education</b>	<b>19.00</b>	<b>CEU</b>
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BF70005 – Florida – Advance Directives: Guidelines for Healthcare Providers	1.00	CEU
BF70010 – Florida – Elder Abuse	2.00	CEU
BF70015 – Florida – End-of-Life Care	2.00	CEU
BF70020 – Florida – Essentials of HIV/AIDS for Healthcare Workers	2.00	CEU
BF70025 – Florida – Recognizing Domestic Violence	1.00	CEU
BF70030 – Kentucky – Essentials of HIV/AIDS for Healthcare Workers	2.00	CEU
BF70035 – Kentucky – Recognizing Domestic Violence	1.00	CEU
BF70040 – New York – Recognizing & Reporting Child Abuse & Neglect	1.00	CEU
BF70045 – New York – Infection Control: Training For Healthcare Professionals	4.00	CEU
BF70050 – Ohio – Nurse Practice Act	0.00	CEU
BF70055 – Texas – Hepatitis C	1.00	CEU
BF70060 – Washington State – Essentials of HIV/AIDS for Healthcare Workers	2.00	CEU

## Communicating with Customers

BF75100 – Quick Start Series	3.50	CEU
BF75101 – The Service Mentality	0.50	CEU
BF75102 – Six Cardinal Rules of Customer Service	0.50	CEU
BF75103 – From Curt to Courteous: Mastering the 7 Touch Points of Communication	0.50	CEU
BF75104 – Essential Telephone Skills	0.50	CEU
BF75105 – Determining Caller Needs	0.50	CEU
BF75106 – Five Forbidden Phrases	0.50	CEU
BF75107 – How to Avoid Emotional Leakage	0.25	CEU
BF75108 – How to Handle theirate Customer	0.25	CEU

BF75200 – Intermediate Series	2.50	CEU
BF75201 – The Seven Keys to a Positive Mental Attitude	0.50	CEU
BF75202 – Influencing the Interaction	0.50	CEU
BF75203 – Six Steps to Service Recovery	0.50	CEU
BF75204 – That's Just Rude	0.25	CEU
BF75205 – How to Deal with the Foreign Accent	0.25	CEU
BF75206 – Essential Elements of Internal Customer Service	0.50	CEU

## Leadership / Management

BF75300 – Leadership Skills	5.50	CEU
BF75301 – Four Cs of Coaching Skills	0.50	CEU
BF75302 – Getting Generations to Work Together	0.50	CEU
BF75303 – A Question of Evidence - The Behavior-based Interview	1.00	CEU
BF75304 – Cost Containment	0.50	CEU
BF75305 – Coaching - The Power of Questions	0.50	CEU
BF75306 – Delivering Feedback - Fixing Performance Problems	0.50	CEU
BF75307 – Becoming a Presenter with Purpose	0.50	CEU
BF75308 – Introduction to the Leadership Pipeline	0.50	CEU
BF75309 – How to Delegate Effectively	0.50	CEU
BF75310 – Managing Employee Performance	0.50	CEU

## Revenue Cycle

BF80100 – Introduction to Revenue Cycle	3.75	CEU
BF80101 – Introduction to the Revenue Cycle	0.50	CEU
BF80102 – Introduction to Revenue Cycle Terminology	0.50	CEU
BF80103 – Payer Identification	0.25	CEU
BF80104 – Registration's Link to the UB-04	0.75	CEU
BF80105 – Bill Submission Tools	0.25	CEU
BF80106 – Coding Basics	0.50	CEU

BF80107 – Understanding Reimbursement	0.50	CEU
BF80108 – Compliance... The Buzz	0.25	CEU
BF80109 – Denial Management 101	0.25	CEU
<b>BF80200 – Patient Access</b>	<b>0.75</b>	<b>CEU</b>
BF80201 – Who are Our Customers	0.25	CEU
BF80202 – How Patients Access Care	0.25	CEU
BF80203 – Intake... what is it all about	0.25	CEU
<b>BF80300 – Medical Terminology Basics</b>	<b>2.00</b>	<b>CEU</b>
BF80301 – Word Building	0.50	CEU
BF80302 – Body Systems	1.00	CEU
BF80303 – Procedures, Symptoms, and Acronyms	0.50	CEU
<b>BF80400 – Demographics</b>	<b>1.75</b>	<b>CEU</b>
BF80401 – The Match Game	0.50	CEU
BF80402 – The Key Players	0.25	CEU
BF80403 – Getting to Know You	0.50	CEU
BF80404 – All About the Key Players	0.25	CEU
BF80405 – Demographics – Oops!	0.25	CEU
<b>BF80500 – The Encounter</b>	<b>1.50</b>	<b>CEU</b>
BF80501 – Just What the Doctor Ordered	0.50	CEU
BF80502 – Encounter Information of Another Kind	0.75	CEU
BF80503 – The Encounter – Oops!	0.25	CEU
<b>BF80600 – Health Insurance</b>	<b>7.00</b>	<b>CEU</b>
BF80601 – Let's Play Cards	1.00	CEU
BF80602 – Medicare – World of Medicare	1.25	CEU
BF80603 – Medicare – Front Office & Medicare	1.25	CEU
BF80604 – Introduction to Medicaid	0.50	CEU
BF80605 – TRICARE & CHAMPVA	1.25	CEU
BF80606 – Health Insurance – Other Plans	1.00	CEU
BF80607 – Health Insurance – Oops!	0.25	CEU
BF80608 – Introduction to Medicare Advantage Plans	0.50	CEU
<b>BF80700 – Verification</b>	<b>2.00</b>	<b>CEU</b>
BF80701 – Verification Defined	0.75	CEU
BF80702 – The Verification Flow	1.00	CEU
BF80703 – Verification – Oops!	0.25	CEU
<b>BF80800 – Coordination of Benefits</b>	<b>8.00</b>	<b>CEU</b>
BF80801 – What is Coordination of Benefits?	0.25	CEU
BF80802 – Determining Coordination of Benefits	1.00	CEU

BF80803 – Medicare Secondary Payer Introduction	1.25	CEU
BF80804 – MSP Determination Process	0.50	CEU
BF80805 – MSP Documentation	0.25	CEU
BF80806 – Workers' Compensation Assignment	1.00	CEU
BF80807 – Auto Insurance Assignment	1.00	CEU
BF80808 – Residential Accident Assignment	0.75	CEU
BF80809 – Public Location Accident	0.50	CEU
BF80810 – Entity Request Determination Process	0.50	CEU
BF80811 – Multiple Plan COB Determination Process	0.75	CEU
BF80812 – Coordination of Benefits – Oops!	0.25	CEU

<b>BF80900 – What Do I Owe?</b>	<b>3.75</b>	<b>CEU</b>
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BF80901 – The Balancing Act	0.75	CEU
BF80902 – Collection Touch	0.75	CEU
BF80903 – Payment Solutions	0.50	CEU
BF80904 – Communicating for Collection	0.75	CEU
BF80905 – Collection Correspondence Cycle	0.75	CEU
BF80906 – What Do I Owe – Oops!	0.25	CEU

<b>BF81000 – Anatomy of a UB-04</b>	<b>7.25</b>	<b>CEU</b>
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BF81001 – Direct From the Horse's Mouth	0.50	CEU
BF81002 – All About Me	2.00	CEU
BF81003 – Once Upon a Time	2.00	CEU
BF81004 – Show Me the Money	1.25	CEU
BF81005 – One of a Kind	0.75	CEU
BF81006 – All in the Family	0.75	CEU

<b>BF81200 – Validating a Bill</b>	<b>9.50</b>	<b>CEU</b>
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BF81201 – Building a Bill	0.50	CEU
BF81202 – Inpatient Basic	1.50	CEU
BF81203 – Inpatient Acute	1.00	CEU
BF81204 – Inpatient Combined Admit	0.50	CEU
BF81205 – Inpatient Mental Health	0.50	CEU
BF81206 – Inpatient Rehabilitation	0.50	CEU
BF81207 – Inpatient Mom & Baby	0.75	CEU
BF81208 – Outpatient Basic	1.50	CEU
BF81209 – Outpatient Emergency	0.75	CEU
BF81210 – Outpatient Observation	0.50	CEU
BF81211 – Outpatient Surgery/Procedure	0.50	CEU
BF81212 – Outpatient Other	0.50	CEU
BF81213 – Outpatient Therapy	0.50	CEU

<b>BF81300 – Third Party Follow-Up Techniques</b>	<b>5.00</b>	<b>CEU</b>
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BF81301 – Life of a Bill	0.25	CEU
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BF81302 – Follow-Up in a Nutshell – Part I	0.75	CEU
BF81303 – Follow-Up in a Nutshell – Part II	1.00	CEU
BF81304 – The Nuts & Bolts of Payments	0.75	CEU
BF81305 – Medicare Follow-up	1.25	CEU
BF81306 – Medicare Denials	0.25	CEU
BF81307 – Medicare Remittance Advice	0.25	CEU
BF81309 – Blue Cross – General Follow-Up	0.50	CEU

<b>BF81500 – 1500 Claim &amp; Billing</b>	<b>1.00</b>	<b>CEU</b>
BF81502 – Anatomy of a 1500 Claim Form	1.00	CEU