



CERTIFIED HOSPITALITY HOUSE



2020 COURSE CATALOG

TAKE THE NEXT STEP TOWARDS CERTIFICATION



22640 HAZEL LANE, RAPID CITY, SD, 57702



(800) 542-9730



WWW.HHN.LITMOS.COM

60+
**DIGITAL
COURSES
AVAILABLE**

UPDATED: MARCH 2020

ABOUT THE CHH PROGRAM

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

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

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

PROGRAM FEES

NUMBER OF ROOMS	1-19	20-39	40-59	60+
ANNUAL COST (INCLUDES ONE USER)	\$100 \$7/additional user	\$150 \$8/additional user	\$200 \$9/additional user	\$250 \$10/additional user
TOTAL CEUs	14	28	42	56

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

CONTINUING EDUCATION UNIT (CEU) REQUIREMENTS

Number of Rooms	Emergency Management Hours	Facility Management Hours	Guest Relations Hours	Human Resources Hours	Internal Improvements Hours	NP Management Hours	Operations Hours	Total CEU Hours	Recertification Hours
1-19	2	2	2	2	2	2	2	14	8
20-39	4	4	4	4	4	4	4	28	14
40-59	6	6	6	6	6	6	6	42	20
60+	8	8	8	8	8	8	8	56	26

*Become a Certified Hospitality House by completing the required amount of continued education units (CEUs) based on the number of rooms in your hospitality house.

GET STARTED TODAY

1. Go to *Healthcare Hospitality Network's* website
2. Click on the *Member Center* tab on the top of the home page, select "*Become a Certified Hospitality House*"
3. Determine how many users from your team will have access to the CHH program
4. "Sign up for the CHH program" at the bottom of the informational page

QUESTIONS?

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

Reach out to bquinn@hhnetwork.org or Baylor@nonprofitresources.us with any additional questions

BENEFITS OF CERTIFICATION



Confirmation of quality for your valued donors and grant-making organizations.

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

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

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

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

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

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

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

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

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

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

SEVEN CORE CERTIFICATION CATEGORIES

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



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



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



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



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



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



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



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

CHH COURSES

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

EMERGENCY MANAGEMENT

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

FACILITY MANAGEMENT

GROWTH EXPANSION & FEASIBILITY STUDIES	1 CEU
INFECTION PREVENTION IN THE 2020'S	1 CEU

GUEST RELATIONS

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

HUMAN RESOURCES

INSPIRATIONAL LEADERSHIP	
PLANNING FOR NATIONAL VOLUNTEER RECOGNITION WEEK	1 CEU
THE MINDFUL LEADER	1 CEU
UNDERSTANDING AND LEADING WITH EMOTIONAL INTELLIGENCE	1 CEU
WOMEN IN LEADERSHIP	1 CEU

CHH COURSES

INTERNAL IMPROVEMENTS

AVOIDING COMPASSION FATIGUE IN A CARING PROFESSION	1 CEU
THE PHYSIOLOGY & PSYCHOLOGY OF CRITICAL INCIDENTS	1 CEU
TIME MANAGEMENT TIPS	1 CEU
MANAGING STRESS	1 CEU

NONPROFIT MANAGEMENT

ANNUAL REPORTS & IMPACT REPORTS	1 CEU
BASICS OF ADA & DISABILITY DISCRIMINATION	1 CEU
BUILDING YOUR IDEAL BOARD OF DIRECTORS	1 CEU
CONFLICT OF INTEREST	1 CEU
CREATING AN ANNUAL DASHBOARD	1 CEU
FUNDRAISING	1 CEU
LEGAL GUIDELINES FOR REDUCING LIABILITY	1 CEU
MARKETING STRATEGY THE DRIVES EFFECTIVENESS	1 CEU
NAVIGATING LEGAL ISSUES	1 CEU
PROSPECTING WITH EASE	1 CEU
SUCCESSION PLANNING	1 CEU
THIRD PARTY BILLING	1 CEU
THIRD PARTY BILLING PART II	1 CEU
WHAT MATTERS IN PATIENT EXPERIENCE	1 CEU
YOUR BRAND: Know It, Grow It, Show It!	1 CEU

OPERATIONS MANAGEMENT

ACCOUNTING ESSENTIALS FOR NON-PROFITS	1 CEU
EXCEL 2016 - ENTERING AND EDITING DATA	1 CEU
MARKETING & BRANDING STRATEGIES	1 CEU
HOSPITAL ENGAGEMENT	1 CEU

UPDATED: MARCH, 2020

NEARLY

90+

USERS GAINING KNOWLEDGE
AND EARNING CERTIFICATION

OUR TEAM

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

AISHA CAMPBELL

*THE CHILDREN'S INN
AT NIH*
BETHESDA, MD

SARAH HOEHLEIN

*THE HACKERMAN-
PATZPATIENT & FAMILY
PAVILION*
BALTIMORE, MD

JANICE ROSS

SECU FAMILY HOUSE
CHAPEL HILL, NC

STEVE TARARA

GIFT OF LIFE
ROCHESTER, MN

GET STARTED TODAY!

