* Members state they find that the greatest benefits OHCA provides are up to date relevant information (emphasis on financial information), advocacy and educational offerings
* Overwhelmingly, the largest concern is reimbursement, with regulatory issues and access to patients as second.
* There was a lot of feedback related to educational programming, which I took immediate action on.  We established a goal of at least 2 home care and 2 hospice specific webinars monthly outside of “Regular programming” such as fundamentals courses and CEHCH.  I also established a timeline for all regular programming and expanded some additional programming based on the feedback back provided.  Here is a summary of the upcoming planned programming
	+ Regular Programs
		- COVID for Home Health and Hospice (6 hour class) October 27th
		- Home Care and Hospice Summit January 19, 2021
		- Fundamentals of Home Care, December 15, 2020 (again in Summer 2021)
		- Fundamentals of Hospice February 7, 2021 (again in Summer 2021
		- Hospice Clinical Certification (awaiting scheduling with Hospice Nurse Association, likely Spring 2021)
		- Palliative Care Documentation and Coding (November 2020)
		- Home Health Billing Workshop (December 8, 2020)
		- Next year, we will also have a home health and hospice track at annual conference, a hospice track at social work conference, a home health and hospice track at the nursing conference, and a home health track at the therapy conference.  We will also develop “Advanced principles” courses for both home health and hospice
	+ Additional Webinars:
		- In September, we have 2 hospice specific programs, 1 home health specific program and 2 affecting home care and hospice
		- In October, we will have 1 hospice specific programs, 3 home health specific programs, and 1 directly related to home health and hospice
		- In November, we will have 2-3 home health specific, and 2 hospice specific
		- In December, we are planning to have 2-3 home health and 2 hospice specific.
		- January will be a lighter month due to HCH Summit.