



# NHA offers certifications and certificates in the following



Clinical Medical Assistant Certification (CCMA)



Phlebotomy Technician Certification (CPT)



Medical Administrative Assistant Certification (CMAA)



EKG Technician Certification (CET)



Electronic Health Record Specialist Certification (CEHRS)



ExCPT Pharmacy Technician Certification (CPhT)



Billing and Coding Specialist Certification (CBCS)



Patient Care Technician/Assistant Certification (CPCT/A)



TEAM Based Care™ Assessment-Based Certificate Program



HealthCoaching™ Assessment-Based Certificate Program



PersonAbility™ Assessment-Based Certificate Program





# NHA's Solutions

Designed specifically to fit the needs of medical professionals

## PersonAbility™

### Building and applying essential soft skills

An interactive program that helps your learners and employees effectively build essential soft skills and drive behavior change through a unique learning process that utilizes learning and assessment through virtual simulation.



## Principles of Health Coaching™

### Data and Insights

A specialty certificate program that offers a simple, innovative way for students and clinicians to build the necessary communication skills to improve patient outcomes

## PharmaSeer™

### Pharmacy Technician Comprehensive didactic content

Covers industry-recognized skills for pharmacy technician practice across all settings.

## PharmaSeer Math™

### Interactive learning features

Animated demonstrations and step-by-step activities to help users practice and retain key concepts



## Test Preparation

### Study and Remediate

Study guide provides contemporary learning tools such as interactive games, quizzes, flashcards and professionalism tips from experts in the field while practice tests use analytics to help assess readiness and build plans for study and remediation.

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- A photograph of two women in a clinical or office setting. The woman on the left is wearing a white blouse and has her hands clasped. The woman on the right is wearing blue scrubs and is looking at a document. The background shows medical equipment and a clean environment. The image has a blue tint.
- More than **93%** of employers feel allied health professionals do not have adequate training on essential soft skills\*

An interactive program that helps your learners effectively build essential soft skills and drive behavior change through a unique learning process that utilizes learning and assessment through virtual simulation.

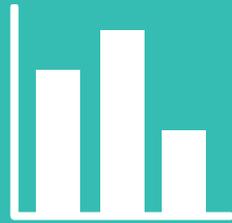
# PersonAbility™

Building and applying essential soft skills for a better future in healthcare

# PersonAbility™ – Building and applying essential soft skills for a better future in healthcare



**Comprehensive  
learning &  
assessment of key  
essential skills**



**Learner  
insights**



**Simplified  
implementation**



**Interactive  
practice  
through  
simulation**



# Product overview

## ● BASELINE ASSESSMENT

Establishes baseline score of learners' comprehension to accurately measure growth throughout the course

## ● ESSENTIAL SKILLS LEARNING MODULES

### Learning modules

- Introduction to Essential Skills
- Emotional Intelligence
- Communication
- Teamwork
- Showcase your skills

## ● ASSESSMENT #1

Utilizes both scenario-based and traditional multiple choice questions to assess comprehension of the essential skills presented in modules

## ● PRACTICE SIMULATIONS

Introduces a unique three-step approach to apply essential skill concepts and techniques

## ● ASSESSMENT #2 THROUGH SIMULATION

- Measures improvement in skill through applied learning assessment
- Training using virtual simulation

## ● PROOF OF COMPLETION





# Principles of Health Coaching™

Health Coaching™ helps educators and employers **put more health coaching in practice** by providing a **practical approach** to developing **foundational health coaching skills** for various roles of the care team.





- Chronic conditions continue to rise consuming 86% of the **nation's annual healthcare spending\***



**Only 50%** of patients adhere to prescribed medications



**90%** of patients do not adhere to prescribed lifestyle changes



**Half of patients** leave visits not understanding the information they received

# Principles of Health Coaching™ encompasses key skills validated by health coaching experts

1

**Introduction to Health Coaching**

2

**Collaboration & Communication**

3

**Relationships & Responsibilities of a Health Coach**

4

**Motivational Interviewing Simulation**

Estimated tutorial time: 6 hours | Final assessment: 1 hour max.

Estimated time for completion: 7 hours



An illustration of a person in a red shirt and brown pants climbing a white ladder. The ladder is positioned against a large, light blue block that contains text. The background is a stylized landscape with green hills, trees, and a blue sky.

## Principles of Health Coaching™

Expanding and applying communication skills to improve patient engagement, adherence, and education

## PersonAbility™

Building and applying essential soft skills for a better future in healthcare

## Outcomes

- Polished essential soft skills
- Professional aptitude
- Confidence
- Ability to perform at the highest level of a credential
- Opportunity for career advancement and success
- Patient trust, satisfaction, and engagement
- Patient adherence
- Improved patient outcomes
- Reduction in employee turnover

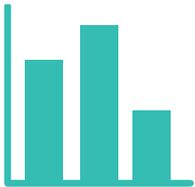




# PharmaSeer™

## Comprehensive didactic content

Covers industry-recognized skills for pharmacy technician practice across all settings



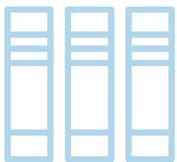
## Data and insights

Provides user and facilitator insights on progress and performance that allows for earlier remediation and demonstration of competency



## Assessment-focused

Questions are psychometrically-sound to ensure accuracy in assessing user mastery of learning objectives



## Supporting resources

Tools and individualized support to provide guidance and expertise every step of the way

## ASSESSMENT-FOCUSED

- 1,400 scored assessment questions
- 700 in-lesson self-evaluation assessments to practice comprehension of content presented
- More than 130 'my practice' questions to build confidence in difficult-to-master topics

## ANALYTICS

- Clear visibility into learner's usage of the tool
- Understand content mastery or remediation opportunities
- Easy-to-use dashboards deliver relevant performance insights

## SUPPORTING RESOURCES

- Includes educator and facilitator implementation guides
- Works in conjunction with PharmaSeer Math™

## INTERACTIVE LEARNING FEATURES

- Content narration
- Flashcards (terminology & top 200 medications)
- Glossary
- Gamification
- Rich media



# PharmaSeer Math™

Digital learning resource to master  
calculations used in pharmacy practice

Medication dosage errors are one of the most important issues related to pharmacy safety today. Through interactive learning, PharmaSeer Math™ prepares current and future pharmacy technicians with the skills and confidence to master calculations used across all pharmacy settings to reduce calculation errors.



## INTERACTIVE LEARNING FEATURES

- Animated demonstrations
- Step-by-step activities for complex calculations
- End-of-lesson quizzes

## EASE OF ACCESS

- Self-paced and online for convenient learning
- Accessible anywhere (computer, tablet & mobile)
- Can be used alone or complementary to PharmaSeer™

## DATA & INSIGHTS

- Easy-to-use dashboards
- Visibility into learners' usage, progress and performance
- Drill-down capability to pinpoint areas of weakness for remediation

## CALCULATION METHODS

Everyone learns differently. That's why PharmaSeer Math™ demonstrates three methods within each calculation activity, giving learners the power to choose which works best for them.

Animated demonstrations and step-by-step activities show how to perform each calculation method.

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$$\frac{A}{B} \times X \quad \text{Desired Over Have}$$

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$$\frac{A}{B} \times \frac{Y}{X} \quad \text{Dimensional Analysis}$$

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$$\frac{A}{B} = \frac{X}{Y} \quad \text{Ratio/Proportion}$$

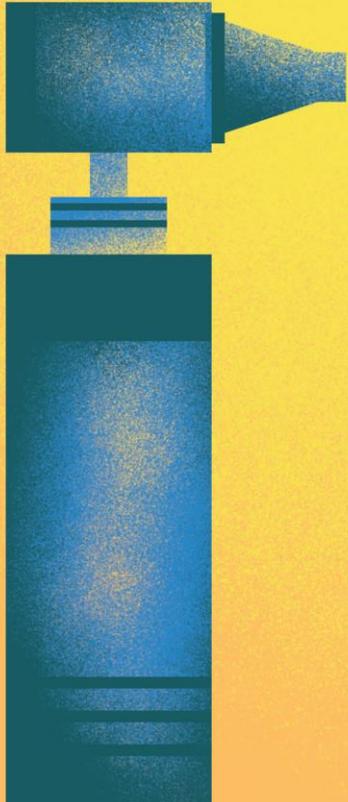
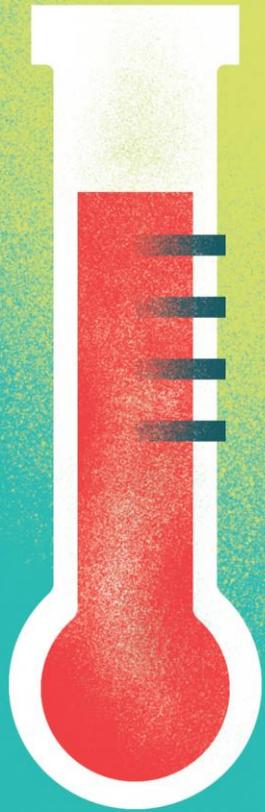
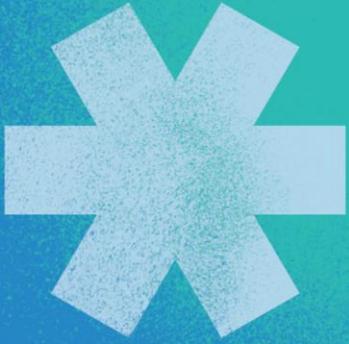
# Online Certification Exam Preparation

Online study guide and practice test are aligned with certification exam test plans

Contemporary learning tools such as interactive games, quizzes, flashcards and professionalism tips from experts in the field

Six attempts are available for the online practice test with reporting and remediation suggestions after each attempt

Online materials can only be accessed on a computer or tablet.



Getting Started:

<http://info.nhanow.com/ctesuccess>

Access 2020 Publication:

<https://info.nhanow.com/learning-leading-blog/tag/access-2020>

Leading & Learning Blog

<https://info.nhanow.com/learning-leading-blog>

Test Plans, Trial Access, and Additional Questions

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Thank you