



Industry pathway for:
Home Health and Personal Care Aids

[Click here to learn more about this pathway!](#)



1. Skillset: Care & Compassion

- Course #1: How to Have Compassionate Presence
- Course #2: Improving Your Listening Skills
- Course #3: The Impact a CNA Has on Patients and Families
- Course #4: Recognizing Empathetic Distress and Pathological Altruism



2. Skillset: Performance

- Course #1: Performing Under Pressure
- Course #2: Being an Effective Team Member



3. Skillset: Documentation & Observation Skills

- Course #1: Verify and Clarify
- Course #2: Listen and Listen Carefully
- Course #3: Enhance Your Productivity with Effective Note Taking
- Course #4: Overview of the Medical Biller/Coder Role



4. Skillset: Reliability

- Course #1: Proving You are Reliable
- Course #2: Be a Reliable Employee
- Course #3: Effective Teammates are Reliable



5. Skillset: Honesty

- Course #1: How to Have Integrity and Honesty in a Conversation
- Course #2: Honesty is the Best Policy
- Course #3: Behaving with Honesty
- Course #4: HIPAA

Interested in pursuing more advanced education options after completing Project PIVOT? Check out continuing education opportunities from some of our local academic partners in the "Continuing Education Options for Industries with High Demand" section of the Project PIVOT webpage!

