Opportunity to Apply: Nurse Care Manager/Care Coordinator Standardized Core Curriculum (GLearn) Program

What is the NCM/CC Core Curriculum Training Program:

The Care Transformation Collaborative of Rhode Island/PCMH Kids, with funding from UnitedHealthCare and Rhode Island Department of Health, is pleased to offer Nurse Care Managers/Care Coordinators the opportunity to participate in a standardized evidence based training program in which you will learn to apply key care management concepts within your primary care practice setting and organization.

We have contracted with G Health Solutions to provide you with a blended educational learning experience which includes:

a) **Web Based interactive modules**: completed over a 12-15-week period covering such topics as risk stratification and priority setting, criteria based level of care determination, care management approaches for targeted high risk conditions, transitions of care and time management (See "Attachment A" for curriculum topics and time for completion);

b) **Weekly NCM/CC faculty facilitated collaboration one-hour zoom meetings:** providing you with an opportunity to learn with a cohort of your NCM/CC peers and apply the patient centered medical home care management concepts with guidance from Rhode Island NCM faculty who will facilitate the learning experience;

c) **Demonstration of skills through a Case Study Capstone Presentation:** providing you with an opportunity to demonstrate how you are using your knowledge and skills by presenting a case study to your peers at the last learning session and at a NCM/CC Best Practice Sharing Meeting.

Who can apply:

- New or experienced Nurse Care Managers and Care Coordinators working in primary care practices that have been part of Care Transformation Collaborative/PCMH Kids transformation programs;
- New or experienced NCM/CC working in system of care primary care practices.

Benefits of Obtaining the Core Curriculum Training for Nurse Care Manager /Care Coordinator:

- ✓ Access to 18 on line learning modules with opportunity to earn up to 18.5 RN CEU's and 18.54 CCM credits that can be applied toward Care Management certification;
- ✓ New and experienced Nurse Care Managers and Care Coordinators will learn to apply key care management concepts;
- ✓ NCM/CC will benefit from learning with your peers and faculty who can assist you with applying what you have learned using Rhode Island resources to assist patients and families

Time Commitment:

All learners will have access to the complete curriculum. The curriculum training has been tailored to the learner's level of experience and current role:

- New NCM/CC (less than 1-year experience): complete all 18 modules (time: 43 hours).
- Experienced NCM: complete 8 modules (27 hours); will have access to all 18 modules.
- New Pediatric Care Coordinators: complete 14 modules (27 hours); will have access to all 18 modules.

See "Attachment B" for tailored program description

Learner and Practice Site Leadership Responsibility:
Please consider carefully your commitment before applying for the NCM/CC core curriculum training program. While the cost of the learning license is covered by UnitedHealthcare and RI Department of Health funding, each license costs more than $1200.00 and is not transferable once it is assigned to a NCM/CC.

- Leadership is expected to provide NCM/CC with support time for completing learning modules and coaching sessions; some of the training may occur during non-work time at the NCM/CC's own expense.
- Leadership is expected to provide NCM/CC with time to participate in the weekly scheduled 1-hour telephonic conference sessions with NCM/CC faculty. While the telephonic conference calls will be recorded, it is expected that the NCM/CC will participate in as many of the "real time" scheduled telephonic calls as possible.
- Both practice leadership and clinician are asked to read and sign the agreement indicating your commitment to complete the learning sessions with the assigned cohort and abide by intellectual property G Learn requirements.

CTC will review applications for approval and we reserve the right to consult will applicants and practice leadership if there are concerns about the likelihood of a learner completing the training program. Learners that are issued licenses are expected to complete the tailored training program, even if they change employment, as the license is issued to the learner and not to the organization. Attendance and assignment completion is monitored as part of our quality assurance process.

Directions for completing the application:
1) Both the learner and practice leadership person are responsible for reviewing this document and adhering to the agreement that outlines confidentiality and use restrictions contained within the application.
2) NCM/CCs: Use this Microsoft Form to register for the GLearn Curriculum Training – you will answer questions about your contact information, License information, Job Function, Specialty, etc.

Application and Implementation Timeline

Step	Activity	Date
1	Applications released	June 15, 2021
2.	Applications due (two parts) 　1. Application agreement (this document) signed by both the learner and practice/organizational leader submitted to Ssummers@ctci-ri.org; 　2. Online applicant and practice information form to be completed by learner: https://forms.office.com/r/esr1dDBvLJ	Due: July 23, 2021
3.	Applications approved; learners will be notified and be assigned to a NCM/CC cohort (7 to 10 other learners) from a mix of different practices to maximize opportunity to learn from each other	August 16, 2021
4.	Learners will be send and asked to complete a learning needs self-assessment document	Due August 27, 2021
5.	Faculty member will contact assigned NCM/CC and establish a schedule for the weekly telephonic conference sessions	Mid/Late August
6.	Learners will be assigned to complete self-study components each week during the timeframe and participate in weekly 1-hour conference calls *Note*: Conference calls will be recorded so that learners can continue to participate in training curriculum when there are scheduling conflicts but learner must participate in conference calls to receive CEU credit.	Week of Sept 13

Contact person for questions: Sarah Summers, Project Coordinator Ssummers@ctc-ri.org
 Due Date: 7/23/21

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NCM/CC GLearn Core Curriculum Training Application Agreement

Nurse Care Manager/Care Coordinator Name (learner): **Practice Name:**	
Practice Leadership *Person who supports application and time commitment* **Name:** **Position:**	**Email:** **Phone:**

GLearn License Requirements

- GLearn™ care management online training modules are the intellectual property of GLearn and therefore may only be
  used by the individual authorized/licensed by CTC to participate in CTC-sponsored GLearn care management training
- Licensees will not use, copy, perform, display, modify, create derivative works, merge, distribute otherwise exploit the GLearn™ care management training modules

"I have read the above and agree to abide by the stipulations agreed to in the contract between CTC-RI and GLearn™.

I agree that I will direct any questions I have to CTC leadership who are most knowledgeable about the GLearn contractual agreement. A copy of the contract is available upon request."

Nurse Care Manager/Care Coordinator Signature: _____ Date: _____

Practice Leadership Signature: _____ Date: _____

Position: _____

Office Use Only

Date application received:	Date application approved:
Date NCM/CC notified :	Date faculty notified:
Cohort assigned:	Notes:

Attachment A

Course Module Titles	CEU Credit Hours per Module: Viewing Time	CCM Credit Hours Per Module: Viewing Time	Module Viewing Time	Estimated Self-Study Component	Collaboration Call Time Commitment	Proposed Date and Time
GLearn® CEU =18.5 CCMC Credits = 18.54			**Education Curriculum and Timeline:** **New Care Manager OR Experienced Care Manager Taking all 18 Modules** **Cohort:** **Date:**		CARE TRANSFORMATION COLLABORATIVE RHODE ISLAND / pcmh kids patient-centered medical home ADVANCING INTEGRATED HEALTHCARE	
Prerequisite Reading			Not Applicable	60-120 minutes		Prior to kickoff meeting
Total Time: 3 hours Collaboration Session—Kick Off Intro to Course				2 hours	1 hour	Date/ Time: TBD by Faculty
Education Session One:						
Introduction to GLearn Health Case Management Training Suite	0.75	0.66	40 Minutes	0 minutes	30 Minutes	
Population Based Case Management - An Introduction	1.25	1.33	80 Minutes	0 minutes	30 Minutes	
Total Time 3 Hours			2 Hours			
Collaboration Session Review Modules					1 Hour	Date/ Time: TBD by Faculty
Education Session Two:						
Patient Population - Identification, Stratification And Priority Setting	0.75	0.83	50 Minutes	N/A	30 Minutes	
Population Based Case Management Concepts	0.75	0.75	45 minutes	N/A	30 Minutes	
Total Time 2.58 Hours			1.58 Hours			
Collaboration Session Review Modules					1 Hour	Date/ Time: TBD by Faculty

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Course Module Titles	CEU Credit Hours per Module: Viewing Time	CCM Credit Hours Per Module: Viewing Time	Module Viewing Time	Estimated Self-Study Component	Collaboration Call Time Commitment	Proposed Date and Time
Education Session Three:						
Transitions of Care	1.25	1.16	70 Minutes	15-30 Minutes	60 Minutes	
Triple Aim - Case Manager's Role In Achieving	1	1	60 Minutes	N/A	30 Minutes	
Total Time 4.16			2.16 Hours	.5 Hours		
Collaboration Session Review Modules					1.5 Hour	Date/ Time: TBD by Faculty
Education Session Four:						
Effective Communication Techniques In Team Based Care Delivery	1	1	60 Minutes	N/A	30 Minutes	
Total Time 1.5 Hours			1 Hour			
Collaboration Session Review Modules					.5 Hours	Date/ Time: TBD by Faculty
Education Session Five:						
Concept Of The Medical Home	0.75	0.83	50 Minutes	N/A	30 Minutes	
Five Core Components Of The Medical Home	1.5	1.5	90 Minutes	30-60 minutes	30 Minutes	
Total Time 4.33			2.33 Hours	1 Hour		
Collaboration Session Review Modules:					1 hours	Date/ Time : TBD by Faculty
Education Session Six:						
Stakeholders Role In The Medical Home	0.75	0.66	40 Minutes	N/A	30 Minutes	
Medical Home Meeting	1	1	60 Minutes	N/A	30 Minutes	
Total Time 2.66 Hours			1. 66 Hours	N/A		
Collaboration Session Review Modules:					1 Hour	Date/ Time: TBD by Faculty

Course Module Titles	CEU Credit Hours per Module: Viewing Time	CCM Credit Hours Per Module: Viewing Time	Module Viewing Time	Estimated Self-Study Component	Collaboration Call Time Commitment	Proposed Date and Time
			Education Session Seven:			
Medical Home Workflow: Implementing Practice Redesign	0.75	0.75	45 Minutes	N/A	30 Minutes	
Time Management	1	1	60 Minutes	90 Minutes	30 Minutes	
Total Time 4.25 Hours			1.75 Hours	1.5 Hours		
Collaboration Session Review Module:					1 Hour	Date/ Time: TBD by Faculty
			Education Session Eight:			
Right Care, Right Place, Right Time-Criteria Based Level Of Care Determination	0.75	0.75	45 Minutes	60-120 Minutes	30 Minutes	
Total Time 3.25 Hours			.75 Hours	2 Hours		
Collaboration Session Review Module:					.5 Hour	Date/ Time: TBD by Faculty
			Education Session Nine:			
Introduction To Targeted Conditions: Guidelines To Identify And Manage	0.50	0.58	35 minutes	90-120 min	30 Minutes	
Total Time Hours 3.08			.58 Hours	2 Hours		
Collaboration Session Review Module:					.5 Hour	Date/ Time: TBD by Faculty
			Education Session Ten:			
Targeted Condition: Chronic Obstructive Pulmonary Disease	1	1.08	65 Minutes	60-90 min	60 Minutes	
Total Time 3.58 Hours			1.08 Hours	1.5 Hours		
Collaboration Session Review Module:					1 Hour	Date/ Time: TBD by Faculty

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Course Module Titles	CEU Credit Hours per Module: Viewing Time	CCM Credit Hours Per Module: Viewing Time	Module Viewing Time	Estimated Self-Study Component	Collaboration Call Time Commitment	Proposed Date and Time
Education Session Eleven:						
Targeted Condition: Heart Failure	2	2	120 Minutes	90-120 minutes	60 Minutes	
Total Time: 5 Hours			2 Hours	2 Hours		
Collaboration Session Review Module:					1 Hour	Date/ Time: TBD by Faculty
Education Session Twelve:						
Targeted Condition: Diabetes Mellitus	1.75	1.66	100 Minutes	60-120 minutes	60 Minutes	
Total Time 4.66			1.66 Hours	2 Hours		
Collaboration Session Review Modules:					1 Hour	Date/ Time: TBD by Faculty
Total 45.05						
Coaching #1					1 Hour	TBD
Coaching #2					1 Hour	TBD
Coaching #3					1 Hour	TBD
Capstone to be Presented at Nurse Care Manager / Care Coordinator Meeting						TBD

Attachment B

GLearn Courses – RN PATH 18 Core Courses - receive 18.5 CEU/18.54 CCMC	Time Commitment per Module in Hours	New Nurse Care Manager (Experience < 1 year)	Pediatric Care Manager	Experienced Care Manager	CEU	CCMC
Introduction to GLearn Health Case Management Training Suite /Self-Assessment & ACMS Prerequisite Reading	4.16	X	X	X	0.75	.66
Population Based Case Management - An Introduction	1.83	X	X		1.25	1.33
Patient Population - Identification, Stratification And Priority Setting	1.33	X	X		0.75	.83
Population Based Case Management Concepts	1.25	X	X		0.75	.75
Transitions of Care	2.66	X	X	X	1.25	1.16
Triple Aim - Case Manager's Role In Achieving	1.5	X	X		1	1
Effective Communication Techniques In Team Based Care Delivery	1.5	X	X	X	1	1
Concept Of The Medical Home	1.33	X	X		0.75	.83
Five Core Components Of The Medical Home	3	X	X		1.5	1.5
Stakeholders Role In The Medical Home	1.16	X	X		0.75	.66
Medical Home Meeting	1.5	X	X		1	1
Medical Home Workflow: Implementing Practice Redesign	1.25	X	X		0.75	.75
Time Management For Case Managers	3	X	X	X	1	1
Right Care, Right Place, Right Time - Criteria Based Level Of Care Determination	3.25	X	X		0.75	.75
Introduction To Targeted Conditions: Guidelines To Identify And Manage	3.08	X		X	0.5	.58
Targeted Condition: Chronic Obstructive Pulmonary Disease	3.5	X		X	1	1.08
Targeted Condition: Heart Failure	5	X		X	2	2
Targeted Condition: Diabetes Mellitus	4.66	X		X	1.75	1.66
Total Time in Hours		**44.96**	**28.16**	**27.9**		

OTHER AVAILABLE COURSES IN RN PATH with no associated CEUs/CCMCs
Elder Abuse and the Care Management Team Member Role
Focus on the Patient Home Visit
Identifying Health Literacy and the Use of Teach Back
Motivational Interviewing *NEW CURRICULUM
Infection Control in the Home – Clinical - *NEW

GLearn Courses – Non-Licensed Care Team Member (NLCTM) Path
15 Core Courses (No CCMC/CEUs awarded)
Introduction to GLearn Health Case Management Training Suite
Five Core Components Of The Medical Home
Patient Population - Identification, Stratification And Priority Setting
Right Care, Right Place, Right Time - Criteria Based Level Of Care Determination
Concept Of The Medical Home
Stakeholders Role In The Medical Home
Medical Home Workflow: Implementing Practice Redesign
Population Based Case Management - An Introduction
Introduction To Disease Processes
Transitions of Care
Population Based Case Management Concepts
Time Management For Case Managers
Triple Aim – The Care Team Member's Role In Achieving
Effective Communication Techniques In Team Based Care Delivery
Medical Home Meeting
OTHER AVAILABLE COURSES IN NLCTM PATH
ACMS Prerequisite Reading
Elder Abuse and the Care Management Team Member Role
Focus on the Patient Home Visit
Identifying Health Literacy and the Use of Teach Back
Motivational Interviewing - *NEW CURRICULUM*
Infection Control in the Home – Clinical - *NEW*
Infection Control in the Home – Non-Clinical *NEW*
Fundamentals of Prescription Labels