

ATTACHMENT B: #1



**CEU & CCM Credits
Total = 18.58**

**Adult Practice Nurse Care Manager Education
Curriculum and Timeline:
Name and Title:
Cohort :
Date:**



Course Module Titles

****Titles Highlighted in Yellow are for Experienced Care Managers****

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
Prerequisite Reading			Not Applicable	60-120 minutes		Prior to kickoff meeting
Collaboration Session—Kick Off Intro to Course					1 hour	Date/ Time: TBD by Faculty

Education Session One:

Introduction To Education Series The G Health/Geisinger Health Plan Model	0.66	0.66	40 Minutes	(Prerequisites)	30 Minutes	
Population Based Case Management-An Intro	1.33	1.33	80 Minutes	90-120 minutes	30 Minutes	
Patient Populations-Identification, Stratification, and Priority Setting	0.83	0.83	50 Minutes	Not Applicable	30 Minutes	
Total Time 6.3			2 .8 hours	2 hours		

Collaboration Session Review Modules 1.5 Hours Date/ Time: TBD by Faculty

Education Session Two:

Population Based Case Management Concepts	0.75	0.75	45 minutes	N/A	30 Minutes	
Transitions of Care	1.16	1.16	70 Minutes	15-30 Minutes	60 Minutes	
The Triple Aim-Case Manager’s Role In Achieving	1	1	60 Minutes	Not Applicable	30 Minutes	
Total Time 5.5			3 Hours	.5 Hours		

Collaboration Session Review Modules 2 Hours Date/ Time: TBD by Faculty



CEU & CCM Credits
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**Adult Practice Nurse Care Manager Education
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Name and Title:
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Date:



Course Module Titles

****Titles Highlighted in Yellow are for Experienced Care Managers****

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
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Education Session Three:

Effective Communication Techniques In Team Based Care	1	1	60 Minutes	N/A	30 Minutes	
Concept Of The Medical Home	0.83	0.83	50 Minutes	Not Applicable	30 Minutes	
Total Time 2.83			1.83 Hours			
Collaboration Session Review Modules					1 Hour	Date/ Time: TBD by Faculty

Education Session Four:

Five Core Components of The Medical Home	1.5	1.5	90 Minutes	30-60 minutes	30 Minutes	
Stakeholders Role In The Medical Home	0.66	0.66	40 Minutes	N/A	30 Minutes	
Medical Home Meeting	1	1	60 Minutes	N/A	30 Minutes	
Total Time 5.6			3.1 Hours	1 hour		
Collaboration Session Review Modules					1.5 Hours	Date/ Time: TBD by Faculty

Education Session Five:

Medical Home Workflow-Implementing Practice Redesign	0.75	0.75	45 Minutes	N/A	30 Minutes	
Time Management	1	1	60 Minutes	15-30 Minutes	30 Minutes	
Introduction to Targeted Conditions: Guidelines	0.58	0.58	35 minutes	90-120 minutes	30 Minutes	
Total Time 6.4			2.4 Hours	2.5		
Collaboration Session Review Modules:					1.5 hours	Date/ Time: TBD by Faculty



CEU & CCM Credits
Total = 18.58

**Adult Practice Nurse Care Manager Education
Curriculum and Timeline:**
Name and Title:
Cohort :
Date:



Course Module Titles

****Titles Highlighted in Yellow are for Experienced Care Managers****

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
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Education Session Six:

Right Care, Right Place, Right Time-Criteria Based Level Of Care Determination	0.75	0.75	45 Minutes	60-120 Minutes	30 Minutes	
Targeted Condition: COPD	1.08	1.08	65 Minutes	60-90 minutes	60 Minutes	
Total Time 6.8			1.8 Hours	3.5		
Collaboration Session Review Modules:					1.5 Hour	Date/ Time: TBD by Faculty

Education Session Seven:

Targeted Condition: Heart Failure	2	2	120 Minutes	90-120 minutes	60 Minutes	
Total Time 5			2 Hours	2 Hours		
Collaboration Session Review Module:					1 Hour	Date/ Time: TBD by Faculty

Education Session Eight:

Targeted Condition: Diabetes Mellitus	1.66	1.66	100 Minutes	60-120 minutes	60 Minutes	
Total Time 4.6			1.6 Hours	2 Hours		
Collaboration Session Review Modules:					1 Hour	Date/ Time: TBD by Faculty
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					1.5 Hours	TBD

ATTACHMENT B: #2



RN Education Curriculum and Timeline:
Cohort : Pediatrics
Date:



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
Prerequisite Reading			Not Applicable	90-120 Minutes		Prior to kickoff meeting
Collaboration Session—Kick Off Intro to Course					1 hour	Date/ Time: TBD by Faculty
Education Session One:						
Introduction To Education Series The G Health/Geisinger Health Plan Model	0.66	0.66	40 Minutes	(Prerequisites)	30 Minutes	
Total Time			.75 Hours			
Collaboration Session Review Modules					.5 Hours	Date/ Time: TBD by Faculty
Education Session Two:						
Population Based Case Management-An Intro	1.33	1.33	80 Minutes	90-120 minutes	15 Minutes	
Total Weekly Time: 3.58			1.33 hours	2 hours		
Collaboration Session Review Modules					.25 Hours	Date/ Time: TBD by Faculty
Education Session Three:						
Population Based Case Management Concepts	0.75	0.75	45 minutes	N/A	30 Minutes	
Total Weekly Time: 1.25			.75 hours			
Collaboration Session Review Modules					.5 Hours	Date/ Time: TBD by Faculty

ATTACHMENT B: #2



RN Education Curriculum and Timeline:
Cohort : Pediatrics
Date:



Education Session Four:

Patient Populations-Identification, Stratification, and Priority Setting	0.83	0.83	50 Minutes	Not Applicable	30 Minutes	
Total Weekly Time: 1.33			.83 Hours	N/A		
Collaboration Session Review Modules					.5 Hours	Date/ Time: TBD by Faculty

Education Session Five:

Transitions of Care	1.16	1.16	70 Minutes	15-30 Minutes	60 Minutes	
Total Weekly Time: 2.66			1.16 Hours	.5 Hours		
Collaboration Session Review Modules					1 Hours	Date/ Time: TBD by Faculty

Education Session Six:

The Triple Aim-Case Manager's Role In Achieving	1	1	60 Minutes	Not Applicable	30 Minutes	
Total Weekly Time: 2 Hours			1 Hours	N/A		
Collaboration Session Review Modules					1 Hour	Date/ Time: TBD by Faculty

Education Session Seven:

Right Care, Right Place, Right Time-Criteria Based Level Of Care Determination	0.75	0.75	45 Minutes	60-120 Minutes	30 Minutes	
Total Weekly Time: 4.75 Hours			.75 Hours	2 Hours		
Collaboration Session Review Modules					.5 Hour	Date/ Time: TBD by Faculty

ATTACHMENT B: #2



RN Education Curriculum and Timeline:
Cohort : Pediatrics
Date:



Education Session Eight:

Concept Of The Medical Home	0.83	0.83	50 Minutes	Not Applicable	15 Minutes	
Five Core Components of The Medical Home	1.5	1.5	90 Minutes	30-60 minutes	30 Minutes	
Total Weekly Time: 4.33 Hours			2.33 Hours	1 Hours		
Collaboration Session Review Modules					1 Hours	Date/ Time: TBD by Faculty

Education Session Nine:

Stakeholders Role In The Medical Home	0.66	0.66	40 Minutes	N/A	30 Minutes	
Total Weekly Time 1.16 Hours			.66 Hours			
Collaboration Session Review Modules					.5 Hours	Date/ Time: TBD by Faculty

Education Session Ten:

Medical Home Meeting	1	1	60 Minutes	N/A	30 Minutes	
Medical Home Workflow-Implementing Practice Redesign	0.75	0.75	45 Minutes	N/A	15 Minutes	
Total Weekly Time: 2.5 Hours			1.75 Hours			
Collaboration Session Review Modules					.75 Hours	Date/ Time: TBD by Faculty

ATTACHMENT B: #2



RN Education Curriculum and Timeline:
Cohort : Pediatrics
Date:



Education Session Eleven:

Effective Communication Techniques In Team Based Care	1	1	60 Minutes	N/A	30 Minutes	
Total Weekly Time: 1.5 Hours			1 Hours			
Collaboration Session Review Modules:					.5 Hours	Date/ Time: TBD by Faculty

Education Session Twelve:

Time Management	1	1	60 Minutes	15-30 Minutes	30 Minutes	
Total Time			1 Hours	.5 Hours		
Collaboration Session Review Modules:					.5 Hours	Date/ Time: TBD by Faculty
Coaching #1					1 Hour	Date/ Time: TBD
Coaching #2					1 Hour	Date/ Time: TBD
Coaching #3					1 Hour	Date/ Time: TBD
Capstone to be Presented at Nurse Care Manager/ Care Coordinator Meeting					1.5 Hours	Date/ Time: TBD

ATTACHMENT B: # 3
Training Module Descriptions

The G Health Solutions Care Management training includes curricula that use the G Health Solutions evidence-based care management

	Module	Description
1	Introduction to G Health Care Management Training	This module is part of the Care Management Training. It explains the G Health/Geisinger Care Management model of care delivery and the goals of education. In addition to the multi-media presentations, there are several articles that the learner is asked to read to support understanding and set the stage for the educational experience.
2	Five Core Components of Medical Home	This module is part of the Care Management Training. In this module, you will learn about the five components that make up the core of a highly effective, patient-centered medical home. Each of these components is explored. The embedded case manager is a crucial component of the medical home, and, therefore, the concept of the embedded case manager is illustrated in detail during this course. The module includes a companion guide for your personal note-taking and elective external links to articles that can improve your learning experience.
3	Patient Populations – Identification, Stratification, and Priority Settings	This module is part of the Care Management Training. In this class, you will learn the importance of and process for the identification, stratification, and priority ranking for patient populations. Knowing which patients would benefit the most from receiving services is one of the first steps in a strong care management strategy. Directing care efforts to appropriate patients is vital to achieving positive outcomes. The module includes a companion guide for your personal note-taking and elective external links to articles that can improve your learning experience
4	Right Care, Right Place, Right Time – Criteria Based level of Care Determination	This module is part of the Care Management Training. In it, a Geisinger subject matter expert discusses the importance of ensuring that a patient receives care in the most appropriate setting associated with their need at that time. You will also learn about the role that case managers play to help ensure that a patient is placed in the correct setting across the continuum of care. In addition to the multi-media presentations, this module includes case study activities. The case study activities have specific directions included in your syllabus. The module includes a companion guide for your personal note-taking.
5	Concept of the Medical Home	This module is part of Care Management Training. This module provides information on the key components of a successful patient- centered medical home. You will learn how the components complement and support the efforts of the care management team, as well as the role that the Case Manager has as a vital member of the Medical Home. The module includes a companion guide for your personal note-taking.
6	Stakeholders Role in the Medical Home	This module is part of the Care Management Training. Many people and roles are involved in a successful patient centered medical home. These people are stakeholders. In this module, a subject matter expert explains who the stakeholders are, the role they play in the delivery of patient care, and how the Case Manager interacts with each of them to drive optimal patient care. The role of the case manager is also discussed in detail. The module includes a companion guide for your personal note-taking
7	Medical Home Workflow: Implementing Practice Redesign	This module is part of the Care Management Training. This module explores the components of a patient centered medical home that are needed for success. The module presents information on assessing current work flow process, staffing, and overall site functionality. These components help design an optimal environment that supports the efforts of the entire medical home team to improve patient outcomes and satisfaction in a cost effective manner. The module includes a companion guide for your personal note-taking.
8	Population Based Case Management – An Introduction	This module is part of the Care Management Training. You will be introduced to the concepts in population-based care management. The concepts are delivered through educational activities as well as multi- media presentations. A companion guide is also available for your personal note-taking.
9	Introduction to Targeted Conditions: Guidelines to Identify and Manage	This module is part of the Care Management Training. Case management provides a positive effect on patient care delivery and outcomes. However, not all patients are appropriate for case management intervention. Therefore, case managers need to know which populations they should target to maximize their effect. In this module, a Geisinger subject matter expert explains which patients can be affected the most by case management services. Case study activities are also part of this module; specific instructions on how to answer the case study questions are available in your syllabus. Additionally, a companion guide is available for your personal note- taking.
10	Heart Failure	This module is part of Care Management Training. Heart failure is a serious condition that affects millions of people in the United States. Since it is a condition with no cure, many people mistakenly believe that nothing can be done for patients with heart failure. In fact, there is a lot that case managers can do to help improve the quality of life for these patients. In this module, a subject matter expert explains how case management services can help patients with heart failure. In addition to the multi-media presentations, this module includes case study activities that can be answered using the detailed directions in your syllabus. Links to elective external reading are also part of this module, which includes a companion guide that can be used for your personal note-taking.

11	Diabetes Mellitus	This module is part of the Care Management Training. Throughout this module, you will participate in education and training focused on diabetes care. This class will review the differences between diabetes types, as well as the interventions used to control glucose levels including nutrition, lifestyle, and pharmacology. You will also become familiar with the interventions that care management can use to educate and support patients with this condition. In addition to multi-media presentations, this module includes case study activities and a number of links to required external reading. A companion guide is also available for your personal note-taking.
12	Chronic Obstructive Pulmonary Disease (COPD)	This module is part of the Care Management Training. Chronic obstructive pulmonary disease (COPD) is a progressive disease that has no known cure. However, there are ways to improve quality of life and minimize symptoms. In this module, a Geisinger subject matter expert explores how case management interventions can help patients with COPD. The pathophysiology, classifications, signs, and symptoms of COPD are also outlined. In addition to multi-media presentations, this module includes case study activities and a number of links to required external reading. A companion guide is also available for your personal note-taking.
13	Transitions of Care	This module is part of the Care Management Training. Transitions of care are one of the most challenging times for patients and healthcare workers alike. Case managers have a vital role in managing patient transitions of care. The skilled patient management that a case manager provides to coordinate care can significantly lessen the stress and error margin. In this module, a Geisinger subject matter expert explains how case managers can affect transitions of care and discusses the importance of these transitions. In addition to the multi-media presentations, there is a supplemental document that explores the case manager's role. A companion guide is also available for your personal note-taking.
14	Population Based Case Management Concepts	This module is part of the Care Management Training. In this module, the concepts that make up population based case management are discussed in detail. The G Health case management model is also explained, and each job role is defined. A companion guide is available for your personal note-taking.
15	Time Management for Case Managers	This module is part of the Care Management Training. In it, you will learn several tactics to help you manage your day and your case load. Case study activities are also part of this module; directions on how to answer these case studies can be found in your syllabus. Additionally, a companion guide is available for your personal note-taking.
16	Triple Aim – Case Manager's Role in Achieving	This module is part of the Care Management Training. In this module you will learn about the Triple Aim and why it is the driving force of healthcare reform in the United States. You will also learn how the Case Manager and other members of the Care Management Team can help achieve the goals of the Triple Aim, which include: improving the health of the population, enhancing the experience and outcomes of the patient, and reducing per capita cost of care. A companion guide is available for your personal note-taking
17	Effective Communication Techniques in Team Based Care Delivery	This module is part of the Care Management Training. In Effective Communication, an G Health Solutions subject matter expert explains how honing excellent communication skills helps develop a highly effective and functional team. Different types of communication are defined, and there is a special question-and-answer session with an expert who offers tips to case managers who spend most of their time talking to people over the phone. A companion guide is also available for your personal note-taking.
18	Medical Home Meeting	This module is part of the Care Management Training. In this module, you will watch an actual Medical Home Meeting. You will observe the Patient-Centered Medical Home Team at the Geisinger Health System Mount Pocono, Pennsylvania location as they discuss their patients and review processes. A companion guide is also available for your personal note-taking.
Optional		
	Elder Abuse	This curriculum is part of G Health Solutions Care Management training. In this course, you will learn why Elder Abuse is a matter of major concern in the United States. Information is provided regarding the prevalence and types of Elder Abuse as well as how to recognize the signs and symptoms of someone who is a victim of Elder Abuse. Content contains information regarding the appropriate actions that should be taken if abuse is suspected. This information is pivotal for the care management team member so that they will have the knowledge to recognize Elder Abuse and intervene appropriately to ensure the safety and well being of their patients.
	Home Visits	This curriculum is part of G Health Solutions Care Management training. During this course you will be provided with information regarding the identification and assessment of patient safety in their home environment, ways to determine and address patient needs in their home to promote their wellbeing and self-sufficiency as well as instruction on best practices of infection control. Your own personal safety when making a home visit is also addressed.

	Fundamentals of Prescription Labels	This curriculum is part of the G Health Solutions Care Management training. The information in this course provides you with step by step direction on how to read and interpret a wide variety of medication labels as well activities to practice doing so. Gaining the skill of medication label reading will equip you with the knowledge needed to assist your care management team with conducting a through patient medication reconciliation. The curriculum includes a companion guide for your personal note-taking
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	Introduction to Disease Process	This curriculum is part of G Health Solutions Care Management training. The material contained within this course was developed to provide an overview of the common diseases that a care management team member may encounter when providing care to their patients. You will learn basic pathophysiology of these common targeted conditions, how to identify the signs and symptoms of the disease specific exacerbations as well as what and when to report these to a care team lead. Included in the education is information regarding common treat provided to patients as well equipment that a patient may use to support them in managing these conditions.
	Health Literacy and Teach Back	This curriculum is part of G Health Solutions Care Management training. Ensuring that patients have a full understanding of their health as well as of the information provided to them regarding their health is a pivotal skill of a case management team member. This course provides information on how to assess patients and their care givers levels of health literacy. It includes material to assist in developing a plan to address patient education based on their and their care givers level of health literacy. Included is content on exploring tools that can be used to best provide education and support. Teach Back a Health Literacy tool that can be used to ensure patient understanding is covered in detail.
	Motivational Interviewing	This series seven modules explores the individual's own reasons for change in an atmosphere of acceptance and compassion are explored. Applying MI principles to patient interactions has proven successful in provoking "behavior change" that contributes to positive health outcomes and improved patient communication. In these modules the principles, methods, and goals of the MI approach are explored. The curriculum includes five instructor lead exercises that allow practice applying the lessons to real-life situations.