



## **Nurse Care Manager/Care Coordinator Standardized Core Curriculum (GLearn) Application**

### **Introduction:**

The Care Transformation Collaborative of Rhode Island (CTC-RI) was awarded a \$148,000 grant from United Healthcare to purchase access to core curriculum licenses for on-line learning modules to implement a state-wide workforce development program that will benefit up to 100 Nurse Care Managers and Care Coordinators in primary care practices. Practices that are currently in or have previously participated in a CTC contract as well as NCM/CC that work in systems of care (ACO/A/E models) may apply.

CTC Rhode Island has contracted with G Health Solutions to provide a blended educational learning experience for Care Managers and Care Coordinators. Faculty members, selected by CTC-RI and trained by G Health Solutions, will facilitate the NCM/CC learning experiences. Additionally, nurses will have the opportunity to earn 18.58 RN CEUs and CCM credits that can be applied towards Case Management certification. These credits can be helpful for a learner who is interested in obtaining care management certification but the program is not intended to be a care management certification course.

### **Core Curriculum Training includes:**

- a) Web Based interactive modules (See "Attachment A" for curriculum topics and time for completion)
- b) Weekly NCM/CC Faculty facilitated Telephonic Collaboration sessions with a cohort of other NCM/CC
- c) Case Study Capstone Presentation facilitated by each learner at the last telephonic collaborative session with the expectation that the learner will be present the Capstone at the NCM/CC Best Practice Sharing Meeting

### **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 as described below. (See "Attachment B" for tailored program description).

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

**Note:** Pediatric Practice Nurse Care Managers/Care Coordinators also have the option to register for the ECHO Pediatric Complex Management Program (see "Attachment C"), instead of the NCM/CC Core Curriculum Training Program. Participation in either the G Learn Core Curriculum Training Program or the ECHO Pediatric Complex Management Program will fulfill the CTC contract requirement for completing a care management training program.

### **Practice Site/Clinician Responsibility:**

Please consider carefully your commitment to completing the GLearn care management on line training program before signing this application. 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 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 taped, 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 their commitment to complete the learning sessions with the assigned cohort and abide by intellectual property G Learn requirements.

- CTC will review applications for approval; consultation will occur with individual organizations if there are concerns about the likelihood of a Learner completing the training program. Learners that are issued licenses are expected to complete their tailored training program, even if they change employment as the license is issued to the learner and not to the organization.

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

There is a strong business case for having Nurse Care Managers and Care Coordinators complete the standardized care management training program:

- ✓ This training will provide the organization and primary care practices with a standardized evidence based method for on-boarding new Nurse Care Managers/ Care Coordinators.
- ✓ New and experienced Nurse Care Managers and Care Coordinators will learn to apply key care management concepts such as: stratification and priority setting, criteria based level of care determination, care management approaches for targeted high risk conditions, and medical home work flow for implementing practice redesign.
- ✓ NCM/CC along with a cohort of other NCM/CCs will receive supervised learning from faculty that have been specially trained and certified by G Learn; faculty will assist learners with applying what they have learned and on utilizing Rhode Island resources to assist patients.
- ✓ The core curriculum license will provide the NCM/CC with access to all 18 on-line learning modules and obtain up to 18.58 continuing education credits.

**Directions for completing the application:**

- 1) **Adult NCM:** [Complete the NCM/CC Core Curriculum application](#) including information on the person(s) who will be participating in the training program ; Practice leadership and NCM/CC both review and sign and return completed application to [CBrown@ctc-ri.org](mailto:CBrown@ctc-ri.org) by **December 19, 2019**. Signature verifies agreement to adhere to participation expectations including confidentiality and use restrictions contained in the application **AND** complete [this Eventbrite Link](#).
- 2) **Pediatric Care Managers:**
  - **Option 1:** [Complete the NCM/CC Core Curriculum application](#) including information on the person(s) who will be participating in the training program ; Practice leadership and NCM/CC both review and sign and return completed application to [CBrown@ctc-ri.org](mailto:CBrown@ctc-ri.org) by **December 19, 2019**. Signature verifies agreement to adhere to participation expectations including confidentiality and use restrictions contained in the application **AND** complete [this Eventbrite Link](#) ; OR
  - **Option 2:** select ECHO Pediatric Complex Management Program (see "[Attachment C](#)") and register for the ECHO program: <https://www.weitzmaninstitute.org/complex-integrated-pediatrics/>

**Training Timeline\*:**

| Date /timeline             | Activity   |
|----------------------------|--|
| <b>December 19, 2019</b>   | Applications due ( <a href="#">link to page 3</a> and <a href="#">Eventbrite</a> )   |
| <b>By January 2, 2020</b>  | Applications approved by CTC   |
| <b>By January 7, 2020</b>  | Learner will 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  |
| <b>By January 17, 2020</b> | Faculty member will contact assigned NCM/CC and establish a schedule for the weekly telephonic conference sessions   |
| <b>TBD by Faculty</b>      | Learners will be assigned to complete self-study components each week during the timeframe and participate in weekly 1-hour conference calls<br><i>Note:</i> 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. |

**Due Date: 12/19/2019 - Submit signed GLearn licensing agreement via email to:**

Candice Brown - Email: [CBrown@ctc-ri.org](mailto:CBrown@ctc-ri.org) - Telephone number: 401-519-3919 – Fax number: 401-528-3214

## NCM/CC GLearn Application Agreement

|   |  |
|---|--|
| <b>Organization Name</b> (if applicable)  | <b>CTC relationship:</b> Currently in contract: __Yes/___No<br>Past CTC participant Year ended _____<br><b>Practice can also apply if not part of CTC if in a system of care relationship</b><br>ACO _____ A/E _____ |
| <b>Site Contact Person:</b><br><b>Position:</b>   | <b>Email:</b><br><b>Phone:</b>   |
| <b>IT person Name</b><br>Needed if there is a problem with meeting system requirements identified below N/A | <b>Email:</b><br><b>Phone:</b>   |

**IT Browser System Requirements:**

G Health Learning can be accessed with the following browser versions: Indicate compatible browser that is available to you:

- Internet Explorer 10 or higher
- Mozilla Firefox
- Google Chrome
- Safari 3.3.3 or higher on a PC, 4.0 or higher

on a Mac

In the contract signed by CTC-RI, CTC agreed to the following:

- 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.”

|  |             |
|--|-------------|
| <b>Practice/Provider Signature</b>                   | <b>Date</b> |
| <b>Nurse Care Manager/Care Coordinator Signature</b> | <b>Date</b> |

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**For Internal Tracking**

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

**Care Managers:** use [this Eventbrite Link](#) to register for the GLearn Curriculum Training and/or indicate your interest in the ECHO Pediatric Complex Management Program (see “Attachment C”) – in Eventbrite, you will answer questions about your contact information, License information, Job Function, Specialty, etc. kindly respond to all questions in Eventbrite.

## Attachment A - GLearn Care Management eLearning Education Curriculum

| II Module Title  | Time in Hours Per<br>Module | New Nurse Care<br>Manager<br>(experience 1 year<br>or less) | Pediatric<br>Care<br>Manager | Experienced Care<br>Manager |
|--|-----------------------------|---|------------------------------|-----------------------------|
| 1 Introduction to Education Series The GHealth/ Geisinger Health Plan Model & Completion of Self - Assessment & Prerequisite reading | 5.1                         | X   | X                            | X                           |
| 2 Triple Aim: Case Manager's Role in Achieving   | 1.25                        | X   | X                            |                             |
| 3 Population Based Case Management: An Introduction  | 1.58                        | X   | X                            |                             |
| 4 Population Based Case Management Concepts  | 1                           | X   | X                            |                             |
| 5 Patient Populations: Identification, Stratification, and Priority Setting  | 1.33                        | X   | X                            |                             |
| 6 Right Care, Right Place, Right Time: Criteria Based Level of Care Determination  | 3.25                        | X   | X                            |                             |
| 7 Concept of the Medical Home  | 1.08                        | X   | X                            |                             |
| 8 Medical Home Workflow - Implementing Practice Redesign   | 1                           | X   | X                            |                             |
| 9 Five Core Components of the Medical Home   | 3                           | X   | X                            |                             |
| 10 Stakeholders' Role in the Medical Home  | 0.91                        | X   | X                            |                             |
| 11 Introduction to Targeted Conditions: Guidelines to Identify and Manage Targeted   | 2.58                        | X   |                              | X                           |
| 12 Condition: Heart Failure  | 5                           | X   |                              | X                           |
| 13 Targeted Condition: Diabetes Mellitus   | 4.66                        | X   |                              | X                           |
| 14 Targeted Condition: Chronic Obstructive Pulmonary Disease   | 3.5                         | X   |                              | X                           |
| 15 Transitions of Care   | 1.91                        | X   | X                            | X                           |
| 16 Time Management   | 3                           | X   | X                            | X                           |
| 17 Effective Communication Techniques in Team Based Care   | 1.25                        | X   | X                            | X                           |
| 18 Medical Home Meeting  | 1.6                         | X   | X                            |                             |
| <b>Total Module Time in Hours</b>  |                             | <b>43</b>   | <b>27.26</b>                 | <b>27</b>                   |

**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  
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 |
|--|--|---------------------|--------------------------------|------------------------------------|------------------------|
|--|--|---------------------|--------------------------------|------------------------------------|------------------------|

**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 |
|--|--|---------------------|--------------------------------|------------------------------------|------------------------|
|--|--|---------------------|--------------------------------|------------------------------------|------------------------|

**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 |
| <b>Education Session One:</b>   |  |  |                     |                                |                                    |                            |
| Introduction To Education Series The G Health/Geisinger Health Plan Model | 0.66                                     | 0.66                                     | 40 Minutes          | <b>(Prerequisites)</b>         | 30 Minutes                         |                            |
| Total Time  |  |  | .75 Hours           |                                |                                    |                            |
| Collaboration Session Review Modules                                      |  |  |                     |                                | .5 Hours                           | Date/ Time: TBD by Faculty |
| <b>Education Session Two:</b>   |  |  |                     |                                |                                    |                            |
| 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 |
| <b>Education Session Three:</b>   |  |  |                     |                                |                                    |                            |
| 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

|    | <b>Module</b>  | <b>Description</b>   |
|----|--|--|
| 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. |

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| 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.  |
| <b>Optional</b> |  |   |
|                 | 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.   |

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|  | 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.   |

## CTC-RI Care Management Service Delivery Requirement Opportunities for Care Coordinator Training Programs

PCMH Kids practices that entered into the CTC-RI common contract have a Care Management Service Delivery Requirement to complete a standardized learning program as defined by CTC.

CTC is providing PCMH Kids practices with two different options to meet the standardized learning program requirement:

Option 1: (GLearn Core Curriculum Participative Agreement, page 3): OR

Option 2: (ECHO Pediatric Complex Management Program registration):

### **ECHO Complex Integrated Pediatrics Care Management Option**

Weitzman ECHO Complex Integrated Pediatrics connects primary care medical and behavioral health providers nationally with a multidisciplinary team of specialists in complex pediatric care. The Complex Integrated Pediatrics clinic uses **twice-monthly videoconferencing** sessions to explore a variety of topics designed to improve the quality of care and clinical outcomes for underserved children and adolescents. Specialists from Community Health Center, Inc., Connecticut Children's Specialist Group, New England Regional Genetics Network, and the University of Connecticut present on key issues and provide recommendations on challenging cases posed by participants. The clinic is designed to emphasize the integration and collaboration between medical and behavioral health providers, reducing variations in care. Participants develop new clinical competencies and confidence with complex pediatric cases. The nine-month program addresses topics such as asthma management and treatment; obesity; diabetes; suicide/self-harm; autism; and cardiology.

This program aims to:

- Build learning communities,
- Reduce provider isolation in rural settings,
- Improve health care outcomes, and
- Improve access to specialty care.

The Complex Integrated Pediatrics ECHO Sessions are held on the 1st and 3rd Monday of every month from 12:00-1:30pm. The program is available at no cost.

PCMH Kids NCM/CC's interested in this option will be asked to register for the program and submit a completed memorandum of agreement to CTC-RI ([CKarner@ctc-ri.org](mailto:CKarner@ctc-ri.org)) based on service delivery requirement timeline.

**Registration information** can be found here: <https://www.weitzmaninstitute.org/complex-integrated-pediatrics/>

For more information about the ECHO Pediatric Complex Care Program contact: **Ariel Porto**, Program Manager of Project ECHO ([portoar@chc1.com](mailto:portoar@chc1.com)), (860) 347-6971. \_\_\_\_\_

For more information about the CTC standardized learning curriculum requirements: contact Susanne Campbell, Senior Project Director ([SCampbell@ctc-ri.org](mailto:SCampbell@ctc-ri.org)).