

PREPARING **ALL** CASE MANAGERS TO SUCCEED

**Care
Excellence**
Case Management Education

With the growing number of people with chronic or serious illness and through opportunities made possible by the Affordable Care Act, there is an incredible demand for highly skilled case managers and care coordinators. Specialized education is essential to improving quality and controlling costs.

Care Excellence is a real-world curriculum developed by industry experts, researchers, other professionals, and health plans designed to prepare case managers and care coordinators for success.

The curriculum is divided into **three levels**:

FOUNDATIONAL >> Essential skills for providing high quality case management

ADVANCED CONCEPTS >> Unique skills for supporting complex and diverse populations

LEADERSHIP >> Tailored skills for mentoring and managing care managers and improving quality satisfaction, and outcomes



Care Excellence provides a flexible approach to training for care managers and for training provided by the organizations that hire them.

- Organizations - learn how you can easily and effectively train new or existing care management staff via online or in-person trainings.
- Care managers - build your skills while earning CEs.
- Courses and modules are available for individual purchase.

See REVERSE for Courses and Modules

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FOUNDATIONAL

The Foundational curriculum teaches essential skills to those new to care management, as well as those who would benefit from a review of the fundamentals. It is applicable to care coordinators and managers in all disciplines. **Full courses** or *modules* from within a course may be purchased.

Case Management Principles

- *Care Management Concepts*
- *Principles of Practice*
- *Healthcare Management and Delivery*
- *Managed Care Principles*
- *Face to Face vs. Telephonic Care Management*
- *Care Management Teams, Ancillary Services, and Partnerships*
- *Peer Support, Burnout Prevention, and Safety*
- *Critical Thinking Fundamentals*

Motivational Interviewing (required for practicum)

- *Core Principles*
- *Strategies and Techniques*

Motivational Interviewing Practicum (F)*

Relationship Building

- *Interdisciplinary Care Teams*
- *Member Relationships and Engagement*
- *Community Partners*
- *Patient Activation Principles*

Getting the Whole Picture

- *Trauma Informed Care*
- *Evaluating Meaning in Communication and Documentation*
- *Assessing Capacity and Literacy*
- *Evaluating Mandatory Reporting Protocols*
- *Psychosocial Aspects of Care*
- *Managing Multiple Chronic Conditions*
- *Special Populations Overview*
- *Completing Effective Home Visits*

Care Planning

- *Care Planning Concepts*
- *Coordination of Medical and Behavioral Treatment*
- *Coordination of Medical and Long-term Services and Supports*
- *Confirmation and Reconciliation of Medications*
- *Provision of Resources: Community Support and Advocacy*
- *Facilitating Patient Activation and Engagement*
- *Establishing Care Planning Goals and Discharge Criteria*

ADVANCED CONCEPTS

The Advanced Concepts curriculum, beginning in 2017, is being developed for experienced care managers and other professionals working with growing, diverse populations with special and complex needs. **Full courses** or *modules* from within a course will be available for purchase.

Patient-Value Perception

- *Quality of Life and Holistic Health Management*
- *Multi-Cultural Aspects of Case Management*
- *Social Determinants of Health*
- *Collaborative Problem Solving*

Special Populations I

- *People with Physical Disabilities*
- *Mental Illness*
- *Homelessness and Poverty*
- *Substance Use*
- *Pain Management and Impact of Chronic Opioid Use*
- *Domestic Violence*
- *Jail and Forensic Health*

Special Populations II

- *Intellectual and Developmental Disabilities*
- *Alzheimer / Dementia*
- *Traumatic Brain Injury*
- *Transplant*
- *Pregnancy*
- *Pediatric*
- *Lesbian, Gay, Bisexual, Transgender and Queer*

Complex Care Coordination Skills

- *Improving Transitional Care*
- *Interagency and Multi-Program Coordination*
- *Triage*
- *Critical Thinking Skills and High Risk Management*

Complex Care Coordination Interventions

- *Disease-specific Interventions and Health Education Strategies for Chronic Illness*
 - » *Congestive Heart Failure*
 - » *Pulmonary Diseases*
 - » *Liver and Kidney Disease*
 - » *Neurological Disorders and Dementia*
 - » *Diabetes*
 - » *Chronic Pain*
 - » *Mental Health*
- *Advance Care Planning*
 - » *Advance Care Planning Principles*
 - » *Communicating Advance Care Planning*
 - » *Advance Directives*
 - » *Powers of Attorney*
 - » *Physician Orders for Life Sustaining Treatment*
- *Palliative Care*
- *Hospice and End-of-Life Planning*

LEADERSHIP

The Leadership curriculum teaches supervisors how to effectively supervise and mentor to enhance staff orientation and onboarding, improve staff satisfaction, and decrease turnover.

The Leadership curriculum is appropriate for all lead care managers and supervisors, working with all patient populations.

The Care Excellence Leadership curriculum features four distinct face-to-face courses designed to be completed over the course of one year. **Full courses** or the **full series** may be purchased.

Best Practices for Improved Outcomes (F)

- *Collaboration and Brainstorming*
- *Understanding and Utilizing Quality and Performance Standards Data*
- *Problem Solving and Critical Thinking*
- *Communication: Open Dialogue and Cross Discipline Learning*

Mentorship (F)

- *Understanding Mentorship*
- *Creating Assurances for Success*
- *Role Modeling, Role Playing, and Activities for Engagement*

Leadership (F)

- *Influence, Power, and Persuasion*
- *Hiring Practices: Screening for Potential*
- *Improving Job Satisfaction and Reducing Turnover*
- *Provisions for a Supported Care Manager*
 - » *Enhancing Resilience*
 - » *Reducing Burnout*
- *Creating a Culture of Learning and Growth*

Innovation (F)

- *Fostering Innovation*
- *Education*
- *Resource Advocacy*
- *Collaboration*

*Face-to-face courses noted by (F).

Care Excellence is brought to you by the California State University Institute for Palliative Care with generous support from the California Health Care Foundation (CHCF) and The SCAN Foundation.

