Mandatory Navigator Trainings

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☐ Motivational Interviewing (MI) 🕐 Enrollment of Level I within first 2 weeks; level II within 4 months of taking level I

1. Register for each of these classes on KP Learn. http://learn.kp.org/
   It is recommended that you take Level I, practice MI in the work place for approximately 3 months, then take Level II.
2. Level I: During this interactive session, we'll look at "common" and "better" examples of healthy lifestyle discussions during medical encounters and provide real-life tools to increase your patients' likelihood to make healthy behavior changes. Health plan staff with patient contact roles are encouraged to attend.
3. Level II: Become more cognizant and active in the process so you can be more patient-centered and directional in your efforts to promote change. In this training, participants will be guided through a sequence of learning activities to move from basic competence to more advanced clinical skillfulness in their own areas of work. Learning activities will include: demonstrations, video-tape examples, "role-plays", case studies, and small group exercises. Learn how to self-assess your own competency so you can continue to grow your own proficiency long after the completion of this training. Health plan staff with patient contact roles that have completed Level I are encouraged to attend.

☐ Mental Health First Aid 🕐 Enrollment within first 2 weeks

1. What is Mental Health First Aid?
   Mental Health First Aid is an 8-hour course that teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. The training gives you the skills you need to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis.
2. Why does Mental Health First Aid Matter?
   Most of us would know how to help if we saw someone having a heart attack—we'd start CPR, or at the very least, call 9-1-1. But too few of us would know how to respond if we saw someone having a panic attack or if we were concerned that a friend or co-worker might be showing signs of alcoholism.
   Mental Health First Aid takes the fear and hesitation out of starting conversations about mental health and substance use problems by improving understanding and providing an action plan that teaches people to safely and responsibly identify and address a potential mental illness or substance use disorder.
3. To learn more and register for a training in the community nearest you visit: http://www.mentalhealthfirstaid.org/

☐ Ambulatory Nursing and Optimization Orientation (ANOO) 🕐 Completion within first 2 weeks

Orientation offered by Ambulatory Nursing and Optimization (ANO), built to include both Social Workers and Navigators, in addition to RNs, LPNs, MAs and Technicians.
More information can be found at http://nwis.appl.kp.org/ambnurse/education_training/education_training.cfm#regorient

- Objectives include
  - Summarize how different roles and teams within KPNW work together to provide extraordinary patient care
  - Summarize the Patient and Family-Centered Care model
  - Define the Communicate with CARE model
  - Define SBAR(E) and FACTS communication/documentation standards
  - Find key on-line resources that support one's role and orientation
  - Locate required orientation activities in KP HealthStream and KP Learn
- Activities include
  - Presentation/discussion on:
    - KPNW Departments and Roles
    - Patient and Family Centered Care
    - Service and communication standards
  - Individual and small group activities regarding
    - Patient and Family Centered Care
    - Service
    - KPNW On-line resources and orientation activities

Contact Bethany Pettinger, Navigation Supervisor, to coordinate your attendance to this training

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1. Go to KP My Help https://myhelp.kp.org/
   a. Search the below training titles in the *Keyword or Document ID* field and complete.
      i. KPHC Basics: Get Started (07:00)
         Intended for all staff who use KP HealthConnect.
      ii. KPHC Basics: Navigation (08:00)
         Intended for all staff who use KP HealthConnect.
      iii. Multiple Provider Schedule Basics (07:00)
         Intended for all staff who use the KP HealthConnect multiple.
      iv. Reviewing Past Visits and Results (15:00)
         Intended for all staff who use Chart Review and Results Review in KP HealthConnect.
      v. Create Quick Filters in Chart Review (01:00)
         Intended for all staff who use Chart Review in KP HealthConnect.
      vi. Care Everywhere (10:00)
         Intended for all staff who request and update outside records.
      vii. Telephone Encounter Basics (10:00)
         Intended for all staff who use KP HealthConnect telephone encounters.
      viii. Create a SmartPhrase on the Fly (02:15)
         Intended for users of KP HealthConnect.
      ix. KP HealthConnect SmartText Basics (05:00)
         Intended for users of KP HealthConnect.
      x. SmartSet Basics (10:00)
         Intended for all staff who use KP HealthConnect SmartSets.
      xi. KPHC In Basket (10:00)
         Intended for all staff who use KP HealthConnect.
      xii. kp.org Basics (10:00)
         Intended for all staff who use KP HealthConnect kp.org secure patient message.
      xiii. Schedule an Outpatient Appointment (10:00)
         Intended for all staff who schedule outpatient patient appointments in KP HealthConnect.

2. KPHC items for in-person review with your trainer:
   a. Practice in Practice Environment
   b. KPHC Job Aids and Helpful Links
   c. Chart Review
   d. Smart Set
   e. Your Current Life Situation (YCLS) Questionnaire
   f. LPOC
   g. Kp.org Job Aids

1. KAT (KP.org Access Tool) allows staff to register members for kp.org at the point of care. For members that have already registered but have forgotten their password, KAT allows staff to reset the password. KAT also allows you to:
   a. Register non-member caregivers
   b. Assist non-member caregivers with password resets
   c. Set up proxy relationships between non-members and members
   d. Set up proxy relationships between members
2. Job Aids can be found at https://myhelp.kp.org/files/61023/LRP_KAT072715.html.
3. Visit https://kponline.webex.com/kponline/lsr.php?RCID=b17307f91c5c44ea8c51092e447dc505 to attend a recorded training.

Mandatory Navigator Trainings

☐ MMIS, ProviderOne, Molina, and CIM6 | EDIE & Pre-Manage ⏱ Access and understanding within first 2 weeks

Trainer will instruct on the utilization and best practices:
1. MMIS: Stands for Medicaid Management Information Systems. A mechanized claims processing and information retrieval system for Medicaid that's required by the federal government and operated by CMS (Centers for Medicare and Medicaid Services).
    a. In Oregon, this is simply called, MMIS.
    b. Provider One: MMIS for Washington.
2. CIM6: Stands for Community Integration Manager. HealthShare web portal; supplements MMIS by allowing provider office staff to verify what plan partner a Health Share member is assigned to.
3. Molina: Supplements ProviderOne by allowing provider office staff to verify Molina benefits.
4. EDIE/Pre-Manage: **Play recording** for 30 minute training on Pre-Manage.

☐ Life Care Planning ⏱ Enrollment within the first 2 weeks

Life Care Planning is a 1-day (8am – 4:30pm) training aimed at having Advance Directive conversations with members and their agents/decision makers. You'll receive guidance in discussing members' values, goals, and wishes if they were in the event of a serious accident or illness.
The "pre-work" for the class entails 4 online modules which take about 3 hours to complete; you can start and stop at your convenience.   These modules are typically assigned to you about 3-4 weeks prior to the 1-day in-person training. Participants are also asked to complete their own practice Advance Directive to bring to class, as well as initiate an LCP conversation with a family member or friend. After the in-person training is complete, a documentation training is assigned via HealthStream which takes about 15 minutes.

Contact Bethany Pettinger, Navigation Supervisor, to coordinate your attendance to this training.

☐ Escalation Pathway & Interdisciplinary Teamwork ⏱ Discussed at first day intro and reiterated throughout onboarding

Patient care guidelines have been created to provide the right care to the right patient at the right time. With all disciplines working at top of their scope, some overlap is expected between roles. Community Health Navigators and their colleagues, are expected to follow their clinical escalation pathways.

During your onboarding, we'll discuss how to utilize your interdisciplinary team and colleagues to escalate patient concerns as they arise.
See also, *KPNW Social Needs Interdisciplinary Practice Guideline* (aka, Escalation Pathway) and *Navigation, Social Work, and Behavioral Health Core Interventions* (aka, Nav/SW/BHC Grid).

☐ Trauma Informed Care ⏱ Completion within the first 4 weeks

Trauma Informed Care is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma.
To access the videos:
1. Click: https://myhelp.kp.org/index.jsp
2. You do not need to login.
3. In the keyword search bar type "mental trauma" and click return.

☐ Financial Health ⏱ Completion within the first 2 weeks

Millions of KP members live at or below the 200% federal poverty line and are challenged by the out of pocket expenses of their healthcare. Members, as well as providers, have expressed the need for cost transparency and financial options to support patients in making an informed decision about their care.
1. New Navigators should schedule time within their first 2 weeks to meet with Althea Mickiewicz, Community and Financial Health Program Manager, to review where Navigators can help impact a members' financial health.
2. View recorded Financial Health Trainings
    a. Training I – Medical Financial Assistance
       https://kponline.webex.com/kponline/ldr.php?RCID=c25d14ab9760b8fe4ef181f50fd6fda1
    b. Training II – Cost Estimation
       https://kponline.webex.com/kponline/ldr.php?RCID=378cbf9bb10756efdb0360c2d11dd097
    c. Training III - Medication Cost Assistance
       https://kponline.webex.com/kponline/ldr.php?RCID=853445330eda39260f0e9f578d3b7fc5

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☐ Certified Medicaid Application Assister Training   ⏱ Enrollment within the first 2 weeks

Navigators have "Assister" or "Counselor" access to the Oregon One and WA HealthPlanFinder portals to assist patients in applying for Medicaid. This allows for real-time, in the moment Medicaid approval/denial and Medicaid benefits coordination.

- To register for Assister training in Oregon, contact Bethany Pettinger, Vulnerable Population Training and Quality Supervisor, for a listing of upcoming trainings in the community
  - After enrollment but before training attendance, complete Fillable Acct Creation Sheet.
  - After training attendance, email melissa.j.inskeep@kp.org a picture of the front and back of Driver's License.
  - Certification can take up to 8 weeks.
- For certification in Washington
  - Complete the online modules at https://www.hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/community-based-training. Follow instructions at this link for next steps in testing for and receiving certification; this will include…
    - Email hcavolunteerassister@hca.wa.gov to receive the test via email, complete the test and email back.
    - Once you've passed the test, apply for access to HealthPlanFinder web portal. Application includes registration form, Washington State Patrol background check, and Health Benefit Exchange User Agreement.
    - Once application is received and accepted, you'll receive an email with your HealthPlanFinder credentials.

☐ Oregon Health Authority Personal Health Navigation Certification   ⏱Initiate grandfathering upon completion of 3,000 hours

Traditional Health Workers (THWs) help individuals in their communities, providing physical and behavioral health services. There are 5 traditional health worker types: Doula, Peer Support Specialist, Peer Wellness Specialist, Community Health Worker, and Personal Health Navigator (PHN). A PHN is an individual who provides information, assistance, tools and support to enable a patient to make the best health care decisions.

- Grandfathering (without completion of training) requires 3,000 hours of work as a Navigator.
  - Application link: http://www.oregon.gov/oha/oei/Documents/THW%20Application%202015.pdf
  - THW web site http://www.oregon.gov/oha/oei/Pages/thw-certification.aspx

☐ WA Dept of Health Community Health Worker Training   ⏱Register within 2 weeks

Community Health Workers provide services like health education, informal choices counseling, social support, care coordination, health services enrollment and navigation, ensure preventative health screenings, outreach, and advocacy.

This Community Health Worker Training is a free eight-week combination of online and in-person training designed to strengthen the common skills, knowledge and abilities of the Community Health Workers and roles of the like. This training is offered four times a year in seven regions around the state of Washington.

See link for more information and registration options
https://www.doh.wa.gov/ForPublicHealthandHealthcareProviders/PublicHealthSystemResourcesandServices/LocalHealthResourcesandTools/CommunityHealthWorkerTrainingSystem