**Day 1, June 14**

**8:00-8:15 Welcome**

**8:15-8:45 What is Care Management**

This session will answer the question of what it means to provide care management services. The discussion will help participants understand why payors have been moving to fund these programs and how this benefits those receiving this support. The session will also include understanding the skills needed to perform as an effective care manager and care coordinator.

By the end of this session, participants will be able to: ​

* Describe to work of care management and the value it brings ​
* Understand what an advanced medical home is and how it relates to care management​
* Relate the work of care management and the advanced medical home to the goals of managed Medicaid in North Carolina​

Speaker: Jenie Abbotts, BSN, MSOL, RN

**8:45-9:30 Empanelment**

Not only will participants understand what the term empanelment means but they will also leave with the knowledge of what the empanelment process is. The conversation will include an opportunity to understand the need for empanelment and will teach skills to know how to properly manage an accurate patient panel.

By the end of this session, participants will be able to:​

* Cite what it means to empanel your patients​
* Understand the process for identifying beneficiaries attributed to the practice​
* Explain the benefits of being in an advanced medical home and orient patients to the services available to them​

Speaker: Haminat Oladipo, MSN, RN

**9:30-9:45 Break**

**9:45-10: 45 Risk Stratification/Health Risk Screen/Patient Needs Assessment**

Care managers and care coordinators will leave this portion of the training with an in-depth understanding of the risk stratification process from both the payer side and that of the clinically integrated network as well as adding their own clinical judgement to this process. The discussion will also educate care managers and care coordinators to understand the requirements to sustain Tier 3 performance as an Advanced Medical Home.

By the end of this session, participants will be able to:​

* Articulate what risk stratification means​
* Summarize the process of risk stratification and when it is performed​
* Identify the various risk levels and what determines each level​
* Use clinical judgement in determining the risk level​

Speaker: Haminat Oladipo, MSN, RN

**10:45-11:45 Comprehensive Risk Assessment**

After attending this segment, attendees will understand what items are required and included in a comprehensive risk assessment. Helpful tips will be shared to facilitate effectively completing this process with high-risk patients. This training will leave participants prepared to complete a thorough assessment that will allow for developing a patient-centered care plan.

By the end of this session, participants will be able to:

* Identify risk factors that are specific and focused.​
* Demonstrate the methodical way of identifying medical, social and behavioral problems that can be addressed by care management.​
* With problems known, demonstrate how to effectively identify and involve the patient’s support system to impact and improve health outcomes.

Speaker: Claudette Johnson, RN

**Day 2, June 15**

**8:00-8:15 Check-in from Previous Session**

**8:15-9:00 Care Plan Development**

Using the skills learned in previous sessions, care managers will learn how to develop a patient-centered care plan while care coordinators will learn their role in supporting the care plan. This teaching will also allow the care team to understand what happens after the development of the care plan and how it should be used by the patient and the rest of the care team.

By the end of this session, participants will be able to:

* Demonstrate how to use the CP as a road map to define specific interventions that can be disease or problem focused and  patient centered.​
* Creates an evaluation process that allows on going monitoring of each intervention and goal to determine is impact or effectiveness.​
* Provide direction and path in which care management needs, to become successful in managing high risk patients, utilizing SMART goals.​

Speaker: Claudette Johnson, RN

**9:00-10:00 Medication Reconciliation**

In this session, participants will learn all aspects of completing a thorough medication reconciliation. Not only will information be shared on the value of this work but also best practices to ensure an accurate and thorough evaluation of medications a patient should be taking.

By the end of this session, participants will be able to:​

* Explain the value of performing a thorough medication reconciliation​
* Identify resources to facilitate performing a medication review​
* Complete a medication reconciliation using best practices learned in this presentation​

Speaker: Shawn Riser Taylor PharmD, CPP, CDCES

**10:00-10:15 Break**

**10:15-11:00 Transitions of Care**

During this presentation, the care management team will learn the steps necessary for effectively managing a patient through a transition from one facility to another. Participants will be able to recognize the alignment of this process with NCQA standards and will understand the expected timeframe for which each action needs to occur.

By the end of this session participants will be able to:​

* Demonstrate the process of timely TOC and its effectiveness against readmissions.​
* Relate how communication and collaboration with the patients’ healthcare providers are necessary and are effective tools in maintaining continuity of care when patients are transitioning.

Speaker: Claudette Johnson, RN

**11:00-12:00 Care Manager Resources/NCCare360/Resources at the local level**

This session will offer attendees the ability to learn about the resource NCCare360 and how it can help locate resources at a local level. The facilitator will lead a discussion for sharing best practices on how to compile resources and make referrals to address patient’s need as well as sharing any other lesser known resources.

By the end of this session participants will be able to:​

* Explain the benefits of the NCCare360 platform ​
* Discover local resources available to meet patient’s social needs by using NCCare360 ​

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Speaker: LaQuana Palmer, MPA

**Day 3, June 16**

**8:00-8:15 Check-in from Previous Session**

**8:15- 9:00 Self-Management/SMART goals**

Understanding how to teach patients to manage their health outside of the setting of a primary care appointment is critical to care management. This training will equip attendees with the skills to educate patients on how to manage their chronic conditions while setting SMART goals. Learners will be able to synthesize their clinical knowledge and skills taught here to engage patients in managing their own health.

By the end of this session participants will be able to: ​

* Describe how self-management goal setting can increase patient engagement and improve outcomes ​
* Set a SMART (Specific, measurable, attainable, relevant, time-bound) goal with a patient ​

Speaker: Karen Clapp, APN

**9:00-9:45 Principles of Team Based Care**

After participating in this training, knowledge will be gained in understanding the role of the patient on the care team and the roles of other members on the team. This training will allow individuals to apply this knowledge to create a collaborative approach to supporting the patients in working toward improved outcomes.

By the end of this session, participants will be able to:

* Integrate each care team member in the plan of care to optimize patient care
* Recognize the value of engaging patients as active members of their care team

Speaker: Jenie Abbotts, BSN, MSOL, RN

**9:45-10:00 Break**

**10:00-12:00 Breakout Groups by Role (CM/CC)**

**Day 4, June 17**

**8:15-8:30 Check-in from Previous Session**

**8:30-9:00 Cultural Competency**

Awareness and sensitivity of cultural differences is critical to engaging patients in self-management. This session will provide insight into the need for this level of awareness and how to incorporate cultural knowledge when interacting with patients and developing a plan of care. Cultural competency is the crux of patient-centered care.

By the end of this session, participants will be able to:

* Identify the importance of applying cultural awareness when interacting with others
* Display cultural competency when engaging with patients to develop a truly customized and culturally sensitive plan of care

Speaker: Haminat Oladipo, MSN, RN

**9:00-9:30 Health Literacy**

Medical jargon can be confusing to those with limited knowledge of the terms frequently used. This session will aim to identify common practices used to communicate on a level that is understood by most.

By the end of this session, participants will be able to:

* Identify reasons why many individuals will not seek clarification when there is minimal understanding
* Apply skills learned to ensure patient understanding of the content discussed

Speaker: Claudette Johnson, RN

**9:30-10:15 Behavioral Health: Tools in Practice and Resources**

In this session, participants will learn how to broach sensitive topics to assess psychosocial issues that impact health. Learners will also become familiar with urgent resources to respond to crisis situations that may arise during these conversations.

By the end of this session, participants will be able to:​

* Identify 3 factors that affect reliability and validity of patient self-report​
* Utilize techniques to decrease anxiety in discussing sensitive topics​
* Recall resources available to aid in a crisis​

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Speaker: Carolyn Crowder, MSW

**10:15-10:30 Break**

**10:30-11:30 Adverse Childhood Experience Survey (ACES)/Trauma Informed Care**

Having empathy for others is an important skill for being able to connect with patients and engage them in managing their care. By understanding what ACES is and its meaning, healthcare professionals can use this information to better understand the why behind some behaviors to help minimize judgement.

By the end of this session, participants will be able to:

* Assess childhood traumas to better understand the stressors that can lead to poor outcomes if not properly addressed
* Display empathy when engaging with patients by understanding how events outside of their control can have a lifelong impact

Speaker: Carolyn Crowder, MSW

**11:30-12:15 Communication Tips: Patient and Provider Focused**

The ability to tailor communication based on the audience is a unique skill that is critical to effective communication. This session will allow participants the opportunity to learn how to effectively communicate with other healthcare professionals and adjust the same message to be specific for the general population to achieve desired outcomes.

By the end of this session, participants will be able to: ​

* Utilize the principles of SBAR (Situation-Background-Assessment-Recommendations) to effectively communicate with care team members ​
* Describe 3 evidence-based strategies for effective communication with patients ​

Speaker: Karen Clapp, APN

**Day 5, June 18**

**8:45-9:00 Check-in from Previous Session**

**9:00-11:00 Motivational Interviewing**

**11:00-11:15 Break**

**11:15-12:15 Motivational Interviewing Continued**

Motivational Interviewing has long-been the gold standard in eliciting motivating factors that can be used to activate patients in their own self-management. This interactive session will allow individuals to role-play and practice evidence-based skills used to engage patients to improve health outcomes.

By the end of this session, participants will be able to:​

* Communicate the guiding principles of brief motivational interviewing
* Describe the primary differences between traditional patient education and a patient-centered approach aimed at behavior change
* Apply techniques to understand driving forces that make patients want to change behaviors

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Speaker: Leana Lopez, AM, LCSW

**Day 6, June 21**

**8:00-8:15 Check-in from Previous Sessions**

**8:15-12:00 Health EC Platform Training**

**NEW: Extended Health EC Training**

**Day 7, June 22**

**8:30-12:00**