Care Management Training: Care Managers and Care Coordinators

Agenda

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| **Nov 8,**  **Day 1** | 8:00-8:15 | Welcome |
|  | 8:15-8:45 | What is Care Management |
|  | 8:45-9:00 | Empanelment |
|  | 9:00-9:15 | Break |
|  | 9:15-9:45  9:45-10:40 | Risk Stratification/Health Risk Screen/Patient Centered Needs Assessment  Comprehensive Risk Assessment |
|  | 10:40-11:15 | Live Q&A |
| **Nov 9,**  **Day 2** | 8:00-8:15 | Check-in from previous session |
|  | 8:15-9:10 | Care Plan Development |
|  | 9:10-10:15 | Medication Reconciliation |
|  | 10:15-10:30 | Break |
|  | 10:30-11:15 | Transitions of Care |
|  | 11:15-12:15  12:15-12:45 | Care Manager Resources/NC Care 360/Resources at the local level  Live Q&A |
| **Nov 10, Day 3** | 8:00-8:15 | Check-in from previous session |
|  | 8:15-9:15 | Self-Management/SMART Goals |
|  | 9:15-9:45 | Principles of Team Based Care |
|  | 9:45-10:00 | Break |
|  | 10:00-11:00  11:00-11:30 | Breakout Groups by Role  Live Q&A |
| **Nov 11, Day 4** | 8:00-8:15 | Check-in from previous session |
|  | 8:15-9:15 | Communication Tips: Patient and Provider Focused |
|  | 9:15-10:15 | Adverse Childhood Experiences Score/Trauma Informed Care |
|  | 10:15-10:45 | Live Q&A |
| **Nov 12, Day 5** | 8:00-8:15 | Check-in from previous session |
|  | 8:15-10:15 | Motivational Interviewing |
|  | 10:15-10:30 | Break |
|  | 10:30-11:30  11:30-12:00 | Motivational Interviewing Cont'd  Live Q&A |