Care Management Training: Care Managers and Care Coordinators

Agenda

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| **Apr 25,****Day 1** | 8:30-8:45 | Welcome |
|  | 8:45-9:15 | What is Care Management |
|  | 9:15-9:30 | Empanelment |
|  | 9:30-9:45 | Break |
|  | 9:45-10:1510:15-11:10 | Risk Stratification/Health Risk Screen/Patient Centered Needs AssessmentComprehensive Risk Assessment |
|  | 11:10-11:40 | Live Q&A |
| **Apr 26,** **Day 2** | 8:30-8:45 | Check-in from previous session |
|  | 8:45-9:40 | Care Plan Development |
|  | 9:40-10:45 | Medication Reconciliation |
|  | 10:45-11:00 | Break |
|  | 11:00-11:45 | Transitions of Care |
|  | 11:45-12:4512:45-1:15 | Care Manager Resources/NC Care 360/Resources at the local levelLive Q&A |
| **Apr 27, Day 3** | 8:30-8:45 | Check-in from previous session |
|  | 8:45-9:45 | Self-Management/SMART Goals |
|  | 9:45-10:15 | Principles of Team Based Care |
|  | 10:15-10:30 | Break  |
|  | 10:30-11:3011:30-12:00 | Breakout Groups by RoleLive Q&A |
| **Apr 28, Day 4** | 8:30-8:45 | Check-in from previous session |
|  | 8:45-9:45 | Communication Tips: Patient and Provider Focused |
|  | 9:45-10:45 | Adverse Childhood Experiences Score/Trauma Informed Care |
|  | 10:45-11:1511:15-12:0012:00-12:3012:30-1:00 | BreakCultural CompetencyHealth LiteracyLive Q&A |
| **Apr 29, Day 5** | 8:30-8:45 | Check-in from previous session |
|  | 8:45-10:45 | Motivational Interviewing  |
|  | 10:45-11:00 | Break |
|  | 11:30-12:0012:00-12:30 | Motivational Interviewing Cont'dLive Q&A |