

Care Excellence

Case Management Education

PREPARING ALL CASE MANAGERS TO SUCCEED



Care Excellence is a real-world curriculum developed by industry experts, researchers, health professionals, and health plans designed to prepare any health plan case manager, care coordinator, or others responsible for care management to succeed in this increasingly complex environment.

Care Excellence education is *online*, *customizable*, and *flexible*.

Care Excellence courses are approved by the Commission for Case Manager Certification (CCMC) to provide continuing education (CE) hours for Certified Case Managers (CCMs). <http://ccmcertification.org>



Learn More Today at careexcellence.org • Phone 760-750-7285

5 courses, 29 modules all online

This curriculum teaches essential skills to new case managers and those who would benefit from a review of fundamental knowledge and skills. The content is applicable to nurse case managers, social work case managers, and all care managers and care coordinators working with health plan patient populations. Purchase one module, one course, or the entire series.

73 CEs or CCMs earned upon completion of the entire Foundational series



Case Management Principles

8 modules

Case Management Principles guides new and current care managers to:

- Gain a comprehensive picture of what case management is
- Understand the broader continuum of patient care in which care managers operate
- See where care management fits within the nation's healthcare system
- Embrace the vital role care managers play

17 CEs or CCMs • \$595 for entire course of 8 modules

Care Management Concepts

Learn about assessment, micro and macro elements of care coordination, making a successful referral, monitoring progress of clients, and crisis management.

2 CE Hours or CCMs • \$70

Principles of Practice

Explore principles for maintaining healthy relationships with clients, about value conflicts, and client rights. Learn the care manager's role with protected and vulnerable populations; and interventions for positively modifying behaviors.

2 CE Hours or CCMs • \$70

Healthcare Management and Delivery

Review structures in which care is managed including health plans and other case management practice settings and new models for healthcare delivery, including ACOs.

2 CE Hours or CCMs • \$70

Managed Care Principles

Learn concepts of utilization management, resource management, adherence, and quality; and apply how data is used to implement strategies across client populations.

2 CE Hours or CCMs • \$70

Face-to-Face vs. Telephonic Care Management

Explore technology used in case management, as well as the role of the care manager as an educator, coordinator, negotiator and advocate.

2 CE Hours or CCMs • \$70

Care Management Teams, Ancillary Services, and Partnerships

Discover how interdisciplinary and ancillary partnerships can improve safety and quality of your members' care.

2 CE Hours or CCMs • \$70

Peer Support, Burnout Prevention, and Safety

Learn tools for self-renewal in peer support groups; indicators of burnout; and ways to prevent and recover from burnout. Gain tools for recognizing and diffusing volatile situations.

2.5 CE Hours or CCMs • \$87.50

Critical Thinking Fundamentals

This in-depth review of self-disciplined reasoning covers emotional, pragmatic and epistemic reasoning using case scenarios.

2.5 CE Hours or CCMs • \$87.50

Foundational Series Courses

Motivational Interviewing

2 modules



Motivational Interviewing's two online modules are designed to equip care managers with tools for understanding a person's underlying motivations, and strategies for working with members to establish desirable and achievable care plan goals to improve their health.

While each module can be taken separately, this in-depth course teaches strategies for care managers to assess and strengthen an individual's motivation to take action.

6 CE Hours or 6 CCMs • \$210 for course of 2 modules

Core Principles

Define motivation for application in your work with clients, explore the evidence behind it, its limitations, and cultural influences impacting motivation. Identify dynamics that can jeopardize effective client support.

2.5 CE Hours or CCMs • \$87.50

Strategies and Techniques

Learn 14 specific motivational interviewing techniques immediately applicable for practice, and apply learning through case studies.

3.5 CE Hours or CCMs • \$122.50

Motivational Interviewing Practicum

Face-to-Face Course



Specially designed for organizations that wish to provide staff with a learning lab for practicing, ***Motivational Interviewing Practicum*** is conducted onsite upon request. The energizing experience of working together to challenge thinking and practice active listening will activate better client interactions and improved outcomes.

Required: Completion of Core Principles and Strategies and Techniques online modules. For groups.

This half-day, face-to-face course provides practice and feedback from other participants and motivational interviewing experts.

4 CE Hours or CCMs • Call for details on pricing

**CALL OUR CARE EXCELLENCE RELATIONSHIP MANAGEMENT TEAM
FOR MORE INFORMATION: 760-750-7285**

Foundational Series Courses



Relationship Building

4 modules

Relationship Building's four modules turn the focus to teamwork, to build care managers' capacity for:

- Knowing and using collaboration skills within a team of professionals
- Building strong relationships with clients
- Identifying and building relationships with community partners
- Applying activation principles to engage clients into action

10 CE Hours or CCMs • \$350 for entire course of 4 modules

Interdisciplinary Care Teams

Explore interdisciplinary collaboration techniques to develop and support client care plans. Gain skills in identifying key team members, approaches for collaboration, communication, and leading team meetings.

2.5 CE Hours or CCMs • \$87.50

Member Relationships and Engagement

Learn ways to leverage self-awareness and utilize interprofessional skills to build trust and engage clients in care planning.

2.5 CE Hours or CCMs • \$87.50

Community Partners

Follow established examples to map your own strategies for identifying community partners to meet needs of clients. Learn ways to define partnership goals and how to use joint task forces to develop resources to benefit clients.

2.5 CE Hours or CCMs • \$87.50

Patient Activation Principles

Explore patient activation, client role in the process, and opportunities to improve client knowledge, skills, and confidence to cultivate self-advocacy, empowerment and resilience.

2.5 CE Hours or CCMs • \$87.50

Why was Care Excellence developed?

The goal of Care Excellence is to prepare all case managers to succeed. Care Excellence was developed as part of a unique collaboration between care management experts, an advisory committee, and a curricular task force. The project was envisioned and managed by the **California State University Institute for Palliative Care**, leveraging its expertise in collaborative partnerships, curriculum design, and online learning. Funding for the Care Excellence development was generously provided by the California Health Care Foundation and The SCAN Foundation.

Who authored Care Excellence?

Over 20 different authors were chosen to write course material based on their fields of expertise. Along with experienced care managers who are working in today's healthcare settings, these writers include registered nurses, clinical psychologists, health system executives, physicians, and therapists.

Rebecca Montano, Ph.D., led the faculty team who developed Care Excellence. Dr. Montano is a consultant with the California State University Institute for Palliative Care and has 23 years of case management experience, 10 of which concentrated on aging and caregiver dynamics. She works as a professional geriatric care manager and eldercare mediator. Dr. Montano has a doctorate in Human Services with a concentration in Geriatrics. She holds three industry certifications: Certificate of Rehabilitation Counseling, Certificate of Case Management, and a Care Manager Certificate.

Learn more about **Care Excellence** at careexcellence.org/about-us/

Foundational Series Courses



Getting the Whole Picture

8 modules

Getting the Whole Picture's eight modules equip care managers with skills for obtaining more comprehensive and clear information including enhanced skills at dissecting information, probing for more detail, and evaluating external factors.

19.5 CE Hours or CCMs • \$682.50 for entire course of 8 modules

Trauma-informed Care

Learn trauma-informed treatment framework, recognize effects and complex issues of trauma, and patterns of utilization related to trauma responses, impact of trauma on health, social outcomes, and potential for unintentional re-traumatization.

4 CE Hours or CCMs • \$140

Evaluating Meaning in Communication and Documentation

Gain skills for enhancing meaningful written, verbal, and non-verbal communication with clients and other professionals to improve interactions, problem solving and collaboration.

2 CE Hours or CCMs • \$70

Assessing Capacity and Literacy

Learn to distinguish capacity and literacy, determine capacity concerns versus literacy, and how to address the situation once a determination has been reached.

1 CE Hour or CCM • \$35

Evaluating Mandatory Reporting Protocols

Gain skills on effectively evaluating situations based on mandatory reporting protocols, preserving professional integrity, determining what populations are covered, and when reporting is or is not mandatory.

1 CE Hour or CCM • \$35



Psychosocial Aspects of Care

Build understanding of the psychosocial aspects that impact clients' lives including environmental factors. Sharpen skills in assessing risk factors, working collaboratively and implementing interventions.

3.5 CE Hours or CCMs • \$122.50

Managing Multiple Chronic Conditions

Formulate ways to assess clients with multiple chronic conditions, perform evaluation of functional status, and manage/coordinate care among multiple care providers.

2.5 CE Hours or CCMs • \$87.50

Special Populations Overview

Gain an overview of managing special populations including those with Mental Illness, Homelessness and Poverty, Substance Use, Pain Management and Chronic Opioid Use, Domestic Violence, Jail and Forensic Health, People with Physical Disabilities, People with Intellectual and Developmental Disabilities, People from the LGBTQ Community, Alzheimer's/Dementia, Traumatic / Acquired Brain Injury (TBI/ABI), Transplant, Pregnancy, and Pediatrics.

3.5 CE Hours or CCMs • \$122.50

Completing Effective Home Visits

Explore how to skillfully complete a home visit including: how to safely and positively interact with the client at home, evaluation of living space, community and environment, interaction with and engaging support systems in care planning.

2 CE Hours or CCMs • \$70

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Foundational Series Courses



Care Planning for Case Managers 7 modules

Care Planning for Case Manager's seven modules will provide new techniques and fine-tune existing skills for developing more comprehensive and person-centered care plans. Purposeful and well-developed care planning requires care managers to have in-depth understanding of distinct client needs. The course focuses on coordination of medical and behavioral treatment, coordination of medical and long-term services and support, and confirmation and reconciliation of medication.

16.5 CEs or CCMs • \$577.50 for entire course of 7 modules

Care Planning Concepts

Learn the core elements of care planning, its purpose and goals, and tools, techniques, and strategies for developing robust person-centered care addressing complex environmental issues.

2.5 CE Hours or CCMs • \$87.50

Coordination of Medical and Behavioral Treatment

Gain tools for soliciting information, effectively building rapport, care planning, client advocacy and for improving working relationships with resource providers when supporting clients with complex medical and behavioral issues.

2 CE Hours or CCMs • \$70

Coordination of Medical and Long-Term Services and Support

Learn intricacies and nuances of various settings within long-term care. Covers qualifying factors, benefits authorized in the Social Security Act, and methods for identifying and referring clients to long-term support programs.

2 CE Hours or CCMs • \$70

Confirmation and Reconciliation of Medication

Synthesize how to confirm and reconcile medications, and how to perform assessment relative to client medication regimen needs. Includes tools for improving medication adherence, and strategies for working with multiple prescribing providers.

2 CE Hours or CCMs • \$70

Provision of Resources: Community Support and Advocacy

Gain skills in effectively identifying and utilizing resources from client, community and an industry perspective. This module reviews community and advocacy support systems, explores how to work with programs to meet needs of clients, and details how to advocate for development of additional programs within communities.

2.5 CE Hours or CCMs • \$87.50

Facilitating Patient Activation and Engagement

Enhance your understanding of the benefits of activation, engagement and the barriers to activation, and engagement in person-centered care planning. Provides comprehensive tools and strategies for facilitating activation and engagement.

3.5 CE Hours or CCMs • \$122.50

Establishing Care Planning Goals and Discharge Criteria

Build critical skills for identifying client milestone achievements, for establishing goals, and for motivating clients toward discharge criteria in care plans. Effectively help clients recognize and accept self-readiness, to graduate clients out of care management into self-advocacy and self-direction of care.

2 CE Hours or CCMs • \$70

careexcellence.org • 760-750-7285

**Care
Excellence**
Case Management Education

Advanced Concepts Courses

5 courses, 28 modules all online

The Advanced Concepts curriculum was developed for experienced care managers and other case management professionals who are working with growing and diverse populations with special and complex needs. The courses incorporate member-centric concepts for enhancing care with tools for decreasing the cost of care and improving the quality of care. The educational content in these self-paced online training courses increases the ability of care managers to effectively support diverse patient populations with complex medical and social needs. Purchase one module, one course, or the entire series.

81.5 CEs or CCMs earned upon completion of the entire Advanced Concepts series



Patient Value Perception

4 modules

The four courses in *Patient Value Perception* focus on the role of the case manager in addressing the needs of the whole person, keeping in view the environment in which they live, and other health determinants, to ensure the client's favorable perception of the value of both the case manager and the care plan.

12 CE Hours or CCMs • \$420 for entire course of 4 modules

Quality of Life and Holistic Health Management

Learn ways to work with clients to understand their perception of quality of life and to look at the management of their health from a whole-person perspective.

1.5 CE Hours or CCMs • \$52.50

Multi-Cultural Aspects of Case Management

Each client is a product of his/her culture as well as being a culture of one. Learn fundamental guideposts in understanding different cultures and the impact of culture on attitudes towards health, communication, decision-making, care planning and adherence.

3.5 CE Hours or CCMs • \$122.50

Social Determinants of Health

Factors like socioeconomic status, education, the physical environment, employment, and social support networks all exert significant influence on an individual's health. Learn about how to work with clients to mitigate the negative impact and enhance the positive influence of non-health issues on health.

4.5 CE Hours or CCMs • \$157.50

Collaborative Problem Solving

Clients are more likely to adhere to care plans in which they are invested. Learn how to use collaborative problem solving techniques and strategies to maximize client investment in creating successful strategies for maximizing their health and well-being.

2.5 CE Hours or CCMs • \$87.50

*The **Care Excellence** curriculum provides new staff and experienced staff with:*

- *Consistent, easily accessible training*
- *Licensure continuing education hours*
- *A forum for learning and discussion among teams*

Organizations can benefit from:

- *Fully online onboarding or periodic training*
- *Consistent care delivery for health plan members*
- *Improvement in staff's ability to understand quality metrics and to achieve cost targets*

Advanced Concepts Courses



Special Populations I

8 modules

Each of *Special Population I's eight modules* is designed to provide single topic areas on conditions that may affect members: myths, misconceptions, statistical data, causes, risk factors, detection and diagnosis, needs of populations, including treatments, symptom management, accommodation considerations, employment, social support available, barriers to care in the healthcare system, best practices, special/unique resources and programs available to address the member's unique needs, and more.

18 CE Hours or CCMs • \$630 for entire course of 8 modules

People with Physical Disabilities

Explore the various types, causes and characteristics of physical disabilities, needs disabled people have, and disparities that exist due to physical disabilities, along with payment systems, community support systems and best practices.

2.5 CE Hours or CCMs • \$87.50

Mental Illness

Gain insights, explore myths and misconceptions, and understand needs of this population including treatment, therapy, education, accommodation, employment, family and social support. along with nuances and best practices.

2.5 CE Hours or CCMs • \$87.50

Homelessness and Poverty

Learn the definition of homelessness, gain an understanding of homelessness, risk factors for homelessness, how public policy impacts homelessness, needs for care and barriers to care and best practices for interventions and programs.

2 CE Hours or CCMs • \$70

Substance Use

Further your understanding of addiction and Substance Use Disorder(SUD). Obtain tools for maximizing communication and engagement, as well as treatment options. Learn to address barriers to treatment and to offer support options that can assist in recovery.

2.5 CE Hours or CCMs • \$87.50

Traumatic and Acquired Brain Injury

Gain an understanding of types of brain injuries, of their symptoms, and side effects. Special and complex needs of individuals coping with brain injuries will be explored, along with community and online resources specific to TBI/ABI for continued learning and support.

2 CE Hours or CCMs • \$70

Transplant

Delve into the nuances of transplant donors and recipients, the process of selecting patients eligible for transplant, and the roles of the interdisciplinary transplant team. Gain insights on wait times for deceased donor organs and the accompanying psychosocial factors, coping problems, populations not likely to be accepted for transplant, and resources for vulnerable populations.

2 CE Hours or CCMs • \$70

Domestic Violence

Learn the dynamics of domestic violence, different types of domestic violence, the characteristics of an abuser, victims of abuse, children, friends, family, insights, risks and impacts of violent relationships.

2.5 CE Hours or CCMs • \$87.50

Jail and Forensic Health

Gain understanding of incarceration's effect on the individual, prevalent health needs of incarcerated individuals, and social challenges of justice. An overview of reentry, with necessities for individual reentry transitions, is also covered.

2 CE Hours or CCMs • \$70

Call the **Care Excellence** team at **760-750-7285**
to learn about bringing this comprehensive training to your organization!

Advanced Concepts Courses



Special Populations II

8 modules

Special Population II's eight modules continue to explore special needs or conditions within members' lives which require deeper understanding and knowledge. Topic areas are explored in view of myths, misconceptions, statistical data, causes, risk factors, detection and diagnosis, treatments, social support available, barriers to care, resources, and more as in Special Populations I.

23 CE Hours or CCMs • \$805 for entire course of 8 modules

Intellectual and Developmental Disabilities

Learn definitions, nuances such as environmental impact on behavior, triggers, engagement techniques for patient/client, along with patient/client, family and caregiver engagement, and review regulations protecting this population.

2 CE Hours or CCMs • \$70

Alzheimer's Disease and Related Dementias

Gain general definitions, causes, stages and risk factors, detection and diagnosis, care planning for persons with ADRD, barriers to care, symptom management, environmental and behavioral modifications to support quality of life and caregivers, care settings, resources and advocacy.

2.5 CE Hours or CCMs • \$87.50

Pain Management and Impact of Chronic Opioid Use

Understand how pain affects the whole person, explore the history of pain management, types of pain, and how pain affects a person's functioning, and how to establish treatment interventions.

3 CE Hours or CCMs • \$105

Pregnancy

Learn general standards for prenatal care in the "normal" population and how care managers can directly affect outcomes in this population; standards, variations among practitioners, and more.

4 CE Hours or CCMs • \$140

Pediatrics — Well Child

Review morbidity and mortality from newborn to young adult, wellness checkpoints and immunizations for all age groups, and barriers to healthcare access for children, including immigrant, migrant, homeless, foster children, children with life-limiting illness, families, and more.

3 CE Hours or CCMs • \$105

Pediatrics — Chronically Ill Child

Learn how care managers interact with the family and others with authority on behalf of chronically ill pediatric patients, such as school systems and community resources. Cover issues patients, families, and insurance companies face.

4 CE Hours or CCMs • \$140

LGBTQ+

Gain insights about LGBTQ+ health care incongruities, working with patients in order to develop self-esteem, nurture empowerment, and establish self-efficacy and social consciousness, while combating the effects of homophobia, transphobia, heterosexism, cissexism and toxic shame. Terminology, definitions, and concepts will be defined, along with myths and misconceptions.

2.5 CE Hours or CCMs • \$87.50

Immigrant Populations

Gain skills to facilitate access to health care to plan members regardless of their immigration status, information on the challenges and barriers immigrants face when seeking health care, resources, for listening to fears, and how to assist with program enrollment.

2 CE Hours or CCMs • \$70

Advanced Concepts Courses

Complex Care Coordination Skills

4 modules

The four modules in *Complex Care Coordination Skills* focus on the case manager's role as a care coordinator among multiple agencies and as an educator to the member.

12.5 CE Hours or CCMs • \$437.50 for entire course of 4 modules

Improving Transitional Care

As health care becomes a continuum of care, managing care through transitions becomes a vital skill. This module provides best practice tools and strategies to enhance the provision of transitional care across an array of settings.

2.5 CE Hours or CCMs • \$87.50

Interagency and Multi-Program Coordination

With complex patients, the challenges of care coordination increase as the number of programs and agencies involved increase. Learn strategies for dealing effectively in a complex multi-faceted environment while ensuring optimal care coordination for clients. Take the sophistication of your coordination skills to a new level.

2 CE Hours or CCMs • \$70

Triage

Every care manager will find themselves challenged with the need to manage multiple "crises" simultaneously. Learn the "art" of effective triage and how to manage to achieve optimal outcomes for clients, your plan and yourself.

2.5 CE Hours or CCMs • \$87.50

Critical Thinking Skills and High Risk Management

Managing high risk clients requires the continual application of critical thinking skills in the moment and the ability to look ahead to identify and mitigate risks. This module provides advanced tools for enhancing critical thinking and risk management that are critical to every care manager working with complex cases.

5.5 CE Hours or CCMs • \$192.50

Complex Care Coordination Interventions

4 modules

Complex Care Coordination Interventions provides extensive background information, tools, options and choices to use in educating patients and families who are faced with difficult choices.

16 CE Hours or CCMs • \$560 for entire course of 4 modules

Disease-specific Interventions & Health Education Strategies for Chronic Illness

This module explores common chronic diseases, all of which cause major morbidity and mortality in the US population. It discusses the pathophysiology of each disease, diagnosis, treatment modalities, and approaches for providers to educate patients and caregivers in strategies to promote improved quality of life.

5.5 CE Hours or CCMs • \$192.50

Advance Care Planning

Learn the principles of advance care planning, how to communicate the critical reasons for ACP and have productive ACP conversations, and how to engage clients with selecting a power of attorney, as well as understanding the documents used.

3 CE Hours or CCMs • \$105

Palliative Care

Gain tools to employ in educating patients, families and colleagues about what palliative care is, emphasizing beneficence and autonomy for patients with serious or life-limiting illness, and for completing assessments and referrals that will support communication on therapy and other choices.

4.5 CE Hours or CCMs • \$157.50

Hospice and End-of-Life Planning

Explore the history and philosophy of hospice, models, services, settings, team structure and roles, symptom management, family dynamics, meaning-making, spirituality, dying and bereavement.

3 CE Hours or CCMs • \$105

Leadership Series

4 courses, in-person at your site



Care Excellence Leadership Series' four face-to-face days give leaders of care managers on-point tools for retaining and engaging staff, improving team performance and driving innovation. The courses teach supervisors, managers, and others in health plan leadership roles how to effectively supervise and mentor their care managers.

Conducted totally at your site, these lively, exchange-filled and experiential one-day sessions will give you new tools to enhance staff orientation and onboarding, improve staff satisfaction, decrease turnover, reduce burnout and launch even more improved outcomes through team effectiveness.

Learn more about the **Leadership Series**, and all our courses today at CareExcellence.org



Best Practices for Improved Outcomes

This one-day, interactive in-person course focuses on key aspects of effective leadership in case management settings:

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

Mentorship

Designed specifically for supervisors, leaders, and others responsible for nurturing the professional development of their case managers, this curriculum explores various aspects of mentoring:

- Understanding Mentorship
- Creating Assurances for Success
- Role Modeling, and more!



Leadership

During this day, explore types and examples of leadership, characteristics, and approaches for working with people:

- Influence, Power, and Persuasion
- Hiring Practices: Screening for Potential
- Improving Job Satisfaction and Reducing Turnover, and more!

Innovation

This one-day session is packed with interactive exercises that, with your colleagues and peers, will define creativity, creative intelligence, and innovation, and teach you how to discover innovative talent in your teams or team members:

- Fostering Innovation
- Education
- Collaboration, and more!

Call the **Care Excellence** team at 760-750-7285, to learn about bringing the **Leadership Series** to your organization!

careexcellence.org

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
- Principles of Managed Care
- 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 (Face-to-face)

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 for Case Managers

- Care Planning Concepts
- Coordination of Medical and Behavioral Treatment
- Coordination of Medical and Long-Term Services and Support
- Confirmation and Reconciliation of Medication
- 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 was 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 may be purchased.

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
- Traumatic and Acquired Brain Injury
- Transplant
- Domestic Violence
- Jail and Forensic Health

Special Populations II

- Intellectual and Developmental Disabilities
- Alzheimers / Related Dementias
- Pain Management and Impact of Chronic Opioid Use
- Pregnancy
- Pediatrics - Well Child
- Pediatrics - Chronically Ill Child
- LGBTQ+
- Immigrant Populations

Complex Care Coordination Skills

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

Complex Care Coordination Interventions

- Disease-specific Interventions and Health Education Strategies for Chronic Illness
 - » Cancer
 - » Chronic Pain
 - » Diabetes
 - » Geriatric Frailty
 - » Heart Disease
 - » Liver and Kidney Disease
 - » Obesity
 - » Neurological Conditions: Stroke and Parkinson's Disease
 - » Pulmonary Disease
- 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

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

Mentorship

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

Leadership

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

Innovation

- Fostering Innovation
- Education
- Innovative Collaboration

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