

# Care Excellence

Case Management Education

With the growing number of people with chronic or serious illness enrolled in public or private health plans, there is an incredible demand for highly skilled case managers and care coordinators. Our focused education provides these professionals tools to improve care, patient satisfaction, quality and to help control costs.

**Care Excellence** is a real-world curriculum developed by industry experts, researchers, other professionals, and health plans designed to prepare case managers and care coordinators for success.

## FOUNDATIONAL SERIES COURSES



*The Foundational curriculum teaches essential skills to those new to case management, 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. Earn 73 CEs when you complete the entire Foundational series.*

### Course 1: Case Management Principles

Case Management Principles guides new and current care managers to understanding the broader context of patient care within which they operate, provides a comprehensive picture of what case management is, where it fits within the broader healthcare system, and the vital role care managers play.

**COST:** \$480 for entire course    **OFFERS:** 17 CE Hours or 17 CCMs

#### 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.

**COST:** \$70 for module    **OFFERS:** 2 CE Hours or CCMs

##### **Principles of Practice**

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

**COST:** \$70 for module    **OFFERS:** 2 CE Hours or CCMs

##### **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.

**COST:** \$70 for module    **OFFERS:** 2 CE Hours or CCMs

##### **Principles of Managed Care**

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

**COST:** \$70 for module    **OFFERS:** 2 CE Hours or CCMs

##### **Face-to-face Vs. Telephonic Care Management**

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

**COST:** \$70 for module    **OFFERS:** 2 CE Hours or CCMs

##### **Care Management Teams, Ancillary Services, and Partnerships**

Discover how interdisciplinary & ancillary partnerships can improve safety and quality of care.

**COST:** \$70 for module    **OFFERS:** 2 CE Hours or CCMs

##### **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.

**COST:** \$87.50 for module    **OFFERS:** 2.5 CE Hours or CCMs

##### **Critical Thinking Fundamentals**

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

**COST:** \$87.50 for module    **OFFERS:** 2.5 CE Hours or CCMs

*"The courses are of highest quality of cutting edge care management. Well-designed program with very useful, applicable and detailed information. I highly recommend the coursework for anyone in care/case management."*

*Health Plan Case Manager Participant*

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>



# FOUNDATIONAL SERIES COURSES

## Course 2: Motivational Interviewing

Uncovering a person's underlying motivations allows care managers to work with them to establish desirable and achievable care plan goals to improve their health. While each of the three modules can be taken separately, this in-depth course teaches strategies to assess and strengthen an individual's motivation to take action.

**COST:** \$170 for 2 online modules **OFFERS:** 6 CE Hours or 6 CCMs

### Modules:

#### Core Principles

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

**COST:** \$87.50 for module **OFFERS:** 2.5 CE Hours or CCMs

#### Strategies and Techniques

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

**COST:** \$122.50 for module **OFFERS:** 3.5 CE Hours or CCMs

#### Motivational Interviewing Practicum

**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.

**COST:** Call for details **OFFERS:** 4 CE Hours or CCMs

## Course 3: Relationship Building

This four-module course teaches care managers how to succeed as part of a team by building strong relationships with clients using skills to engage and activate them; and to identify and build relationships with community partners to create strong networks for member needs.

**COST:** \$280 for entire course **OFFERS:** 10 CE Hours or CCMs

### 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.

**COST:** \$87.50 for module **OFFERS:** 2.5 CE Hours or CCMs

#### Member Relationships and Engagement

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

**COST:** \$87.50 for module **OFFERS:** 2.5 CE Hours or CCMs

#### 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.

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.

**COST:** \$87.50 for module **OFFERS:** 2.5 CE Hours or CCMs

#### Patient Activation Principles

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

**COST:** \$87.50 for module **OFFERS:** 2.5 CE Hours or CCMs



## Course 4: Getting the Whole Picture

This course provides 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.

**COST:** \$550 for entire course **OFFERS:** 19.5 CE Hours or CCMs

### 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.

**COST:** \$140 for module **OFFERS:** 4 CE Hours or CCMs

#### 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.

**COST:** \$70 for module **OFFERS:** 2 CE Hours or CCMs

#### 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.

**COST:** \$35 for module

**OFFERS:** 1 CE Hour or CCM

#### 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.

**COST:** \$35 for module



**OFFERS:** 1 CE Hour or CCM

#### 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.

**COST:** \$122.50 for module **OFFERS:** 3.5 CE Hours or CCMs

#### 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.

**COST:** \$87.50 for module

**OFFERS:** 2.5 CE Hours or CCMs

#### Special Populations Overview

Gain an overview of managing special populations including those with Mental Illness, Homelessness and Poverty, Substance Use, Pain Management & 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.

**COST:** \$122.50 for module

**OFFERS:** 3.5 CE Hours or CCMs

#### 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.

**COST:** \$70 for module

**OFFERS:** 2 CE Hours or CCMs

## Course 5: Care Planning for Case Managers

Fine-tune and acquire new skills for developing more comprehensive and person-centered care plans. Purposeful and well-developed care planning requires care managers to have proficient aptitude focused on distinct client needs. The course focuses on providing care managers with the skills for coordination of medical and behavioral treatment, coordination of medical and long-term services and support, and confirmation and reconciliation of medication.

**COST:** \$470 for entire course    **OFFERS:** 16.5 CE Hours or CCMs

### 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.

**COST:** \$87.50 for module    **OFFERS:** 2.5 CE Hours or CCMs

#### **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.

**COST:** \$70 for module    **OFFERS:** 2 CE Hours or CCMs

#### **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.

**COST:** \$70 for module    **OFFERS:** 2 CE Hours or CCMs

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

- *Consistent training*
- *A forum for learning and discussion among teams*

#### **Confirmation and Reconciliation of Medication**

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

**COST:** \$70 for module    **OFFERS:** 2 CE Hours or CCMs

#### **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.

**COST:** \$87.50 for module    **OFFERS:** 2.5 CE Hours or CCMs

#### **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.

**COST:** \$122.50 for module    **OFFERS:** 3.5 CE Hours or CCMs

#### **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.

**COST:** \$70 for module    **OFFERS:** 2 CE Hours or CCMs

#### **Organizations can benefit by**

- *Consistent care delivery for health plan members*
- *Improvement in staff's ability to understand quality metrics and to achieve cost targets*

## ADVANCED CONCEPTS COURSES

*The Advanced Concepts curriculum was developed for experienced care managers and other case management professionals working with growing and diverse populations with special and complex needs, while decreasing 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. Earn 81.5 CEs when you complete Advanced Concepts.*

### Course 1: Patient-Value Perception

This course focuses 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 ensuring the client's perception of the value of both the case manager and the care plan.

**COST:** \$380 for entire course    **OFFERS:** 12 CE Hours or CCMs

### 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.

**COST:** \$52.50 for module    **OFFERS:** 1.5 CE Hours or CCMs

#### **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.

**COST:** \$122.50 for module    **OFFERS:** 3.5 CE Hours or CCMs

#### **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.

**COST:** \$157.50 for module    **OFFERS:** 4.5 CE Hours or CCMs

#### **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.

**COST:** \$87.50 for module    **OFFERS:** 2.5 CE Hours or CCMs



# ADVANCED CONCEPTS COURSES

## Course 2: Special Populations I

Each of the special populations modules is designed to provide focused content on conditions that may affect members. Each module defines for a single topic area the condition, explores myths, misconceptions, statistical data, causes, risk factors, detection and diagnosis, and needs of populations, including treatments, symptom management, and 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.

**COST:** \$570 for entire course   **OFFERS:** 18 CE Hours or CCMs  
**COST PER MODULE / CE Hours or CCMs:**

### Modules:

<b>People with Physical Disabilities</b>	<b>\$87.50 / 2.5 CE Hours or CCMs</b>
<b>Mental Illness</b>	<b>\$87.50 / 2.5 CE Hours or CCMs</b>
<b>Homelessness and Poverty</b>	<b>\$70 / 2 CE Hours or CCMs</b>
<b>Substance Use</b>	<b>\$87.50 / 2.5 CE Hours or CCMs</b>
<b>Traumatic &amp; Acquired Brain Injury</b>	<b>\$70 / 2 CE Hours or CCMs</b>
<b>Transplant</b>	<b>\$70 / 2 CE Hours or CCMs</b>
<b>Domestic Violence</b>	<b>\$87.50 / 2.5 CE Hours or CCMs</b>
<b>Jail and Forensic Health</b>	<b>\$70 / 2 CE Hours or CCMs</b>

## Course 3: Special Populations II

A continued exploration of conditions, explore myths, misconceptions, statistical data, causes, risk factors, detection and diagnosis, needs of populations including treatments, symptom management, therapies and more.

**COST:** \$720 for entire course   **OFFERS:** 23 CE Hours or CCMs  
**COST PER MODULE / CE Hours or CCMs:**

### Modules:

<b>Intellectual &amp; Developmental Disabilities</b>	<b>\$70 / 2 CE Hours or CCMs</b>
<b>Alzheimer's Disease &amp; Related Dementia</b>	<b>\$87.50 / 2.5 CE Hours or CCMs</b>
<b>Pain Mgmt &amp; Impact of Chronic Opioid Use</b>	<b>\$105 / 3 CE Hours or CCMs</b>
<b>Pregnancy</b>	<b>\$140 / 4 CE Hours or CCMs</b>
<b>Pediatric - Well Child</b>	<b>\$105 / 3 CE Hours or CCMs</b>
<b>Pediatric - Chronically Ill</b>	<b>\$140 / 4 CE Hours or CCMs</b>
<b>LGBTQ</b>	<b>\$87.50 / 2.5 CE Hours or CCMs</b>
<b>Immigrant Populations</b>	<b>\$70 / 2 CE Hours or CCMs</b>

## Course 4: Complex Care Coordination Skills

The modules in this course focus on the case manager's role as a care coordinator among multiple agencies and as an educator to the member. Gain insights on improving care for high-risk patient populations, recognizing urgency, gaps in care, and opportunities to improve care and outcomes. Includes a review of critical thinking skills focused on problem solving best practices.

**COST:** \$390 for entire course   **OFFERS:** 12.5 CE Hours or CCMs

### 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.

**COST:** \$87.50 for module   **OFFERS:** 2.5 CE Hours or CCMs

#### **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.

**COST:** \$70 for module   **OFFERS:** 2 CE Hours or CCMs

### **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.

**COST:** \$87.50 for module   **OFFERS:** 2.5 CE Hours or CCMs

### **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.

**COST:** \$192.50 for module   **OFFERS:** 5.5 CE Hours or CCMs

## Course 5: Complex Care Coordination Interventions

This course provides extensive background information, tools, options and choices to use in educating patients and families who are faced with difficult choices.

**COST:** \$490 for entire course   **OFFERS:** 16 CE Hours or CCMs

### Modules:

#### **Disease-specific Interventions & Health Education Strategies**

This module explores common chronic diseases including Cancer, Chronic Pain, Diabetes, Geriatric Frailty, Heart Disease, Liver and Kidney Disease, Obesity, Neurological Conditions: Stroke and Parkinson's Disease, and Pulmonary Disease, all of which cause major morbidity and mortality in the US population. It discusses the pathophysiology of the disease processes, how these diseases cause damage to the body, diagnosis, treatment modalities, and approaches for providers to educate patients and caregivers in strategies to promote improved quality of life.

**COST:** \$192.50 for module   **OFFERS:** 5.5 CE Hours or CCMs

#### **Advance Care Planning**

Learn the principles of advance care planning, how to communicate the critical reasons for ACP and have productive ACP conversations, how to engage clients with selecting a power of attorney as well as understanding the documents involved with advance care planning, including advance directives and physicians orders for life-sustaining treatment.

**COST:** \$105 for module   **OFFERS:** 3 CE Hours or CCMs

#### **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.

**COST:** \$157.50 for module   **OFFERS:** 4.5 CE Hours or CCMs

#### **Hospice and End-of-Life Planning**

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

**COST:** \$105 for module   **OFFERS:** 3 CE Hours or CCMs

**Do you manage or supervise care managers?**

**Learn more about our face-to-face, on-site**

**Leadership Series**

**Training for managers and leaders of care managers.**

**Call for group pricing, onsite training, or customization!**

Learn More Today at [careexcellence.org](http://careexcellence.org) • Phone 760-750-7285

Care Excellence is brought to you by the California State University through its CSU Institute for Palliative Care