

A Series of Four Courses for Leaders of Case Managers

Care Excellence

Case Management Education

Care Excellence provides a flexible approach to training new or experienced care managers, and those who manage care managers.

- Real-world curriculum
- Developed by industry experts
- Effective and cost-efficient for organizations
- Provides RN, SW, and CCMC CEs

LEADERSHIP SERIES COURSES

The **Care Excellence Leadership Series** teaches supervisors, managers, and others in health plan leadership roles how to effectively supervise and mentor their care managers.

Conducted face-to-face 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.

Course 1: Best Practices for Improved Outcomes



Our experienced case management curriculum development team has created an experiential full-day course designed for lasting impact. This one-day, interactive in-person course begins the four-part leadership curriculum, focusing on key aspects of effective leadership in case management settings. Participants will learn:

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

This is must-have information for anyone supervising or managing care managers. Delivered in a highly-focused face-to-face one-day session, you'll complete mind-expanding interactive exercises with your peers, and will leave with a clear view of what you do well and what commitments you can make for improving your skills.

Course 2: 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.

Topics include:

- Understanding Mentorship
- Creating Assurances for Success
- Role Modeling

Learn to identify your staff's strengths and weaknesses, ways to create alternative mentoring partnerships - and more - so you can foster greater quality improvement and staff engagement. To leverage the full wisdom of your team learn more about this powerful Mentorship course today.

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>



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

Face-to-Face Courses to Advance Leadership Among Care Managers

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.

Course 3: Leadership



Is leadership a genetic or learned trait? During this day, you will find out the answer to this question, explore types and examples of leadership, characteristics, and approaches for working with people whom you lead. You will create your own leadership development plan, explore how to improve your hiring practices, support your staff using emotional intelligence, and be the leader people want to work for. Topics covered in this powerful, one-day course include:

- Influence, Power, and Persuasion
- Hiring Practices: Screening for Potential
- Improving Job Satisfaction and Reducing Turnover
- Provisions for a Supported Care Manager

In an environment where change is constant, effective leadership is critical. The Leadership course teaches leaders, supervisors, and mentors how to maximize their ability to inspire, influence, and teach case managers.

Course 4: Innovation



This one-day session is packed with interactive exercises that, with your colleagues and peers, will define creativity, creative intelligence, and innovation, teach you how to discover innovative talent in your teams or team members, and give you tools for collaboration, developing innovative resources, and applying best practices for maximizing creativity that is sustainable in your team and organization.

Topics include:

- Fostering Innovation
- Education
- Resource Advocacy
- Collaboration

Throughout the full-day experience, students work with instructors and in small groups to apply and test their new knowledge learned through engaging, interactive activities and staff engagement.

Contact us Today to Bring The Leadership Series to Your Organization

*If you're ready to **implement best practices** for improved performance, **mentor** your team, be the **leader** your team wants to follow, and expand **innovation** and inspire your team, then **call us today at 760-750-7285** to discuss bringing **Care Excellence** to your organization.*

*These leadership training programs are taught by experienced experts in case management, who are ready to come to your site to engage you and your team in training that will **make a difference** in your **outcomes** and your **culture**.*

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