



## MiCMRC Complex Care Management Course

**The MiCMRC Complex Care Management Course:** is designed to prepare the healthcare professional for the role of a Care Manager. Course content is applicable to all Care Managers in the ambulatory care setting, working with complex patients. The MiCMRC Complex Care Management Course (CCM) curriculum provides the framework for the care management role, foundational elements of integration into the ambulatory care setting, and development of care management skills to meet the needs of complex patients.

The MiCMRC CCM Course is built upon the Care Management Society of America (CMSA) Standards of Practice for Case Management and Geisinger ProvenHealth Navigator Case Management. The MiCMRC Complex Care Management Course instructors have extensive backgrounds in care management implementation.

**Opportunity for Ongoing Education:** MiCMRC CCM Course attendees receive invitations to live webinars hosted monthly by the Michigan Care Management Resource Center. Additionally, course attendees may access the MiCMRC library of recorded webinars which focus on delivery of care management in the primary care setting, foundational knowledge for new care managers, and care manager skill-building. Opportunities to earn Nursing and Social Work Contact Hours via webinar completion will be provided periodically.

**Continuing Education:** This course is approved by the **Michigan Social Work Continuing Education** Collaborative. Course approval #: Number of Social Work CE Contact Hours approved: 16

The activity listed above applies to the following **Michigan Board of Nursing** (MBON Rule 2(l) for Relicensure: Nursing Workshop dealing with patient care issues. A maximum of 10 continuing education hours may be earned for participation in a workshop dealing with patient care issues offered by a health care organization or professional organization that falls outside the already accepted methods of approval that have already been adopted by the Board.

**For course dates & registration contact:**

<http://micmrc.org/training/micmrc-complex-care-management-course>



## The CCM Course Content

### Care Management Introduction

- The Chronic Care model
- Successful Care Management models

### Medication Reconciliation

- Steps to complete medication reconciliation
- Barriers influencing medication adherence

### Transitions of Care

- Coordination of care
- Key elements for successful transitions of care

### Medical Neighborhood

- Goals of a high-functioning medical neighborhood

### Patient-Centered Medical Home

- Core principles of PCMH
- Care Manager role in the PCMH

### The 5-Step Care Management Process

- Care Manager work flow
- Risk stratification

### Comprehensive Assessment and Care Plan

- Elements of a comprehensive assessment

### Evidence-Based Care

- Population health management
- Care Management interventions for the complex patient

### Team Based Care

- Billing for Care Management

### Social Determinants of Health

- Assessment and Management

### Course Schedule:

**DAY 1** Introduction, Live one hour logistics webinar

**DAY 2** Self-study, recorded webinars, post-tests, 6 hours

**DAYS 3&4** In-person training, 8 hours each day