

Care Management Connection

A publication of the Michigan Care Management Resource Center



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Holidays and Prevention

While holidays are a time to be with friends and family, they can open the door for conversations about preventive health and wellness practices. Whether this is the first holiday with a new diagnosis or fortieth holiday gathering, reminders about healthy behaviors can impact patient behavior.

Food

Food and family gatherings go hand-in-hand. Also, holidays disrupt schedules, which can impact medication, diet, and activity routines. The following are a few resources and tips to help patients plan for success at holiday gatherings. The American Academy of Nutrition and Dietetics webpage below has helpful tips for patients with dietary restrictions.

<http://www.eatright.org/resources/healthy-holidays>

The American Heart Association offers booklets on healthy eating during the holidays and activities for cold weather. It also offers tips on mindful eating practices that can be useful when working with patients across a variety of health conditions.

http://www.heart.org/HEARTORG/HealthyLiving/HealthyEating/Nutrition/This-Holiday-Season-Eat-Mindful-Not-Mindless_UCM_447030_Article.jsp#.WgHoDmhSw2w

Certainly, patients with diabetes have additional considerations for holiday meals. Below are downloadable handouts from the American Association of Diabetes Educators, as well as the Centers for Disease Control and Prevention (CDC).

<https://www.diabeteseducator.org/patients/tip-sheets-and-handouts>

<https://www.cdc.gov/features/diabetesmanagement/index.html>

Vaccinations, Handwashing, Safety, et. al.

Holidays bring more people together, and increase opportunities for disease transmission. Remind patients to get appropriate vaccinations and encourage frequent handwashing. Clothing can be important as well. Asthmatic patients can be sensitive to breathing cold air and may benefit from scarves. You can use winter footwear conversations with diabetic patients to open a dialogue about footcare. Fall prevention and snow shoveling discussions can be used across elderly populations.

The CDC offers a one-page handout on general tips and includes a holiday song.

<https://www.cdc.gov/family/holiday/index.htm>

Stress

Cooking, shopping, and family conflicts can cause stress at this time of year. Stress management techniques can help.

<https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/stress/art-20047544?pg=1>

Holidays can be a good time to connect with patients about preventive strategies for stress management, healthy eating, and general wellness practices. Common sense strategies can be forgotten as we get busy with holiday preparations and festivities. Remember to use this opportunity to engage patients about their personal holiday practices and customize your tips to their situation.

UPCOMING EVENTS



Click on the dates below to register for MiCMRC Complex Care Management Courses:

[February 5-8, 2018, Grand Rapids](#)

[February 12-15, 2018, Lansing](#)

[March 5-8, 2018, Lansing](#)

MiCMRC CARE
MANAGEMENT

EDUCATIONAL WEBINAR

Date and Time: Wednesday
January 17th 2-3 pm

Title: Quality Metrics in Ambulatory Care

Presenter: Natalie Pirkola,
Pharm D, MBA, CCM,
CPHIMS, BCACP

Register [HERE](#)

The Michigan Care Management Resource Center supports ambulatory practices statewide to implement and build upon Patient-Centered Medical Home (PCMH) and PCMH Neighborhood (PCMH-N) capabilities related to care management, population management, self-management support, and care coordination. MiCMRC provides foundational and longitudinal curriculum, tools and resources to assist practices with developing a sustainable, evidence-based clinical model for care management activities. Support for the Michigan Care Management Resource Center is provided by Blue Cross® Blue Shield® of Michigan as part of the Blue Cross Value Partnerships program. Michigan Care Management Resource Center is not affiliated with or related to Blue Cross Blue Shield of Michigan nor Blue Cross Blue Shield Association.

In case you missed it

Nursing and Social Work continuing education opportunity. For more information visit www.micmrc.org/continuing-ed

MiCMRC Questions?
For questions please [Contact Us](#)

Share Your Success Stories

Submitting your success story is as easy as clicking on the following link:

[Share Your Success Story](#)

For help submitting your success story contact us at <http://micmrc.org/contact-us>

MiCMRC 2018 CARE MANAGEMENT EDUCATIONAL WEBINARS

Date and Time: Wednesday January 17th 2-3 pm

Title: Quality Metrics in Ambulatory Care

Presenter: Natalie Pirkola, Pharm D, MBA, CCM, CPHQ, CDE

Register [HERE](#)



MiCMRC Approved Self-Management Support Courses and Resources Update

To access the list of the MiCMRC approved Self-Management Support courses, [click here](#). The list of MiCMRC approved Self-Management Support Courses provides a detailed summary of each course, with associated objectives, location, cost and more.

Additionally, MiCMRC has collected resources for Self-Management Support including: websites of interest, publications, tools, videos, and even patient materials. MiCMRC's "Self-Management Support Tools and Resources" document offers an at a glance list and summary of these resources, along with descriptions and website links for quick access. For "Self-Management Support Tools and Resources" [click here](#).

Both of these documents can also be accessed on the MiCMRC website home page <http://micmrc.org/>

MiCMRC Complex Care Management Course Registration

The MiCMRC Complex Care Management (CCM) course is designed to prepare the healthcare professional for the role of Complex Care Manager. Course content is applicable to all Care Managers in the ambulatory care setting, working with complex patients. For CCM Course details [click here](#)

Upcoming CCM course dates and course registration:

February 5- 8 | Grand Rapids, MI | [REGISTER HERE](#) | Registration deadline: Feb. 1st, 2018

February 12- 15 | Lansing, MI | [REGISTER HERE](#) | Registration deadline: Feb. 8th, 2018

March 5-8 | Lansing, MI | [REGISTER HERE](#) | Registration deadline: March 1st, 2018

NOTES: If you have 15 or more Care Managers in your area and would like the MiCMRC team to provide a regional training at your location please submit your request to: micmrc-ccm-course@med.umich.edu

For questions please contact : micmrc-ccm-course@med.umich.edu

BCBSM Revised Provider Delivered Care Management Training Requirements

BCBSM has revised the BCBSM Provider Delivered Care Management training requirements for Care Managers (CM) and Qualified Health Professionals (QHP). To learn more about the revised BCBSM training requirements, please contact the staff person responsible for coordinating care management services at your practice's Physician Organization (your practice manager should be able to give you contact information for the Physician Organization). Also, at a glance training information is available here: <http://micmrc.org/training/supported-programs/pdcm>

NEW - Blue Cross Blue Shield of Michigan

Online Provider Delivered Care Management Billing Training course

The Blue Cross Blue Shield of Michigan (BCBSM) Provider Delivered Care Management (PDCM), Blue Distinction Total Care (BDTC) and High Intensity Care Model (HICM) Billing Online Course is now offered via web-based training. The PDCM/BDTC/HICM Billing Course is available for viewing at your convenience.

To access the Blue Cross PDCM/BDTC/HICM Billing Online Course [click here](#).

To access the Blue Cross PDCM/BDTC Payment Policy and Billing Guidelines [click here](#).

NEW - Blue Cross PDCM/BDTC/HICM Webinar Offered Monthly

On a monthly basis, Blue Cross will conduct a question and answer session via WebEx relating to questions you may have after you've completed the online PDCM/BDTC/HICM Billing Online course regarding these programs. They are scheduled for the first Thursday of each month from 12:00 noon – 1:00 p.m. for the remainder of 2017. Dates and WebEx information:

- December 7, 2017

To join this meeting (Now from mobile devices!)

1. Go to <https://bcbsm.webex.com/bcbsm/j.php?MTID=m9e19c18ee71d2a4203d6087055092b77>
2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: pgip
4. Click "Join".
5. Follow the instructions that appear on your screen.

Teleconference information

1. Please call one of the following numbers:

Toll-Free: 1-800-4625837

Local: 1-313-2254000

2. Follow the instructions that you hear on the phone.

Your Cisco Unified MeetingPlace meeting ID: 734 134 932