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# Care Manager Orientation

Resource Item *What Does Embedment Look Like* has been updated.

View Edit



## Introduction

MiCMRC supports networking statewide as their care manager (CM) orientation and onboarding program. The sources for CM orientation and onboarding include:

- Materials shared by Michigan Physicians
- Evidence based literature
- Michigan Care Management Resource Center

If you have CM orientation/onboarding training needs, please contact [micmrc](#). Care Manager orientation resources and onboarding program, assist with addressing onboarding for new care manager onboarding programs across practices in the state.

## Care Manager Orientation Components

There are three cornerstones of an effective care manager role and responsibilities, 2.) orientation to the work, and 3.) orientation to the population.

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### Quick Tools

- [Care Manager Script](#)
- [Care Manager Orientation Checklist](#)
- [New Care Manager](#)

### Care Manager Job Description

Provides examples of job descriptions and roles for care managers.

**Tools**

**Care Manager Job Descriptions**  
Job descriptions for both Moderate and Complex Care Manager Job Descriptions

- [Moderate Care Manager Job Description](#)
- [Complex Care Manager Job Description](#)

**Tools**

**Care Manager Responsibilities**  
[Complex Care Manager Responsibilities](#)

### Tools

Provides tools to help guide the new care manager.

**Tools**

**Care Management 101**  
Provides a roadmap for new care manager development (MiCMRC)

- [Care Management 101](#)

**Tools**

**Algorithm - 5 Step Process**  
This document presents a suggested process for your practice/Physician Organization (MiCMRC)

- [5 Step Process Algorithm](#)

**Tools**

**Care Manager Scripting**  
Provides an example of a script when explaining the role of a care manager (MiCMRC)

- [Care Management Script](#)

### Toolkits

Provides toolkits to help guide and improve complex care management programs.

**Toolkits**

**Complex Care Management Toolkit**  
Toolkit summarizes ideas to improve an existing complex care program, or implement a new one

- [Click Here for Toolkit](#)

**Reference Guide**

**Safety Net Medical Home Initiative**  
Organized, Evidence-Based Care: Planning Care for Individual Patients and Whole Populations

- [Click Here for Guide](#)
- [Planned Care Videos](#)

From Improving Chronic Care, highlights Planned Care visits through short videos as well as a facilitator's guide.

### Articles

Provides resources around workforce development and training for care management.

**Article**

**Approaches to Workforce Development to Support Care Management**  
A Guide to Resources, Promising Practices, and Tools

- [Click Here for Article](#)

**Article**

**Care Management of Patients with Complex Health Care Needs**  
From the Robert Wood Johnson Foundation Synthesis Project

- [Click Here for Article](#)

**Article**

**Center for Health Care Strategies**  
Strategies for Hiring and training Care Managers in integrated Programs Serving Medicare-Medicaid Beneficiaries

- [Click Here for Article](#)

## Michigan Care Management Resource Center

[www.micmrc.org](http://www.micmrc.org)

Welcome to our new Care Manager Orientation web page!

If you have questions regarding the page, would like to share a tool or resource or leave feedback about the page contact us at [micmrc-requests@med.umich.edu](mailto:micmrc-requests@med.umich.edu)

To access the Care Manager Orientation page [Click Here](#)