



MiCMRC Educational Webinar

Team Based Care Related to Addressing Social Determinants of Health

June 7, 2017



micmrc

The Michigan Care Management Resource Center

MiCMRC Care Management Educational Webinar:
Team Based Care Related to Addressing Social Determinants of Health

Expert Panel of Presenters:

Alcona Health Center/Lincoln :

Paula Kienzle, RN and Stephanie Walker, CHW

Cherry Health-Westside Health Center:

Alexandria Bryce, RN, BSN, CCP, Colleen McGuire RN, CCP, and
Maria Elena Sanchez, RCHW

Facilitator: Rebecca Lindsay, MPH, CHES

Michigan Community Health Worker Alliance (MiCHWA)



New! Available Now

MiCMRC Care Management eLearning Courses

- Free online lessons
- Learn at your own pace
- Earn CE Credit

Programs MiCMRC Supports

MiCMRC provides training and support for the following statewide Care Management initiatives:

BCBSM Provider-Delivered Care Management

BCBSM PDCM-Specialists

SIM - PCMH Initiative

Comprehensive Primary Care Plus (CPC+)

High Intensity Care Model

Continuing Education

Select MiCMRC activities offer the opportunity to obtain free CE credits in Nursing or Social Work suitable for Michigan professional licensing requirements. [Click here for more information regarding CE activities...](#)

MiCMRC Complex Care Management Course

The MiCMRC Complex Care Management course is designed to prepare the healthcare professional for the role of Complex Care Manager. [Read More](#)

MiCMRC-Approved Self-Management Support Programs

MiCMRC approves Self-Management Support Programs. For a detailed summary listing program objectives, resources, tools, locations and more, [click to view or download the PDF file](#)

Care Management Connection Newsletter

Keep up with the latest care management news from MiCMRC. [Click for the latest or past issues ...](#)

Share Your Success Story

MiCMRC wants to hear about and share success stories in care management, team-based care and high intensity care management (HICM). [Click here to share yours...](#)

Upcoming Webinars

MiCMRC Educational Webinar

Wednesday, April 26, 2017 - 2:00pm

Diabetes Prevention

Presented by Tamah Gustafson, MPH, CPH, CHES

Kim Lombard, MS, RD, CDE

[Webinar Registration](#)

DIABETES

CHRONIC CONDITIONS

MiCMRC Educational Webinar

Wednesday, May 24, 2017 - 2:00pm

Pain Assessment in Ambulatory Care - Time to Repeal and Replace the Pain Score

Presented by Terri Voepel-Lewis, PhD RN

[Webinar Registration](#)

PAIN MANAGEMENT

Housekeeping: Webinar Toolbar Features

Collapse Toolbar

Ask a Question



Disclosures

- The planners have reported no relevant conflict of interest for the purpose of the MiCMRC Educational webinar “Team Based Care Related to Addressing Social Determinants of Health”.
- There is no commercial support for this activity.
- This webinar is available for CE credit until June, 2019 .
- Participants who successfully view the entire live or recorded webinar and complete the online CE process including required evaluation with email address will earn 1.0 contact hours.
- This continuing nursing education activity was approved by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. (OBN-001-91)



Instructions for Obtaining Nursing and Social Work CE Credit

To receive Nursing or Social Work 1.0 continuing education contact hour for “Team Based Care Related to Addressing Social Determinants of Health” for Today’s Live Webinar 6/7/2017 2:00 – 3:00 PM

- Attend the entire webinar
- Go to the Michigan Care Management Resource Center web site <http://micmrc.org/webinars>
- On the micmrc web site webinar page, locate the “*Team Based Care Related to Addressing Social Determinants of Health*” webinar information
 - Click the link titled **To Request CE Credit Click Here**
 - Complete the brief form, include your e-mail address, click submit
 - This will generate an ***email message to you containing a link to complete the CE request and required evaluation form***
 - Follow instructions in the e-mail: Complete the evaluation and submit. This step generates an email to you containing the CE certificate

**Note:* This webinar will be recorded. CE for viewing the recorded webinar will be available on <http://micmrc.org/webinars> soon. The recorded webinar will be available for Nursing and Social Work CE credit until May 9, 2019.

For technical assistance please e-mail: micmrc-requests@med.umich.edu



Wednesday, June 7, 2017 - 2:00pm

Team Based Care Related to Addressing Social Determinants of Health

Presented by

Cherry Health Care Team

Alcona Health Center Care Team

Rebecca Lindsay, M.P.H., CHES Education & Training Program Manager

Michigan Community Health Workers Alliance

WEBINAR

SOCIAL
DETERMINANTS
OF HEALTH



After viewing recorded webinar [Request CE.](#)

[Webinar Registration](#)

Click link shown to start CE process

JUN 7
2017

Team Based Care Related to Addressing Social Determinants of Health

WEBINAR

SOCIAL
DETERMINANTS
OF HEALTH

Presented by

Cherry Health Care Team

Alcona Health Center Care Team

Rebecca Lindsay, M.P.H., CHES Education & Training Program Manager

Michigan Community Health Workers Alliance

Request CE Credit or a Certificate of Completion

Complete the required certification and evaluation form to complete your request.

Cancel

[Continue to Evaluation](#)

(Optional) You may review and update your profile before proceeding to the evaluation form. Profile information you enter here will be saved for use with this and future requests.

Click on evaluation link to complete CE process

Team-based Care: Addressing Social Determinants of Health

With Care Manager and Care Coordinator Panelists from Cherry Health and Alcona
Health Center

Michigan Community Health Worker Alliance, 2017
<http://www.michwa.org>

Michigan Care Management Resource Center, 2017
<http://micmrc.org/>

Learning Objectives

- Define and identify roles within a care team
- Describe care team processes, lessons learned, and successes based on the experiences of the care team panelists
- Describe strategies to address social determinants of health as a care team

What is Team-based Care?

- The provision of health services to individuals, families, and/or their communities by at least two health providers who work collaboratively with patients and their caregivers—to the extent preferred by each patient - to accomplish shared goals within and across settings to achieve coordinated, high-quality care

Who is the Team?

The provider team *may* include a range of clinical and non-clinical personnel

- Physicians
- Nurse Practitioners
- Physician Assistants
- Nurses
- Care Managers
- Dietitians
- Pharmacists
- Social Workers
- Receptionists
- Licensed Practical Nurse
- Licensed Professional Counselor
- Licensed Pharmacist
- Bachelor's Social Worker
- Certified Community Health Worker
- Panel Manager
- Social Services Technician



Care Team Panelists

- **Alcona Health Center/Lincoln Care Team**
 - Paula Kienzle, RN – Care Manager
 - Stephanie Walker, Certified CHW – Care Coordinator
- **Cherry Health Care Team**
 - Alexandria Bryce, RN, BSN, CCP – Care Manager
 - Colleen McGuire, RN, CCP – Care Manager
 - Marie Elena Sanchez, RCHW – Care Coordinator

Panel Questions – Care Team Roles

- What does your care team look like? Who is involved in day-to-day communications?
- How would you describe the different team roles within your care team?
- How do Care Managers (CM) and Care Coordinators (CC) work together to improve patient-centered care?
- How does communication take place between the CM and CC?
- How does communication take place between the CM, the CC, and the broader team?

Care Team Processes & Lessons Learned

- What has been necessary for successful integration of Care Manager (CM) and Care Coordinator (CC) roles within the care team?
- What are some of the barriers and challenges to becoming a fully integrated care team?
 - What are strategies to overcoming these challenges?
- How has your care team been successful in providing patient care?
- What lessons have you learned in relation to care team integration and processes?

Addressing Social Determinants of Health (SDOH)

- Healthy People 2020 defines SDOH: “Conditions in the places where people live, learn, work, and play affect a wide range of health, functioning, and quality of life outcomes and risks.”
- *Healthy People 2020* developed a “place-based” organizing framework, reflecting five key areas of SDOH:
 - Economic Stability
 - Education
 - Social and Community Context
 - Health and Health Care
 - Neighborhood and Built Environment

Addressing Social Determinants of Health (SDOH)

- How does your care team work together to address SDOH when providing care to patients?
- What communication strategies does your care team use for addressing SDOH in patient care?
- What organizational support is essential for addressing SDOH as a care team?
- What are the challenges of identifying and implementing health interventions to address SDOH?
 - How has your care team been successful in doing this?
 - What are the lessons your care team has learned in terms of addressing SDOH in patient care?

Questions



Thank you!

Facilitator:

Rebecca Lindsay, M.P.H., CHES

Education and Registry Manager

Michigan Community Health Worker Alliance (MiCHWA)

Email: reblin@umich.edu

Instructions for Obtaining Nursing and Social Work CE Credit

To receive Nursing or Social Work 1.0 continuing education contact hour for “Team Based Care Related to Addressing Social Determinants of Health” for Today’s Live Webinar 6/7/2017 2:00 – 3:00 PM

- Attend the entire webinar
- Go to the Michigan Care Management Resource Center web site <http://micmrc.org/webinars>
- On the micmrc web site webinar page, locate the “*Team Based Care Related to Addressing Social Determinants of Health*” webinar information
 - Click the link titled **To Request CE Credit Click Here**
 - Complete the brief form, include your e-mail address, click submit
 - This will generate an ***email message to you containing a link to complete the CE request and required evaluation form***
 - Follow instructions in the e-mail: Complete the evaluation and submit. This step generates an email to you containing the CE certificate

**Note:* This webinar will be recorded. CE for viewing the recorded webinar will be available on <http://micmrc.org/webinars> soon. The recorded webinar will be available for Nursing and Social Work CE credit until May 9, 2019.

For technical assistance please e-mail: micmrc-requests@med.umich.edu

