

**Michigan Institute for Care  
Management and Transformation  
(MICMT)**

**The MICMT Complex Care Management**

**Course:** is designed to prepare the healthcare professional for the role of Complex Care Manager in the ambulatory care setting. The CCM course includes the standardized evidence-based course and access to live and recorded webinars. Complex Care Managers and health care professionals work with high risk/high cost patients. This patient population includes individuals with multiple co-morbidities and/or high utilization. The goal of care management includes coordinating care, maximizing patient function, improving quality, and decreasing cost.

The CCM course is built upon the Case Management Society of America (CMSA) Standards of Practice for Case Management and best practices of team based care in the Physician Office. The CCM course instructors have extensive backgrounds in care management implementation.

**Opportunity for Ongoing Education:** CCM Course attendees receive invitations to live webinars hosted monthly by the Michigan Institute for Care Management and Transformation. Additionally, course attendees may access the 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 is provided periodically.

**Continuing Education:**

Nursing and Social Work CE Contact Hours: 7.0

"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)"

"Michigan Care Management Resource Center is an approved provider with the Michigan Social Work Continuing Education Collaborative". Approved Provider Number: MICEC 110216



**The CCM Course Content**

**One-Day Course Agenda Topics**

**Care Management Delivery in the Primary Care Setting**

**Day in the Life and Financial Aspects of a Care Manager's Day**

**Team Based Care**

**The 5-Step Care Management Process**

**Social Determinants of Health**

**Comprehensive Assessment and Plan of Care**

**Case Studies**

**Course Schedule:**

- **Attend a recorded webinar "Introduction to MICMT CCM Course and Course Requirements"**
- **Self-Study, approximately 8 hours to complete**
- **Followed by One-Day In-Person Session and MICMT Statewide CCM Post-Test**

**For course details please access [www.micmrc.org](http://www.micmrc.org). For questions: [micmt-requests@med.umich.edu](mailto:micmt-requests@med.umich.edu)**