

Health Center Professional Development Program

Care Management 101: Essentials

When: September 13 – December 13, 2023

Introduction: The NACHC Quality Center is excited to offer Care Management 101: Essentials as a course offering in the fall 2023 Health Center Professional Development Program. The Quality Center recognizes the critical importance of providing access to training opportunities for health center professionals to build skills, develop competencies, and advance careers while driving improved patient care and health outcomes. More specifically, these trainings help to achieve the Quintuple Aim: improved health outcomes, improved patient experiences, improved staff experiences, reduced costs, and equity.

Course Description: This course provides a comprehensive learning path designed to prepare health center staff members to be successful in the role of care manager.

Who Should Apply: Health center staff new to the care manager role or gaining early experience in the position (recommended for participants to have 0-2 years of care management experience).

Course Content: Participants complete the 15 asynchronous courses (approximately 8 hours total) on their own, supported by three office hour sessions (45 mins/session), and a live Kick-off and Closing Session (45 mins/each).

Instructors: Faculty with HealthTeam Works. For more information on the instructors visit their respective links: [Angela Schindler-Berg, MS, LMHP, CRC](#); [Diane Cardwell, MPA, NP, PA-C \(HealthTeamWorks\)](#)

15 self-paced, online courses

- Defining Care Management
- Identifying Candidates for Care Management
- Managing the Health of the Population
- The Role of Maslow's Hierarchy in Care Management
- Identifying Patients for Episodic Care Management
- Exchanging Data with Target Facilities
- Patient Assessment and Documentation for Episodic Care Management
- Introduction to Processes and Workflows
- Identifying Patients for Longitudinal Care Management
- Enrollment, Assessment, and Documentation for Longitudinal Care Management
- Longitudinal Care Management Processes and Workflows
- Balancing Panel Size
- Establishing the Patient Relationship
- An Introduction to Teach-Back and Motivational Interviewing
- Collaborative Care Plan Development

**Limited to
50 seats -
Apply today
for your
chance to be
accepted!**

Health Center Professional Development Program: Care Management 101: Essentials

Training includes:

- 15 asynchronous courses (approximately 30 mins per course) participants complete on their own
- 12-month access to tools, templates, and resources
- Virtual feedback and guidance from faculty and experts
- Completion of all online modules and passing of a comprehension check is required to receive a Certificate of Completion

Attendants complete the **15 asynchronous courses** (approximately 30 mins per course) on their own, supported by two, 45-minute live sessions and three, 45-minute office hours.

Course Schedule	2023 Dates	Time
Live Kick-off Session	September 13	11:00 – 11:45 am ET
Asynchronous modules 1-8	September 13 – November 1	On your own
Office Hours #1	October 4	11:00 – 11:45 am ET
Asynchronous modules 9-15	November 1 – December 13	On your own
Office Hours #2	November 1	11:00 – 11:45 am ET
Office Hours #3	December 6	11:00 – 11:45 am ET
Live Closing Session	December 13	11:00 – 11:45 am

Questions?

Please contact us at: qualitycenter@nachc.org

For more information and to apply, click [here](#).

