

Health Center Professional Development Program

## Care Management 102: Intermediate

**When: September 13 – October 18, 2023**

**Introduction:** The NACHC Quality Center is excited to offer Care Management 102: Intermediate 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 training to health center care managers in the integration of care management into the care team, building effective partnerships internally and within the community to support care management, and demonstrating the value of the care management program.

**Who Should Apply:** Health center care managers with 2 or more years of care management experience.

**Course Content:** A series of four courses delivered during six live sessions.

**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 \(HealthTeamWorks\)](#)

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

### **Course 1 Curriculum Content: Working with Vulnerable and High-Risk Populations**

- Defining vulnerable & high-risk populations
- Applying principles of Maslow's Hierarchy of Needs
- Screening for social needs
- Identifying community resources
- Health literacy & addressing literacy issues

### **Course 2 Curriculum Content: Integrating into the Care Team & Managing Care Team Relationships**

- How to know if you're integrated in the practice care team
- Building relationships with internal practice care team
- Garnering provider buy-in & working with 'difficult' providers
- Healthy boundaries & Saying "No"

### **Course 3 Curriculum Content: Building Your Community Network**

- Identifying community partners
- Tools to collaborate with community partners
- Developing collaborative care agreements

### **Course 4 Curriculum Content: Demonstrating the Value of the Care Management Program**

- Data sources to assess the effectiveness of the Care Management Program
- Methods to assess the effectiveness of the Care Management Program
- Communicating Program Success

Health Center Professional Development Program: Care Management 102: Intermediate

**Training includes:**

- 12-month access to tools, templates, and resources from the Solution Center (a platform of like-minded individuals to promote healthcare transformation through learning)
- Customized learning and coaching support from faculty and experts
- Completion of all online modules and live session evaluations is required to receive a Certificate of Completion

Participants attend six, 2-hour live sessions.

Course Schedule	2023 Dates	Time
Live Session #1	September 13	12:30 – 2:30 pm ET
Live Session #2	September 20	12:30 – 2:30 pm ET
Live Session #3	September 27	12:30 – 2:30 pm ET
Live Session #4	October 4	12:30 – 2:30 pm ET
Live Session #5	October 11	12:30 – 2:30 pm ET
Live Session #6	October 18	12:30 – 2:30 pm ET

**Questions?**

Please contact us at: [qualitycenter@nachc.org](mailto:qualitycenter@nachc.org)

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

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