NATIONAL ASSOCIATION OF
Community Health Centers ®

HEALTH CENTER PROFESSIONAL DEVELOPMENT PROGRAM

CARE MANAGEMENT (101) ESSENTIALS
POWERED BY

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Health. Equity. Resilience.

OFFICE HOUR #1
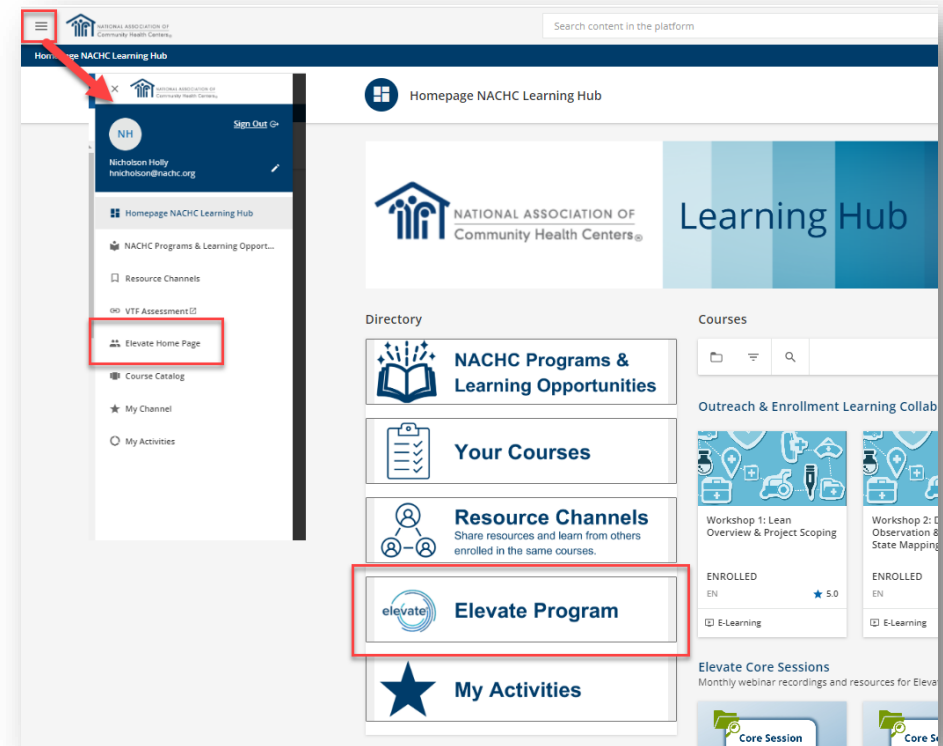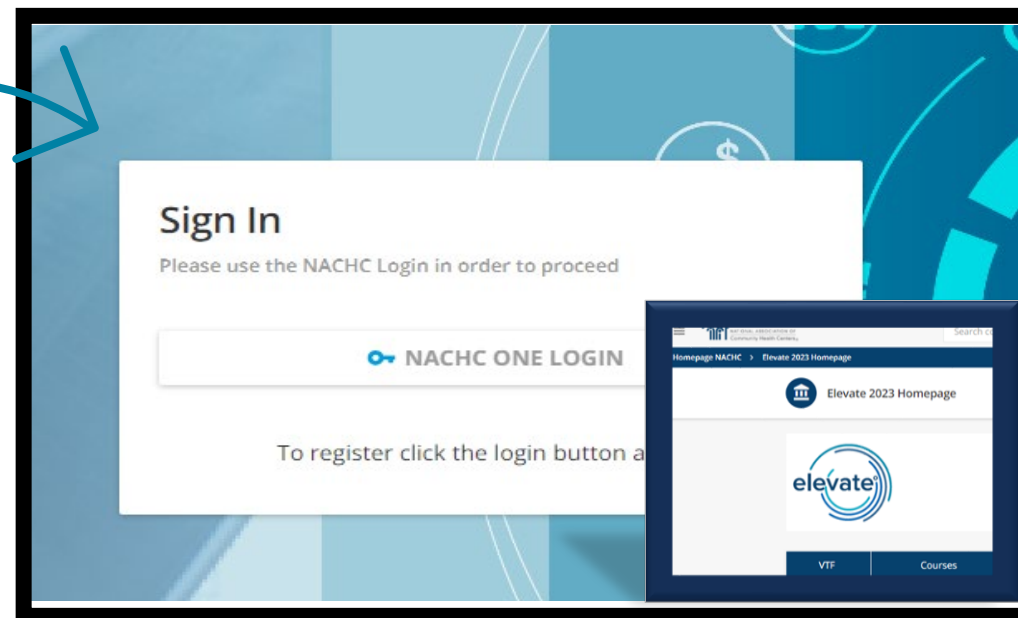OCTOBER 4, 2023
11:00 AM ET

NACHC's Online Learning Hub

Session will be recorded and available in the Learning Hub

If you already have a 'NACHC One' login (the login used for NACHC conferences), use this to sign in.

*If you do not yet have a 'NACHC One' login, **register for free**!*

Access NACHC's Learning Hub at
https://nachc.docebosaas.com/learn/signin

Care Management (101) Essentials
Office Hour #1

Care Management Essentials Course Outline

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

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Care Management Essentials: Course Timeline

Pre-Work

Course: September 13, 2023 – December 13, 2023

✓ Register for Elevate (completed)
✓ **Complete VTF Assessment**
✓ Block calendar for sessions

Sep 13th
Kick-Off Session

Oct 4th
Office Hours 1

Nov 1st
Office Hours 2

Dec 6th
Office Hours 3

Dec 13th
Closing Session

CM Modules 1-4
(approx. 30 min each)

CM Modules 5-9

CM Modules 10–15

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Essentials of Care Management Discussion

Opportunity:

- Questions
- Clarifications
- What is working / what is not
- Impact on day to day work

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Office Hours Objectives

- Provide the opportunity to ask questions / clarify the Care Management Essentials content

- Facilitate discussion on how to 'Make it Real' – taking the CM content and applying it in your day-to-day work

- Engage the group to network and share what has worked & what has not in their Care Manager role

Module 1:
Defining Care Management

➤ Care Management as an overview term

➤ Discuss what Care Management means to you as a Care Manager

➤ Discuss what Care Management means to the team and leadership

➤ Explore Care Management roles and responsibilities

➤ Care Management Goals

Questions and Discussion:
Defining Care Management

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Module 2:
Identifying Candidates for
Care Management

➢Discuss the process for your clinic/system

➢Risk score as criteria

➢Provider and/or team referral

➢Payer identified

Identifying Candidates for Care Management

Key Points

➢Empanelment / Attribution – knowing who is in your population – who you are caring for

❑ PCP

❑ Care Manager

➢Risk stratification

❑ EHR generated
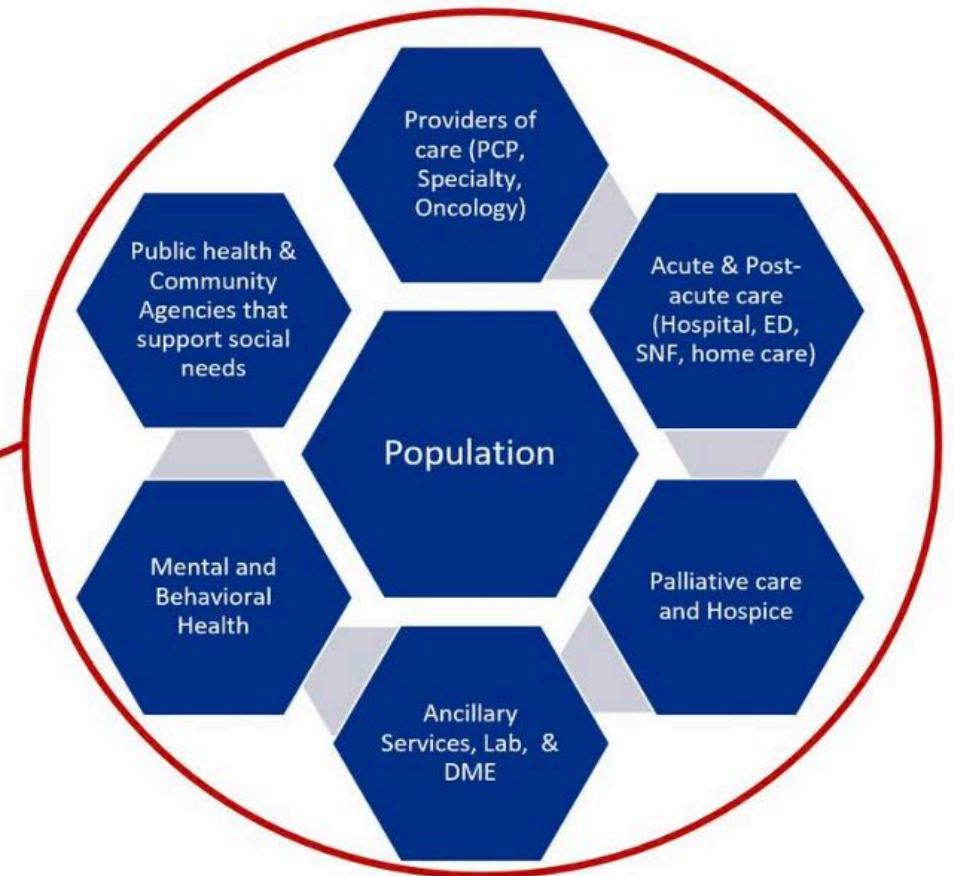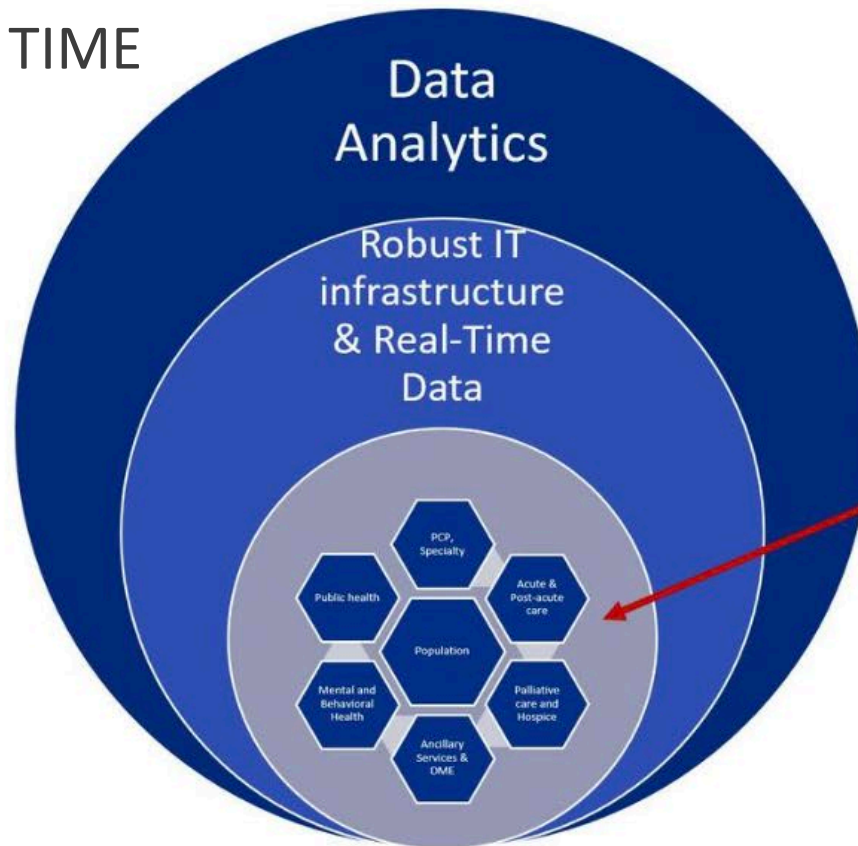
❑ Payor generated

❑ 2-step process – includes team input

Questions and Discussion:
Identifying Patients for Care Management

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Module 3: Managing the Health of the Population

- Moving from patient in front of you to understand the population you care for
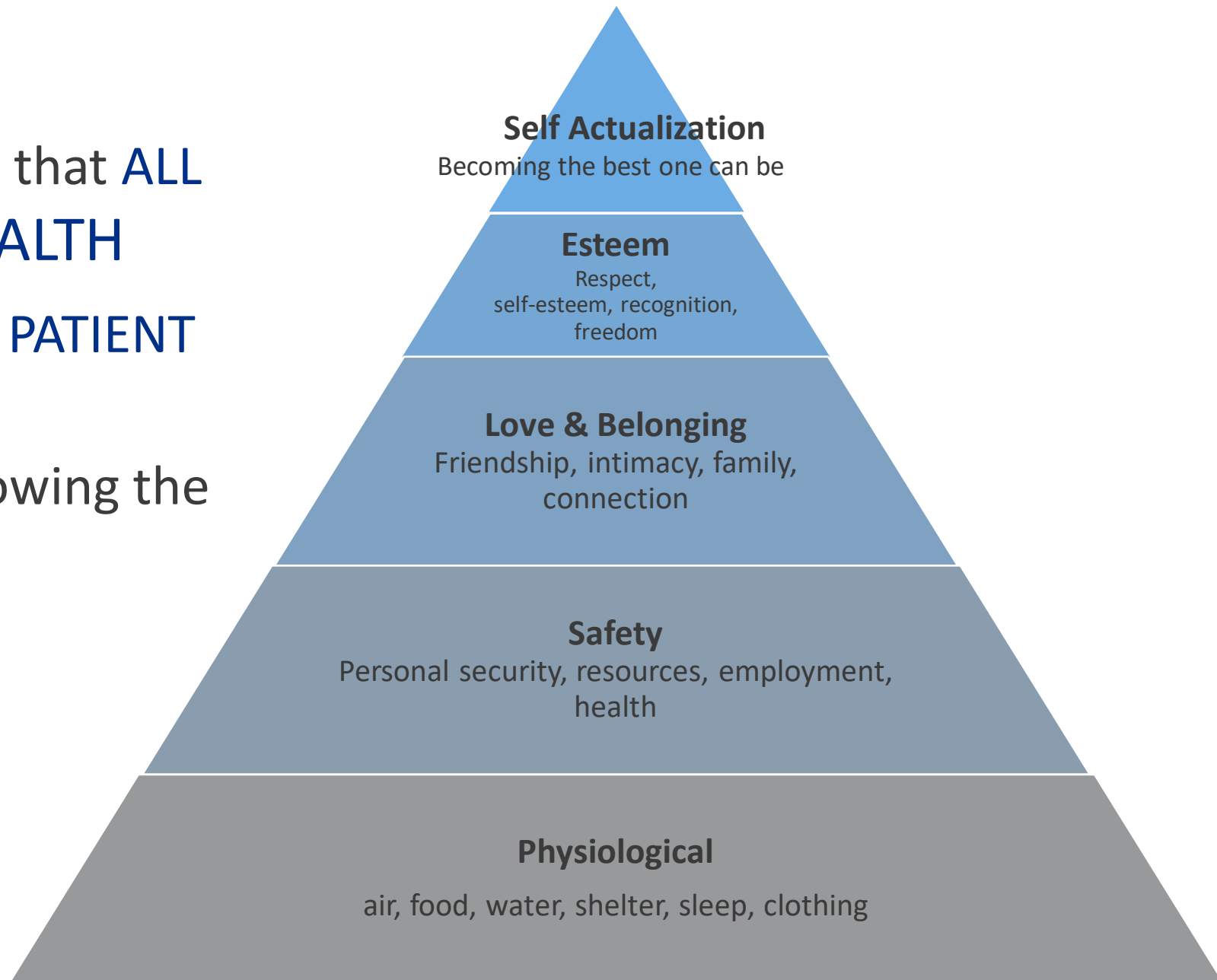
- Data-informed priorities

- DISCUSSION TIME

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Questions and Discussion:
Managing the Health of the Population

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Module 4: Is it *non-Compliance* or Maslow's?

- Starting with the assumption that ALL patients want OPTIMAL HEALTH

- Understanding the impact of PATIENT priorities

- Discussion: The value of knowing the patient's story

Self Actualization
Becoming the best one can be

Esteem
Respect,
self-esteem, recognition,
freedom

Love & Belonging
Friendship, intimacy, family,
connection

Safety
Personal security, resources, employment,
health

Physiological

air, food, water, shelter, sleep, clothing

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Questions and Discussion:
Is it *non-compliance* or Maslow's?

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NEXT STEPS: Course Schedule

Course Schedule	2023 Dates	Time
Asynchronous modules 1-3	September 13 – October 3	On your own time - Consider 1-2 modules / week
Office Hours #1	October 4	11:00 – 11:45 am ET
Asynchronous modules 5- 9	October 5 – October 31	On your own
Office Hours #2	November 1	11:00 – 11:45 am ET
Asynchronous modules 10 - 15	November 2 – December 5	On your own
Office Hours #3	December 6	11:00 – 11:45 am ET
Live Closing Session	December 13	11:00 – 11:45 am ET

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Connect With Us

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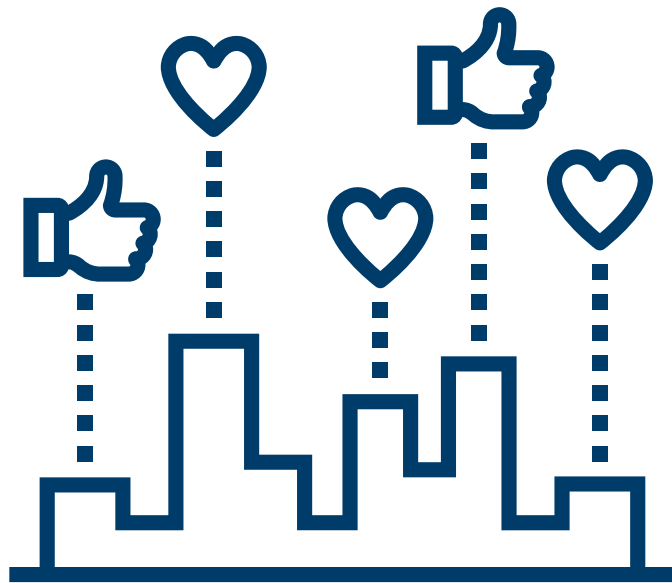
Provide Us Feedback

Contact Us!

The NACHC Quality Center team is here to help!

Questions on how to access online content? VTF Assessment?

Contact **QualityCenter@NACHC.org**

Thank You!

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