

## **COURSE OVERVIEW**

The Fundamentals of Care Management Course is designed to lead forward-thinking care management providers in delivering comprehensive care management services to a diverse population of individuals and populations with high-risk health conditions.

Coursework is flexible and interactive with web-based and classroom sessions. Many of the teaching modules are case-based and discuss actual scenarios that care managers commonly encounter.

Course materials are continually updated to reflect current National Committee for Quality Assurance (NCQA) Care Management standards, industry knowledge, and validated best practices based on peer-reviewed studies from medical, behavioral, and social services literature.

## **MODULES INCLUDE**

Modules can be created to cater to the needs and time restraints of participants and organizations.

### **Introduction to Healthcare in Oklahoma**

This introduction highlights the role of care managers in contemporary health care settings, including the patient-centered health home. The focus is on issues of disparity and health reform, local disease trends and population health.

### **Introduction to Behavioral Health**

Introduction to Behavioral Health provides information and tools to recognize and assess common behavioral health conditions. Participants also learn how to engage and maintain supportive relationships that improve overall health outcomes.

### **Trauma Informed Care**

This module introduces how traumatic experiences can alter both behavior and health. Participants learn to recognize and screen for trauma-related symptoms, resist re-traumatization, and integrate responses that promote recovery and resilience.

## **Foundations of Care Management**

Participants are guided through NCQA standards for care management programs. The session includes the practical application of core functions using a collaborative approach, evidence-based guidelines, protocols, and tools for everyday work. It also provides basic knowledge about measurement and quality improvement, the use of linguistic translation services, implications of health literacy, privacy, security, and confidentiality.

## **Crisis Management and Discussion**

Care Managers are a key resource during the experience of crisis. Participants are guided through the management of emergencies that affect their members and themselves such as their safety, and systems that include events of mass shootings and disaster preparedness.

## **Suicide Risk Assessment**

Suicide is the 10th leading cause of death among Americans. This module teaches participants how to recognize patterns that suggest suicidal ideation and introduces basic crisis management skills.

## **Introduction to Motivational Interviewing (MI)**

Care managers often face dilemmas when reconciling a person's risky lifestyle choices with his or her right to choose and establish personal goals. Basic MI skills are reviewed to strengthen a person's own desire and ability to make positive behavior changes.

## **Cultural Consciousness**

This session explores the stages and skills of cultural consciousness, with a focus on recognizing implicit bias, respecting cultural differences, and building practical strategies for equitable care. Participants will also practice techniques to improve culturally responsive communication.

## **Self-Care**

Studies show that people working with traumatized populations, are at high risk for secondary traumatic stress. Self-Care focuses on how to recognize secondary stress in yourself and others and provides tips, tools, and professional resources to help manage it.

## **Chronic Disease Management Modules**

This content reviews clinical guidelines and management of respiratory, and metabolic diseases that impact health care service utilization patterns. Current evidence-based recommendations are reviewed.

Coaching and knowing members of the healthcare team to promote self-management is discussed.

## **Know Your Community's Resources**

Know Your Community Resources provides an interactive learning activity where experienced care managers share their knowledge of local resources and identify how to access and make referral to services. Care managers create a directory of resources that offer a wide variety of services like housing, meal assistance, domestic abuse, and end-of-life care. Participants will be given the opportunity to share resources from their own work as care managers during a discussion period.

## **Documenting Care Management**

Though it borrows elements from both nursing and social work, care management is a discrete profession that provides distinct services. This class reviews basic documentation rules based on accreditation and quality standards that reflect the unique work of care management.

## **Ethics**

Ethics in Health Care introduces care managers to ethical theories and ethical decision-making. Using real-life examples of important and controversial issues encountered in healthcare organizations, care managers will learn, and practice skills needed to analyze the ethical issues, determine possible solutions, and identify the best solution for the situation.

## **Health Promotion Across the Lifespan**

This content reviews clinical guidelines of health promotion screenings and immunization schedules across the lifespan. Focus on how participation in these programs impacts healthcare utilization patterns.