



Essentials of Care Management

Training for Success in Population Health

Patients who receive personalized attention from a Care Manager are more engaged in their healthcare, understand their health better, and feel more in control.

Proper training for care managers is essential for the success and safety of a care management program. With the fast-paced demands of the healthcare industry, many Care Managers are left to learn on their own or from overworked colleagues, often resulting in burnt-out and unsafe work environments.

Essentials of Care Management training provides care managers with the necessary tools and resources to effectively carry out their responsibilities, alleviating the team's workload.

Our training is a comprehensive learning path—a series of 15 courses—designed for care managers in medical practices and clinically integrated networks. Whether the care manager is new to the position or needs additional training, this learning path will boost value and enhance effectiveness.

15 Online Courses in the Learning Path

- 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

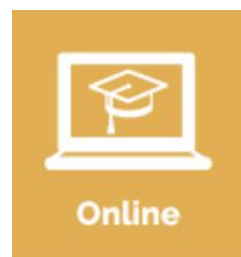


Our Approach

HealthTeamWorks has coached practices and integrated delivery networks for over 20 years. We know your time is valuable. That's why we are now offering online self-paced learning. Learn skills and strategies to improve quality outcomes without the added expense of travel or lost productivity. Looking for more hands-on support? We also offer virtual web-based and in-person training. Contact us to tailor a program to meet your team's unique training needs, budget and schedule.

Training includes:

- 12-months access to tools, templates, and resources in Solutions Center
- Virtual feedback and guidance from HealthTeamWorks experts
- Certificate of completion



Contact Us

To connect with HealthTeamWorks team, and to discuss how we can support, please contact us at:

solutions@healthteamworks.org