



2018 Course Catalog
Workforce Development
Trainings & Workshops



HealthTeamWorks®

Care Manager Training

HealthTeamWorks® Effective care management is a key driver to increased care quality, lower costs, and increased patient and provider satisfaction. With over 20 years of practice transformation experience, we know that a dedicated resource for care management allows for targeted interventions to accelerate cost and quality objectives.

In this training, Care Managers will acquire skills for integrating into the care team, establishing and implementing care management processes, tools, and resources, and educating and activating patients to adequately address their health care needs.

Following this training, participants should be able to:

- Define the role of the Care Manager in the primary care setting
- Outline strategies for integrating into the existing care team
- Develop a structure for the implementation of a care management program
- Draft a care management scorecard based on stated or assigned goals and objectives
- Develop an approach for engaging with patients assigned to care management

Visit the **HealthTeamWorks®** website and review all individual event information thoroughly prior to registering.

Facilitating Quality Improvement*

HealthTeamWorks® is a well-respected leader in practice transformation. With more than 20 years of practice transformation experience, we have coached and trained hundreds of practices to improve their work and optimize patients' experience of care. In this training, we are sharing best practices and effective strategies to develop the basic skills needed to facilitate quality improvement in your organization.

The course is for practice or system facilitators, coaches, and practice managers who support quality improvement within a healthcare setting, in a practice or across a variety of departments, or on behalf of a practice transformation organization.

Following this training, participants should be able to:

- Facilitate evidence-based quality and process improvement tools
- Utilize data to identify, prioritize, and guide improvement initiatives
- Apply basic change concepts to engage team members in process improvement projects

Visit the [HealthTeamWorks®](#) website and review all individual event information thoroughly prior to registering.

*This training was formerly Performance Improvement Facilitator 101

Facilitating Organizational Change

Join us for this intensive course to expand your knowledge of change management, planning and implementing sustainable change initiatives, and influencing without authority.

This course is designed for advanced facilitators, practice managers, and change agents – to meet the demands of new quality payment programs and evolve an organization from transitional forms of performance improvement to deep, sustainable transformation.

Following this training, participants should be able to:

- Facilitate progress from transitional change to data-informed strategic organizational change initiatives
- Utilize project management and advanced process improvement tools and resources to achieve defined outcomes
- Engage team members at all levels in supporting and implementing a culture of continuous improvement
- Utilize professional skills to navigate the human challenges associated with large scale change

Visit the [HealthTeamWorks®](http://HealthTeamWorks.com) website and review all individual event information thoroughly prior to registering.

Medical Assistant Professional Skills

High-performing care teams are a critical component in the emerging value-based payment environment. As providers are expected to continuously improve patient outcomes while reducing cost, each team member plays an important role. These teams require Medical Assistants with a new level of professional skills, who can thrive when faced with adaptive and technical challenges and effectively navigate these challenges without being derailed by the stress of change.

Following this training, participants should be able to:

- Utilize strengths in approaching adaptive and technical challenges
- Develop strategies for managing conflict
- Engage in steps to effectively problem solve and manage time and priorities
- Identify approaches to building resilience
- Collaborate with peers in an interactive learning environment
- Develop an action plan for immediate application in their role

Visit the [HealthTeamWorks®](http://HealthTeamWorks.com) website and review all individual event information thoroughly prior to registering.

Navigating Complex Change

Change is hard. And the changes required to move from volume to value can be complex. Learn how you can leverage your natural preferences with Myers-Briggs Type Indicator or StrengthsFinder to more effectively collaborate and communicate with your team, diagnose the needs required for specific change projects, and develop a plan that addresses the key components required for sustainable change.

Following this training, participants should be able to:

- Discover your preferences and strengths for navigating complex change through StrengthsFinder or Myers-Briggs Type Indicator assessments
- Define the key components of sustainable change
- Identify strategies to address the challenges of organizational change

Visit the [HealthTeamWorks®](http://HealthTeamWorks.org) website and review all individual event information thoroughly prior to registering.

Advanced Healthcare Professional Training (AHCP)

Each of the **four full-day** sessions focus on the application of a specific competency. The training also includes a mentoring component to support each learner's priorities to be more effective in their professional role. Using our specially trained faculty and advanced healthcare professional faculty members, sessions occur one month apart to allow learners to integrate their knowledge and skills step-by-step. Each in-person session includes learners updating their professional development plan to bring back to their manager.

Roles Ideal for this Program

Medical Assistants

Licensed Nurses

Front Desk Staff

Following this training, participants should be able to:

- Effective Personal Leadership
- Communication Strategies
- Maximizing Patient Relationships TODAY
- Professional Skill Building

Customized AHCP training programs, as well as training partnerships and event sponsorships are available. Please contact our Business Development Team at Solutions@healthteamworks.org for more information.

IT MATTRs

HealthTeamWorks offers five hours of on-site trainings geared to address the opioid-use epidemic with curriculum developed by IT MATTRs 2, a Colorado statewide initiative. This is a no-cost training and eligible providers and practices will receive compensation for the completion of the IT MATTRs 2 curriculum.

Eligibility & how it works:

Any practice with at least one provider with a waiver to prescribe buprenorphine is eligible for the program. If you currently do not have a provider with a waiver, the next provider training will take place on December 1st; see below for details around the provider-compensated training opportunities.

Provider training & compensation:

MDs, DOs and Residents will be compensated for completing the 8 hours required to complete the waiver training, at a rate of \$95 per hour

- $\$95 \times 8\text{hrs} = \760^*

NPs and PAs will be compensated for completing the 24 hours required to complete the waiver training, at a rate of \$75 per hour

- $\$75 \times 24\text{hrs} = \$1,800^*$

* Providers that apply for the DEA waiver will receive an additional \$240

Practice Compensation

Practices will be compensated \$1,400 for completing the five one-hour training series. Practices that participated in SIM Cohort 1 are now eligible to receive compensation for completing the provider and team trainings.

Upcoming Workshops

Contact solutions@healthteamworks.org to schedule your training.

Event Refund & Cancellation Policy

Event Cancellation by HealthTeamWorks® or Event Sponsor

- HealthTeamWorks® reserves the right to cancel an event due to low enrollment (minimum of 6 attendees) or other circumstances, in HealthTeamWorks®' discretion, which would make the event non-viable.
- If HealthTeamWorks® cancels an event, registrants will be offered a seat in a future session of the same event or a full refund of the paid registration cost.
- Should circumstances arise that result in the postponement of an event, registrants will have the option to either transfer registration to the same event at the new, future date or receive a full refund of the registration costs.

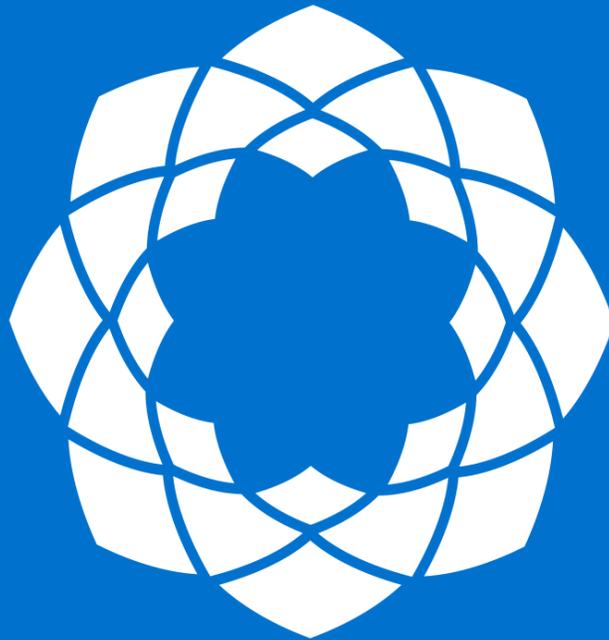
Registration Cancellation by Participant

- Unless specifically stated on registration materials, the deadline to receive **a full refund is 30 days prior** to the event.
- Cancellations received after the stated deadline will not be eligible for a refund.
- Refunds will not be available for registrants who choose not to attend an event.
- Cancellations will be accepted **via fax 303.934.6200 or e-mail info@healthteamworks.org only** if received by the stated cancellation deadline.
- All refund requests must be made by the attendee or credit card holder, and will not be accepted by any third party.
- Refund requests must include the name of the attendee and/or transaction number.
- Refunds will be credited back to the original credit card used for payment.

These above policies apply to all HealthTeamWorks® events unless otherwise noted in the corresponding event materials.

Please note that event dates and locations are subject to change. Visit the HealthTeamWorks® website and review all individual event information thoroughly prior to registering.

[Policy Revised 11/13/2017]



Contact us:

Priscilla Gascon, Solutions Specialist
Solutions@healthteamworks.org