



Leading Care Management

Championing Care Management

With clarity of direction and function, Care Managers can fully engage in planning 'how' to fulfill their roles most effectively. However, new best practices and proven innovations to Care Management approaches requiring Director-level sponsorship will undoubtedly arise over time.

Targeted based on learner priorities, Leading Care Management covers the steps to planning and implementing a population health strategy and care management infrastructure. This learning path also dives into best practices for hiring and coaching care managers. Equipped with the set of skills, managers and directors of care management programs effectively clear a path for optimal care management.

Leading Care Management Topics

- Analyzing Practice Data to Define the Program
- Creating Job Descriptions
- Evaluating & Managing Responsibility & Caseloads
- Communicating the Importance of Addressing Social Needs
- Establishing Boundaries to Protect Your ROI
- Developing Skills for Ambulatory Care Management Roles
- Behavioral-Based Interviewing for Care Management Roles
- Assessing for Skills During the Interview Process
- Remediation When a Care Manager Lacks Necessary Skills
- Introducing the Care Manager Role to the Care Team
- Finding a Champion for Care Management
- Addressing the Challenges of Care Team Integration
- Monitoring & Mitigating Care Manager Burnout
- Developing Metrics to Monitor Progress
- Qualitative Measurement of a Care Management Program
- Outcomes Reporting
- Coaching for Performance



Our Approach

HealthTeamWorks' Leading Care Management Learning Path supports care management leaders in monitoring successes, identifying challenges, communicating effectively, and advocating based on overall impact and performance.

Our team of coaches and subject matter experts can provide you with guidance and training on such topics as:

- Program & Role Development
- Hiring for Impact
- Supporting Care Team Integration
- Evaluating & Demonstrating



Contact Us

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

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