

# Education for Health Plan Care Manager Workforce Development

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# From the Beginning ...

- ❑ **Planning Grant** – June to December 2015
- ❑ **Development Begins** – January 2016
- ❑ **Care Excellence Launched** – May 2016
- ❑ **Implementation** – Through June 2017



**CALIFORNIA  
HEALTHCARE  
FOUNDATION**

# Lending their Guidance...



**SAN FRANCISCO  
HEALTH PLAN™**

*Here for you*



**Care1ST**  
HEALTH PLAN



# The Result ... Care Excellence

Curriculum Track	Audience	Content
Foundational	Less experienced care managers and care coordinators, and recent nursing and social work graduates;	The essential skills needed to provide effective, high quality case management
Advanced Concepts	Experienced case managers. Any care manager working with a specific population who needs advanced skills	The skills needed to support complex and diverse populations
Leadership	Supervisors and lead care managers responsible for mentoring other case managers or care coordinators	Leadership and supervisory skills needed to mentor new and current care managers and improve quality outcomes

# Care Excellence ...

- ☐ Modular – 3 Series, 14 courses or 55 modules
- ☐ Online and self-paced for care managers
- ☐ Face-to-face:
  - ☐ Motivational Interviewing Practicum
  - ☐ Leadership series
- ☐ All with RN, SW and CCM CEs

# Foundational Series

- ☐ Care Management Principles
- ☐ Motivational Interviewing
- ☐ Motivational Interviewing Practicum (F)
- ☐ Relationship Building
- ☐ Getting the Whole Picture
- ☐ Care Planning

# Advanced Concepts Series

## ☐ Patient Value Perception

## ☐ Special Populations

- Mental Illness, Homelessness and Poverty, Substance Abuse, Pain Management & Impact of Chronic Opioid Use, Domestic Violence and Jail and Forensic Health

## ☐ Special Populations

- People with Physical Disabilities, Intellectual and Developmental Disabilities, LGBTQ, , Alzheimer's/Dementia, Traumatic brain injury, Transplant, Pregnancy, Pediatric

## ☐ Complex Care Coordination Skills

## ☐ Complex Care Coordination Interventions



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## Defining Concepts

### What is Patient Activation?

Patient activation is a distinctive concept that embraces an individual's combined self-readiness for change through knowledge, skills, ability, belief, motivation, willingness, and confidence. Patient activation is realized by the combination of the factors a client possesses to manage his/her own health and his/her own care.



Patient activation is not, however, a passive process; instead, it requires clients to engage in active behavioral changes. These behavioral interventions have long lasting effects on patient activation, and by tailoring interventions and service delivery according to patient readiness levels, maximized productivity and impact can be accomplished. Because patient activation is tailored to meet the needs of the individual, it has impactful benefits across a range of diagnoses and across diverse populations.

When supported correctly, patient activation is a powerful mechanism for improving health; but it also provides a powerful pathway for addressing disparities in the health care system, for providing in depth and otherwise non-detectable insight to socio-demographic risk factors not identifiable through normal risk stratification processes, and for measuring client inclusion rates and performance levels of health care organizations.

### Self-Efficacy vs. Patient Activation

Self-efficacy or readiness to change is defined as an individual's belief or readiness in his/her own ability to execute behaviors to invoke change. Self-efficacy considers an individual's ability to practice self-control over his/her own previous motivations, behaviors, and social environment in order to achieve a desired state. As a result, self-efficacy is specifically linked to behavior and behavioral changes, and the individual's readiness and ability to manage those specific behaviors.

Patient activation is related to, but different from self-efficacy. Patient activation is a broader more encompassing concept. While patient activation incorporates an individual's ability to engage in behaviors to elicit change, and it works to encourage individuals to move through stages of improving effective self-management, much like self-efficacy and readiness to change do, patient activation also considers the individual's knowledge, skills, beliefs, and confidence for managing not only the behavior, but the overall health condition and health care.







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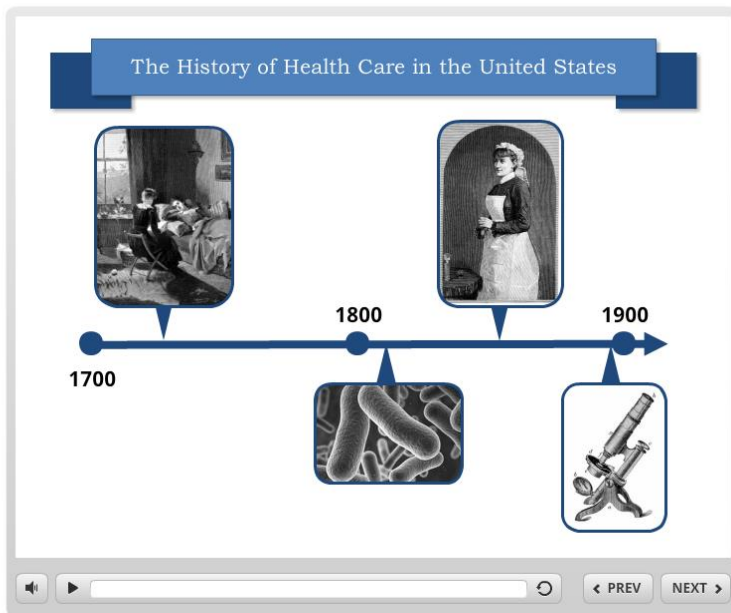
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# Evolution of Health Care

## History of Health Care in the United States

Click the arrow below to learn about how health care in America came to be the structure it is today.





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## Potential Partnership Stakeholders

Click through the images and links below to read about the different stakeholders that can be found within a community.



Select one of the images to read about each of the potential partnership stakeholders.





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## Registered Nurse vs. RN Care Management

The Registered Nurse Care Manager is in fact a nurse capable of completing the same medical tasks as nurses in clinics, medical offices or hospitals, however, there are some critical differences between RNs in a medical environment and RN Case managers.

Click on the below icons within the Registered Nurse and RN Care Management windows to read about the specific differences between these professions.

### Registered Nurse



# Leadership Series

- ❑ Best Practices for Improved Outcomes
- ❑ Mentorship
- ❑ Leadership
- ❑ Innovation

Face-to-face, One-Day Courses

# The Response ...

- ❑ Over 1800 modules sold to date
- ❑ Positive health plan response
- ❑ Enthusiastic participants

*Will be able to understand the overall view and how my role is benefitting the bigger picture*

*I have a better understanding of partnerships and how important they are in person-centered care and coordination*

*The course is a very good tool for care coordination*

*This knowledge will guide me in how to improve the standard I use in providing care coordination*

*Very highly informative and well-delivered*

*Helped me understand the principles of practice*

# How It's Being Used ...

- ❑ Provide a common foundation of knowledge for existing staff
- ❑ Cost-effectively on-boarding new staff, especially those less experienced as care managers
- ❑ Ensure staff have appropriate specialty knowledge
- ❑ High quality CEs



# www.careexcellence.org

