

Training Requirements for Staff Who Provide Care Management Services for the Medically Complex Population

The PCCM-e shall provide training for staff providing Care Management services to the Medically Complex Population. The training should include the topics below:

- 1) Introduction to New Models of Care and Healthcare Trends
 - a) Overview of the U.S. Healthcare System
 - b) Introduction to Care Coordination
 - c) New models of care

- 2) Interdisciplinary Teams
 - a) Working on interdisciplinary teams
 - b) Building positive relationships on a team
 - c) Communication with team members
 - d) Participating in team huddles
 - e) Dealing with team conflicts

- 3) Person-centered and Communication
 - a) Defining person-centered Care Planning
 - b) Recognizing family and patient needs
 - c) Communication and patient engagement techniques (part 1)
 - d) Communication and patient engagement techniques (part 2)
 - e) Health literacy

- 4) Complex Medical Conditions
 - a) Overview of complex medical conditions (part 1)
 - b) Overview of complex medical conditions (part 2)
 - c) Social determination of health
 - d) Self-management

- 5) Cultural Competence
 - a) Recognizing patients' families' cultural needs/factors that may affect their choices or engagement.
 - b) Communicating with patients and families in a culturally competent manner

- 6) Ethics and Professional Boundaries
 - a) Ethical and professional responsibilities
 - b) Professional boundaries

- 7) Quality Improvement
 - a) The quality improvement process

- b) Quality improvement methods and processes
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- 8) Community Orientation
 - a) Connecting patients and families to community resources
 - b) Supporting families as they seek resources in the community.
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- 9) Health Information Technology, Documentation and Confidentiality
 - a) Basic technology skills and electronic health records
 - b) Documentation
 - c) Confidentiality and guidelines