Opportunity to Apply: Nurse Care Manager/Care Coordinator Standardized Core Curriculum (GLearn) Program

What is the NCM/CC Core Curriculum Training Program?

The Care Transformation Collaborative of Rhode Island/PCMH Kids, with funding from UnitedHealthCare and Rhode Island Department of Health, is pleased to offer up to twenty-five (25) Nurse Care Managers/Care Coordinators the opportunity to participate in a standardized evidence-based training program in which you will learn to apply key care management concepts within your primary care practice setting and organization.

We have contracted with G Health Solutions to provide you with a blended educational learning experience that includes:

a) **Web Based interactive modules**: completed over a 12-15-week period covering such topics as risk stratification and priority setting, criteria based level of care determination, care management approaches for targeted high risk conditions, transitions of care and time management (See "Attachment A" for curriculum topics and time for completion);

b) **Weekly NCM/CC faculty facilitated collaboration one-hour zoom meetings:** providing you with an opportunity to learn with a cohort of your NCM/CC peers and apply the patient centered medical home care management concepts with guidance from Rhode Island NCM faculty who will facilitate the learning experience;

c) **Demonstration of skills through a Case Study Capstone Presentation:** providing you with an opportunity to demonstrate how you are using your knowledge and skills by presenting a case study to your peers at the last learning session and at a Best Practices in Team Based Care Meeting.

Who Can Apply?

- Nurse Care managers and Care Coordinators working in Rhode Island primary care practices (pediatric, adult and family medicine). If more than 25 NCM/CC apply for the training, priority will be given to applicants whose primary care practice is part of a system of care (accountable care organization) and/or participated in the CTC-RI transformation program.

Benefits of Obtaining the Core Curriculum Training for Nurse Care Manager /Care Coordinator:

- Access to 18 on line learning modules with opportunity to earn up to 18.5 RN CEU's and 18.54 CCM credits that can be applied toward Care Management certification
- New and experienced Nurse Care Managers and Care Coordinators will learn to apply key population health/care management concepts within your patient centered medical home practice
- NCM/CC will benefit from learning with your peers and faculty who can assist you with applying what you have learned using Rhode Island resources to assist patients and families.

Time Commitment:

All learners will have access to the complete curriculum. The curriculum training and time commitment are tailored to the learner's level of experience and current role:

- New NCM/CC (less than 1-year experience): complete all 18 modules (time: 43 hours).
- Experienced NCM: complete 8 modules (27 hours); will have access to all 18 modules.
- New Pediatric Care Coordinators: complete 14 modules (27 hours); will have access to all 18 modules.

Weekly NCM/CC faculty facilitated one-hour zoom meetings: Learners are responsible for attending the meeting, prepared to discuss the assigned learning module materials

See "Attachment B" for tailored program description

Learner and Practice Site Leadership Responsibility:

Please consider carefully your commitment before applying for the NCM/CC core curriculum-training program. While UnitedHealthcare and RI Department of Health funding covers the cost of the learning license, each license costs more than $1200.00 and is not transferable once assigned to a NCM/CC.

- Leadership is expected to provide NCM/CC with support time, which includes 2-4 hours of study time for completing learning modules, and 1-2 hours for coaching sessions; some of the training may occur during non-work time at the NCM/CC's own expense.
- Leadership is expected to provide NCM/CC with time to participate in the weekly scheduled 1-hour telephonic conference sessions with NCM/CC faculty. While the telephonic conference calls are recorded, the NCM/CC is expected to participate in as many of the "real time" scheduled telephonic calls as possible as you and your fellow NCM/CC learn from each other.
- Both practice leadership and learner are asked to read and sign the agreement indicating your commitment to complete the learning sessions with the assigned cohort and abide by intellectual property G Learn requirements.

This program has been designed to, in large part, provide significant professional learning opportunities through collaborative group activities such as the weekly cohorts. For this training to be successful for ALL members of each such cohort, EVERY participant must be fully prepared through individual completion of the assigned modules and preparatory self-study each week. Failure of individual cohort members to prepare deprives other members of significant learning opportunities and undermines the efficacy of this training program. The weekly commitment for adequate participation in this program is anticipated to be between 2.5 and 4 hours per week. NCM/CC's unable to fully commit to such time and effort are asked not to apply and, thus, permit the program resources to be applied elsewhere.

CTC will review applications for approval, and we reserve the right to consult with applicants and practice leadership if there are concerns about the likelihood of a learner completing the training program. Learners that are issued licenses are expected to complete the tailored training program, even if they change employment, as the license is issued to the learner and not to the organization. Attendance and assignment completion is monitored as part of our quality assurance process.

Directions for completing the application:

1. Both the learner and practice leadership person are responsible for reviewing this document and adhering to the agreement that outlines confidentiality and use restrictions contained within the application.
2. NCM/CCs: Apply for the GLearn Curriculum Training at https://forms.office.com/r/sfwPppKTTb – you will answer questions about your contact information, License information, Job Function, Specialty, etc.

Application and Implementation Timeline

Step	Activity	Date
1	Applications released	June 15, 2023
2.	Online applicant and practice information form to be completed by learner (including learner attestation of Practice Leadership approval and support for time commitment): https://forms.office.com/r/sfwPppKTTb	Due: July 24, 2023
3.	Applications will be reviewed for completeness and approved; learners will be notified and be assigned to a NCM/CC cohort (7 to 10 other learners) from a mix of different practices to maximize opportunity to learn from each other.	August 18, 2023
4.	Learners will be send and asked to complete a learning needs self-assessment document	Due August 25, 2023
5.	In order to receive CEU credits, learners complete an evaluation form at the end of each course module. Learners complete a program survey at the beginning and at the end of the G Learn program. After completing the post survey, learners will be issued a certificate of completion.	On going
6.	Faculty member will contact assigned NCM/CC and establish a schedule for the weekly telephonic conference sessions	Mid/Late August
7.	Learners will be assigned to complete self-study components each week during the timeframe and participate in weekly 1-hour conference calls _Note_: Conference calls are recorded so that learners can continue to participate in training curriculum when there are scheduling conflicts but learner must participate in conference calls to receive credit.	Week of Sept 11, 2023

Contact person for questions: Michelle Mooney, Project Coordinator mmooney@ctc-ri.org
Application Form: https://forms.office.com/r/sfwPppKTTb
Due Date: 7/24/23

Attachment A

	CEU =18.5 CCMC Credits = 18.54		Education Curriculum and Timeline: New Care Manager OR Experienced Care Manager Taking all 18 Modules Cohort: Date:			ADVANCING INTEGRATED HEALTHCARE
Course Module Titles	CEU Credit Hours per Module: Viewing Time	CCM Credit Hours Per Module: Viewing Time	Module Viewing Time	Estimated Self-Study Component	Collaboration Call Time Commitment	Proposed Date and Time
Prerequisite Reading			Not Applicable	60-120 minutes		Prior to kickoff meeting
Total Time: 3 hours Collaboration Session—Kick Off Intro to Course				2 hours	1 hour	Date/ Time: TBD by Faculty
Education Session One:						
Introduction to GLearn Health Case Management Training Suite	0.75	0.66	40 Minutes	0 minutes	30 Minutes	
Population Based Case Management - An Introduction	1.25	1.33	80 Minutes	0 minutes	30 Minutes	
Total Time 3 Hours			2 Hours			
Collaboration Session Review Modules					1 Hour	Date/ Time: TBD by Faculty
Education Session Two:						
Patient Population - Identification, Stratification And Priority Setting	0.75	0.83	50 Minutes	N/A	30 Minutes	
Population Based Case Management Concepts	0.75	0.75	45 minutes	N/A	30 Minutes	
Total Time 2.58 Hours			1.58 Hours			
Collaboration Session Review Modules					1 Hour	Date/ Time: TBD by Faculty

Course Module Titles	CEU Credit Hours per Module: Viewing Time	CCM Credit Hours Per Module: Viewing Time	Module Viewing Time	Estimated Self-Study Component	Collaboration Call Time Commitment	Proposed Date and Time
Education Session Three:						
Transitions of Care	1.25	1.16	70 Minutes	15-30 Minutes	60 Minutes	
Triple Aim - Case Manager's Role In Achieving	1	1	60 Minutes	N/A	30 Minutes	
Total Time 4.16 Collaboration Session Review Modules			2.16 Hours	.5 Hours	1.5 Hour	Date/ Time: TBD by Faculty
Education Session Four:						
Effective Communication Techniques In Team Based Care Delivery	1	1	60 Minutes	N/A	30 Minutes	
Total Time 1.5 Hours Collaboration Session Review Modules			1 Hour		.5 Hours	Date/ Time: TBD by Faculty
Education Session Five:						
Concept Of The Medical Home	0.75	0.83	50 Minutes	N/A	30 Minutes	
Five Core Components Of The Medical Home	1.5	1.5	90 Minutes	30-60 minutes	30 Minutes	
Total Time 4.33 Collaboration Session Review Modules:			2.33 Hours	1 Hour	1 hours	Date/ Time : TBD by Faculty
Education Session Six:						
Stakeholders Role In The Medical Home	0.75	0.66	40 Minutes	N/A	30 Minutes	
Medical Home Meeting	1	1	60 Minutes	N/A	30 Minutes	
Total Time 2.66 Hours Collaboration Session Review Modules:			1. 66 Hours	N/A	1 Hour	Date/ Time: TBD by Faculty

Course Module Titles	CEU Credit Hours per Module: Viewing Time	CCM Credit Hours Per Module: Viewing Time	Module Viewing Time	Estimated Self-Study Component	Collaboration Call Time Commitment	Proposed Date and Time
Education Session Seven:						
Medical Home Workflow: Implementing Practice Redesign	0.75	0.75	45 Minutes	N/A	30 Minutes	
Time Management	1	1	60 Minutes	90 Minutes	30 Minutes	
Total Time 4.25 Hours			1.75 Hours	1.5 Hours		
Collaboration Session Review Module:					1 Hour	Date/ Time: TBD by Faculty
Education Session Eight:						
Right Care, Right Place, Right Time-Criteria Based Level Of Care Determination	0.75	0.75	45 Minutes	60-120 Minutes	30 Minutes	
Total Time 3.25 Hours			.75 Hours	2 Hours		
Collaboration Session Review Module:					.5 Hour	Date/ Time: TBD by Faculty
Education Session Nine:						
Introduction To Targeted Conditions: Guidelines To Identify And Manage	0.50	0.58	35 minutes	90-120 min	30 Minutes	
Total Time Hours 3.08			.58 Hours	2 Hours		
Collaboration Session Review Module:					.5 Hour	Date/ Time: TBD by Faculty
Education Session Ten:						
Targeted Condition: Chronic Obstructive Pulmonary Disease	1	1.08	65 Minutes	60-90 min	60 Minutes	
Total Time 3.58 Hours			1.08 Hours	1.5 Hours		
Collaboration Session Review Module:					1 Hour	Date/ Time: TBD by Faculty

Course Module Titles	CEU Credit Hours per Module: Viewing Time	CCM Credit Hours Per Module: Viewing Time	Module Viewing Time	Estimated Self-Study Component	Collaboration Call Time Commitment	Proposed Date and Time
Education Session Eleven:						
Targeted Condition: Heart Failure	2	2	120 Minutes	90-120 minutes	60 Minutes	
Total Time: 5 Hours Collaboration Session Review Module:			2 Hours	2 Hours	1 Hour	Date/ Time: TBD by Faculty
Education Session Twelve:						
Targeted Condition: Diabetes Mellitus	1.75	1.66	100 Minutes	60-120 minutes	60 Minutes	
Total Time 4.66 Collaboration Session Review Modules:			1.66 Hours	2 Hours	1 Hour	Date/ Time: TBD by Faculty
Total 45.05						
Coaching #1					1 Hour	TBD
Coaching #2					1 Hour	TBD
Coaching #3					1 Hour	TBD
Capstone to be Presented at Nurse Care Manager / Care Coordinator Meeting						TBD

Attachment B

GLearn Courses – RN PATH 18 Core Courses - receive 18.5 CEU/18.54 CCMC	Time Commitment per Module in Hours	New Nurse Care Manager (Experience < 1 year)	Pediatric Care Manager	Experienced Care Manager	CEU	CCMC
Introduction to GLearn Health Case Management Training Suite /Self-Assessment & ACMS Prerequisite Reading	4.16	X	X	X	0.75	.66
Population Based Case Management - An Introduction	1.83	X	X		1.25	1.33
Patient Population - Identification, Stratification And Priority Setting	1.33	X	X		0.75	.83
Population Based Case Management Concepts	1.25	X	X		0.75	.75
Transitions of Care	2.66	X	X	X	1.25	1.16
Triple Aim - Case Manager's Role In Achieving	1.5	X	X		1	1
Effective Communication Techniques In Team Based Care Delivery	1.5	X	X	X	1	1
Concept Of The Medical Home	1.33	X	X		0.75	.83
Five Core Components Of The Medical Home	3	X	X		1.5	1.5
Stakeholders Role In The Medical Home	1.16	X	X		0.75	.66
Medical Home Meeting	1.5	X	X		1	1
Medical Home Workflow: Implementing Practice Redesign	1.25	X	X		0.75	.75
Time Management For Case Managers	3	X	X	X	1	1
Right Care, Right Place, Right Time - Criteria Based Level Of Care Determination	3.25	X	X		0.75	.75
Introduction To Targeted Conditions: Guidelines To Identify And Manage	3.08	X		X	0.5	.58
Targeted Condition: Chronic Obstructive Pulmonary Disease	3.5	X		X	1	1.08
Targeted Condition: Heart Failure	5	X		X	2	2
Targeted Condition: Diabetes Mellitus	4.66	X		X	1.75	1.66
Total Time in Hours		44.96	28.16	27.9		

OTHER AVAILABLE COURSES IN RN PATH with no associated CEUs/CCMCs
Elder Abuse and the Care Management Team Member Role
Focus on the Patient Home Visit
Identifying Health Literacy and the Use of Teach Back
Motivational Interviewing *NEW CURRICULUM
Infection Control in the Home – Clinical - *NEW

GLearn Courses – Non-Licensed Care Team Member (NLCTM) Path
15 Core Courses (No CCMC/CEUs awarded)
Introduction to GLearn Health Case Management Training Suite
Five Core Components Of The Medical Home
Patient Population - Identification, Stratification And Priority Setting
Right Care, Right Place, Right Time - Criteria Based Level Of Care Determination
Concept Of The Medical Home
Stakeholders Role In The Medical Home
Medical Home Workflow: Implementing Practice Redesign
Population Based Case Management - An Introduction
Introduction To Disease Processes
Transitions of Care
Population Based Case Management Concepts
Time Management For Case Managers
Triple Aim – The Care Team Member's Role In Achieving
Effective Communication Techniques In Team Based Care Delivery
Medical Home Meeting
OTHER AVAILABLE COURSES IN NLCTM PATH
ACMS Prerequisite Reading
Elder Abuse and the Care Management Team Member Role
Focus on the Patient Home Visit
Identifying Health Literacy and the Use of Teach Back
Motivational Interviewing - *NEW CURRICULUM*
Infection Control in the Home – Clinical - *NEW*
Infection Control in the Home – Non-Clinical *NEW*
Fundamentals of Prescription Labels