



Nurse Care Manager/Care Coordinator Standardized Core Curriculum (xGLearn) Application

Introduction:

The Care Transformation Collaborative of Rhode Island (CTC-RI) was awarded a \$150,000 grant from United Healthcare to purchase access to core curriculum licenses for on-line learning modules to implement a state-wide workforce development program that will benefit 100 nurse care managers and care coordinators in primary care practices. Practices that are currently in or have previously participated in a CTC contract as well as NCM/CC that work in systems of care (ACO/A/E models) may apply.

CTC Rhode Island has contracted with xG Health Solutions to provide a blended educational learning experience for Care Managers and Care Coordinators. Faculty members, selected by CTC-RI and trained by xG Health Solutions, will facilitate the NCM/CC learning experiences. Additionally, nurses will have the opportunity to earn RN CEUs and CCM credits that can be applied towards Case Management certification. These credits can be helpful for a learner who is interested in obtaining care management certification but the program is not intended to be a care management certification course.

Core Curriculum Training includes:

- a) Web Based interactive modules (See Attachment A for curriculum topics and time for completion)
- b) Weekly NCM/CC Faculty facilitated Telephonic Collaboration sessions with a cohort of other NCM/CC
- c) WebEx "Go to Meetings" and a mandatory Case Study Capstone Presentation facilitated by each learner

Time Commitment:

All learners will have access to the complete curriculum. The curriculum training has been tailored to the learner's level of experience and current role as described below. (See Attachment B for tailored program description).

- New NCM: Recommended that new NCM/CC with less than 1 year experience participate in all 18 modules (time: 43 hours).
- Experienced NCM: Recommended to complete 8 modules (27 hours); will have access to all 18 modules.
- Pediatric care coordinators: Recommended to complete 14 modules (27 hours); will have access to all 18 modules.

Practice Site/Clinician Responsibility:

Please consider carefully your commitment to completing the xGLearn care management on line training program before signing this application. Each license costs more than \$1500.00 and is not transferable once it is assigned to a NCM/CC although.

- Leadership is expected to provide NCM/CC with support time for completing learning modules and coaching sessions; some of the training may occur during non-work time at the NCM/CC 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 will be taped, it is expected that the NCM/CC will participate in as many of the "real time" scheduled telephonic calls as possible.
- Both practice leadership and clinician are asked to read and sign the agreement indicating their commitment to complete the learning sessions with the assigned cohort and abide by intellectual property xG Learn requirements.
- CTC will review applications for approval; consultation will occur with individual organizations if there are concerns about the likelihood of an applicant completing the training program. Learners that are issued licenses are expected to complete their tailored training program, even if they change employment as the license is issued to the learner and not to the organization.

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

There is a strong business case for having nurse care managers and care coordinators complete the standardized care management training program:

- ✓ This training will provide the organization and primary care practices with a standardized evidence based method for on-boarding new nurse care managers/care coordinators.
- ✓ New and experienced nurse care managers and care coordinators will learn to apply key care management concepts such as: stratification and priority setting, criteria based level of care determination, care management approaches for targeted high risk conditions, and medical home work flow for implementing practice redesign.
- ✓ NCM/CC along with a cohort of other NCM/CCs will receive supervised learning from faculty that have been

pecially trained and certified by xG Learn; faculty will assist learners with applying what they have learned and on utilizing Rhode Island resources to assist patients

- ✓ The core curriculum license will provide the NCM/CC with access to all 18 on-line learning modules and obtain up to 43 continuing education credits

Directions for completing the application:

- 1) Complete NCM/CC Core Curriculum application including information on the person(s) who will be participating in the training program
- 2) Review, sign and adhere to agreement that outlines confidentiality and use restrictions

Training Timeline*:

Date /timeline	Activity
January 26, 2018	Applications due
January 31, 2018	Applications approved
February 7, 2018	Learner will 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
February 8-16, 2018	Faculty member will contact assigned NCM/CC and establish a schedule for the weekly telephonic conference sessions
February 26th: Program starts and extends through week of June 25	Learners will be assigned to complete self-study components each week during the timeframe and participate in weekly one hour conference calls <i>Note:</i> Conference calls will be 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 CEU credit.

Due Date: 1/26/18 Submit Application and signed xGLearn licensing agreement via email to:

Candice Brown Email: Candice.Brown@umassmed.edu Office telephone number: 401-528-3277

CTC NCM/CC Core Curriculum Application

Organization Name (if applicable)	CTC relationship: Currently in contract: Yes/No Past CTC participant Year ended _____ Practice can also apply if not part of CTC if in a system of care relationship ACO _____ A/E _____
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Site Contact Person: Position:	Email: Phone:
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IT person Name Needed if there is a problem with meeting system requirements identified below N/A	Email: Phone:
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NCM/CC Name *	Email: Phone:
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Practice Site	Address
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Select Learning Option:

- _____ **Experienced NCM:** I have more than 1 year of NCM experience and will participate in 8 learning modules (27 hours)
- _____ **Experienced NCM:** I have more than 1 year of NCM experience and will participate in all 18 learning modules (43 hours)
- _____ **New NCM:** I have less than 1 year of NCM experience and will participate in 18 learning modules (43 hours)
- _____ **Care Coordination:** I will be participating in the 14 learning modules that apply to pediatric/PCMH care (27 hours)

**Practice may copy above box when applying for more than one NCM/CC*

Practice Preference

On a routine basis, NCM/CC is able to participate in scheduled telephone conference calls on (check all that apply)

Monday: AM/PM Tuesday: AM/PM Wednesday AM/PM
Thursday AM/PM Friday AM/PM

Limits on number of NCM/CC in your organization that can participate in cohort: _____

IT Browser System Requirements:

xG Health Learning can be accessed with the following browser versions: Indicate compatible browser that is available to you:

- Internet Explorer 10 or higher
- Mozilla Firefox
- Google Chrome
- Safari 3.3.3 or higher on a PC, 4.0 or higher on a Mac

In the contract signed by CTC-RI, we agreed to the following:

- xGLearn™ care management online training modules are the intellectual property of xGLearn and therefore may only be used by the individual authorized/licensed by CTC to participate in CTC-sponsored xGLearn care management training
- Licensees will not use, copy, perform, display, modify, create derivative works, merge, distribute otherwise exploit the xGLearn™ care management training modules

“I have read the above and agree to abide by the stipulations agreed to in the contract between CTC-RI and xGLearn™. I agree that I will direct any questions I have to CTC leadership who are most knowledgeable about the xGLearn contractual agreement. A copy of the contract is available upon request.”

Practice/Provider Signature

Date

Nurse Care Manager/Care Coordinator Signature

Date

For Internal Tracking

Date application received:	Date application approved:
Date NCM/CC notified :	Date faculty notified:
Cohort assigned:	Notes:
Attachment 1	

xGLearn Care Management eLearning Education Curriculum

#	Module Title	Time in Hours Per Module	New Nurse Care Manager experience 1 year or less	Pediatric Care Manager	Experienced Care Manager
1	Introduction To Education Series The xG Health/Geisinger Health Plan Model & Completion of Self-Assessment & Prerequisite reading	5.1	X	X	X
2	Triple Aim: Case Manager's Role in Achieving	1.25	X	X	
3	Population Based Case Management: An Introduction	1.58	X	X	
4	Population Based Case Management Concepts	1	X	X	
5	Patient Populations: Identification, Stratification, and Priority Setting	1.33	X	X	
6	Right Care, Right Place, Right Time: Criteria Based Level of Care Determination	3.25	X	X	
7	Concept of the Medical Home	1.08	X	X	
8	Medical Home Workflow-Implementing Practice Redesign	1	X	X	
9	Five Core Components of the Medical Home	3	X	X	
10	Stakeholders' Role in the Medical Home	0.91	X	X	
11	Introduction to Targeted Conditions: Guidelines to Identify and Manage	2.58	X		X
12	Targeted Condition: Heart Failure	5	X		X
13	Targeted Condition: Diabetes Mellitus	4.66	X		X
14	Targeted Condition: Chronic Obstructive Pulmonary Disease	3.5	X		X
15	Transitions of Care	1.91	X	X	X
16	Time Management	3	X	X	X
17	Effective Communication Techniques in Team Based Care	1.25	X	X	X
18	Medical Home Meeting	1.6	X	X	
Total Module Time in Hours			43	27.26	27



Education Curriculum and Timeline:
NewCare Manager OR Experienced Care Manager Taking all 18 Modules
Cohort :
Date:



Course Module Titles	Module Viewing Time	Estimated Self-Study Component	Collaboration Call Time Commitment	Proposed Date and Time
Prerequisite Reading : 2 hours	Not Applicable	60-120 minutes		Prior to kickoff meeting
Collaboration Session—Kick Off Intro to Course			1 hour	Date/ Time: Week of 2/26/2018
Education Session One:				
Introduction To Education Series The xG Health/Geisinger Health Plan Model	40 Minutes	(Prerequisites)	30 Minutes	
Population Based Case Management-An Intro	80 Minutes	90-120 minutes	30 Minutes	
Total Time 5 Hours	2 Hours	2 hours		
Collaboration Session Review Modules			1 Hour	Date/ Time: Week of 3/5/2018
Education Session Two:				
Patient Populations-Identification, Stratification, and Priority Setting	50 Minutes	Not Applicable	30 Minutes	
Population Based Case Management Concepts	45 minutes	N/A	30 Minutes	
Total Time 2.58 Hours	1.58 Hours			
Collaboration Session Review Modules			1 Hours	Date/ Time: Week of 3/12/2018
Education Session Three:				
Transitions of Care	70 Minutes	15-30 Minutes	60 Minutes	
The Triple Aim-Case Manager’s Role In Achieving	60 Minutes	Not Applicable	30 Minutes	
Total Time 4.16	2.16 Hours	.5 Hours		
Collaboration Session Review Modules			1.5 Hour	Date/ Time: Weekly of 3/19/2018

Course Module Titles	Module Viewing Time	Estimated Self-Study Component	Collaboration Call Time Commitment	Proposed Date and Time
Education Session Four:				
Effective Communication Techniques In Team Based Care	60 Minutes	N/A	30 Minutes	
Total Time 1.5 Hours	1 Hour			
Collaboration Session Review Modules:			.5 Hours	Date/ Time: Week of 3/26/2018
Education Session Five:				
Concept Of The Medical Home	50 Minutes	Not Applicable	30 Minutes	
Five Core Components of The Medical Home	90 Minutes	30-60 minutes	30 Minutes	
Total Time 4.33	2.33 Hours	1 Hour		
Collaboration Session Review Modules:			1 hours	Date/ Time : Week of 4/2/2108
Education Session Six:				
Stakeholders Role In The Medical Home	40 Minutes	N/A	30 Minutes	
Medical Home Meeting	60 Minutes	N/A	30 Minutes	
Total Time 2.66 Hours	1. 66 Hours	N/A		
Collaboration Session Review Modules:			1 Hour	Date/ Time: Week of 4/9/2018
Education Session Seven:				
Medical Home Workflow-Implementing Practice Redesign	45 Minutes	N/A	30 Minutes	
Time Management	60 Minutes	15-30 Minutes	30 Minutes	
Total Time 3.25 Hours	1.75 Hours	.5 Hours		
Collaboration Session Review Module:			1 Hour	Date/ Time: Week of 4/16/2018

Course Module Titles	Module Viewing Time	Estimated Self-Study Component	Collaboration Call Time Commitment	Proposed Date and Time
Education Session Eight:				
Right Care, Right Place, Right Time-Criteria Based Level Of Care De	45 Minutes	60-120 Minutes	30 Minutes	
Total Time 3.25 Hours	.75 Hours	2 Hours		
Collaboration Session Review Module:			.5 Hour	Date/ Time: Week of 4/23/2018
Education Session Nine:				
Introduction to Targeted Conditions: Guidelines	35 minutes	90-120 minutes	30 Minutes	
Total Time Hours 2.85	.35 Hours	2 Hours		
Collaboration Session Review Module:			.5 Hour	Date/ Time: Week of 4/30/18
Education Session Ten:				
Targeted Condition: COPD	65 Minutes	60-90 minutes	60 Minutes	
Total Time 3.58 Hours	1.08 Hours	1.5 Hours		
Collaboration Session Review Module:			1 Hour	Date/ Time: Week of 5/7/2018

Course Module Titles	Module Viewing Time	Estimated Self-Study Component	Collaboration Call Time Commitment	Proposed Date and Time
Education Session Eleven :				
Targeted Condition: Heart Failure	120 Minutes	90-120 minutes	60 Minutes	
Total Time: 5 Hours	2 Hours	2 Hours		
Collaboration Session Review Module:			1 Hour	Date/ Time: Week of 5/14/2018
Education Session Twelve:				
Targeted Condition: Diabetes Mellitus	100 Minutes	60-120 minutes	60 Minutes	
Total Time 4.6	1.6 Hours	2 Hours		
Collaboration Session Review Modules:			1 Hour	Date/ Time: Week of 5/21/2018
Total 42.31				
Coaching #1			1 Hour	Week of 6/4/2018
Coaching #2			1 Hour	Week of 6/11/2018
Coaching #3			1 Hour	Week of 6/18/2018
Capstone				Week of 6/25/2018