xGLearn™ Care Management Training Summary

xG Health provides adult education solutions that are unique in the industry. We prepare students—your current and future care managers, ancillary health professionals, and care management leaders—by equipping them with the insights, experience, and education they need to assess, coordinate, and evaluate patient and population care.

Our Care Management training is presented through xGLearn™, a multi-modality adult learning system using multi-media online and in-person training, and practice-site immersion experiences, all using evidence-based care management practices.

We educate your staff using collaborative sessions and innovative curricula that you can conveniently access through the xGPortal™ available through your Web browser. Upon completion, we put training in action with a practice-site immersion in a successful healthcare environment. Coaching sessions are held after course completion to support the client case managers incorporate in their practices what they learned.

We empower you to scale up your care team training with innovative train-the-trainer programs for various groups in your organization—from care managers to coaches and supervisors.

Geisinger and xG Health professionals who are experts in their topics present the xGLearn courses. The solution is:

- Enriched with assessments, case studies, reflective scenario-based exercises

- Focused on conditions and soft skills, powered by real-life, practical, field experience of Geisinger and xG Health clinical experts

- Enhanced by expert interaction through discussion groups, team assignments, and cutting-edge interaction focused on curricula content

- Put in practice with Care Management Training Immersion Experience, training that includes an intense observation and interaction with a seasoned preceptor. The immersion period

FEATURES OF TRAINING MODULES

Primarily nurse taught

Blended learning with audio and video, facilitator-led classes

In-class activities

Highly interactive, with assessments, reflective exercises, case studies and scenarios, and homework

Includes soft skills appropriate for new and experienced Care Managers

is on location with a strategic partner, care-management team member.

Care Management Training includes a Companion Guide for this training – documents that follow Care Management Training content from start to finish.

Care Management Training Module Descriptions

The xGLearn™ Care Management training solution includes curricula that use xG Health evidence-based care management practices. Each course is developed for delivery by nurses, social workers, and community health assistants, depending on course content.

Brief descriptions for each course and module in the series follow.

Module	Description
1. Introduction to xGLearn™ Care Management Training	This module explains the xGLearn™ Care Management model of care delivery and the goals of education. In addition to the multi-media presentations, there are several articles that the learner is asked to read to support understanding and set the stage for the educational experience.
2. Five Core Components of Medical Home	In this module, you will learn about the five components that make up the core of a highly effective, patient-centered medical home. Each of the components is explored. The embedded case manager is a crucial component of the medical home, and the concept of the embedded case manager is illustrated in detail during this course.
3. Patient Populations – Identification, Stratification, and Priority Settings	In this class, you will learn the importance of and process for the identification and priority stratification of patient populations. Knowing which patients would benefit the most from receiving services is one of the first steps in a strong care management strategy. Directing care efforts to appropriate patients is vital to achieving positive outcomes.
4. Right Care, Right Place, Right Time – Criteria Based level of Care Determination	A Geisinger subject matter expert discusses the importance of ensuring that a patient receives care in the most appropriate setting associated with their need at that time. You will also learn about the role of case managers to help assure that a patient is treated in the correct setting across the continuum of care. This module includes case study activities.
5. Concept of the Medical Home	This module provides information on the key components of a successful patient-centered medical home. You will learn how the components complement and support the efforts of the care management team, as well as the Case Manager's vital role as a care team member in the Medical Home.
6. Stakeholders' Role in the Medical Home	Many people and roles are involved in a successful patient-centered medical home. In this module, a subject matter expert explains who the stakeholders are, their responsibilities in delivering patient care, and how the Case Manager interacts with

Module	Description
	each of them to promote and lead optimal patient care. The role of the case manager is also discussed in detail.
7. Medical Home Workflow: Implementing Practice Redesign	This module explores the components that are needed for success of a patient-centered medical home. The module presents information on current work flow process, staffing, and overall site functions. These components help design an optimal environment for the entire medical home team to improve patient outcomes and satisfaction in a cost-effective manner.
8. Population Based Case Management – An Introduction	You will be introduced to the concepts in population-based care management. The concepts are delivered through educational activities as well as multi-media presentations.
9. Introduction to Targeted Conditions: Guidelines to Identify and Manage	Care management provides a positive effect on patient care delivery and outcomes. However, not all patients are appropriate for program intervention. Case managers need to know which populations they should target to maximize their effect. In this module, a Geisinger subject matter expert explains which patients can be affected the most by care management services.
10. Heart Failure	Heart failure is a serious condition that affects millions of people in the United States. Since it is a condition with no cure, many people mistakenly believe that nothing can be done for patients with heart failure. In fact, there is a lot that case managers can do to help improve the quality of life for these patients. In this module, a subject matter expert explains how case management services can help patients with heart failure.
11. Diabetes Mellitus	Throughout this module, you will participate in education and training on diabetes care. We review the differences between diabetes types, as well as the interventions used to control glucose levels including nutrition, lifestyle, and pharmacology. You will also become familiar with the interventions that care management can use to educate and support patients with this condition. In addition to multi-media presentations, this module includes case study activities and a number of links to required external reading.
12. Chronic Obstructive Pulmonary Disease (COPD)	Chronic obstructive pulmonary disease (COPD) is a progressive disease that has no known cure. However, there are ways to improve quality of life and minimize symptoms. In this module, a Geisinger subject matter expert explores how care management interventions can help patients with COPD. The pathophysiology, classifications, signs, and symptoms of COPD are also outlined. In addition to multi-media presentations, this module includes case study activities and a number of links to required external reading.

Module	Description
13. Transitions of Care	Transitions of care are one of the most challenging times for patients and healthcare workers. Case managers have a vital role in managing patient transitions of care. The skilled patient management that a case manager provides can significantly lessen the stress and error margin. In this module, a Geisinger subject matter expert explains how case managers can affect transitions of care and discusses the importance of these transitions.
14. Population Based Case Management Concepts	In this module, the concepts that make up population-based care management are discussed in detail. The xG Health case management model is also explained, and each job role is defined.
15. Time Management for Case Managers	You will learn several tactics to help you manage your day and your case load. Case study activities are also part of this module.
16. Triple Aim – Case Manager's Role in Achieving	In this module students learn about the Triple Aim and why it is the driving force of healthcare reform in the United States. You will also learn how the Case Manager and other members of the Care Management team can help achieve the goals of the Triple Aim, which include improving the health of the population, enhancing the experience and outcomes of the patient, and reducing per-capita cost of care.
17. Effective Communication Techniques in Team Based Care Delivery	In Effective Communication, an xG Health subject matter expert explains how honing excellent communication skills helps develop a highly effective and functional team. Different types of communication are defined, and there is a special question-and-answer session with an expert who offers tips to case managers who spend most of their time talking to people over the phone.
18. Medical Home Meeting	In this module, you will watch an actual Medical Home Meeting. You will observe the Patient-Centered Medical Home Team at the Geisinger Health System Mount Pocono, Pennsylvania location as they discuss their patients and review processes.

Additional Training in Care Management

xG Health's additional Care Management training curricula include:

- Motivational Interviewing techniques prepare your care managers to move patients toward behavioral change by helping them recognize that change is possible, and commit to the change.
- Train the Trainer scales your training program with nurse preceptors and education facilitators who learn to instruct future care managers.
- Supervisor training prepares your staff managers to supervise your care managers.
- Specialty Care (Medicaid) management provides training for your staff on topics such as high-risk pregnancies, complex pediatric management, HIV and hepatitis, and behavioral health.