

# Virtual Integrated Care Management (ICM) Train-the-Trainer and Certification

Gain CEUs and ICM Specialist Trainer Certificate

## Live Webex Training Series Dates \*

June 5, 2018: 1:00PM – 3:00PM  
June 12, 2018: 1:00PM – 3:00PM  
June 19, 2018: 1:00PM – 3:00PM  
June 26, 2018: 1:00PM – 3:00PM

*\*Attendance is required of all four live trainings plus all self-paced online modules for trainer certification.*

## Train the Trainer Specialist Exam/Certificate

Upon successful completion of all live and self-paced sessions, as well as a web-based examination, participants will receive an *Integrated Care Management Specialist Trainer Certificate*. As an authorized trainer, you will gain access to training materials including PDFs of all slide decks and activities used in each class, plus four spotlight tools on Heart failure, COPD, diabetes and depression. You'll also be able to provide in-service trainings to colleagues or new hires at your agency.

Participants will receive **12 CEUs** for nursing and therapy in states that accept California-awarded CEUs. *This course is endorsed by the National Association for Homecare and Hospice (NAHC).*

To thrive in a value-based payment environment, health care providers must equip their clinicians with the tools and competencies necessary to engage patients, reduce unnecessary utilization, and promote high-level patient satisfaction.

Integrated Care Management (ICM) is a person-centered, evidence-based care delivery model that fulfills these goals. It provides cross-setting support, with a focus on self-management, care transitions, and case management best practices for communication and coordination. An effective ICM program helps clinicians to clearly articulate the value of these competencies to patients, families and other stakeholders. These and other characteristics make it a valuable asset in achieving new standards under the recently expanded home health Conditions of Participation (CoPs).

Join faculty experts from the acclaimed Sutter Center for Integrated Care for a one-of-its kind **Virtual ICM Train-the-Trainer** program in June. This series includes **four 2-hour live webinar sessions** as well as **four self-paced online training modules** designed to solidify competencies for successfully implementing an ICM program with evidence-based guidelines targeting four chronic conditions: heart failure, diabetes, COPD, and depression.

Participants will learn how to develop:

- Continuous, integrated care processes across all aspects of home health services;
- Patient-centered, interdisciplinary approaches that recognize the contributions of various skilled professionals; and
- An evidence and outcome-based approach to patient care that can be understood by the patient and caregivers and incorporates the shared decision-making model.

ICM is founded on the most effective practices, interventions and tools in the most recent literature. Its goal is to take the "best of the best" and maximize patient support where the patient faces daily challenges – the home.

### Live Webex Sessions Content:

- Overview of chronic care and patient engagement best practices, including Wagner's Care Model, health care policy research findings, and the Integrated Care Model
- Motivational interviewing and health coaching
- Interventions for patients with low health literacy and patient education best practices
- Overview of the Transitions of Care best practices
- Pivotal role of the integrated care manager in the future health care environment
- Tips and takeaways for hardwiring ICM best practices

### Self-Paced Online Modules Content:

Evidence-based guidelines and patient behaviors needed for optimal condition management of the following:

- Heart Failure
- Diabetes
- COPD
- Depression



