



Limited to  
20 seats -  
Apply today for  
your chance to  
be accepted!

## Health Center Professional Development Program **Care Management 103: Leading**

**When: September 13 – October 18, 2023**

**Introduction:** The NACHC Quality Center is excited to offer Care Management 103: Leading as a course offering in the fall 2023 Health Center Professional Development Program. The Quality Center recognizes the critical importance of providing access to training opportunities for health center professionals to build skills, develop competencies, and advance careers while driving improved patient care and health outcomes. More specifically, these trainings help to achieve the Quintuple Aim: improved health outcomes, improved patient experiences, improved staff experiences, reduced costs, and equity.

**Course Description:** This course provides support to health center leaders through planning and implementing a population health strategy and care management infrastructure. It focuses on care management programs and role development, hiring for impact, supporting care team integration, and evaluating and demonstrating impact.

**Who Should Apply:** Health center leaders and managers responsible for supervising care management staff and a leading a care management program (Participants not required to be care managers themselves).

**Course Content:** A series of six, two-hour live virtual courses.

**Instructors:** Faculty with HealthTeam Works. For more information on the instructors visit their respective links: [Angela Schindler-Berg, MS, LMHP, CRC](#); [Diane Cardwell, MPA, NP, PA-C](#) (HealthTeamWorks)

### **Session 1: Program and Role Development, Part I**

- Analyzing Practice Data to Define the Program
- Creating Job Descriptions

### **Session 2: Program and Role Development, Part II**

- Evaluating & Managing Responsibility & Caseloads
- Communicating the Importance of Addressing Social Needs
- Establishing Boundaries to Protect Your Return on Investment (ROI)

### **Session 3: Hiring for Impact**

- Developing Skills for Ambulatory Care Management Roles
- Behavioral-Based Interviewing for Care Management Roles
- Assessing for Skills During the Interview Process
- Remediation When a Care Manager Lacks Necessary Skills

### **Session 4: Supporting Care Team Integration, Part I**

- Introducing the Care Manager Role to the Care Team
- Finding a Champion for Care Management

*See sessions 5 & 6 information on page 2*

Health Center Professional Development Program: Care Management 103: Leading

**Training includes:**

- 12-month access to tools, templates, and Solution Center resources (a platform of like-minded individuals to promote healthcare transformation through learning)
- Customized learning and coaching support from faculty and experts
- Completion of all online modules and completion of an evaluation is required to receive a Certificate of Completion

**Session 5: Supporting Care Team Integration, Part II**

- Supporting Care Team Integration Part II
- Addressing the Challenges of Care Team Integration

**Session 6: Evaluating Success**

- Developing Metrics to Monitor Progress
- Qualitative Measurement of a Care Management Program
- Outcomes Reporting
- Coaching for Performance

Participants attend six, 2-hour live sessions.

Course Schedule	2023 Dates	Time
Live Session #1	September 13	3 – 5 pm ET
Live Session #2	September 20	3 – 5 pm ET
Live Session #3	September 27	3 – 5 pm ET
Live Session #4	October 4	3 – 5 pm ET
Live Session #5	October 11	3 – 5 pm ET
Live Session #6	October 18	3 – 5 pm ET

**Questions?**

Please contact us at: [qualitycenter@nachc.org](mailto:qualitycenter@nachc.org)

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**For more information and to apply, click [here](#).**

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