

# MEDICAL CASE MANAGEMENT CERTIFICATE

## BLENDED LEARNING

(ONLINE & FACILITATED VIRTUAL TRAINING) – 24 CECS



### DESCRIPTION

The Medical Case Management (MCM) Certificate Program is designed to bring a foundation of best practices and innovative approaches to Medical Case Management service providers. The program provides learners a solid knowledge base, along with the clinical skills required to succeed with a diverse set of client needs.

### TRAINING FORMAT

The blended curriculum includes 14 online self-paced courses (approximately 12 hours of training), and six, two-hour facilitated virtual trainings. This is a total of 24 hours of training.

**Online trainings** are on-demand, self-paced trainings that average 30-45 minutes in length. Learners may stop mid-course and return to where they left off. Each course also includes downloadable tools and resources. Online training allows for flexible implementation and individual pacing, which leads to improved knowledge retention and integration.

**Virtual trainings** are live, facilitated workshops offered using the Zoom platform. Our programs are designed to build confidence and competence by offering opportunities to practice new skills (with activities such as scenarios, reflections, demonstration/modeling, discussion, role & real play, collaborative whiteboard). Each facilitated virtual training includes an *Activity* handout that supports the interactions included in the session, a *Practice Tools* handout that supports implementation and continued learning after the training, and a *Slides and References* handout of the material covered. We understand that adult learning requires ongoing practice, and we work with organizations to support staff beyond their online or virtual trainings, through coaching, practice sessions, and facilitation guides that can be used to encourage continued learning.



### CURRICULUM (ONLINE)

#### Foundations in the Helping Professions Series: 5 courses, approximately 4 hours of training

The first set of online courses is the Foundations series, which contains courses that are the foundation to MCM. These include:

1. Introduction to the Medical Case Management Certificate – Provides an introduction to the certificate and a presentation of best practices in medical case management
2. Structuring the Helping Relationship – Includes information on boundaries, ethical decision making, and mandatory reporting
3. HIPAA & Confidentiality – Examines the importance of confidentiality and privacy practices in MCM
4. Multicultural Approaches in the Helping Relationship – Looks at effective ways to work across different client populations
5. Understanding & Handling Difficult Situations – Examines how to work with escalated and angry clients

## **Motivational Interviewing (MI) Series: 9 courses, approximately 8 hours of training**

According to MI's founders, William Miller and Stephen Rollnick, "Motivational Interviewing is a collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for, and commitment to, a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere of acceptance and compassion." Motivational Interviewing is a critical tool for MCM. Many clients have substantial difficulty making changes around lifestyle and treatment, which are needed to live a healthy life. These courses are designed to provide all the information one needs to implement MI effectively with clients, and include:

1. MI Basics – Presents an overview of the basics of MI and the Motivational Interviewing series
2. MI & Stages of Change – Examines how helpers can utilize the Stages of Change, together with MI to help conceptualize the change process
3. MI Step 1: Engage – Demonstrates how to help clients see the need and possibilities for change
4. MI & Harm Reduction – Demonstrates how MI and Harm Reduction can be used together to better engage clients in care and to set up programs and clients for success
5. MI Step 2: Focus – Provides strategies to help clients focus in a way that promotes positive life changes
6. MI Step 3: Evoke – Offers strategies to bring out change talk, which increases the likelihood that positive change will occur
7. MI & the Importance Ruler – Examines a key strategy that helpers can utilize to build client confidence and motivation to change
8. MI Step 4: Plan – Assists helpers to integrate MI language into treatment and service planning
9. MI & Medical Adherence – Provides helpers with research and strategies to maximize adherence and self-management through MI and other best practices

## **CURRICULUM (FACILITATED VIRTUAL TRAINING)**

Six facilitated virtual trainings explore the core of what it means to be a medical case manager and how to utilize a client-centered and strengths-based approach. The training builds on the content presented in the online training and provides an organization or system of care with a common language and focus. This knowledge and skill development can facilitate long-term change and improve quality of services.

### **Trauma-Informed Medical Case Management (3 facilitated virtual trainings, 6 hours)**

Includes information on the impact of stress and trauma, how these affect the brain and behavior, and provides a framework to understand the MCM's role in working with clients experiencing stress and trauma. Includes three, two-hour trainings:

- Introduction to Trauma, Resilience, & Trauma-Informed Care
- Trauma-Informed Approaches
- Building Team Resilience – Thriving as a Team & as Individuals

### **Motivational Interviewing (MI) Skill-Building\* (3 facilitated virtual trainings, 6 hours)**

Focuses on the implementation of theory and approaches introduced in the Motivational Interviewing online training to improve confidence and practical application of the skills. Includes three, two-hour trainings:

- Spirit of Motivational Interviewing & the Nature of Change
- MI Steps: Engage & Focus, Using OARS & Elicit – Provide – Elicit
- MI Steps: Evoke & Plan, Using DARN-C; Confidence & Importance Rulers

## **ENROLLMENT**

There are two options for managing learner enrollment.

- Coldspring Center can manage enrollment: The client will send an email with the names and email addresses of the learners they wish to enroll to a Coldspring Center project staff, who will enroll the learner(s) within 2 business days (typically, same day).

- Client can manage enrollment: The client will be provided with a URL to the Learning Center and an access code, which they will then provide to any learner(s) that need to be enrolled.

## EVALUATION, CERTIFICATES, AND CONTINUING EDUCATION CREDITS

If requested, a training evaluation and final report will be provided at the completion of the training. Individuals who complete the training will earn a certificate of completion, and if eligible, Continuing Education Credits (CECs). Coldspring Center partners with the National Association of Social Workers – Colorado Chapter (NASW-CO) to provide the CECs. It is the responsibility of the organization/individual learner to confirm that their specific licensing body will accept CECs from NASW-CO.

## RECORDING ACCESS

Facilitated virtual training can be recorded, but this must be agreed upon beforehand and does include additional costs. Coldspring recommends thinking through this carefully. Recording sessions can have a negative impact on learner participation in the facilitated training. It is also not as effective as a recording because of the interactive nature of our training.

## TECHNICAL REQUIREMENTS

Learners will need access to the following:

- Computer or tablet, phones are not recommended
- Browser: must support cookies, and use the most recent version of Google Chrome, Microsoft Edge, Mozilla Firefox, or Apple Safari
- Speakers/headphones/earbuds - for learners with hearing impairments, full script is available
- Webcam

To access courses, training materials, evaluation, and certificates of completion, learners will have an account in the Coldspring Learning Center: <http://coldspringcenter.org/LearningCenter>. Facilitated virtual training is offered using Zoom (unless otherwise agreed upon).

## SERVICES

<b>Services Available</b>	<b>Cost</b>
Facilitated virtual training – 6, 2-hour sessions (12 hours of training)	\$7,200
Access to online self-paced courses (17 courses, 14 hours of training)	\$195/person
Technical assistance, coaching, systems implementation support (optional)	\$150/hour
Recording access – for each 2-hour training (optional)	\$600

## CONTACT US

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