

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.

The online curriculum includes 28 self-paced courses (approximately 26 hours of training).

ONLINE TRAINING:

Working with the latest technology, we offer 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 download-able tools and resources. Online training allows for flexible implementation and individual pacing, which leads to improved knowledge retention and integration. We understand that adult learning requires ongoing practice, and we work with organizations to support staff beyond their online trainings, through coaching, practice sessions, and facilitation guides that can be used to encourage continued learning.



CURRICULUM

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

Thrive: Self-Care & Culture Series: 7 courses, approximately 6 hours of training

These courses provide information on the dangers that can impact the well-being and effectiveness of MCM. Thrive also presents strategies designed to improve the overall health of medical case managers, while maximizing efficiency and effectiveness.

1. Introduction – Introduces the training and covers a few key concepts that will be used throughout the rest of the training
2. Stress & Burnout – Examines how to effectively approach the work of helping in the face of stress and burnout
3. Helping Trauma – Examines the dangers that result when trauma overwhelms the helper’s ability to manage the work effectively
4. Physical Robustness – Focuses on strategies and approaches designed to improve the helper’s physical, cognitive, and emotional health, as well as improve the quality of the services medical case managers deliver
5. Mind Robustness & Mindsight – Focuses on strategies to improve the helper’s health and quality of work through building mind robustness and mindsight
6. Mind Robustness & Focus – Offers strategies and approaches for the helper, designed to better utilize the brain and maximize cognitive capacity
7. Social Robustness – Provides information on how personal and professional relationships can help improve robustness and resiliency

Trauma-Informed Care & Treatment: 7 courses, approximately 7 hours of training

These courses examine the impact of trauma on clients and how MCMs can assist in the client’s journey toward post-traumatic growth and resiliency, as well as an overview of treatment modalities that may be options for clients.

1. Foundations of Trauma-Informed Care & Physical Resiliency – Offers information on trauma, differentiates between trauma-informed care and trauma specific treatment, and explains how case managers in various roles can successfully work with trauma-exposed clients
2. Trauma & Social Health – Explores the impact of trauma on the social health of the client
3. Social Resiliency – Looks at the importance of clients’ social resiliency and the role of medical case managers and organizations to help clients maintain healthy and safe relationships
4. Trauma & Mind Health – Explores the impact of trauma on the mind health of the client
5. Mind Resiliency – Offers specific strategies that medical case managers can use to improve the mind resiliency of their clients
6. Post Traumatic Growth & Assessment – Introduces the concept of Post Traumatic Growth as a foundation for trauma treatment and presents information on best practices in trauma assessment, within both therapeutic and non-therapeutic contexts
7. Research-Based Methods – Provides a general overview of the evolving field of trauma specific treatment and a knowledge base to make appropriate referrals

FACILITATED VIRTUAL SKILL-BUILDING TRAINING (OPTIONAL)

You may wish to add on facilitated skill-building training to improve learning integration. There are six optional trainings that 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 virtual trainings build on the content presented in the online training and provide 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. Facilitated trainings focus on trauma-informed case management skills and Motivational Interviewing skills.

The training content includes:

1. Trauma-Informed Medical Case Management – 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:
 - Trauma, Resilience, & Trauma-informed Care in Practice
 - Trauma-Informed Approaches
 - Building Team Resilience – Thriving as a Team & as Individuals
2. Motivational Interviewing (MI) Skill-Building* – 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

*Note: If most participants are new to MI, training will be modified to meet their readiness level.

IMPLEMENTATION OPTIONS

There are several options for implementing the MCM Certificate program:

- Ongoing access – Staff are enrolled throughout the year, as they are hired, or as other training needs arise
- All together access – All staff are enrolled as one cohort all at the same time

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.

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

Services Available	Cost
Access to online, self-paced courses (31 courses, 27 hours of training)	\$360/person
Facilitated skill-building training (optional)	\$1,200/2 hr training
Technical assistance, coaching, systems implementation support (optional)	\$150/hour

CONTACT US

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