



MICMT Approved Statewide Trainers Orientation



Trainer Approval Process

Individual Trainer Application

Training Organization Application

Meeting with MICMT Representative to discuss:

- Resume/qualifications
- Prerequisites
- Memorandum of Understanding/Training Agreement
 - Anticipated Training Dates
 - Modality (in-person or live virtual)
- CE Process and Terms of Social Work and Nursing Application

Complete remaining prerequisites if not met
Determine training dates

Meeting with BCBSM Representative to discuss billing
(if billing is covered in course)

Meeting with Training Lead to review course content
(train a portion of the course to demonstrate understanding of material)

Complete first training events!





MICMT Approved Trainer Integration Process

Process Overview

- 1 Getting your training posted on the website
- 2 Preparing to teach the course
- 3 Uploading your attendance
- 4 Reviewing post-test and evaluation data





**Getting your training
posted on the website**



Using Qualtrics

Please use the following Qualtrics link:

https://umichumhs.qualtrics.com/jfe/form/SV_01DQPZbUc1eMSIB

- After your submission is completed, your event will be posted **within (5) business days**. You will be notified by MICMT when your event is on the website.
- If MICMT is managing your registration process, MICMT can provide **weekly registration updates** as requested.



Qualtrics Fields

General Information	To be completed by all trainers
PO/Organization	
Trainer Information	Select who will be training the course If the trainer is not listed, please complete the trainer fields (first name, last name, e-mail, licensure, and bio)
Training	Select the training that you will be providing
Training Dates and Times	Specify if they are over multiple days
Training Description	Include any additional information you'd like included on the event page
Training Cost	Include any costs per learners
Location	Include full physical address and county (if in-person)
Region	
Attachments or flyers	
MICMT Registration	To be completed if MICMT is managing registration
Training/event cap	Maximum number of participants
Registration closing date	If not specified, registration will close one week before
Payment Process	Include how learners will provide payment for the course
Organization Internal Registration	To be completed if managing own registration
Name of Person Handling Registration	
Registration Phone Number	
Registration E-Mail	
Registration Link	
CE Approval	To be completed if under MICMT CE Application
Name of CE Contact	Who will be overseeing the CE process
CE Contact E-Mail	
CE Contact Phone Number	
Name of ADA Contact	American with Disabilities (ADA)
ADA Contact Phone Number	



Additional Features

Registration Restricted

- None -

Only allow registrants from a specific PO. This restriction can be removed later.

We can restrict your training to just your PO as requested.

☐ Hide from search?

Don't promote this event to the homepage or allow users to stumble upon it.

We can hide your training so no one can find it. It will only be used for attendance afterwards as requested.





Preparing to teach the course



Access course materials - All training material will be made available on each training page:

Training	URL	Questions? Contact:
Introduction to Palliative Care	https://micmt-cares.org/training/introduction	Scott Johnson scojoh@med.umich.edu
Introduction to Specialty Team Based Care	https://micmt-cares.org/training/introduction-specialty	Marie Beisel mbeisel@med.umich.edu
Introduction to Team Based Care	https://micmt-cares.org/training/introduction-team	Scott Johnson scojoh@med.umich.edu
Patient Engagement	https://micmt-cares.org/training/patient-engagement	Linny West lindsamw@med.umich.edu



Preparing to teach the course

- ✓ Remember to assess how you will monitor learner attendance.

Teach the course

- ✓ After the course, review course attendance data.



Criteria for Learner Attendance

Statewide Trainers monitor learner attendance

- **Virtual course:**
 - Learner must join by audio and video/internet
 - Attendance is monitored by: video conference/webinar attendance report or roll call at start and end of the course
- **Face to Face:**
 - Hard copy - attendee signs in and signs out
 - Must utilize the MICMT sign in and sign out sheet fields



Attendance Parameter for All Learners: In Person and Virtual courses

- Trainer reviews the attendance data for the course
- If learner misses more than 30 minutes of the course, the learner will need to take the course in the future and trainer will not check off “attended course”
- Learner has responsibility: Course evaluations include the required question: “I attest to attending the entire session.”



Criteria for Learner Attendance: Tips

- **Virtual training, be proactive**
 - The reality - some learners may have technical issues, and trainers may have technical issues
- **Virtual and in person training**
 - As part of housekeeping announcements let the learners know how to “*make up*” if they miss less than 30 minutes of the course
 - Learners can view the course materials located on MICMT website <https://micmt-cares.org/training>



- ✓ **Attendance is confirmed.**
- ✓ **You are ready to upload your attendance.**



3

Uploading your attendance on the website



If your registration happened in the MICMT website:



1) Login to your account.

2) Your trainings will appear on your dashboard. Click on **View/Record Attendance**.



View

Record Attendance

Search

Displaying 3 registrants

Last Name^	First Name	Attendance
Beisel	Marie	<input checked="" type="checkbox"/>
Rudolf	Sara	<input checked="" type="checkbox"/>
West	Linny	<input checked="" type="checkbox"/>

IMPORT ATTENDANCE DATA

SEND POST-EVENT EMAIL

Check off your attendees, click **send post-event e-mail** and **YOU'RE DONE!**

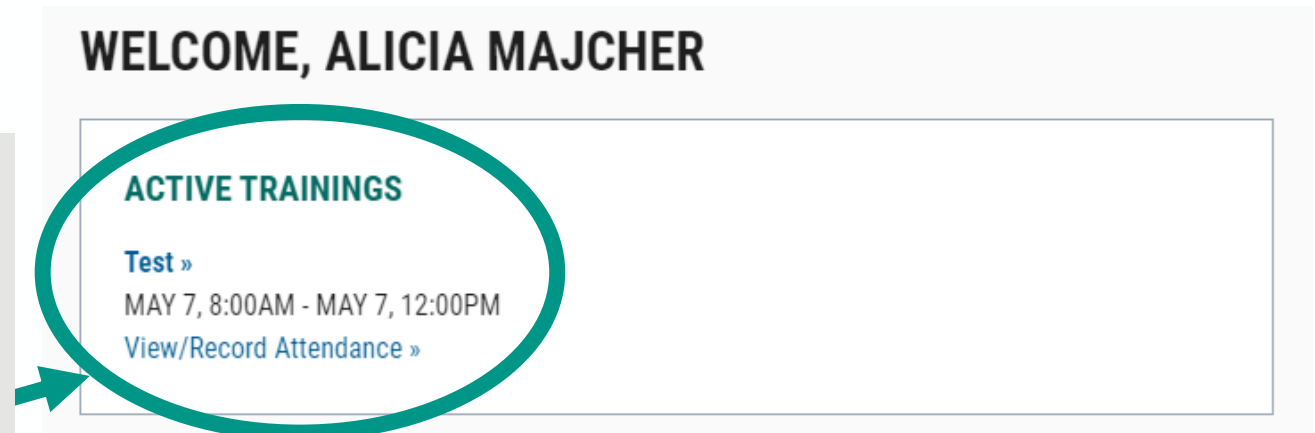


If your registration happened in your internal website:

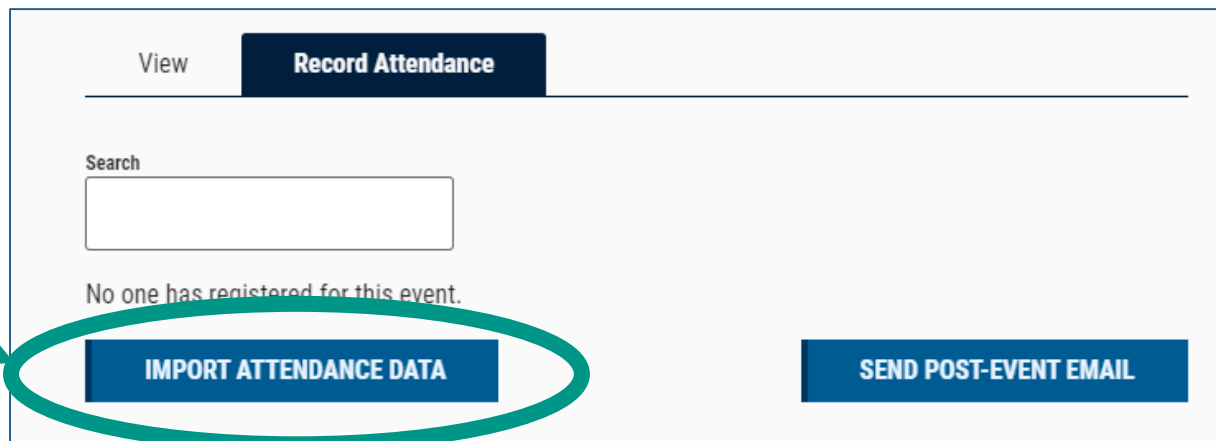


1) Login to your account.

2) Your trainings will appear on your dashboard. Click on **View/Record Attendance**.

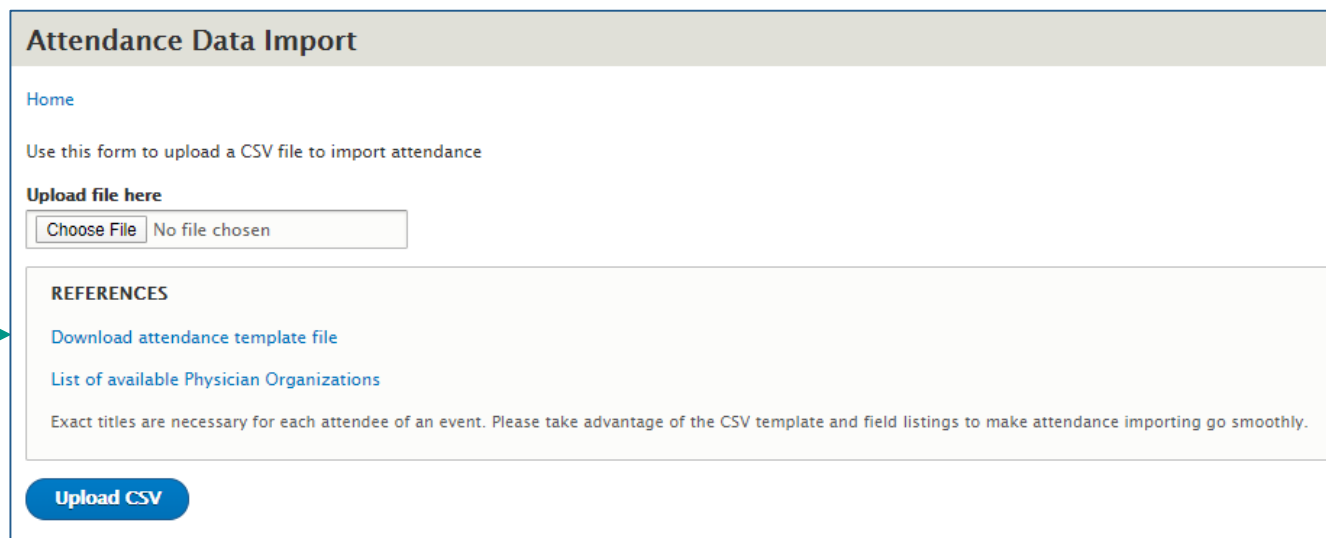


3) Click on **Import Attendance Data** account.



The screenshot shows a web interface with two tabs: 'View' and 'Record Attendance'. The 'Record Attendance' tab is active. Below the tabs is a search bar with the label 'Search'. Below the search bar is the text 'No one has registered for this event.' At the bottom of the page, there are two buttons: 'IMPORT ATTENDANCE DATA' and 'SEND POST-EVENT EMAIL'. The 'IMPORT ATTENDANCE DATA' button is circled in green, and a green arrow points from the instruction box to it.

4) Download attendance template file



The screenshot shows a web page titled 'Attendance Data Import'. It has a breadcrumb trail 'Home'. Below that is the text 'Use this form to upload a CSV file to import attendance'. Under the heading 'Upload file here', there is a 'Choose File' button and the text 'No file chosen'. Below this is a section titled 'REFERENCES' containing two links: 'Download attendance template file' and 'List of available Physician Organizations'. At the bottom of the page is an 'Upload CSV' button. A green arrow points from the instruction box to the 'Download attendance template file' link.



Download Attendance Template File

	A	B	C	D
1	email	first_name	last_name	po
2				
3				

- Required fields are e-mail, first name, last name, and PO/organization.
- These fields should **match their profiles** in the website.
- This is a CSV file and needs to be remain as a CSV file.
- Watch out for spaces!



REFERENCES

[Download attendance template file](#)

[List of available Physician Organizations](#)

You can download a list of Physician Organizations to help with completing the template.

	A	B	C	D
1	email	first_name	last_name	po
2	lindsamw@med.umich.edu	Linny	West	MICMT
3	saadkins@med.umich.edu	Sara	Rudolf	MICMT
4	mbeisel@med.umich.edu	Marie	Beisel	MICMT
5				

5) After you complete the attendance log, **save as a CSV**

[Home](#)

Use this form to upload a CSV file to import attendance

Upload file here



attendanceImportTemplate.csv

Remove

6) **Choose file** and click **Upload CSV**

Upload CSV



View

Record Attendance

Search

Displaying 3 registrants

Last Name^	First Name	Attendance
Beisel	Marie	<input checked="" type="checkbox"/>
Rudolf	Sara	<input checked="" type="checkbox"/>
West	Linny	<input checked="" type="checkbox"/>

IMPORT ATTENDANCE DATA

SEND POST-EVENT EMAIL

7) Your attendees will appear and be checked off. Last step is **send post-event e-mail** and **YOU'RE DONE!**





Post-test and evaluation data



Post-Event Process

After your attendance is uploaded/e-mail is pushed, **learners will receive a link to the evaluation and post-test** from MICMT.

Learners will have **five (5) business days to complete**. After a learner successfully completes the evaluation and test, their certificates will appear on their dashboards.

After the evaluation and post-test are closed, MICMT will provide the raw data in excel and send to trainers within **three (3) business days**.

*Any questions or issues with accessing the evaluation or post-test should be directed to MICMT.



Post-Event E-Mail

“Thank you [Learner Name] for attending [Course Name] on [Course Date], trained by [Trainer/Training Entity]. To complete the evaluation and post-test, please click here [insert link]. Please complete within five (5) business days. Any questions or concerns, please submit to micmt-requests@med.umich.edu”

Patient Engagement »

APR 22, 8:30AM - APR 22, 11:30AM

Trainer:

Credit Hours: 4.00

BCBSM PDCM Learning Credits:

[Evaluation Form »](#)

[Take Test »](#)

Introduction to Palliative Care »

MAY 1, 9:00AM - MAY 1, 12:00PM

Trainer:

Credit Hours: 4.00

BCBSM PDCM Learning Credits:

[Evaluation Form »](#)

[Take Test »](#)

CERTIFICATE OF COMPLETION

Marie Beisel

for completion of the following course

Introduction to Team Based Care

JUNE 3, 2020

Equivalent Contact Hours: 0.00

Course Location: Virtual

Michigan Institute for Care Management and Transformation
2929 Plymouth Rd. Suite 210
Ann Arbor, MI 48105

BCBSM PDCM 0.00 Learning Credits



Review



Timeline

Trainer Responsibility

Complete Qualtrics Forms with Training Dates

Access trainer and learner material on training pages

Conduct training, monitor attendance, follow attendance protocol, criteria

Upload attendance within one (1) business day to MICMT and send hard copy sign-in sheets

Posts within (5) Business Days

Posts all training materials

Link evaluation and post-test to event; set up post-event e-mail

Monitor evaluation and post-tests; assist learners as needed

Generate certificates as applicable

Send evaluation and post-test raw data to trainers

MICMT Responsibility



Why this is important

Learners should create an account on the website BEFORE the training to:

- Receive the post-event with links for the evaluation and test
- Complete the evaluation and test to receive their CE's and certificates without delay

ALL trainings need to be submitted to MICMT to be able to:

- Set up the post-event e-mail
- Link the evaluation
- Link the post-test
- Attach attendance
- Attach CE's and Certificates

ALL attendance records need to be submitted within (24) hours to be able to:

- Allow learners the (5) business days to complete the post-test and evaluation
- Ensure learners receive their CE's and certificates
- Ensure trainers receive their evaluation and post-test data in a timely manner



**I have questions!
Who can I contact?**



micmt-requests@med.umich.edu





Approved Statewide Trainers Utilizing MICMT Continuing Education Nursing and Social Work Applications

Process & Responsibilities

Approved Trainers:

- Complete the Qualtrics form that was just reviewed, assuring you have indicated:
 - Whether or not trainer intends to use the CEs
 - Whether or not trainer will utilize MICMT registration process or own registration process
- Prepare for the course
- Adhere to the attendance criteria and follow the attendance protocols
- Review your evaluation and post test data



Course Title	CE Contact Hours Nursing and SW for License renewal (Approved Trainers under MICMT CE application)	BCBSM PDCM Learning Credit Hours
Introduction to Team Based Care	5.0	<ul style="list-style-type: none"> For new CMs, as initial required training, BCBSM PDCM hours=0 As refresher, BCBSM PDCM hours=8
Introduction to Specialty Team Based Care	4.5	<ul style="list-style-type: none"> For new CMs, as initial required training, BCBSM PDCM hours=0 As refresher for Primacy Care team members, BCBSM PDCM hours=4
Patient Engagement	5.5	<ul style="list-style-type: none"> BCBSM PDCM hours=8



Terminology and Payer Care Management Program Learning Requirements

- Continuing Education (CE) contact hours for Nursing and Social Work – for licensure renewal
 - CE contact hours
- BCBSM PDCM and Priority Health Care Management team member training requirements
 - Learning credit hours
 - BCBSM PDCM Education Requirements - <https://micmt-cares.org/general-resources>



Successful Completion of a MICMT course includes:

- Completion of the MICMT course, in-person or virtual – attend entire course
- Completion of the Michigan Institute for Care Management and Transformation (MICMT) course post-test and evaluation.
 - Achieve a passing score on the post-test of 80% or greater.
 - *If needed, learner may retake the post-test

Learner has (5) business days to complete the evaluation and post-test.



Certificate Types

Three types of certificates:

- Certificate of Completion
- Nursing CE Contact Hours
- Social Work Contact Hours

All Three certificates include:

- BCBSM PDCM Learning Credits earned



MICMT Courses 2020	Statewide Trainer Requirements to offer the CE Nursing and SW contact hours	Comments
Timed Course Agenda and modality	<p>Timed course agenda:</p> <ul style="list-style-type: none"> The total minutes for course content minimally must equal the time allocation per the course timed agenda Note: The course timed agenda was submitted to the CE Approver Organizations to calculate the number of Nursing and SW CE contact hours <p>Modality:</p> <ul style="list-style-type: none"> In person or virtual (via live webinar, live videoconferencing) No web based recordings 	<p>Timed course agendas</p> <ul style="list-style-type: none"> Located on the micmt-cares.org course pages https://micmt-cares.org/training Your course may be offered in multiple sessions as long as the content and objectives are utilized <i>If you plan to offer the course in less time than the allocated timed agenda you will not be able to offer CE for Nursing and SW under MICMT's application</i>
MICMT Standard Course Content/slide deck	<ul style="list-style-type: none"> Must include the standardized slide deck content Use the CE disclosure slide and course objectives without modifications 	<ul style="list-style-type: none"> Trainer slides/materials available on the micmt-cares.org course pages https://micmt-cares.org/training May enhance core course content to individualize for your practices
Learner attendance: Once Learner attends the entire session: Must complete the Evaluation, Post test	<ul style="list-style-type: none"> Trainers adhere to MICMT processes regarding learner attendance criteria <i>Partial learner attendance is not counted and does not meet criteria for successful course completion</i> 	See details – criteria for learner attendance
Learner questions about post test, evaluation, certificates	Refer learner to micmt-requests@med.umich.edu	



Example: MICMT Patient Engagement Course - Disclosures

Nursing:

- There is no conflict of interest for anyone with the ability to control content for this activity.
- Successful completion of the Patient Engagement course includes:
 - Attendance at the entire session
 - Completion of the course post test: need to have a score of 80% or greater on the post-test
 - Completion of the course evaluation
 - Participate in a phone practice session with a course presenter
- Upon successful completion of the Patient Engagement course, the participant will earn XX Nursing CE contact hour.
- This nursing continuing professional development activity was approved by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)
- **ONA Activity** _____
- **Expiration date:**_____

Social Work:

- Upon successful completion of the Patient Engagement course, the participant will earn XX Social Work CE Contact Hours
- "Michigan Institute for Care Management and Transformation is an approved provider with the Michigan Social Work Continuing Education Collaborative." Approved provider Number: MICEC 110216.



MICMT CE Disclosure Slide

The disclosure slide is specific to the MICMT CE application for Nursing and Social Work.

The MICMT CE disclosure slide will only be used by MICMT Approved Trainers who:

1. indicate they want to be under MICMT CE for Nursing and SW on the Qualtrics form,
2. completed the Statewide Trainer Orientation live or recorded webinar, and
3. met with a MICMT team member regarding the CE requirements and Statewide Trainer areas of responsibility. This meeting is to ensure all areas of responsibility are understood and an opportunity to ask questions. This is a one time meeting (i.e. one meeting which covers CE and is not specific to each course).



Summary – Criteria for Learner Attendance

Per the MICMT CE Application all Trainers under the MICMT CE application must comply with the Approver Organization's criteria for learner attendance as follows:

- ✓ Attendance is monitored by the Trainer, follow the attendance protocols and criteria
- ✓ Within 24 hours of teaching the course, review attendance data and upload learners with confirmed attendance
- ✓ If learner misses more than 30 minutes of the course, the learner will need to take the course in the future and trainer will not check off “attended course”



Marketing the Course CE Opportunity

What: Marketing Course Flyer with CE Nursing and SW information (available for each course)

Who: Statewide Trainers under MICMT's CE Nursing and SW application may use this Flyer template

How:

- ✓ Add your Logo, course dates, registration, link to your web page for additional course details
- ✓ Due to CE Nursing and SW information, no content modifications to the flyer permitted

INSERT LOGO OR
GRAPHIC

Introduction to Specialty Team Based Care

COURSE DETAILS

[Insert Course Date and Time]

The Introduction to Specialty Team Based Care course is designed to provide the care management practice team members with a foundational understanding of care management and care coordination, with a focus on the Specialty physician office setting.

Course Content Includes:

- The Chronic Care Model
- Outcomes for the Specialist Practice
- Team Based Care and Care Coordination
- Care Management Process
- Coding and Billing for Care Management Activities

For additional details <add the Trainer website or <https://micmt-cares.org/training/introduction-specialty>

REGISTRATION DETAILS

[Insert Registration Details]

To register, please visit www.micmt-cares.org
Registration is open until <insert date>
Cost: <insert>

INSERT LOGO OR
GRAPHIC

Successful Course Completion includes:

- Attendance at the entire course
- Completion of the course posttest: need to have a score of 80% or greater on the post-test
- Completion of the course evaluation

Continuing Education Contact Hours:

Nursing:

There is no conflict of interest for anyone with the ability to control content of this activity. This program complies with the requirement for continuing nursing education (CNE) and provides 4.5 contact hours.

This nursing continuing professional development activity was approved by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)
Expiration date: 6/15/2022

Social Work:

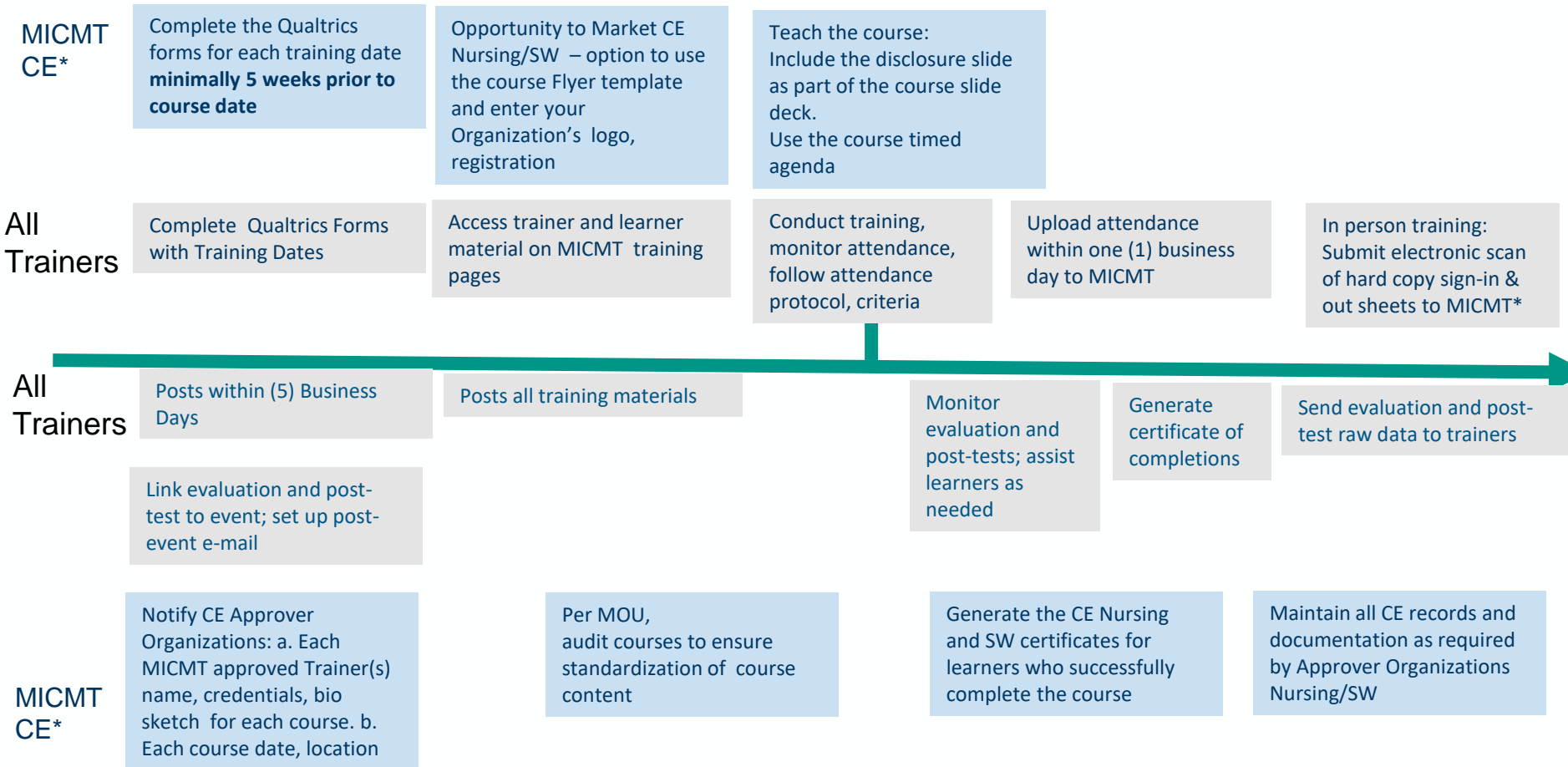
Michigan Institute for Care Management and Transformation is an approved provider with the Michigan Social Work Continuing Education Collaborative. Approved provider Number: MICEC 110216



Review



CE Contact Hour - Trainer Responsibility



CE Contact hour - MICMT Responsibility

*CE for Nursing and Social Work



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micmt-requests@med.umich.edu

