



# **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](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.



# 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
Introduction to Palliative Care	<a href="https://micmt-cares.org/training/introduction">https://micmt-cares.org/training/introduction</a>
Introduction to Team Based Care	<a href="https://micmt-cares.org/training/introduction-team">https://micmt-cares.org/training/introduction-team</a>
Patient Engagement	<a href="https://micmt-cares.org/training/patient-engagement">https://micmt-cares.org/training/patient-engagement</a>



# 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.**



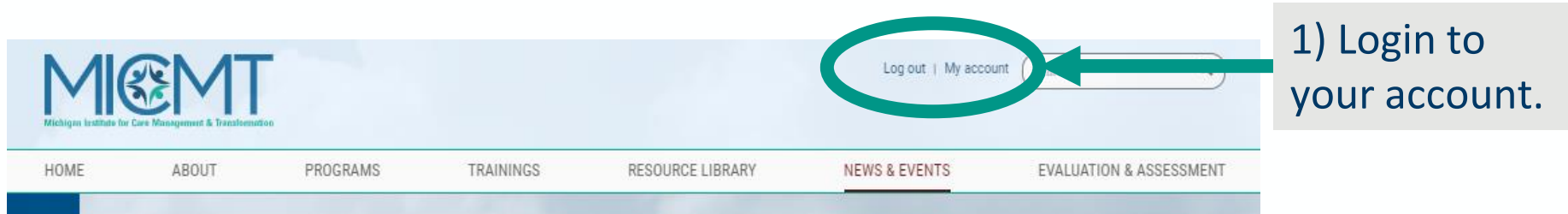


3

# Uploading your attendance on the website



# If your registration happened in the MICMT website:



WELCOME, ALICIA MAJCHER

## ACTIVE TRAININGS

Test »

MAY 7, 8:00AM - MAY 7, 12:00PM

[View/Record Attendance »](#)

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

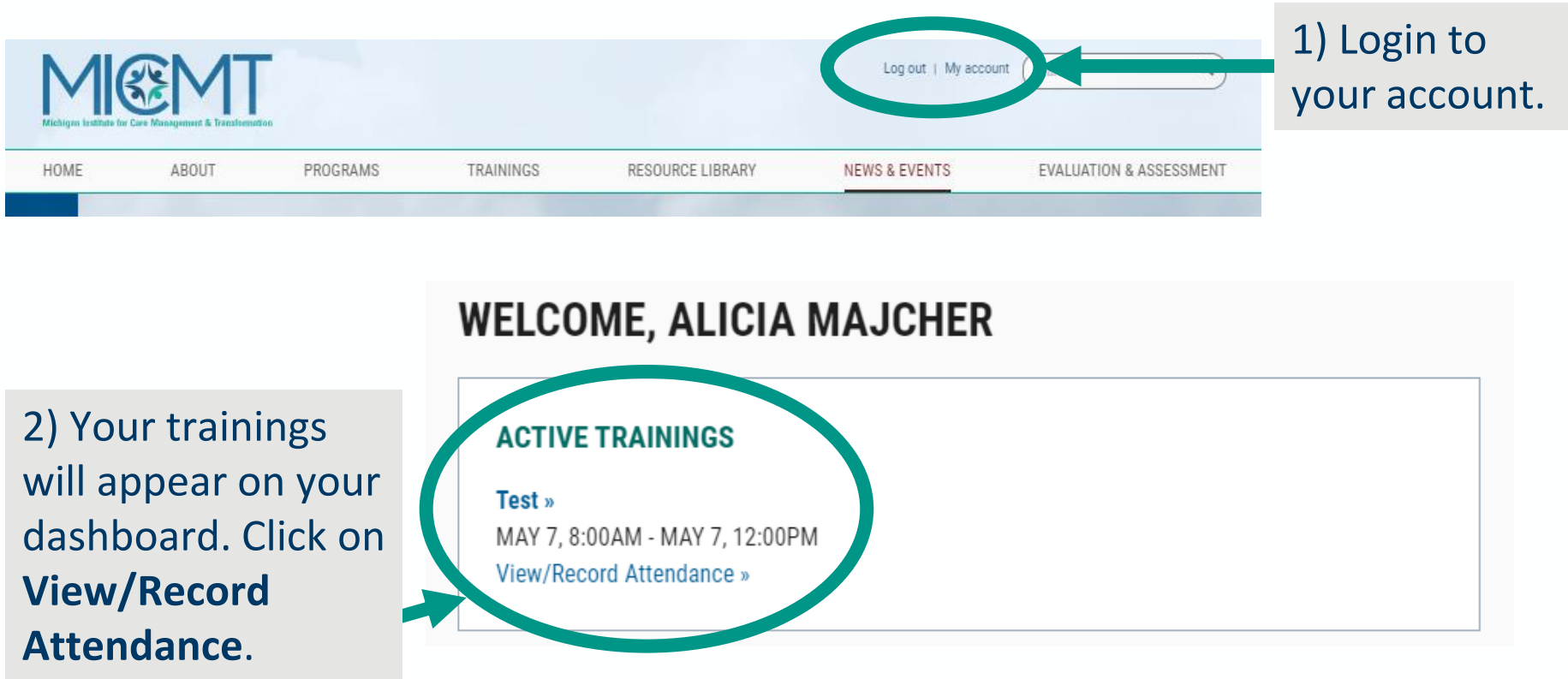
SEND POST-EVENT EMAIL

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**.

**WELCOME, ALICIA MAJCHER**

**ACTIVE TRAININGS**

**Test »**  
MAY 7, 8:00AM - MAY 7, 12:00PM  
[View/Record Attendance »](#)



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

View **Record Attendance**

Search

No one has registered for this event.

**IMPORT ATTENDANCE DATA** **SEND POST-EVENT EMAIL**

4) Download attendance template file

**Attendance Data Import**

[Home](#)

Use this form to upload a CSV file to import attendance

**Upload file here**

No file chosen

**REFERENCES**

[Download attendance template file](#)

[List of available Physician Organizations](#)

Exact titles are necessary for each attendee of an event. Please take advantage of the CSV template and field listings to make attendance importing go smoothly.

**Upload CSV**



# 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.

Trainers will have access to review the training results on their dashboard in real time at anytime.

\*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



# Additional Tool: Trainer Dashboard



# Trainer Dashboard

## TRAINING OVERVIEW

Number of Trainings Completed: 4  
Number of BCBSM Learning Credits: 8.00  
Number of CE Contact Hours: 44.00

### Patient Engagement

Average Test Score: 87.14%  
Average LO Evaluation: 92.76%  
Number of Trainings: 1  
Number of Attendees: 5  
[View Course Overview Report »](#)

### Introduction to Team-Based Care

Average Test Score: 85.25%  
Average LO Evaluation: 95.10%  
Number of Trainings: 2  
Number of Attendees: 23  
[View Course Overview Report »](#)

### Introduction to Specialty Team-Based Care

Average Test Score: 97.00%  
Average LO Evaluation: 72.73%  
Number of Trainings: 1  
Number of Attendees: 9  
[View Course Overview Report »](#)

Trainers have a summary of learners, evaluations, and test scores organized by each training

## COURSE BREAKDOWN

Only showing the last 3 months. For more details, see the [Course Overview Report »](#)

### Introduction to Team-Based Care (877)

Nov 9, 8:30am - Nov 11, 10:30am

Attendees: 12  
Number of Tests Passed: 8  
Number of Tests Failed: 0  
Average Test Score: 88.13%  
Average LO Evaluation: 93.97%  
Number of BCBSM Learning Credits: 0.00  
Number of CE Contact Hours: 0  
[Download all tests »](#)  
[Download evaluation submissions »](#)

Trainers also have an individual course breakdown for those trainings completed in the last three months



# Trainer Dashboard

## ACTIVE TRAININGS

**Introduction to Team-Based Care »**


NOV 9, 8:30AM - NOV 11, 10:30AM

[View/Record Attendance »](#)

**Patient Engagement »**

DEC 7, 8:30AM - DEC 11, 10:30AM

[View/Record Attendance »](#)




Trainers are able to view and access trainings to monitor registration, obtain contact information, and complete attendance logs

## ALL UPCOMING EVENTS

**Patient Engagement »**

DEC 7, 8:30AM - DEC 11, 10:30AM

[View/Record Attendance »](#)



Trainers also have reminders of any upcoming trainings on their dashboard



# Trainer Dashboard

## Course overview

[Log out](#) | [Unmasquerade](#) | [My account](#)

[Home](#) » [Course overview](#) » [Course overview](#)

Event ID  Course  Trainer  Start Date  End Date

Apply

Displaying 1 - 23 of 23

CSV

EVENT ID	TITLE	DATE AND TIME	TRAINER(S)	LO EVALUATION AVERAGE	BCBSM LEARNING CREDITS	CREDIT HOURS	FIRST NAME	LAST NAME	ORGANIZATION	TEST SCORE
	Introduction to Team-Based Care	July 31, 2020 8:00am – July 31, 2020 4:00pm		79.31%	0.00	5.00				85.00%
	Introduction to Team-Based Care	July 31, 2020 8:00am – July 31, 2020 4:00pm		96.55%	0.00	5.00				95.00%
	Introduction to Team-Based Care	July 31, 2020 8:00am – July 31, 2020 4:00pm			0.00	5.00				
	Introduction to Team-Based Care	July 31, 2020 8:00am – July 31, 2020 4:00pm			0.00	5.00				90.00%
	Introduction to Team-Based Care	July 31, 2020 8:00am – July 31, 2020 4:00pm		100.00%	0.00	5.00				100.00%

Trainers can see a course breakdown by training, date, time, evaluation average, credits, test scores and learner.



# 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

Utilize their dashboard to review training results

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

## 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



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



**[micmt-requests@med.umich.edu](mailto:micmt-requests@med.umich.edu)**





# **Approved Statewide Trainers 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 Palliative Care	2.4 (Nursing) 2.5 (Social Work)	<ul style="list-style-type: none"> <li>BCBSM PDCM hours=4</li> </ul>
Introduction to Team-Based Care	5.0	<ul style="list-style-type: none"> <li>For new CMs, as initial required training, BCBSM PDCM hours=0</li> <li>As refresher, BCBSM PDCM hours=8</li> </ul>
Patient Engagement	5.5	<ul style="list-style-type: none"> <li>BCBSM PDCM hours=8</li> </ul>



# Successful Completion of a MICMT course includes:

- Completion of the MICMT course, in-person or virtual – attend entire course
- Completion of the MICMT course evaluation
- Completion of the MICMT course post test with a passing score of 80% or greater (repeat attempts allowed)

**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





# Trainer Requirements

## CE for Nursing and Social Work

- Presentation of content must be at least as long as time allocated in timed agenda
- Training must be live—virtual or in person
- Must use standardized slide deck but may enhance content to individualize for PO/practices
- Must use CE disclosure slide and course objectives (no modifications)
- Responsible for adhering to MICMT learner attendance criteria
- Learner questions about post-test, evaluation and certificates can be referred to [micmt-requests@med.umich.edu](mailto:micmt-requests@med.umich.edu)
- Training materials (slide decks, timed agenda) can be located under [trainer materials](#)



# Example Disclosures

## MICMT Patient Engagement Course

### 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. Complete the Statewide Trainer Orientation live or recorded webinar, and
3. Meet with a MICMT team member once regarding the CE requirements and Statewide Trainer areas of responsibility. Meeting to ensure areas of responsibility are understood and answer questions.



# 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 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

## 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](http://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:**

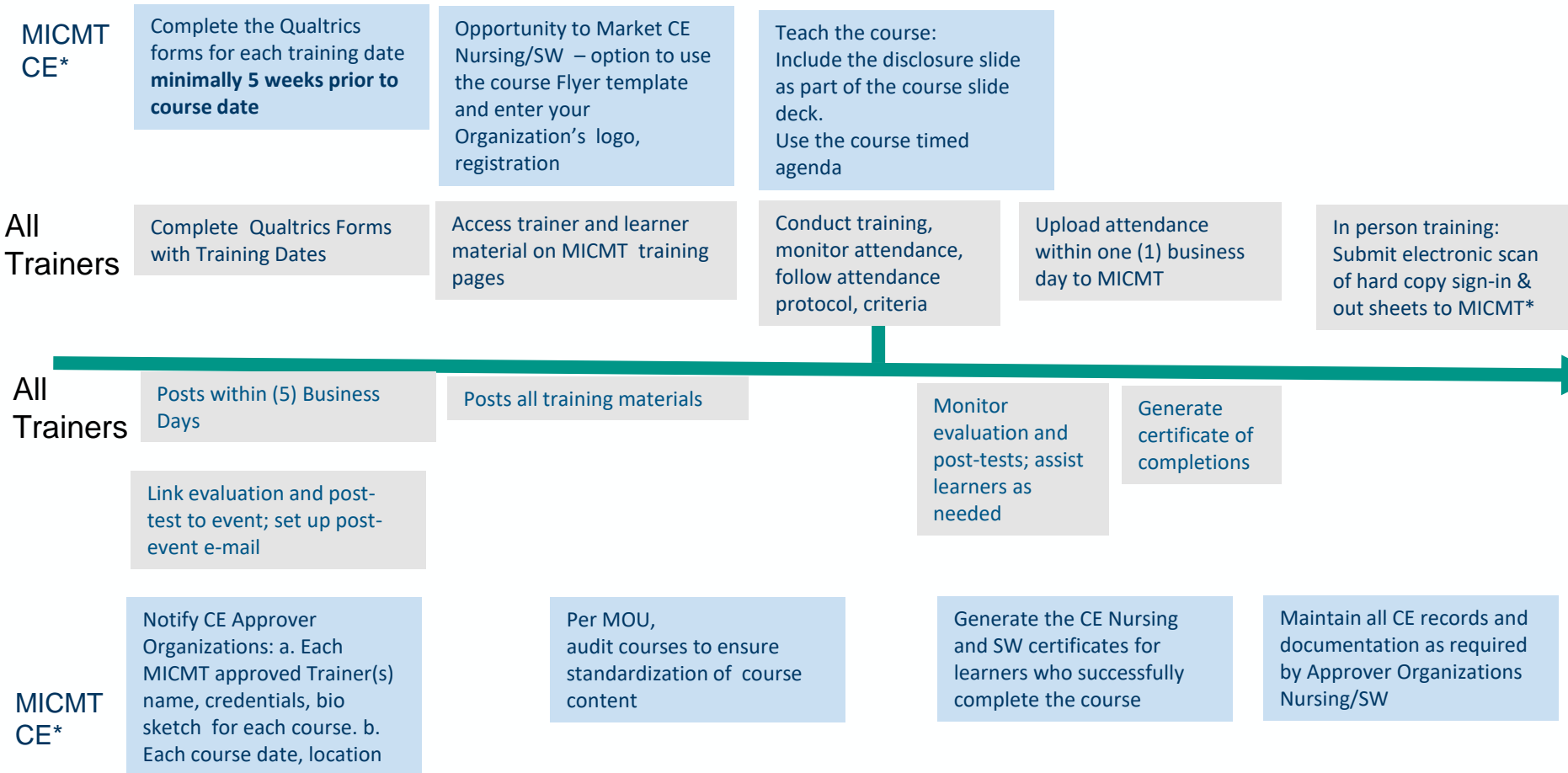
Michigan Institute for Care Management and Transformation is an approved provider with the Michigan Social Work Continuing Education Collaborative. Approved provider Number: MICEC 110216



# Review



## CE Contact Hour - Trainer Responsibility



## CE Contact hour - MICMT Responsibility

\*CE for Nursing and Social Work



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Who can I contact?**



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