

MICMT Approved Statewide Trainers Orientation







Trainer Approval Process





MICMT Approved Trainer Integration Process

Process Overview







Preparing to teach the course



Reviewing post-test and evaluation data





Getting your training posted on the website





Using Qualtrics

Please use the following Qualtrics link: <u>https://umichumhs.qualtrics.com/jfe/form/SV_01DQPZ</u> <u>bUc1eMSIB</u>

 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.













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

Training	URL
Introduction to Palliative Care	https://micmt-cares.org/training/introduction
Introduction to Team Based Care	https://micmt-cares.org/training/introduction- team
Patient Engagement	https://micmt-cares.org/training/patient- engagement
Foundational Care-Team Billing	https://micmt-cares.org/foundational-care- management





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 <u>https://micmt-cares.org/training</u>





 Attendance is confirmed.
 You are ready to upload your attendance.









Uploading your attendance on the website





If your registration happened in the MICMT website:



	WELCOME, ALICIA MAJCHER
2) Your trainings will appear on your dashboard. Click on View/Record Attendance.	ACTIVE TRAININGS Test » MAY 7, 8:00AM - MAY 7, 12:00PM View/Record Attendance »





earch			
isplaying 3 registrants			
Last Name🛧	First Name	Attendance	
Last Name	First Name Marie	Attendance	
Last Name A Beisel Rudolf	First Name Marie Sara	Attendance ©	

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





If your registration happened in your internal website:



	WELCOME, ALICIA MAJCHER
2) Your trainings will appear on your dashboard. Click on View/Record Attendance.	ACTIVE TRAININGS Test » MAY 7, 8:00AM - MAY 7, 12:00PM View/Record Attendance »





	View Record Attendance
3) Click on Import	
Attendance Data	Search
account.	
	No one has registered for this event.
	IMPORT ATTENDANCE DATA SEND POST-EVENT EMAIL

	Attendance Data Import
	Home
	Use this form to upload a CSV file to import attendance Upload file here Choose File No file chosen
4) Download	REFERENCES
attendance	Download attendance template file List of available Physician Organizations
template file	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



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Download Attendance Template File

	А	В	С	D
1	email	first_name	last_name	ро
2				
-				

- 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	В	С	D	5) After you
1	email	first_name	last_name	ро	
2	lindsamw@med.umich.edu	Linny	West	MICMT	complete the
3	saadkins@med.umich.edu	Sara	Rudolf	MICMT	attendance log.
4	mbeisel@med.umich.edu	Marie	Beisel	MICMT	
5					save as a CSV





earch			
isplaying 3 registrants	First Name	Attendence	
Last Name 🔨	rirst Name	Attendance	
Beisel	Marie	$\mathbf{\overline{S}}$	
Rudolf	Sara	ſ	
West	Lippy		

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











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"





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







Trainer Dashboard

Log out | Unmasquerade | My account **Course overview**

Home » Course	overview »	Course overview
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Event ID	Course	Trainer	Start Date	End Date
	Introduction to Team-Based Care 🔻	Annaliese Brindley *		

Apply

Displaying 1 - 23 of 23

EVENT ID *	TITLE	DATE AND TIME	TRAINER(S)	LO EVALUATION AVERAGE	BCBSM LEARNING CREDITS	CREDIT	FIRST	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		4	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





Trainer Respo	nsibility	Conduct monitor a follow at protocol,	training, attendance, tendance criteria	Tir	neline
Complete Qualtrics Forms with Training Dates	Complete Access trainer Qualtrics Forms learner mater with Training on training pa Dates		Upload within c day to N hard co	attendance one (1) business AICMT and send py sign-in sheets	Utilize their dashboard to review training results
Posts within (5) Business Days	Posts all train materials	ing		Monitor evaluation and post-tests; as learners as needed	on ssist ed
Link evaluation and post-test to event; set up post-event e-mail				Generate certifica as applicable	ates

MICMT Responsibility



Why this is important

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

<u>ALL</u> trainings need to be submitted to MICMT to be able to:

<u>ALL</u> attendance records need to be submitted within (24) hours to be able 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
- Set up the post-event e-mail
- Link the evaluation
- Link the post-test
- Attach attendance
- Attach CE's and Certificates
- Allow learners the (5) business days to complete the post-test and evaluation
- Ensure learners receive their CE's and certificates









Who can I contact?

micmt-cares.org/contact









Approved Statewide Trainers MICMT Continuing Education Nursing and Social Work Applications

Process & Responsibilities

Approved Trainers decisions to make prior to completing the Qualtrics form

Whether or not trainer intends to use the CEs under MICMT CE Nursing and Social Work. If no, the only type of certificate available to learners will be a certificate of completion* Whether or not trainer will utilize MICMT registration process or own registration process

<u>*NOTE</u>: As of <u><insert date></u> MICMT approved trainers are no longer permitted to manage/distribute their own organization's CE certificates for the following courses: Introduction to Team Based Care, Patient Engagement, and Introduction to Palliative Care.





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 under MICMT CE Nursing and Social Work applications
 - 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)	• BCBSM PDCM hours = 4				
Introduction to Team-Based Care	5.5	 For new CMs, as initial required training, BCBSM PDCM hours = 0 As refresher, BCBSM PDCM hours = 8 				
Patient Engagement	5.5	• BCBSM PDCM hours = 8				
Foundational Care Management Codes & Billing Opportunities	N/A	• BCBSM PDCM hours = 4				



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 five (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
 - If live virtual, trainer's must be on
- 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
- Training materials (slide decks with CE disclosure slide, timed agenda) can be located under <u>trainer materials</u>





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 course if attending virtual must have audio and see the live slides
 - 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 members once regarding the CE requirements and Statewide Trainer areas of responsibility. Meetings are to ensure trainer understands her/his areas of responsibility and opportunity to ask 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



The Introduction to Team-Based Care course helps

the learner better understand how to work in a multidisciplinary care team and in collaboration with the patient. Open to all members of the practice to gain foundational knowledge in Team-Based Care. Introduction to Team-Based Care will include:

- Why, What, Who and How: Team-Based Care
- Care Management Process
- Outcomes and Triple AIM
- Billing Applications

*This course is <u>required</u> for all care team members new to their role in order to bill PDCM codes.

Successful Course Completion includes:

- Attendance at the entire course. If attending live virtual, you must have audio and see the live slides
- Completion of the course post-test: need to have a score of 80% or greater
- Completion of the course evaluation

For additional details, please visit Michigan Institute for Care Management and Transformation (MICMT) or <insert trainer website>]

Registration Details



Nursing:

- Upon successful completion of the Introduction to Team Based Care Course, the participant will earn 5.5
 Nursing CE 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-00191)
- ONA Activity# 2020-0000001417
- Expiration date: 7/16/23

Social Work:

- Upon successful completion of the Introduction to Team Based Care course, the participant will earn 5.5 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

Review





CE Contact Hour - Trainer Responsibility

Timeline

MICMT CE*	Complete the Qualtrics forms for each training date minimally 5 weeks prior to course date	Opportunity to Market CE Nursing/SW – option to use the course Flyer template and enter your Organization's logo, registration	pportunity to Market CE Irsing/SW – option to use e course Flyer template d enter your ganization's logo, gistration Include the disclo as part of the course deck. Use the course ti agenda		sure slide rse slide ned				
All Trainers	Complete Qualtrics Forms with Training Dates	Access trainer and learner material on MICMT training pages	Conduct training, monitor attendan follow attendance protocol, criteria		U ce, w d	Upload attendance within one (1) business day to MICMT			In person training: Submit electronic scan of hard copy sign-in & out sheets to MICMT*
All Trainers	Posts within (5) Business Days	Posts all training materials	Monit evalua post-t learne neede		Monitor evaluation a	nd	Generate d certificate of		
	Link evaluation and post- test to event; set up post- event e-mail				oost-tests; as earners as needed	ssist	completions		
MICMT CE*	Notify CE Approver Organizations: a. Each MICMT approved Trainer(s) name, credentials, bio sketch for each course. b. Each course date, location	Per MOU, audit courses to ensure standardization of course content			Generate the CE Nursing and SW certificates for learners who successfully complete the course		lursing es for essfully rse	Mai doc by A Nur	intain all CE records and cumentation as required Approver Organizations rsing/SW

CE Contact hour - MICMT Responsibility

MICMT

*CE for Nursing and Social Work



I have questions! Who can I contact?

micmt-requests@med.umich.edu



