

MICMT Complex Care Management Course (CCM) Statewide Trainer Organization Requirements and MICMT Approved Lead Trainer Qualifications v7

1. CCM Statewide Trainer Organization agrees to the following:

- a. All courses must cover the MICMT Complex Care Management (CCM) standardized curriculum.
- b. MICMT approved training entities may utilize the MICMT standardized CCM course materials.
 - i. The approved training organization may add content to the standardized MICMT CCM course materials, provided the MICMT standardized CCM curriculum is covered.
 - POs are encouraged to add content to the standardized CCM course content to tailor the information which is specific for their practices. For ex. Risk stratification – the PO may choose to teach the steps used for risk stratification in the practice.
 - For the Billing content which includes, Self-Study, the in person “Sustainability and Billing” power point, and case studies; the expectation is for the Trainer Organization to use the MICMT billing course material with “additions only”.
 - All MICMT CCM standardized course objectives are to be used in the approved Statewide CCM Trainer courses.
- c. The CCM course must have an in person training component.
- d. All CCM course attendees statewide take the MICMT CCM course Global Post Test – 80% or > is a passing score.
 - i. Successful completion of CCM course: learner attends the course, completes statewide MICMT CCM Global evaluation, and passes the MICMT CCM Global Post Test.
 - ii. Each Trainer organization has a unique MICMT CCM Global test and evaluation Qualtrics link.
 - iii. The approved MICMT Trainer sends course attendees the unique Qualtrics link along with instructions regarding successful course completion and timeframe to complete the statewide MICMT CCM Global test and evaluation.
 - iv. The unique Qualtrics Link for your organization, allows MICMT to provide data to the Trainer organization and also to monitor training evaluations and test scores at a Trainer organization level.
- e. For Trainer organizations who offer the CCM course to learners not affiliated with their organization, *standardized CCM registration elements are required to accurately collect the learner’s affiliated Physician Organization.*
 - i. If your organization is planning to offer the course to learners not affiliated with your organization, please notify MICMT. As a next step, MICMT will schedule a meeting with you for course registration instructions.
- f. Submits a summary of the CCM course in the template provided by MICMT every 2 months.
- g. Posts the course offerings on the MICMT web based calendar and maintains all needed course updates.
- h. Updates MICMT of status changes: Lead Trainer and/or CCM course curriculum.
- i. Delivers one CCM course per year, minimally.
- j. Statewide Lead CCM Trainer engagement:
 - i. MICMT Master Trainer attends an SMS course of training organization
 - ii. Training organization attends at least 1 CCM course Office hours with MICMT Master Trainers per quarter.

- iii. Attends scheduled phone meetings with MICMT Master Trainer to review their course evaluation data, global test results. After the first 1-2 courses, then every 3 months.
- iv. Attends the annual Statewide Trainer meeting.

2. MICMT approved Statewide CCM Lead Trainer:

Below please find the required qualifications of a MICMT approved Statewide CCM Lead Trainer. In addition to the required qualifications the Lead Trainer applicant's experience will be assessed based on the criteria listed below.

Required qualifications and experience:

- a. Education: Bachelor's degree or higher
- b. Completion of a self-management support course approved by MICMT (previously MiCMRC) or additional relevant education to be described by applicant
- c. Completion of a Complex Care management course approved by MICMT (previously MiCMRC)
- d. Two or more years of experience within the past five years: a) working directly in the physician office setting in a clinical role, management role, or quality role. OR b) providing PO level administrative support for physician practices to meet care management program deliverables and outcomes.
- e. Teaching/Speaker experience within the past 5 years:
 - i. Taught a complex care management course or topics related to care management: for health care professionals, undergraduate or higher students or,
 - ii. Taught a course on a health care related topic: for health care professionals, undergraduate or higher students or,
 - iii. Presented for a health care professional audience at regional, statewide or national level.

*Note: if Statewide Lead Trainer applicant has no experience teaching care management topic, see the mentoring requirements below.

3. Mentoring requirements for the potential CCM course Statewide Lead Trainer who does not have prior experience in teaching a Complex Care Management Course and/or MICMT Lead Trainer qualifications are not fully met:

- a. Attend the live or recorded MICMT CCM course instructor webinar – navigation of MICMT CCM Standardized curriculum and course materials.
- b. Observe a MICMT CCM course.
- c. Coaching by MICMT Master Trainer. ex. MICMT Master Trainer may elect to co-present with the Lead Trainer.
- d. Minimally attends at least 1 MICMT Master Trainer Office hours per quarter.

Resume upon request for Lead Trainer applicant who does not meet the minimal requirements.