



MICMT Standardized Complex Care
Management Course Curriculum Overview
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| MICMT standardized CCM Course Topic | Objectives | Modality (ex. In person, recorded webinars, eLearning) | Instructional strategy |
|---|--|---|--|
| Patient Centered Medical Home (PCMH) | <p>Patient Centered Medical Home: Describe components of the PCMH</p> <p>Care Management in the PCMH:</p> <ol style="list-style-type: none"> 1. Describe care manager functions 2. Explain common goals of care management programs | <p>Video: Munson Family Health, Article Arend, J. et al. "The Patient-Centered Medical Home: History, Components, and Review of the Evidence" Power point slide deck: "Care Management in the PCMH"</p> | <p>Flipped classroom: Self study prior to in person training</p> |
| Team Based Care | <p>Relate 2 major trends in primary care team structure in the physician office setting.</p> | <p>Video: Bellin Team based care. Article, E. Wagner, et al "Effective Team based Primary Care"</p> | <p>Flipped classroom: Self Study prior to in person training</p> |
| Social Determinants of Health (SDOH) | <p>Introduction to SDOH:</p> <ol style="list-style-type: none"> 1. Define Social determinants of Health 2. Discuss five key areas for SDOH, as identified by Healthy People 2020, and its impact on population health 3. Define the differences between the upstream and downstream SDOH <p>SDOH - Implications for Care Management:</p> <ol style="list-style-type: none"> 1. Discuss the implications of SDOH for care management 2. Discuss the importance of SDOH screening <p>Role of Care Manager and Coordinator in Developing and Maintaining Clinical Community Linkages:</p> <ol style="list-style-type: none"> 1. Define Clinical Community Linkages 2. Describe evidence based strategies used in developing and maintaining clinical community linkages | <p>eLearning</p> | <p>Flipped classroom: Self Study prior to in person training</p> |

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| Medication Reconciliation | Identify how to conduct medication reconciliation | e-Learning, article: Beers 2019 Potentially Inappropriate Medication Use in Older Adults | Flipped classroom: Self Study prior to in person training |
| Patient Centered Care Planning | Describe the role of the care manager and other members of the team in the development of the patient-centered care plan | e-Learning with an interactive web based case study | Flipped classroom: Self Study prior to in person training |
| BCBSM Billing Webinar | Identify care management/care coordination activities and associated billing/tracking codes | Recorded webinar- BCBSM PDCM Online Billing Course guidelines: BCBSM PDCM Commercial billing guidelines BCBSM PDCM Medicare Advantage Billing Guidelines SIM PCMH Initiative Tracking Codes | Flipped classroom: Self Study prior to in person training |
| MICMT Curriculum Course Introduction | Describe Michigan Institute for Care management and Transformation goals and resources available for physician office team members | In person: Power point slide deck, resources | In person: Lecture/Didactic, Small Group activity – homework from self study, “What is your care management elevator speech?” |
| Paradigm Shift | Describe the care management paradigm shift from the standard medical approach to the patient centered approach | | |
| Care Management 5-Step Process | Relate key work which is completed in each step of the 5 step care management process | In person: Power point slide deck, resources | In person: Lecture/Didactic, Small Group activity – Strength, Weakness, Opportunity, Barriers template |

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| Team Based Care | <ol style="list-style-type: none"> 1. Define team based care in the primary care physician office. 2. Review tools for team-based care 3. Provide some resources for learning more about team-based care | In person: Power point slide deck, resources | In person: Lecture/Didactic, Group activity |
| Sustainability and Billing | <ol style="list-style-type: none"> 1. Relate care manager activities to the tracking and billing codes 2. Relate caseload and care management activity billing to sustainability 3. Demonstrate use of billing codes in daily care management work | In person: Power point slide deck, resources | In person: Lecture/Didactic, Brief scenarios – questions and Large Group discussion |
| Group Activities: 5 Step Care Management Process and Billing the Care Management Services | <ol style="list-style-type: none"> 1. Based on case studies used in group activities, identify the key work to be completed in each step of the 5 step process 2. Based on case studies used in group activities, identify the tracking and billing code(s) to be used for the care management services | In person: Case studies, resources | In person: Comprehensive case studies – Small Group activity - involves role playing, report out, discussion |

MICMT Standardized Complex Care Management Course Agenda – 1 Day in person v1

| Time | Duration | Topic |
|------|----------|---|
| 8:30 | 45 | MICMT Introduction <ul style="list-style-type: none"> • Announce cards on table for questions • Folder Review and Agenda (Handout 1) • Introduce behavioral skills • Name Tent: Name, Role, Practice, length in role (Activity 1) • What do you hope to learn from this course? (Activity 2) Activity <ul style="list-style-type: none"> • What is your care management elevator speech? (Small Group Activity 3) |
| 9:15 | 45 | Team Based Care <ul style="list-style-type: none"> • Expanded Roles (Handout 2a) |

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| | | <ul style="list-style-type: none"> Primary Team Assessment and Share the Care and (Handouts 2b,2c) Activity <ul style="list-style-type: none"> SBAR Your Turn! (Group Activity 6) |
| 10:00 | 30 | Paradigm Shift <ul style="list-style-type: none"> Stages of Change (Handout 3) Activity <ul style="list-style-type: none"> Persuasion exercise (Group Activity 4a,4b) |
| 10:30 | 15 | Break |
| 10:45 | 90 | Care Management 5-Step Process <ul style="list-style-type: none"> Handouts, 5 step process (Handout 4) Activity <ul style="list-style-type: none"> Case Studies: Assessment and SWOB Mr. B Mrs. A (Group Activity 5a, 5b) |
| 12:15 | 30 | Lunch |
| 12:45 | 75 | Sustainability and Billing <ul style="list-style-type: none"> Payer Billing code (Handout5) Activity <ul style="list-style-type: none"> Care Management Billing Scenarios (Activity 7) |
| 2:00 | 30 | Activity <ul style="list-style-type: none"> Case Study Mr. Lawson (Group Activity 8) |
| 2:45 | | Break |
| 3:00 | 45 | Activity <ul style="list-style-type: none"> Case Study Mary (Group Activity 9) |
| 3:45 | 15 | Website Demo <ul style="list-style-type: none"> Reference Guide Topic Pages – Action Plans |
| 4:00 | | Wrap up <ul style="list-style-type: none"> MICMT Statewide CCM Post test and evaluation Course Certificate What is your care management speech now? (Activity 3) |