



Training

Care Management Plus uses Information Technology Tools and care managers to help patients, caregivers, and all their physicians 1) self-manage their conditions; 2) prioritize health care needs and prevent complications through structured protocols; and 3) navigate an increasingly complex health care system. Specialized Information Technology includes **ICCIS (Integrated Care Coordination Information System)**; a care manager tracking system which helps the care manager gather and follow up key measures and information needed to effectively care for older adults and those with chronic conditions. **The Care Management Plus Curriculum includes 2 days of intensive training and subsequently, 8 weeks of online instruction.**

The first 2 days are an intensive jump-start to the core competencies. The rest of the **Care Management Plus Curriculum**, intended for Care Managers, is taught online over 8 weeks, and each week's material can be reviewed at the convenience of the student. Learning Modules, discussions, and assignments will be hosted by Oregon Health & Science University in Portland, Oregon: <http://sakai.ohsu.edu>

Care Managers and Physicians who successfully complete the Care Management Plus Training and Curriculum will gain skills to:

- Teach patients with multiple chronic diseases to organize, prioritize, and implement suggested self-management strategies
- Identify barriers to care and intervene to overcome or eliminate these when possible
- Coordinate resources to ensure that necessary services are provided at the most appropriate level of care and at the appropriate time
- Identify patient situations at-risk for destabilization and intervene to eliminate the risk when possible
- Gather, interpret, and use data to identify problems and trends and to demonstrate outcomes and cost-effectiveness

ANCC Accreditation

OHSU Healthcare Education Services is an approved provider of continuing nursing education by the Washington State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Accreditation

Oregon Health & Science University School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

Certificate of Completion: Care Managers who successfully complete the Training (in-person and online components) will receive a Certificate of Completion in Care Management Plus Training.

Care Management Plus is supported by grants from **The John A. Hartford Foundation** and **California HealthCare Foundation**.



Sheraton Portland Airport Hotel, Mt. Adams Conference Room
8235 NE Airport Way, Portland, OR 97220; 503.281.2500
Parking: Free onsite; Suggested Attire: Business Casual

- 7:30 **Registration and Breakfast (PROVIDED)**
- 7:50 **Welcome**
- 8:00 **Introduction to Care Management Plus:** *David A. Dorr, MD, MS*
- Define the care team and the information technology elements of CM+
 - Discover ways to improve clinic culture and teamwork to create a medical home
 - Identify potential improved clinical outcome measures of CM+
- 8:45 **Roles and Responsibilities of Care Managers:** *Ann Larsen, RN, CDE*
- Define the roles and responsibilities of CM+ care managers in the context of a primary care setting
 - Identify the challenges that care managers have in meeting the needs of a chronically ill patient
- 9:45 **BREAK**
- 10:00 **Motivational Interviewing:** *Susan Butterworth, PhD, MS*
- Define the core concepts of Motivational Interviewing
 - Experience the difference between traditional and MI approach
 - Identify worst and best case scenarios in behavior change counseling
- 12:00 **LUNCH (PROVIDED)**
- 12:45 **Patient/Family Assessment & Caregiver Support:** *Ann Larsen, RN, CDE*
- Describe tools and strategies to assess patient and family needs
 - Identify resources for developing plans of care and caregiver support
- 1:30 **Tools for Assessing Patients:** *Cherie P. Bruncker, MD*
- Discuss the importance of conducting a geriatric assessment
 - Practice screening tasks for elder impairment
- 2:15 **Small Groups Case Discussion:** *Cherie, David, Susan, Ann, Liza*
- Apply a care management approach to case examples
 - Discuss community resources and how to help patients access them
 - Focus on patient and caregiver assessment in the care management process
- 2:50 **BREAK**
- 3:00 **Implementation of Program: Strategies, Success Metrics & Quality Measures:** *David A. Dorr, MD, MS*
- Develop strategies and plan next steps with team members for implementing Care Management Plus
 - Develop a set of metrics to use in measuring success
 - Review quality measures embedded in ICCIS
- 4:15 **BREAK**
- 4:30 **Demonstration of ICCIS:** *Gwenivere Olsen, BA (OPTIONAL)*
- List core functions of ICCIS (Integrated Care Coordination Information System)
- 5:15 **Adjourn**

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- 8:00 **Registration and Breakfast (PROVIDED)**
- 8:15 **Online Coursework & Goals:** *Liza Widmier, BSN*
- Discuss the elements and functions of Sakai
 - Explain the online course requirements
 - Identify 2 goals for successful participation in the online coursework and thus success as a future care manager
- 9:00 **Motivational Interviewing:** *Susan Butterworth, PhD, MS*
Participants will:
- Practice techniques that are congruent with the MI approach
 - Discuss ways to give information or advice that are congruent with the MI approach
 - Discuss the principles of MI
- 11:00 **Motivational Interviewing:** *Susan Butterworth, PhD, MS*
Participants will:
- Learn and practice new skills including responding to change talk, agenda setting and goal-setting
- 12:00 **LUNCH (PROVIDED)**
- 1:00 **Motivational Interviewing:** *Susan Butterworth, PhD, MS*
Participants will:
- Apply a structured framework for health coaching using a patient-centered approach
- 2:30 **BREAK**
- 2:45 **Motivational Interviewing:** *Susan Butterworth, PhD, MS*
Participants will:
- Identify a plan to continue their professional development in a MI skill-set
- 3:30 **ADJOURN**

The following modules are online at <http://sakai.ohsu.edu> and should be completed by the dates shown.

Topics and Due Dates

<i>WEEK</i>	<i>MODULE</i>	<i>TOPIC</i>	<i>DUE DATE</i>
1	1	Pain	1/29/2012
2	2	Palliative & Hospice Care	2/5/2012
3	3	Advance Directives	2/12/2012
4	4	Choice of Supplemental Module	2/19/2012
5	5	Asthma & COPD	2/26/2012
6	6	Hypertension	3/4/2012
7	7	Diabetes	3/11/2012
8	8	Management of the Frail Elderly	3/18/2012

Supplemental Module (Optional for additional credit):

<i>TOPIC</i>	<i>DUE DATE</i>
Dizziness, Falls & Safety Evaluation	3/18/2012
Depression	
Sleep Disturbances	

Conference Calls With Experts (Select preferred call dates at in-person Training):

<i>WEEK</i>	<i>TOPIC</i>	<i>CALL DATE</i>
1	Pain Expert Call w/ Pat Berry	TBA
3	First Motivational Interviewing Expert Call w/Susan Butterworth	TBA
7	Second Motivational Interviewing Expert Call w/Susan Butterworth	TBA

Supplemental Online Information

Supplemental online information is organized by topic, and available as needed.

- Heart Failure
- The Older Driver
- Constipation in the Elderly
- Age-Related Incontinence and Bladder Problems in Women
- Preventive Health in Older Adults
- Obesity
- Nutrition and Exercise Patient Information
- Alcohol and Drug Abuse
- Pediatric Bronchiolitis & Asthma

Care Management Plus Training: January 18th – 19th, 2012

Training Site Directions/Travel Information

Wednesday, January 18, 2012: 7:30 am – 5:15 pm

Thursday, January 19, 2012: 8:00 am – 3:30 pm

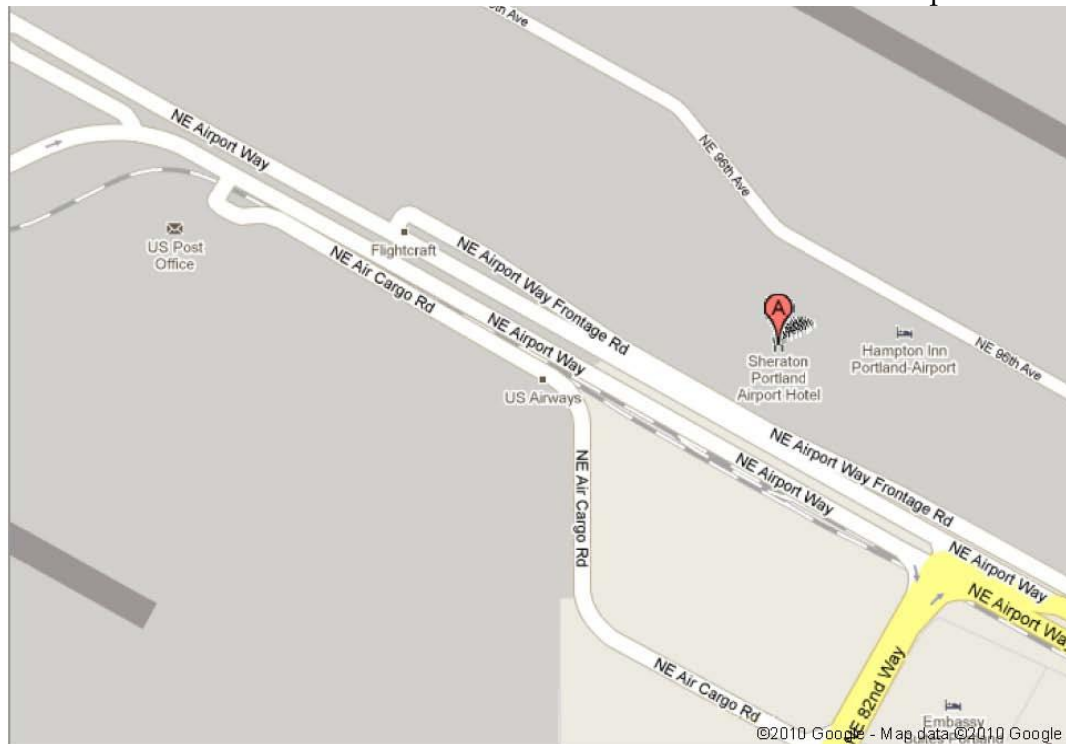
Training will be held at:

Sheraton Portland Airport Hotel
8235 NE Airport Way, Portland, OR 97220
503.281.2500 / 800.325.3535
Sheratonportland.com

Hotel rooms at the Sheraton: TO BOOK A ROOM AT THE NEGOTIATED DISCOUNT RATE OF \$ 109 PER NIGHT, PLEASE **BOOK ONLINE** USING THIS LINK:

[HTTPS://WWW.STARWOODMEETING.COM/STARWOODWEB/BOOKING/RESERVATION?ID=1111142597&KEY=994AC](https://www.starwoodmeeting.com/starwoodweb/booking/reservation?id=1111142597&key=994AC). YOU MAY ALSO CALL 800.325.3535 AND IDENTIFY YOURSELF AS PART OF THE "OREGON HEALTH & SCIENCE UNIVERSITY CARE MANAGEMENT PLUS" GROUP. RESERVATIONS MUST BE MADE **BY DECEMBER 24, 2011, 5 PM PT**, TO BE ASSURED OF THE PREFERRED RATE.

PARKING INFORMATION: Free and On-site at the Sheraton Portland Airport Hotel.



DRIVING DIRECTIONS:

From Portland Airport

- Note that the Hotel provides a complimentary shuttle service from the airport
- If going by car:
 - Depart (west)
 - Turn left **toward** NE Airport Way
 - Turn left onto NE Airport Way
 - Make a U-turn at NE 82nd Ave
 - Turn right to stay on NE Airport Way / Frontage Rd

From East

- Take Interstate 84 West and take Exit 21A to I-205 North.
- Take Exit 24A to Portland International Airport to Airport Way.
- The hotel is located 2 miles on the right-hand side.

From North

- Take Interstate 205 South, via Glen Jackson Bridge.
- Take Exit 24 to Portland International Airport to Airport Way.
- The hotel is located 2 miles on the right-hand side.

From West

- Take I-84 East to Exit 8 (I-205 North).
- Take Exit 24A to Portland International Airport to Airport Way.
- The hotel is located 2 miles on the right-hand side.

From South

- Take I-205 North.
- Take exit 24A to Portland International Airport to Airport Way.
- The hotel is located 2 miles on the right-hand side.

PUBLIC TRANSIT:

See www.trimet.org for more details about stops and stations. Call 503-238-RIDE (7433) for immediate information on arrival times and routes.

Trimet MAX Red Line

Runs every 15 minutes or so during the day. It runs through east Portland to downtown (southbound) and to the Portland Airport (northbound). Cost to/from downtown is \$2.40 each way for an adult 2-hr ticket, all zone. 1-Day pass is \$5.00. Trip is approximately 38 minutes each way.

Buses and streetcar are free within the downtown Portland area.

The Sheraton has a free shuttle to nearby Cascade Station with a MAX stop.

OTHER NEARBY HOTEL ACCOMMODATIONS (ALL WITHIN 1 MILE OF TRAINING LOCATION):

- Hampton Inn Portland – Airport
8633 NE Airport Way, Portland, OR 97220
0.1 mile away
800.426.7866 / 503.288.2423
<http://www.hamptoninn.com/en/hp/hotels/index.jhtml?ctyhocn=PDXAPHX>
- Embassy Suites Portland – Airport Hotel
7900 NE 82nd Avenue, Portland, OR, 97220
0.3 miles away
800.362.2779 / 503.460.3000
http://embassysuites1.hilton.com/en_US/es/hotel/PDXESES-Embassy-Suites-Portland-Airport-Oregon/index.do

- Marriott Residence Inn Portland Airport at Cascade Station
9301 NE Cascades Pkwy, Portland, OR 97220
0.5 miles away
800.331.3131 / 503.284.1800
<http://www.marriott.com/hotels/travel/pdxap-residence-inn-portland-airport-at-cascade-station>
- Hyatt Place Portland Airport/Cascade Station
9750 NE Cascades Parkway, Portland, OR 97220
0.8 miles away
888.492.8847 / 503.288.2808
<http://portlandairport.place.hyatt.com/hyatt/hotels/place/index.jsp>
- Aloft Portland Airport at Cascade Station
9920 NE Cascades Parkway, Portland, OR 97220
0.9 miles away
877.462.5638 / 503.200.5678
<http://www.starwoodhotels.com/aloft-hotels/property/overview/index.html?propertyID=3043>

NEARBY RESTAURANTS:

- Columbia Grill & Bar at Sheraton Airport Hotel (5:00 AM to 1:00 AM)
- Water's Grille at Embassy Suites Hotel, 7900 NE 82nd Avenue, 503.460.3000
- Stanford's Restaurant & Bar, 7000 NE Airport Way, 503.493.4056
- Red Robin Gourmet Burgers, 10005 NE Cascades Pkwy # A, 503.287.4699
- Hot Pot 'N Sushi, 10127 NE Cascades Pkwy, 503.284.6075
- Buffalo Wild Wings Grill & Bar Cascade, 9810 NE Cascades Pkwy, 503.281.0351

DOWNTOWN PORTLAND RESTAURANTS:

- Higgins Restaurant (NW Regional Cuisine), 1239 SW Broadway, 503.222.9070
- Veritable Quandary (NW Cuisine), 1220 SW First Avenue, 503.227.7342
- Peemkaew (Thai), 323 NW Park, 503.621.3164
- Old Town Pizza (Portland's Haunted Pizzeria), 226 NW Davis, 503.222.9999
- Hot Lips Pizza, 1909 SW 6th Ave, 503.224.0311
- McCormick & Schmick's (Seafood), 309 SW Montgomery St, 503.220.1865
- Chart House, 5700 SW Terwilliger Blvd, 503.246.6963
- Kell's Irish Pub, 112 SW 2nd Ave, 503.227.4057
- McMenemy's Market Street Pub, 1526 SW 10th Ave, 503.497.0160
- The Heathman Restaurant & Bar (French Pacific NW), 1001 SW Broadway, 503.790.7752
- Ruth's Chris Steak House, 309 SW 3rd Ave, 503.221.4518
- Pazzo (Italian), 627 SW Washington at Broadway, 503.228.1515

NEARBY ACTIVITIES/SHOPPING:

- IKEA (10 am - 9 pm), 10280 NE Cascades Parkway, 503.282.4532
(MAX Red Line one stop south to Cascades Station, or drive southeast along NE Cascades Pkwy.)
- Roseway Theater (movies), 7229 NE Sandy Blvd, 503.282.2898, rosewaytheater.com
- Montavilla Park, NE 82nd Ave. & NE Glisan St., 503.823.2223

ATTRACTIONS IN GREATER PORTLAND:

- Portland Pioneer Courthouse Square: <http://www.pioneercourhousesquare.org/>
- Portland Aerial Tram, <http://www.portlandtram.org/> (**Free pass included in your welcome bag!**)
- Oregon Museum of Science and Industry, <http://www.oms.edu/>
- Oregon Historical Society, <http://www.ohs.org/>
- Portland Art Museum, <http://portlandartmuseum.org/>
- International Rose Test Garden, <http://www.rosegardenstore.org/thegardens.cfm>
- Oregon Zoo, <http://www.oregonzoo.org/>
- Portland Center for the Performing Arts, <http://www.pcpa.com/>
- VooDoo Doughnuts, <http://www.voodoodoughnut.com/>

MAP OF DOWNTOWN PORTLAND ATTRACTIONS:

