



## Training

**Care Management Plus** uses Information Technology Tools and care managers to help patients, caregivers, and all their physicians to 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 intensive training and subsequent 8 weeks of online instruction.**

The first two 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 Learning and Change Management 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.

### **Credit**

OHSU School of Medicine, Division of CME, designates this educational activity for a maximum of 13.00 *AMA PRA Category 1 Credits*<sup>TM</sup>. Physicians should only claim credit commensurate with the extent of their participation in the activity.

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

**Care Management Plus** is supported by a grant from **The John A. Hartford Foundation**. For more information, see [www.CareManagementPlus.org](http://www.CareManagementPlus.org) and [www.jhartfound.org](http://www.jhartfound.org).



# Training Schedule: Day 1

August 16<sup>th</sup> and 17<sup>th</sup>, 2010  
Cape Fox Lodge, Shaa Hit Meeting Room  
800 Venetia Avenue, Ketchikan, AK 99901; 907.225.8001  
Suggested Attire: Business Casual; Parking: Free and onsite

August 16<sup>th</sup>, 2010

7:30 AM – 5:00 PM

7:30 **Registration and Breakfast**

8:00 **Welcome, Introduction to Care Management Plus:** *David 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

9:40 **Orientation to Care Management Tracking with ICCIS (Integrated Care Coordination Information System):**  
*Gwenivere Olsen*

- Identify functions of the tracking database
- Explore tracking tool, its implementation and integration

10:00 **BREAK**

10:15 **Motivational Interviewing Introduction:** *Susan Butterworth, PhD, MS*

- Define the core concepts of Motivational Interviewing
- Experience the difference between traditional and MI approach

11:15 **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

11:45 **Question & Answer Session:** *David, Ann, Gwen, Susan*

12:00 **LUNCH**

12:45 **Tools for Assessing Patients:** *Cherie Brunker, MD*

- Discuss the importance of conducting a geriatric assessment
- Practice screening tasks for elder impairment

1:35 **BREAK**

1:45 **Motivational Interviewing:** *Susan Butterworth, PhD, MS*

- Identify worst case scenarios in behavior change counseling
- Practice techniques that are congruent with MI approach
- Discuss ways to give information or advice that are congruent with the MI approach.

3:45 **Implementation of Program: Strategies, Success Metrics & Quality Measures:** *David Dorr, MD, MS*

- Develop strategies for initiating the program in the clinic
- Develop a set of metrics to use in measuring success
- Review quality measures embedded in CMT/ICCIS

4:45 **Wrap Up & Questions:** *Cherie Brunker, MD*

## Training Schedule: Day 2

August 16<sup>th</sup> and 17<sup>th</sup>, 2010  
Cape Fox Lodge, Shaa Hit Meeting Room  
800 Venetia Avenue, Ketchikan, AK 99901; 907.225.8001  
**Suggested Attire:** Business Casual; **Parking:** Free and onsite

August 17<sup>th</sup>, 2010

7:45 AM – 3:00 PM

7:45 **BREAKFAST**

8:00 **Motivational Interviewing:** *Susan Butterworth, PhD, MS*

- Identify best case scenarios in behavior change counseling
- Practice techniques that are congruent with MI approach
- Discuss ways to give information or advice that are congruent with the MI approach.

10:00 **BREAK**

10:15 **Behavioral Health Screening and Referral:** *Randy Moss, PhD*

- Gain understanding between diagnosis, assessment and screening as related to Behavioral Health Issues
- Increase differentiation and symptom cross-over between medical, pharmacological, and mental health presentations
- Identify referral sources and needed treatment team members for behavioral health issues

11:15 **Online Coursework:** *Liza Widmier, BSN*

- Discuss the elements and functions of Sakai
- Explain the online course requirements

11:45 **Goals & Getting Started:** *Liza Widmier, BSN*

- Identify 2 goals for successful participation in the online coursework and thus success as a future care manager

12:00 **Lunch (Additional time to practice on computer for ICCIS and Sakai)**

1:15 **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
- Integrate Motivational Interviewing techniques into the care management process

2:15 **Course Overview, Wrap-up & Questions:** *David Dorr, MD, MS*

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	8/29/10
2	2	Palliative and Hospice Care	9/5/10
3	3	Advance Directives	9/12/10
4	4	Choice of Supplemental Module	9/19/10
5	5	Asthma and COPD	9/26/10
6	6	Choice of Supplemental Module	10/3/10
7	7	Dizziness, Falls & Safety Evaluation	10/10/10
8	8	Management of the Frail Elderly	10/17/10

Supplemental Module (Optional for additional credit):

<i>TOPIC</i>	<i>DUE DATE</i>
Diabetes	10/17/10
Depression	
Hypertension	
Sleep	
ICCIS Software <b>*Only offered Week 4*</b>	

Conference Calls: w/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
4	Webinar: ICCIS Instruction w/ Gwen Olsen	TBA
8	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
- Pediatric Bronchiolitis & Asthma
- Nutrition and Exercise Patient Information
- Obesity
- Alcohol and Drug Abuse

## Training Site Directions / Travel Information

Monday, August 16<sup>th</sup>, 2010: 7:30 am – 5:00 pm

Tuesday, August 17<sup>th</sup>, 2010: 7:45 am – 3:00 pm

Training will be held at:

**Cape Fox Lodge, Shaa Hit Meeting Room**

800 Venetia Avenue, Ketchikan, AK 99901; 907.225.8001

<http://www.capefoxlodge.com/>

### Hotel rooms at Cape Fox Lodge:

Negotiated OHSU discount rate for this conference is **\$159.95+ tax** per night based on double occupancy, space available. **Please book by July 15, 2010, by calling 1.866.225.8001 and mentioning code "OHSU".**

**PARKING INFORMATION:** Free and On-site at the Cape Fox Lodge



### DRIVING DIRECTIONS:

#### From Ketchikan Airport

- The Hotel is approximately 3 miles from the airport ferry terminal.
- From the ferry terminal, turn right on Tongass Avenue heading South into town.
- You will pass 3 stoplights before you get to the downtown area of Ketchikan.
- After the downtown stoplight, follow natural left curve in the road (downtown).
- Turn left onto Bawden Street.
- At the fork in the road on Bawden, stay right and continue onto Park Avenue.
- Turn Right off Park Avenue, onto Venetia Way
- Follow Venetia Way up the hill to the Cape Fox Lodge

#### From Downtown

- Head northeast on Dock St toward Main St

- Turn right at Main St
- Slight left at Dock St
- Take the 2nd left onto Bawden St
- Continue onto Park Ave
- Slight right at Venetia Ave
- Destination will be on the right

**PUBLIC TRANSIT:**

- Ferries depart the airport on the hour/half hour. During peak summer periods, departures are every 15 minutes. Fares are \$5.00 adult, \$6.00 for vehicles one way.
- A water taxi service is available from the airport and most hotels offer shuttle vans to pick up passengers.
- Rental cars can be arranged and picked up at the airport, as well as in Ketchikan.
- Taxis meet airport ferry and state ferry arrivals. Rates are \$3.70 Drop, \$3.50 per mile.
- Bicycle and electric cart or chair rentals are available to visitors in the downtown area.
- Municipal bus service provided by Ketchikan Gateway Borough Transit operates 7 days a week providing service on major streets and larger residential areas. Fares start at \$1.00; buses run hourly. For more information call 907-225-8726 or visit <http://borough.ketchikan.ak.us>
- The complimentary downtown Shuttle Bus runs May through September, making a 20 minute circuit beginning at Berth 4.
- Air Taxis provide scheduled commuter service, as well as lake trips and charter flights.
- Public parking lots have time restrictions and/or require a parking permit. One day permits are \$5.00, available for purchase at City Hall, downtown.

**OTHER NEARBY HOTEL ACCOMMODATIONS (ALL WITHIN 4 MILES OF TRAINING LOCATION):**

- Inn at Creek and New York Hotel  
207 Stedman Street  
Ketchikan, AK 99901-6525  
0.2 mile away  
866.538.0187 / 907.225.0246
- Gilmore Hotel  
326 Front Street  
Ketchikan, AK 99901-6418  
0.3 mile away  
800.275.9423 / 907.225.9423  
[gilmorehotel.com](http://gilmorehotel.com)
- Best Western Landing Hotel  
3434 Tongass Avenue  
Ketchikan, AK 99901  
2.1 miles away  
800.428.8304 / 907.225.5166  
[www.landinghotel.com](http://www.landinghotel.com)
- Narrows Inn Restaurant and Marina  
4871 N Tongass Hwy  
Ketchikan, AK 99901  
3.8 miles away  
888.686.2600 / 907.247.2600  
[www.narrowsinn.com/staging/](http://www.narrowsinn.com/staging/)

**NEARBY RESTAURANTS:**

- Steamers at the Doc, 76 Front Street, (907) 225-1600
- Pioneer Café, 619 Mission Street, (907) 225-3337
- Thai House Restaurant, 127 Stedman Street, (907) 225-8424
- Planet Halibut 7 Creek Street, (907) 225-8883
- Annabelle’s Keg & Chowderhouse, 326 Front Street, (907) 225-6009
- Alaska Fish House, Dog Salmon Avenue, (907) 247-4057

**NEARBY ACTIVITIES / SHOPPING:**

- **KETCHIKAN PLAZA**, 2417 Tongass Avenue

**ATTRACTIONS IN GREATER KETCHIKAN:**

- Ketchikan Museum, 629 Dock Street, (907) 225-5600
- Southeast Alaska Discovery Center, 50 Main St, (907) 228-6220

**MAP OF DOWNTOWN KETCHIKAN:**

