



Training

Care Management Plus uses Information Technology Tools and care managers to help patients, caregivers, and all 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 1-day intensive training and subsequent 8 weeks of online instruction.**

The first day is 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

The Center for Learning & Change Management at OHSU 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.

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 and www.jhartfound.org.



CM+ Training Schedule: Monday, June 7, 2010: 7:30 am – 5:30 pm

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**

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+

8:30 **Introductions / Ice-breaker:** *Susan Butterworth, PhD, MS*

- Identify strengths and weaknesses of current clinical practices as they relate to training objectives

9:00 **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 Introduction:** *Susan Butterworth, PhD, MS*

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

11:00 **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

11:30 **Question & Answer Session:** *David, Susan, Ann*

11:40 **Tools for Assessing Patients:** *Cherie Bruncker, MD and Bryan Gardner, BS, MSN, RN*

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

12:30 **LUNCH**

1:00 **Motivational Interviewing:** *Susan Butterworth, PhD, MS*

- Identify worst and 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.

3:00 **BREAK/SNACK**

3:15 **Small Groups Case Discussion:** *Cherie, David, Susan, Ann, Liza, Bryan*

- 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

4:00 **Online Coursework:** *Liza Widmier, BSN*

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

4:15 **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

Goals & Getting Started: *Liza Widmier, BSN*

- Identify 2 goals for successful participation in the online coursework and thus success as a future care manager
- Identify 2 goals pertaining to adoption of CM+/Team Quality Improvement (QI)

5:00 **Course Overview, Wrap-up & Questions:** *Cherie Bruncker, MD*

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

Topics and Due Dates

WEEK	MODULE	TOPIC	DUE DATE
1	1	ICCIS Care Management Tracking Introduction	6/13/10
2	2	Pain w/ICCIS Software Tracking Assignment	6/20/10
3	3	Palliative Care	6/27/10
4	4	Advance Directives	7/4/10
5	5	Choice of Supplemental Module (optional)	7/11/10
6	6	Asthma / COPD	7/18/10
7	7	Dizziness, Falls & Safety Evaluation	7/25/10
8	8	Management of the Frail Elderly	8/1/10

Supplemental Module (Optional for additional credit):

TOPIC	DUE DATE
Diabetes	7/11/10
Depression	
Hypertension	
Sleep Disturbances	

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

WEEK	TOPIC	CALL DATE
1	ICCIS Instruction w/ Gwen Olsen	6/9, 6/10, or 6/11
2	Pain Expert Call w/ Pat Berry	6/16 or 6/17
4	First Motivational Interviewing Expert Call w/Susan Butterworth	6/30/10
5	ICCIS Expert Call w/ Gwen Olsen	7/7, 7/8, or 7/9
8	Second Motivational Interviewing Expert Call w/Susan Butterworth	7/30/10

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
- Challenging Populations
- Roles & Responsibilities of Care Managers (additional reference materials)
- Tools for Assessing Patients (additional reference materials)

Care Management Plus Training: June 7, 2010

Training Site Directions/Travel Information

Monday, June 7, 2010: 7:30 am – 5:30 pm

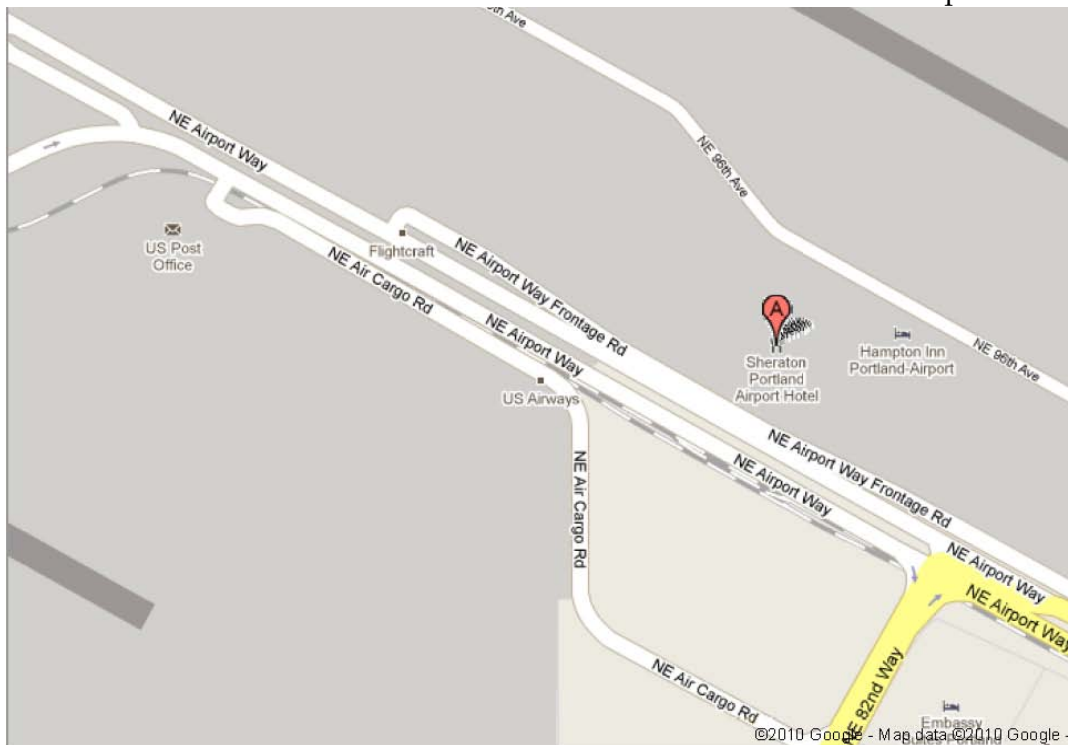
Training will be held at:

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 CALL 800.325.3535 AND IDENTIFY YOURSELF AS PART OF THE "OREGON HEALTH & SCIENCE UNIVERSITY/OHSU" GROUP. RESERVATIONS MUST BE MADE **BY MAY 26, 2010, 5 PM PT, TO TAKE ADVANTAGE 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 better during the day. It runs through east Portland to downtown (southbound) and to the Portland Airport (northbound). Cost to/from downtown is \$2.30. Cost to/from the airport is \$2.00.

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

Buses and streetcar are free in the downtown area.

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, 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, 9810 NE Cascades Pkwy, 503.281.0351
- Panda Express, 10213 Ne Cascades Parkway, 503.281.0169

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:

- Oregon Museum of Science and Industry, <http://omsi.org>
- International Rose Test Garden, <http://www.rosegardenstore.org/thegardens.cfm>
- Portland Art Museum, <http://portlandartmuseum.org/>
- Washington Park Zoo, <http://www.oregonzoo.org/>
- Portland Center for the Performing Arts, <http://www.pcpa.com/>

MAP OF DOWNTOWN PORTLAND ATTRACTIONS:

