Case Management to Care Management Training

A workforce development training program brought to you by the National Council for Community Behavioral Healthcare

Training Overview
As healthcare reform advances and as more and more states move to health home models, case managers' critical knowledge and skills will be needed in new ways. This new marketplace requires case managers to expand their capacity in healthcare navigation, build on their existing skills in health behavior change, and possess a better understanding of the common health problems and basic interventions both for individuals with serious mental illness and those with chronic health problems. A more knowledgeable and better skilled case manager workforce will also provide organizations with a service that can be marketed across the healthcare system.

Case manager to Care Manager training **is a key strategy in** positioning your organization for transformation. . The 1- day, training covers the key issues of for people with serious mental illness and/or substance use disorders. Training topics include:

- National forces driving change
- Conceptual framework for change: health homes, chronic care model
- The evidence for case managers as health navigators
- The physical health needs of people with behavioral health challenges
- Diabetes and heart disease: key issues, key interventions
- Motivational interviewing exercises for health behavior change
- Self-assessment of individual practice
- Applying rapid cycle change principles to working with people on health behavior change, goal planning, and documentation.

Following the training, case managers will be able to:

- Identify current healthcare trends impacting their role
- Identify the difference between physical health and behavioral health culture
- Describe strategies to build strong partnerships with primary care providers
- List strategies to help prepare people for primary care appointments and to increase self-management
- Apply basic chronic care principles to managing heart disease and diabetes
- Increase knowledge of when to call a primary care provider
- Identify and apply motivational interviewing strategies to help people change their health behavior
- Commit to two immediate changes they will make in their practice post training.

The training program includes three follow up webinars on documenting care management and applying motivational interviewing in health behavior change.