



**Certificate of Training in  
Integrated Care Management  
Course Guide**

Course website:

<https://umassmed.umassonline.net>

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Although you will have access to course materials and will be invited to join webinar Q&A sessions for a full year, all course work must be completed by December 1, 2017 to receive credit for the course.

## Requirements to Receive Course Credit

The checklist below will help you to keep track of the required course activities. In order to receive a certificate of completion you must complete all of the activities below. Save any materials along the way as they will not be given out after the end of the semester.

- Course opens September 11, 2017
- View at least 15 course modules and complete all quiz questions and any assignments associated
- Complete the final course survey
- Completion deadline is December 1, 2017

*- CEs/certificates are emailed out 6-8 weeks after the deadline, no sooner.*

*- After grades have closed the course website will remain open until 9/11/2018 (Absolutely no access can be granted after this date nor any materials given after this date).*

### Not required, but strongly recommended

- Attend Q&A sessions online
- Participate in the Course Discussion Board beyond the assigned tasks
- Provide feedback to CIPC about your course experience either via email or by filling out the surveys in the course.

## Continuing Education Information

<http://umassmed.edu/cipc/icm/continuing-education/>

## Course Overview

The Center for Integrated Primary Care at the University of Massachusetts is proud to offer this Certificate course in Integrated Care Management.

The Certificate course consists of 20 online modules, divided into these categories: Core Content (6 modules) Special Populations (4 modules), Bio-medical (5 modules), and Psychosocial (5 modules). All modules are available to each participant in the course, and the Core Content modules are required for all participants. Once the Core Content is completed, participants must select nine additional modules to view and be tested on to successfully complete the course. We plan to release the modules as follows:

### Take All Six

#### **Core Content**

- CM-01 Introduction to Integrated Care Management in the PCMH
- CM-02 Effective Patient Centered Care Plans
- CM-03 Networking in the Medical Neighborhood
- CM-04 Fostering Patient Activation Through Shared Decision Making
- CM-05 An Introduction to Motivational Interviewing
- CM-06 Effective Use of Registries to Improve Care for High Risk Patients

Pick 9 of 15

### **Special Populations**

- CM-07 Care Management for Patients with Housing Insecurity
- CM-08 Working With Children and Families
- CM-09 Working with Older Patients
- CM-10 Working With and Caring For Caregivers

### **Bio-medical**

- CM-11 Cardiovascular Disease 101
- CM-12 Helping Patients Achieve Healthy Lifestyles for Weight Reduction
- CM-13 Diabetes Care: What Everyone Needs to Know
- CM-14 Behavior Change for Chronic Illness Management
- CM-15 Helping Patients with Chronic Pain

### **Psychosocial**

- CM-16 The Care Manager's Role in Care for Patients with Acute Trauma and PTSD
- CM-17 Identifying and Managing Mental Health Crises
- CM-18 Working With Unhealthy Substance Use
- CM-19 Smoking Cessation: What a Care Manager Can Do
- CM-20 Working With Patients with Serious and Persistent Mental Illness

### **Technology Requirements - Course Modules**

We use UMass Medical School's Learning Management System, BlackBoard, to contain and deliver our courses.

### **Supported Browsers**

Blackboard supports four primary browsers.

[Run the browser checker](#) to see whether Blackboard Learn supports your browser and operating system.

To learn more about Blackboard's general browser support policy as well as information about Javascript, Cookies, and other software, see [Browser Support Policy](#).

These desktop browsers work best with Blackboard Learn 9.1 Service Pack (SP) 14.

- Firefox 24<sup>®</sup> and later
- Chrome™ 30 and later
- Safari<sup>®</sup> 6 and later

*Safari for Windows is no longer supported by Apple and is not supported for the new Blackboard Learn experience.*

- Internet Explorer<sup>®</sup> 9 and later

*Some configuration options for Internet Explorer may make certain features of Blackboard Learn difficult to use.*

## Logging in to the Course

If we have not received your tuition payment you will not be able to login to the course.

Logging in for the first time:

1. Go to <https://umassmed.umassonline.net>
2. Click on **Need Your Password?** Under the Blackboard Learn login area.
3. Using Option 1, enter your first and last name and your username, which is the email address you used to register for the course. For example, when logging into Blackboard Learn, you will enter that full email address in the Username field (i.e., john.doe@gmail.com).
4. You will be sent an email immediately which will allow you to set your password.
5. Follow the instructions in the email to set your password.

*Note - During registration, it is important to double check to make sure you've entered the right email address. Also for those using organizations/company's email addresses, there could be a spam filter that prevents you from receiving emails. Please be sure to check your junk mail to see if information on how to set your password has been filtered as a junk mail.*

## Navigating through the course

Once you are logged in, click the course you are enrolled in from the list in “My Courses”



You should then see a list of the modules that make up the course on the left side of the screen that opens. Click on the module you would like to begin with—we recommend taking the modules in the order in which they are presented in the list as the Q&A sessions will be geared toward that progression.

Each module will begin with information about Learning Objectives, requirements, faculty, etc. Once you have read through this, continue clicking on the titles below to access the learning module.

## CM-01 Introduction to Integrated Care Management in the PCMH

### Introduction to Integrated Care Management in the PCMH



#### Learning Objectives

By the end of this module, you will be able to:

- Describe the role of care manager
- Discuss the unique aspects of the Patient Centered Medical/Healthcare Home
- Discuss the role of care management in the PCMH;
- List the common health and behavioral health needs most commonly addressed by care management in the PCMH

#### Units Outline

1. What is a care manager?
2. Primary Care and Patient Centered Medical Home (PCMH)
3. Health Relies on Healthy Behaviors - Why Integrated Care Management
4. Mental Health affects physical health - Prevalence of behavioral health problems in primary care
5. Conclusion + Additional resources

Click on titles above the red and white symbols to open the learning module.

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- 1. What is a care manager?
  - Care Manager definition
  - Care manager function
  - Care manager skills
  - Typical care manager tasks
  - Engagement as the foundation for care management
  - Does care management work? (evidence)
- 2. Primary Care and Patient Centered Medical Home (PCMH)
  - Primary care and the 5 A's
  - Characteristics of primary care
  - Impact of primary care
  - Primary care is a big job
  - What is the essence of primary care?
  - What does PCMH look like?
  - What does PCMH look like?
  - What does PCMH look like?
  - Other relevant 2014 PCMH standards
- 3. Health relies on healthy behaviors

**1. What is a care manager?**

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**Introduction**

**Unit outline**

1. Care manager definition
2. Care manager functions
3. Care manager skills
4. Possible care manager settings and roles
5. Typical care manager tasks
6. Engagement as the foundation for care management
7. Does care management work? (evidence)
8. Review

An outline of the module appears on the left

Click here to advance through the module

If you get stuck, email us! [cipc@umassmed.edu](mailto:cipc@umassmed.edu)

### Downloading Readings and Handouts

A variety of readings, handouts, recommendations for online resources are provided for the course. Links to download resources are posted with each module.

### Technology Requirements- Live Webinar Q&A Sessions

For these live Q&A webinars, we will be using a free and simple to use webinar platform called Zoom. It downloads in a few seconds and can be used on desktop computers, laptops, tablets and smart phones—it is compatible with Mac and PC, iOS and Android. There is an app for smartphones that you can download as well. If you are on an institutional computer behind firewalls, you will probably need the assistance of your IT department in order to download the software. <https://zoom.us/>

We encourage you to go to the Q&A section of the course (look all the way to the left menu) and as you go through the modules, post questions for Dr. Connell. We will collect those questions in advance of each Q&A session and they will be the initial questions that Dr. Connell will address.

[CLICK HERE](#) for a helpful video about how to join a Zoom meeting.

We will send an invitation and a link to all registered students prior to each webinar—it should be a simple click to join. There will be a dial-in number so you can ask questions during the webinar (you will be muted when you join, and you can type your questions in the chat space.

If this sounds confusing, you can preview what a Zoom session looks like on their website: <https://zoom.us/> You can also email us for help: [cipc@umassmed.edu](mailto:cipc@umassmed.edu)

### International Students

We have had numerous students around the globe taking our online courses. You shouldn't have any difficulties viewing the course or the embedded videos, but please let us know if you do and we'll try our best to troubleshoot the issue and get it resolved quickly. A strong broadband connection to the internet will be needed as there are many videos that will need to load and play.

For calling into live webinars, please be sure to have a good connection and that you know what charges your carrier will exact for international calls. We do provide a list of international call-in numbers that are toll-free, but there may be additional charges that apply. Be sure to check your calling plan before dialing in.

### Schedule for Q&A with the Course Director

These will run on Thursday's, 12pm-1pm EST with Dr. Alexa Connell.

*They are not mandatory, but are strongly recommended, a reminder email will be sent with link to attend live webinar*

- A reminder will be sent out one week prior to a Q & A.
- Another reminder will be sent out the day of a Q & A with links to attend

### Course Evaluations and the Final Survey

In order to offer continuing education credits for this course, we must receive feedback on the learning modules. There is a brief survey at the end of each module.

**We will send you a link to a course evaluation at the end of the course; it is a requirement for completion.**

### Questions and Support

If you are having difficulty **accessing the course**, please email the Medical School help desk [umwhelpdesk@umassmed.edu](mailto:umwhelpdesk@umassmed.edu) with a cc to Academic Computing [academiccomputingservices@umassmed.edu](mailto:academiccomputingservices@umassmed.edu). **Be sure to identify yourself as a UMass Worcester student, and include the name of the course(s) you are enrolled in. Expect to receive a response within 24 hours.**

For questions about **registration, payment issues and questions about course content**, go to [cipc@umassmed.edu](mailto:cipc@umassmed.edu). You will receive a response during normal business hours.

If after the steps above you're still having trouble logging into the course, or for technical help with your course **outside of normal business hours**, call TOLL FREE 1-855-789-7056, or visit <http://umw.echelp.org/>. You can also get help via live text chat. **Be sure to identify yourself as a UMass Worcester student, and include the name of the course(s) you are enrolled in.**