

# Whole Person Care: Care Management Training

October 23, 2020



8:00-8:05AM	<p style="text-align: center;"><b>Opening Remarks</b></p> <p style="text-align: center;">Kristi Hall, MA, BS, CCM <i>Rocky Mountain Health Plans</i></p>
8:05-9:05AM	<p style="text-align: center;"><b>Perspective Is the Best Medicine: A Prescription for Less Stress and More Success</b></p> <p style="text-align: center;">David Glickman <i>Healthcare Humor</i></p> <p>Just look around the average primary care practice and you'll see most employees dealing with lots of stress. Well, the good news is that there's a successful strategy to approach these challenges. Hall of Fame Speaker David Glickman will show you how by simply changing your perspective you'll experience a profound way of handling these frustrations. And this program isn't so much a traditional speech as it is a full-blown, high-energy one-man show. It's got observational humor, funny visuals, and hilarious song parodies. Even virtually, you'll be laughing and learning!</p>
9:05-9:15AM	<p style="text-align: center;">Break</p>
9:15-9:45 AM	<p style="text-align: center;"><b>Care Planning From the Patient Perspective</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Coire Walker <i>Salud Family Medicine</i></p> </div> <div style="text-align: center;"> <p>Tracy Arens, RN <i>Mercy Family Medicine</i></p> </div> <div style="text-align: center;"> <p>Mariah <i>Patient at Mercy Family Medicine</i></p> </div> </div> <p>During this session, two care managers from opposite ends of the state will share patient perspectives on the care planning process. Care managers will also share what it was about the care plan process that positively influenced the health of their patient, how care planning has allowed patients to take an active role in their health, and what pieces patients have found to be the most valuable. You will also be fortunate enough to hear from a patient on their perspective of a care plan, their experience with care management, and suggestions for how care managers can engage patients in care management, as well as ways to build a trusting relationship with patients.</p>
9:45-9:55 AM	<p style="text-align: center;">Break</p>
9:55-10:25 AM	<p style="text-align: center;"><b>Cultural Considerations in Care Management</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Eve Presler, MA, MSW <i>Rocky Mountain Health Plans</i></p> </div> <div style="text-align: center;"> <p>Roni Morales <i>Mountain Family Health Centers</i></p> </div> </div> <p>This session will explore some common cultural differences in our community and provide practical tips to promote and integrate cultural awareness in your practice's care management services. Culture is a multifaceted concept. It includes people's beliefs, values, behaviors, and ways of understanding their world. In medicine, managing cultural differences, including customs, is essential to providing high-quality health care. Culture influences patients' responses to wellness and prevention, as well as illness and treatment. Thus, it is imperative that care managers are familiar with the cultural beliefs of the populations they serve; lack of cultural awareness can cause unintended consequences for the patient, such as poor adherence to treatment plans, fragmentation and disconnects in care, medical errors, and patient dissatisfaction.</p>
10:25-10:35 AM	<p style="text-align: center;">Break</p>

10:35–11:20 AM	<p style="text-align: center;"><b>Empowering Patients Through Care Management to Reduce Unnecessary ED Utilization</b></p> <p style="text-align: center;">Jenell Hilderbrand, BSN, RN Diane Carnoali, LCSW <i>Internal Medicine at Valley View</i></p> <p style="text-align: center;">Erin Hatter, BSN, RN Lisa Clark, BSN, RN <i>Internal Medicine Associates</i></p> <p>Care managers are uniquely positioned to improve effective communication between the patient and the medical home. In this panel discussion, practices will share strategies around how care managers empower patients to understand the appropriate steps to take when making the decision to go to the Emergency Department. The perspectives of our panelists will include care managers working within internal medicine clinics and discharge planning during/after an inpatient hospitalization. Panelists will discuss how strong relationships with high-risk patients can reduce unnecessary ED utilization and how care management services can improve a patient’s ability to self-manage their chronic illness. Participants can expect to come away with strategies and resources they can implement in their practices to educate and encourage patients to take action in their journey toward improved health.</p>
11:20–11:30 AM	Break
11:30–11:50 AM	<p style="text-align: center;"><b>Nuts and Bolts of Care Management at Rocky Mountain Health Plans</b></p> <p style="text-align: center;">Sandy Dowd Violet Willett, MHA Kila Watkins, RN <i>Rocky Mountain Health Plans</i></p> <p>During this session, you will hear from the leaders in the Care Management Department at Rocky Mountain Health Plans. They will provide attendees insight into the care management and utilization management program at RMHP. You will hear how their care management program differs from the program at your primary care practice, but also share ways to coordinate with RMHP care managers, and who to contact with questions. This session is geared towards care coordinators and staff working in primary care.</p>
11:50–12:00 PM	Break
12:00–12:45 PM	<p style="text-align: center;"><b>Helping Your Patients With Diabetes: <i>Optimizing Your Approach</i></b></p> <p style="text-align: center;">Dr. Carol Greenlee, FACP, FACE</p> <p>Diabetes can be overwhelming for both the patient and the health care team as well as the health care system. Care managers have a wonderful opportunity to help those struggling with diabetes, easing the burden and impact of this challenging condition. However, how you approach this work can determine whether you are effective or simply frustrated in your efforts. Learn how to overcoming misperceptions and knowledge gaps can help optimize your approach.</p>
12:45–12:55 PM	<p style="text-align: center;"><b>Closing Remarks</b></p> <p style="text-align: center;">Kristi Hall, MA, BS, CCM <i>Rocky Mountain Health Plans</i></p>

