

MaineHealth ACO's No-Cost Training Programs Build Care Management and Medical Assisting Skills

Did you know that the MaineHealth ACO offers regularly scheduled clinical training programs to Maine primary care and specialty practices – at no cost to participants? The first, established in 2014, is our intensive **Care Management Training Program™** that draws on a robust curriculum designed to equip practice staff with the skills necessary to assist low- and moderate-risk patients in the self-management of their conditions. The second, launched last year in collaboration with MaineHealth Advanced Primary Care Strategy, is the Clinical Support Training and Development Medical Assistant Foundational training. It features an interactive format that includes learning from content experts, skills practice and collaboration with fellow students. Combined, the trainings have helped improve the skills of more than 350 participants.

“Excellent care management and medical assisting skills are fundamental to offering truly patient-centered, value-based care,” says Beth Wilcox, the ACO’s clinical operation specialist for education. “Both training programs meet the strategic goals to identify core team members and to invest in their development by providing standardized training that will increase skills, employee satisfaction and enhanced patient engagement.”

The Care Management Training Program™ is offered six times per year and includes four one-day sessions held once per week for a month. MaineHealth and MaineHealth ACO experts are brought in to lead the thirteen different learning modules that make up the program. The content is diverse and comprehensive, ranging from self-management goal setting and action planning to palliative care to management of various chronic disease states. The program is also a great opportunity for participants to build relationships that will last long after the training sessions are over. “Role playing and handouts were valuable to me” says one participant. Another says, “I hope I am able to do this work in my practice; I really loved attending these sessions.”

The foundational medical assistant trainings are two-day sessions held monthly. Topics reflect the diversity and challenges of MA’s work and include personal wellness, customer service, patient visit planning, medication administration, infection prevention, lung health, diabetes, cardiovascular health and refreshers on fundamental skills like taking vital signs and blood pressure. Equally important, the trainings offer participants a chance to share their experiences, receive support from their peers and build camaraderie. “It was nice to interact with other medical assistants from other practices,” noted one participant in a post-training evaluation survey. Another mentioned the “atmosphere that allowed students to openly discuss what they had experienced . . . prompting you to think about situations you may have had and finding other solutions to situations that may arise.”

Building on the success of the foundational training, Beth Wilcox along with Cindy Richards, Cynthia Cartwright, Rachel Alfiero, Claire Schreiber and Karen Waycott are preparing to launch a once-per-month, full day **MA Advanced Training** on March 15th. Presenters will offer four modules: spirometry, approaching delicate topics, population health and tobacco cessation.

Up to 30 CMEs are offered for the care management training and up to 15 CMEs are offered for the MA Foundational Training. In addition, CEU’s are offered through the American Association of Medical Assisting.

The MaineHealth ACO and MaineHealth Advanced Primary Care Strategy are pleased to offer these valuable trainings as a complimentary resource to our participants. “The support that the ACO and MaineHealth have

given these trainings reflects a real commitment to helping practices succeed in this new value-based environment,” says Beth Wilcox. “I encourage practices that want to build the skills of their MAs or increase care management capacity to take part. It’s a golden opportunity.”

Training Dates and Locations:

Care Management: Registration link- <https://www.surveymonkey.com/r/TLM7SNJ>

April 4th, 18th, 25th - Pen Bay Medical, Rockport
April 11th - LincolnHealth, Damariscotta
May 2nd, 9th, 16th, 23rd - MaineHealth, Portland
August 1st, 8th, 15th, 22nd - MaineHealth, Portland
October 3rd, 10th, 17th, 24th - MaineHealth, Portland
November 28th, December 5th, 12th, 19th - MaineHealth, Portland

MA Advanced Training: Registration contact Claire Schreiber - cschreiber@mmc.org or 207-661-7160

- **March 15th – MaineHealth, Portland – register now while there’s still space available!**
- April 19th - MaineHealth, Portland
- May 17th - MaineHealth, Portland
- June 21st - MaineHealth, Portland
- August 23rd - Western Maine, Norway
- September 20th - MaineHealth, Portland
- October 25th - Waldo County General Hospital, Belfast
- November 8th - MaineHealth, Portland

MA Foundational Training: Registration Link <http://www.mh-edu.org/events/clinical-support-ma-training-development>

- April 26th & 27th - LincolnHealth, Damariscotta
- May 3rd & 4th - MaineHealth, Portland
- June 7th & 8th - Franklin Memorial, Farmington
- August 2nd & 3rd - MaineHealth, Portland
- September 6th & 7th - MaineHealth, Portland
- October 4th & 5th - MaineHealth, Portland
- November 1st & 2nd - MaineHealth, Portland

To learn more, please contact:

Care Management Training: Beth Wilcox at wilcob@mmc.org or 207-661-7805

MA Foundational and Advanced Training: Claire Schreiber at cschreiber@mmc.org or 207-661-7160