Web-Based Disease Management/Care Management Training			
Module	Who should attend?		Description
	Physicians/ NPs	Nursing/ Clinical Staff	
Introduction to xG Health Care Management Training		✓	This module is part of the Care Management Training. It explains the xG Health/Geisinger Care Management model of care delivery and the goals of education. In addition to the multi-media presentations, there are several articles that the learner is asked to read to support understanding and set the stage for the educational experience.
Chronic Disease Management: Diabetes Focus	✓		This module discusses the key components of managing chronic disease in the complex patient. An understanding of how to maintain quality and positive patient experience while managing cost is discussed with attention.
Concept of the Medical Home	✓	✓	This module is part of Care Management Training. This module provides information on the key components of a successful patient-centered medical home. You will learn how the components complement and support the efforts of the care management team, as well as the role that the Case Manager has as a vital member of the Medical Home. The module includes a companion guide for your personal note-taking.
Stakeholders Role in the Medical Home		✓	This module is part of Care Management Training. Many people and roles are involved in a successful patient-centered medical home. These people are stakeholders. In this module, a subject matter expert and explains who stakeholders are, the role they play in the delivery of patient care, and how the Case manager interacts with each of them to drive optimal patient care. The role of the case manager is also discussed in detail. The module includes a companion guide for your personal note-taking.
Population Based Case Management – An Introduction	✓	✓	This module is part of Care Management Training. You will be introduced to the concepts in population-based care management. The concepts are delivered through educational activities, as well as multi-media presentations. A companion guide is also available for your personal note-taking.
Five Core Components of Medical Home	✓	✓	This module is part of Care Management Training. In this module, you will learn the five core components that make up the core of a highly effective, patient-centered medical home. Each of these components is explored. The embedded case manager is a crucial component pf the medical home, and, therefore, the concept of the embedded case manager is illustrated in detail during this course. This module includes a companion guide for your personal note-taking and elective external links to articles that improve your learning experience.
Medical Home Workflow: Implementing Practice Redesign	✓	✓	This module is part of Care Management Training. This module explores the components of a patient-centered medical home that are needed for success. The module presents information on assessing current work flow process, staffing, and overall site functionality. These components help design an optimal environment that supports the efforts of the entire medical home team to improve patient outcomes and satisfaction in a cost-effective manner. The module includes a companion guide for your personal note-taking.

Patient Populations – Identification, Stratification, and Priority Settings	✓	✓	This module is part of Care Management Training. In this module, you will learn the importance of and process the identification, stratification, and priority ranking for patient populations. Knowing which patients would benefit most from the receiving services is one of the first steps in a strong care management strategy. Directing care efforts to appropriate patients is vital to achieving positive outcomes. The module includes a companion guide for your personal note-taking elective external links to articles that improve your learning experience.
Right Care, Right Place, Right Time – Criteria Based Level of Care Determination		✓	This module is part of the Care Management Training. In it, a Geisinger subject matter expert discusses the importance of ensuring that a patient receives care in the most appropriate setting associated with their needs at that time. You will also learn about the role that case managers play to help ensure that a patient is placed in the correct setting across the continuum of care. In addition to the multi-media presentations, this module includes case study activities. The case study activities have specific directions included in your syllabus. This module includes a companion guide for your personal note-taking.
Transitions of Care	✓	✓	This module is part of Care Management Training. Transitions of care are one of the most challenging times for patients and healthcare workers alike. Case managers have a vital role in managing patient transition of care. The skilled patient management that a case manager provides to coordinate care can significantly lessen the stress and error margin. In this module, a Geisinger subject matter expert explains how case managers can affect care transitions. In addition to multi-media presentations, there is a supplemental document that explored the case manager's role. The module includes a companion guide for your personal note-taking.
Triple Aim – Case Manager's Role in Achieving	✓	✓	This module is part of the Care Management Training. In this module, you will learn about the Triple Aim and why it is the driving force of healthcare reform in the United States. You will also learn how the Case Manager and other members of the Care Management Team can help achieve the goals of the Triple Aim, which include: improving the health of the population, enhancing the experience and outcomes of the patient, and reducing per capita cost of care. A companion guide is available for your personal note-taking.
Heart Failure	✓	✓	This module is part of Care Management Training. Heart failure is a serious condition that affects millions of people in the United States. Since it is a condition with no cure, many people mistakenly believe that nothing can be done for patients with heart failure. In fact, there is a lot that case managers can do to improve the quality of life for these patients. In this module, a subject matter expert explains how case management services can help patients with heart failure. In addition to the multi-media presentations, this module includes case study activities that can be answered using the detailed directions in your syllabus. Links to external reading are also a part of this module, which includes a companion guide that can be used for your personal note-taking.
Diabetes Mellitus		✓	This module is part of the Care Management training. Throughout this module, you will participate in education and training focused on diabetes care. This class will review the differences between diabetes types, as well as the interventions used to control glucose levels including nutrition, lifestyle, and pharmacology. You will also become familiar with the interventions that care management can use to educate and support patients with this condition. In addition to multi-media presentations, this module includes case study activities and a number of links to required external reading. A companion guide is also available for your personal note-taking

Module			Description
Chronic Obstructive Pulmonary Disorder (COPD)		✔	This module is part of the Care Management Training. Chronic Obstructive Pulmonary Disorder (COPD) is a progressive disease that has no known cure. However, there are ways to improve quality of life and minimize symptoms. In this module, a Geisinger subject matter explores how case management interventions can help with COPD. The pathophysiology, classifications, signs, and symptoms of COPD are also outlined. In addition to multi-media presentations, this module includes case study activities and a number of links to required external reading. A companion guide is also available for your personal note-taking
Effective Communication Techniques in Team Based Care Delivery	✔	✔	This module is part of the Care Management Training. In Effective Communication, an xG health Solutions subject matter expert explains how honing excellent communication skills helps develop a highly effective and functional team. Different types of communication are defined, and there is a special question-and-answer session with an expert who offers tips to case managers who spend most of their time talking to people over the phone. A companion guide is also available for your personal note-taking.
Introduction to Targeted Conditions: Guidelines to Identify and Manage	✔	✔	This module is part of Care Management Training. Case management provides a positive effect on patient care delivery and outcomes. However, not all patients are appropriate for case management intervention. Therefore, case managers need to know which populations they should target to maximize their effect. In this module, a Geisinger subject matter expert explains which patients can be affected the most by case management services. Case study activities are also part of this module; specific instructions on how to answer the case study are available in your syllabus. Additionally, a companion guide is also available for your personal note-taking.
Health Literacy and Teachback	✔		This module is part of Care Management Training. Understanding the barriers that health literacy can present for patients is a key component of care. This module provides the learner with the many aspects of health literacy that need to be considered when educating a patient. In addition, the information points out key indicators that patients may be struggling to understand and also discuss how to employ teach back and other methodologies to be sure patients understand.
Population Based Case Management Concepts		✔	This module is part of the Care Management Training. In this module, the concepts that make up population-based case management are discussed in detail. The xG Health case management model is explained, and each job role is defined. A companion guide is also available for your personal note-taking.
Time Management for Case Managers		✔	This module is part of the Care Management Training. In it, you will learn several tactics to help you manage your day and your case load. Case study activities are also part of this module; directions on how to answer these case studies can be found in your syllabus. Additionally, a companion guide is also available for your personal note-taking.
Medical Home Meeting		✔	This module is part of the Care Management Training. In this module, you will watch an actual Medical Home Meeting. You will observe the Patient-Centered Medical Home Team at Geisinger Health System Mount Pocono, Pennsylvania location as they discuss their patients and review processes. A companion guide is also available for your personal note-taking.