# **Opportunity to Apply: Nurse Care Manager/Care Coordinator Standardized Core Curriculum (GLearn) Training Program**

**DEADLINE EXTENDED – AUGUST 01, 2025**

**What is the NCM/CC Core Curriculum Training Program?**

The Care Transformation Collaborative of Rhode Island with funding from UnitedHealthcare is pleased to offer up to ten (10) Nurse Care Managers/Care Coordinators the opportunity to participate in a standardized evidence-based training program in which you will learn to apply key care management concepts within your primary care practice setting and organization.

We have contracted with G Health Solutions to provide you with a blended educational learning experience that includes:

1. **Web Based interactive modules:** completed over a 12-15-week period covering such topics as risk stratification and priority setting, criteria-based level of care determination, care management approaches for targeted high-risk conditions, transitions of care and time management (See “Attachment A” for curriculum topics and time for completion);
2. **Weekly NCM/CC faculty facilitated collaboration one-hour zoom meetings**: providing you with an opportunity to learn with a cohort of your NCM/CC peers and apply the patient centered medical home care management concepts with guidance from Rhode Island NCM faculty who will facilitate the learning experience;
3. **Demonstration of skills through a Case Study Capstone Presentation:** providing you with an opportunity to demonstrate how you are using your knowledge and skills by presenting a case study to your peers at the last learning session and at a Best Practices in Team Based Care Meeting.

**Who Can Apply?**

* Nurse Care managers and Care Coordinators working in Rhode Island primary care practices (pediatric, adult and family medicine). If more than 10 NCM/CC apply for the training, priority will be given to applicants whose primary care practice is part of a system of care (accountable care organization) and/or participated in the CTC-RI transformation program.

**Benefits of Obtaining the Core Curriculum Training for Nurse Care Manager/ Care Coordinator:**

* Access 14 online learning modules with opportunity to earn up to 39 RN CEU’s and 36.75 CCM credits that can be applied toward Care Management certification.
* Nurse Care Managers and Care Coordinators will learn to apply key population health/care management concepts within your patient centered medical home practice
* NCM/CC will benefit from learning with your peers and faculty who can assist you with applying what you have learned using Rhode Island resources to assist patients and families.

**Time Commitment:**

All learners will have access to the complete curriculum. The curriculum training and time commitment are tailored to the learner’s level of experience and current role:

* Completion of 14 learning modules
* Self-Study and additional reading materials weekly
* Weekly NCM/CC faculty facilitated one-hour zoom meetings over 9 weeks:
  + Learners are responsible for attending the meeting, prepared to discuss the assigned learning module materials

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| **Learning Modules Total Time** | **Self-Study Total Time** | **Weekly NCM/CC Faculty Meetings** |
| 14.75 hours | 13.25 hours | 13 hours |

[**See “Attachment A” for program description**](#BookmarkA)

**Learner and Practice Site Leadership Responsibility:**

Please carefully consider your commitment before applying for the NCM/CC core curriculum-training program. While UnitedHealthcare covers the cost of the learning license, each license costs more than $1200.00 and is not transferable once assigned to a NCM/CC.

* Leadership is expected to provide NCM/CC with support time, which includes study time for completing learning modules, and time coaching sessions; some of the training may occur during non-work time at the NCM/CC’s own expense.
* Leadership is expected to provide NCM/CC with time to participate in the weekly scheduled 1-hour telephonic conference sessions with NCM/CC faculty. While the telephonic conference calls are recorded, the NCM/CC is expected to participate in as many of the “real time” scheduled telephonic calls as possible as you and your fellow NCM/CC learn from each other.
* Both practice leadership and learner are asked to read and sign the agreement indicating your commitment to complete the learning sessions with the assigned cohort and abide by intellectual property G Learn requirements.

This program has been designed to, in large part, provide significant professional learning opportunities through collaborative group activities such as the weekly cohorts. For this training to be successful for ALL members of each such cohort, EVERY participant must be fully prepared through individual completion of the assigned modules and preparatory self-study each week. Failure of individual cohort members to prepare deprives other members of significant learning opportunities and undermines the efficacy of this training program. The weekly commitment for adequate participation in this program is anticipated to be between 2.5 and 5 hours per week. ***NCM/CC’s unable to fully commit to such time and effort are asked not to apply and, thus, permit the program resources to be applied elsewhere.***

CTC will review applications for approval, and we reserve the right to consult with applicants and practice leadership if there are concerns about the likelihood of a learner completing the training program. Learners that are issued licenses are expected to complete the tailored training program, even if they change employment, as the license is issued to the learner and not to the organization. Attendance and assignment completion is monitored as part of our quality assurance process.

**Directions for completing the application:**

1. Both the learner and practice leadership person are responsible for reviewing this document and adhering to the agreement that outlines confidentiality and use restrictions contained within the application.
2. NCM/CCs: [Apply for the GLearn Curriculum Training](https://www.surveymonkey.com/r/ZJ69J6W) you will answer questions about your contact information, License information, Job Function, Specialty, etc.

**Application and Implementation Timeline**

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| **Step** | **Activity** | **Date** |
| **1** | Applications released: | **June 26, 2025** |
| **2.** | Online applicant and practice information form to be completed by learner (including learner attestation of Practice Leadership approval and support for time commitment) | **Due: AUG 01, 2025** |
| **3.** | Applications will be reviewed for completeness and approved; learners will be notified and be assigned to a NCM/CC cohort (7 to 10 other learners) from a mix of different practices to maximize opportunity to learn from each other. | **August 15,**  **2025** |
| **4.** | Learners will be sent and asked to complete a learning needs self-assessment document and participative agreement | **Due August 22,**  **2025** |
| **5.** | To receive CEU credits, learners complete an evaluation form at the end of each course module. Learners complete a program survey at the beginning and at the end of the G Learn program. ***After completing the post survey, learners will be issued a certificate of completion.*** | **On going** |
| **6.** | Faculty member will contact assigned NCM/CC and establish a schedule for the weekly telephonic conference sessions. | **Mid/Late August** |
| **7.** | Learners will be assigned to complete self-study components each week during the timeframe and participate in weekly 1-hour conference calls.  ***Note****: While conference calls are recorded so that learners can continue to participate in training curriculum when there are scheduling conflicts, it is the expectation that the learner attend in person.* ***The learner must participate in conference calls to receive credit.*** | **Starting week of**  **Sept 8, 2025**  **Last Call week of:**  **November 11, 2026** |
| **8.** | Submission of Capstone Projects to GLearn Faculty and CTC-RI | **December 05, 2025** |
| **9.** | Presentation of Capstone Projects at Best Practices In Team Based Care Meeting | **December 16, 2025** |

***Apply here!***

***Contact person for questions: Michelle Mooney, MPA, Program Manager*** [***mmooney@ctc-ri.org***](mailto:mmooney@ctc-ri.org)

**Attachment A**

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| **Course Module Titles** | **CEU Credit per Module Viewing Time** | **CCM Credit per Module Viewing Time** | **Module Viewing Time in Hours** | **Estimated**  **Self-Study Hours** | **Collaborative Call Time** |
| **ACMS Prerequisite Reading** | | | | | |
| **ACMS Prerequisite Reading** | N/A | N/A | N/A | 2-3 hours |  |
| **Collaboration Session Kickoff** |  |  |  |  | 1 |
| **Total Weekly Time 3-4 Hours** | | | | | |
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| **Week 1** | | | | | |
| **Introduction to GLearn Health Case Management Training Suite** | 4.75 | 4.5 | 0.67 |  | 0.5 |
| **Population Based Case Management - An Introduction** | 1.75 | 1.5 | 1.25 |  | 0.5 |
| **Collaboration Session Review Modules:** |  |  |  |  | 1 |
| **Total Time** |  |  | 1.92 |  | 1 |
| **Total Weekly Time 3 Hours** | | | | | |
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| **Week 2** | | | | | |
| **Patient Population - Identification, Stratification and Priority Setting** | 1.25 | 1.25 | 0.75 |  | 0.5 |
| **Transitions of Care** | 2 | 1.75 | 1.17 | 0.25 | 0.5 |
| **Collaboration Session Review** |  |  |  |  | 1 |
| **Total Time** |  |  | 1.92 |  | 1 |
| **Total Weekly Time 2.50 Hours** | | | | | |
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| **Week 3** | | | | | |
| **Concept Of the Medical Home** | 1.25 | 1 | 0.83 |  | 0.5 |
| **Five Core Components of The Medical Home** | 3 | 3 | 1.50 | 1 | 1 |
| **Collaboration Session Review** |  |  |  |  | 1 |
| **Total Time** |  |  | 2.33 |  | 1.5 |
| **Total Weekly Time 3 Hours** | | | | | |
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| **Week 4** | | | | | |
| **Stakeholders Role in The Medical Home** | 1.25 | 1 | 0.67 |  | 0.5 |
| **Right Care, Right Place, Right Time - Criteria Based Level of Care Determination** | 3.25 | 3.25 | 0.75 | 2 | 0.5 |
| **Collaboration Session Review** |  |  |  |  | 1 |
| **Total Time** |  |  | 1.42 |  | 1 |
| **Total Weekly Time 2.5 Hours** | | | | | |
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| **Week 5** | | | | | |
| **Medical Home Workflow: Implementing Practice Redesign** | 1.25 | 1 | 0.75 |  | 0.5 |
| **Time Management For Case Managers** | 3 | 3 | 1.00 | 1.5 | 0.5 |
| **Collaboration Session Review** |  |  |  |  | 1 |
| **Total Time** |  |  | 1.75 | 1.5 | 1 |
| **Total Weekly Time 4.25 Hours** | | | | | |
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| **Week 6** | | | | | |
| **Introduction to Targeted Conditions: Guidelines to Identify And Manage** | 3 | 2.5 | 0.58 | 1 | 0.5 |
| **Collaboration Session Review** |  |  |  |  | 0.5 |
| **Total Time** |  |  | 0.58 | 1 | 0.5 |
| **Total Weekly Time 2.0 Hours** | | | | | |
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| **Week 7** | | | | | |
| **Targeted Condition: Chronic Obstructive Pulmonary Disease** | 3.5 | 3.5 | 1.08 | 1.42 | 1 |
| **Collaboration Session Review** |  |  |  |  | 1 |
| **Total Time** |  |  | 1.08 | 1.5 | 1 |
| Total Weekly Time 3.5 Hours | | | | | |
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| **Week 8** | | | | | |
| **Targeted Condition: Heart Failure** | 5 | 5 | 2.00 | 2 | 1 |
| **Collaboration Session Review** |  |  |  |  | 1 |
| **Total Time** |  |  | 2.00 | 2.00 | 1.00 |
| **Total Weekly Time 5 Hours** | | | | | |
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| **Week 9** | | | | | |
| **Targeted Condition: Diabetes Mellitus** | 4.75 | 4.5 | 1.67 | 2 | 1 |
| **Collaboration Session Review** |  |  |  |  | 1 |
| **Total Time** |  |  | 1.67 | 2 | 1 |
| **Total Weekly Time 4.5 Hours** | | | | | |
| **Total** |  |  |  |  |  |
| **Coaching #1** |  |  |  |  | 1 Hour |
| **Coaching #2** |  |  |  |  | 1 Hour |
| **Coaching #3** |  |  |  |  | 1 Hour |
| **Capstone to be Presented at Nurse Care Manager / Care Coordinator Meeting** | DATE December 16, 2025 8:00-9:00 | | | | |

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| **OTHER AVAILABLE COURSES IN RN PATH with no associated CEUs/CCMCs** |
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| Elder Abuse and the Care Management Team Member Role |
| Focus on the Patient Home Visit |
| Identifying Health Literacy and the Use of Teach Back |
| Motivational Interviewing *\*NEW CURRICULUM* |
| Infection Control in the Home – Clinical - *\*NEW* |

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| **GLearn Courses – Non-Licensed Care Team Member (NLCTM) Path** |
| **10 Core Courses (No CCMC/CEUs awarded)** |
| Introduction to GLearn Health Case Management Training Suite |
| Five Core Components of The Medical Home |
| Patient Population - Identification, Stratification and Priority Setting |

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| Right Care, Right Place, Right Time - Criteria Based Level of Care Determination |
| Concept Of the Medical Home |
| Stakeholders Role in The Medical Home |
| Medical Home Workflow: Implementing Practice Redesign |
| Population Based Case Management - An Introduction |
| Transitions of Care |
| Time Management for Case Managers |

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| **GLearn Courses – Additional Courses Available** |
| Introduction To Disease Processes |
| Population Based Case Management Concepts |
| Triple Aim – The Care Team Member’s Role in Achieving |
| Effective Communication Techniques in Team Based Care Delivery |
| Medical Home Meeting |

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| **OTHER AVAILABLE COURSES IN NLCTM PATH** |
| ACMS Prerequisite Reading |
| Elder Abuse and the Care Management Team Member Role |
| Focus on the Patient Home Visit |
| Identifying Health Literacy and the Use of Teach Back |
| Motivational Interviewing - *\*NEW CURRICULUM* |
| Infection Control in the Home – Clinical - *\*NEW* |
| Infection Control in the Home – Non-Clinical *\*NEW* |
| Fundamentals of Prescription Labels |