

## **Certified INTERACT Champion 4.0 (CIC) Program**

### **Purpose**

The CIC Program is designed to train clinical leaders who will serve as champions and co-champions to implement and sustain the INTERACT™ Quality Improvement Program (QIP) in their organization through education, embedding the INTERACT™ QIP into routing clinical care and QI processes, monitoring INTERACT™ QIP processes and outcomes, and providing the facility team and leadership with continuous feedback on INTERACT™ (QIP) performance.

### **CIC Course Description:**

In this 2-day interactive course, the CIC Master Trainer will provide an in depth description of the INTERACT™ QIP strategies, care processes, tools, and other resources to improve care of changes in condition and prevent hospital transfers when safe and feasible; and share key lessons learned on successful Program implementation and sustaining the Program over time.

### **Learning Objectives:**

Upon the completion of this training session, the attendee will be able to:

1. Describe the current landscape of health care reform and funding that make the INTERACT™ an essential QI initiative for post-acute and long-term care organizations
2. Articulate the key strategies that form the foundation of the INTERACT™ QIP
3. Understand how to optimally utilize INTERACT™ QIP tools and resources
4. Define key strategies for successful INTERACT™ QIP implementation, including how INTERACT™ can help meet QAPI requirements
5. Define key strategies for successfully sustaining the INTERACT™ QIP implementation processes
6. Measure and track organization specific INTERACT™ QIP implementation processes
7. Measure and track organization specific INTERACT™ QIP hospitalization and other related outcomes
8. Report and interpret feedback on INTERACT™ QIP implementation and outcomes to the facility team and leadership
9. Demonstrate an ability to effectively educate facility staff on the INTERACT™ QIP
10. Understand how to complete the CIC training certification process

### **Certification Process**

### **Eligibility**

Any licensed health care professional is eligible to become a Certified INTERACT Champion 4.0.

Experience suggests that the most effective Champions are:

- Well respected
- Experienced in Long Term Care
- Experienced Clinicians
- Able to demonstrate leadership skills
- Informal Leaders

### **Initial Certification**

1. Complete the initial 2-day training
2. Successfully complete the CIC training certification process, to include successful completion of the Certification Exam, within 3 months