

## **Upcoming HHUNY Training Workshop: The Role of Care Management in Client Chronic Illness Management**

As Health Home Care Management Staff, our clients are individuals living with chronic conditions or illnesses.

This interactive workshop will support participants in:

- ✓ *Learning* the difference between acute and chronic conditions;
- ✓ *Encouraging* the development of self-management skills for consumers;
- ✓ *Exploring* the importance of gathering appropriate data to support successful care planning; and
- ✓ *Patient Engagement* – while increasing awareness of diabetes, asthma, heart disease, high blood pressure, pain, appropriate testing and interventions.



### **Training Workshop Dates**

#### **Finger Lakes (Rochester, NY):**

Session A: 8/14 @ 8:00AM – 4:00PM

Session B: 8/15 @ 8:00AM – 4:00PM

Session C: 9/11 @ 8:00AM – 4:00PM

Session D: 9/12 @ 8:00AM – 4:00PM

#### **Central (Syracuse, NY):**

Session A: 8/21 @ 8:00AM – 4:00PM

Session B: 8/22 @ 8:00AM – 4:00PM

#### **Western (Buffalo, NY):**

Session A: 8/28 @ 8:00AM – 4:00PM

Session B: 8/29 @ 8:00AM – 4:00PM

#### **Southern Tier (Jamestown, NY):**

Session A: 9/4 @ 8:00AM – 4:00PM

Session B: 9/5 @ 8:00AM – 4:00PM

### **Learning Objectives:**

1. Learn the difference between an acute and chronic condition.
2. Understand the role of Care Management in Chronic Illness Management.
3. Understand and encourage the development of self-management skills for consumers.
4. Understand the importance of gathering appropriate data to support successful care planning and patient engagement.
5. Understand and be able to provide basic information on diabetes, asthma, depression, heart disease, high blood pressure and pain.
6. Increase awareness of appropriate testing and interventions for managing conditions.
7. Enhance skill development in the 'teach-back method'.

**Eligible Participants:** HHUNY (Adult) Care Management Staff ONLY

**Cost:** This training workshop is free of charge. A light breakfast and lunch will be provided.

**How to Register:** Pre-registration is required. No walk-ins welcome. If you and/or your staff are interested in attending this workshop, please send the following information to [hhunytraininginstitute@hhuny.org](mailto:hhunytraininginstitute@hhuny.org):

- HHUNY Care Management Agency
- Affiliated Health Home/Hub (e.g. BestSelf, Circare, Chautauqua County Department of Mental Hygiene, Huther Doyle)
- Name (First and Last)
- Primary Role/Function (e.g. Care Manager, CM Supervisor, Program Director, Outreach/Engagement Specialist, etc.)
- Email Address
- Name of Reporting Supervisor & Email Address
- Preferred Session(s)\* [1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Option]

**\*Slots will be filled on a first come, first serve basis. Priority will be given to individuals interested in attending sessions in their CMA's hub/region.**

If you have any questions or would like additional information, please email [hhunytraininginstitute@hhuny.org](mailto:hhunytraininginstitute@hhuny.org).



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**More about the Trainer:**



**Mary Jo Muscolino, RN, BS, MPA, CM, CASAC**

Mary Jo is a Registered Professional Nurse who holds a Bachelor of Science in Counseling, Master's in Public Administration, National Certification as a Case Manager, and NYS Certification as an Alcohol and Substance Abuse Counselor.

With over 30 years of experience in the health care field, Mary Jo has worked in almost every setting of Behavioral Health Service delivery, including direct care, supervisory and administrative capacities. Mary Jo has a passion for improving the health care outcomes for those with challenging conditions, and social determinants that can be barriers to success. Using her knowledge of medical and behavioral health care, she employs a person-centered approach to improve the communication and collaboration between the individual, provider and systems.

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