

Background and Purpose of HHUNY Care Management Training Initiative

For Medicaid recipients with multiple chronic health conditions, managing health and wellness can be challenging. Navigating the healthcare system to identify resources and service providers, and scheduling appointments and doctors' visits often seems daunting. Effective care management is a vital part of client success. According to the New York State Department of Health, "appropriately accessing and managing these [needs], through improved care coordination and service integration, is essential in controlling future health care costs and improving health outcomes for this population" (NYSDOH, 2017).

Responding to these needs, in 2017 Health Homes of Upstate New York (HHUNY) embarked on a two-year Training Initiative to enhance the knowledge and skills of the Health Home workforce within the HHUNY network. Initiative goals include:

- Supporting the Health Home workforce in their effective care coordination and care management, and in their efforts to reduce avoidable client hospital and emergency room visits
- Improving client experience of care
- Improving client health outcomes
- Reducing health care costs

Through this initiative HHUNY is committed to educating, motivating and empowering care managers, care manager supervisors and outreach/engagement specialists, through the delivery of in-person and online training and professional development opportunities. Past and future trainings include:

| 2017 Sessions | 2019 Sessions |
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| The Foundations of Person-Centered Practices/Developing a Person-Centered Plan of Care Workload & Time Management | Culture Matters! Cultural Competence and Health Literacy in Reducing Disparities through Care Management Supervisor's Workshop |
| Effective Utilization of Peer and Social Supports | Encore: Workload and Time Management |
| 2018 Sessions | Encore: Achieving Triple AIM Outcomes: How to Have an Impact on Patient Health Outcomes through Care Management |
| Achieving Triple AIM Outcomes: How to Have an Impact on Patient Health Outcomes through Care Management | Encore: Safety and Violence Education (SAVE) for Care Managers |
| The Fundamentals of Motivational Interviewing in Care Management and Patient Engagement | 2020 and Beyond: Phase Two Planning is Underway |
| The Role of Social Determinants of Health in Promoting Health, Wellness and Achieving Health Equity | |
| The Role of Care Management in Client Chronic Illness Management | |
| Safety and Violence Education (SAVE) for Care Managers | |

These initial sessions were so well received, funding for additional training sessions has been granted. The HHUNY training team has already begun planning for 2020 and beyond.

HHUNY also offers an online learning system (EZLCMS) where supportive materials for each of the in-person trainings are housed, in addition to recorded webinars and other resources.

For access to the EZLCMS or to the HHUNY website, or for any questions about the Training Initiative, please contact hhunytraininginstitute@hhuny.org