



| KERN HEALTH SYSTEMS POLICY AND PROCEDURES | | | |
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| Policy Title | Enhanced Care Management Training and Education Plan | Policy # | 18.33-P |
| Policy Owner | Enhanced Care Management | Original Effective Date | 01/2022 |
| Revision Effective Date | 04/2025 | Approval Date | 6/2/2025 |
| Line of Business | <input checked="" type="checkbox"/> Medi-Cal <input type="checkbox"/> Medicare <input type="checkbox"/> Corporate | | |

I. PURPOSE

The purpose of the Kern Health Systems (KHS) Enhanced Care Management (ECM) Training and Education Plan is to serve as a comprehensive framework that outlines the designated population of focus, required training programs, schedules for initial and ongoing training, methods for assessing comprehension, and requirements for training documentation and reporting.

II. POLICY

Kern Health Systems (KHS) and Enhanced Care Management (ECM) Providers will provide or assist in relevant trainings covering a spectrum of ECM related materials as delineated by the Department of Health Care Service (DHCS).

III. DEFINITIONS

| TERMS | DEFINITIONS |
|-------|-------------|
| N/A | |

IV. PROCEDURES

KHS Training and Education Plan's goal is to assure that all individuals participating in ECM understand the program goals and key program concepts, including an emphasis on care coordination, patient-centered decision making, improving quality outcomes and are capable of effectively administering the program. This plan will encompass all aspects of training to assure that new hires and existing staff at the Health Plan level and contracted ECM providers(s) are able to function and support the ECM Program.

A. TARGET AUDIENCE

KHS's Training Plan for the Enhanced Care Management Program (ECMP) will include education for employed and contracted staff, contracted providers, and vendors, including medical, ancillary, pharmacy, behavioral health, and long-term services and supports, and community providers. In addition, KHS will conduct and participate in ECM meetings and will be prepared to provide information and training, as appropriate.

B. TRAINING METHODS

KHS will utilize various training methods and modalities to ensure that the training sessions are customized to the target audience's duties and responsibilities and will take into consideration accommodations for time and availability. Examples of training methods and modalities include, but are not limited to, live in the ECM Provider clinic and office presentations, webinars, self-study modules, and field visits, etc. Presentations may be conducted by KHS staff and contracted and external subject matter experts.

C. STRUCTURE OF TRAINING PROGRAMS

1. New Hire Orientation

To establish and adhere to a standardized procedure for the purpose of ensuring that all hired or contracted Health Plan and ECM Providers and employees involved in the ECMP are fully trained and complete all required trainings to support the objectives and requirements set forth in the Department of Health Care Services (DHCS) ECM Program requirements.

2. General Staff Training on ECM

Focus will be to provide company-wide training on the basics of the ECMP that are applicable to all job functions. The general training that will include an overview of all services offered in ECM with an emphasis on the integration of Comprehensive Assessment and Care Management Plan, Enhanced Care Coordination, Health Promotion, Comprehensive Transitional Care, Member and Family Supports and Coordination and Referral to Community and Social Support Services.

3. Specialized Training

Focus will be on specific Program Requirements. KHS will have designated qualified staff to perform the trainings such as an ECM Registered Nurse (RN) Case Manager regarding Inter-disciplinary Care Team (ICT) training on the ICT and care coordination policies and procedures, etc. Appropriate staff who interact with the member, particularly at the ECM provider site will receive specialized training on the addition of long-term supportive services (LTSS) and social services behavioral health, substance abuse, health promoting behaviors, motivational interviewing and so forth.

D. TRAINING TOPICS

Training topics will include concepts detailed in the DHCS ECM Program Guidance and additional topics identified by KHS based on program, regulatory, and business requirements. Training materials will be developed to appropriate level to engage and speak to the targeted audiences supporting the ECMP.

1. ECM Program Overview

All KHS Staff and ECM Providers and staff participating in the administration of the ECM are required to receive training on the program. Required training modules shall describe the goals and scope of the ECM, team member roles and how they should work together, the services that should be provided, and how ECM intersects with other California state care coordination programs. The training shall introduce topics related to caring for the populations served under ECM and the impact of social determinants of health on members.

- a. Training and outreach modules will be in the form of PowerPoint Presentations (PPT)s, on demand modules, condensed policies and procedures developed for the ECM Member. Sources of information may include DHCS Toolkit for Providers, and KHS internally developed training platforms.

2. Plan of Care, Care Coordination, and Care Transitions within the ECM

All ECM Providers and staff participating in the administration of the ECM are required to receive training on best practices for working with members and providers to design and implement the plan of care, conduct care coordination activities, and support patient transitions between different levels of care.

- a. A comprehensive set of assessment tools and procedural protocols have been developed to support this training activity. Samples of the tools will be dispersed to the audience(s) participants for review and discussion. Sample product results will be included to demonstrate fulfillment of the activity.

3. Community Resources and Referrals (required for care coordinators and housing navigators).

This training shall provide information about available community resources, how to develop relationships with community partners, and best practices for connecting members to community services. This training is required for Managed Care Plan (MCP) and ECM care coordinators and housing navigators. Additional training and/or guidance about specific local and community organizations and resources is available to the ECM staff. Training includes utilizing community service general program overview, eligibility and referral requirements and resource directories that outline populations served, services provided, any KHS contracted agreements with the ECM and community providers to include provisions.

4. Training for ECM Staff on Core Competencies

Training is provided to ECM staff on the following core competencies. Trainings are made available to all attendees of the given training through different means of dissemination. The training(s) will include but are not limited to:

- a. Special Populations (homelessness, Serious Mental Illness (SMI), etc.) Team members should have access to training and resources specific to the patient populations they serve.
 - i. Training decks to include power-points and condensed policies and procedures have been developed from expert subject matter resources and or the adoption of publicly available training decks from agencies that provide services for members of the specific special population.
- b. Social Determinants of Health Trainings and resources related to social determinants of health should be made available for team members. Social determinants of health include gender, age, education, income and employment, social/cultural networks, housing and physical environments and other factors that impact health outcomes and access to care.
 - i. Social determinants of health trainings have been prepared to include identifying the determinant, incorporating the determinants into the member's care plan, presenting the determinants to the Interdisciplinary Care Team (ICT) and methods to access available resources to support adversely impacted outcomes.
- c. Communication techniques that seek to elicit an individual's internal motivation to make, set, and accomplish positive goals. Emphasizing communication techniques that uses a non-confrontational, collaborative approach to help the patient find his or her own motivation and initiate change. The member is empowered to make personal choices, resulting in increased likelihood of compliance with care plans.
 - i. PPT and on demand training modules are available through KHS and DHCS.
- d. Trauma-informed Care is a service delivery framework that involves identifying, understanding, and responding to the effects of all types of trauma. Trauma-informed care emphasizes safety (physical, psychological, and emotional) for patients and providers and seeks to empower patients with self-care tools.
 - i. KHS has developed training for internal modules to include standards of practice adopted from Substance Abuse and Mental Health Services Administration (SAMHSA)'s Concept of Trauma and Guidance for a Trauma-Informed Approach. Resource links for external providers development on this topic will be provided.

- e. Health Literacy Assessment - Health literacy refers to a patient's capacity to find and understand health information and services to make informed health decisions. Assessment of patient health literacy is essential to the creation of a patient-centered care plan.
- i. KHS has a fully integrated and comprehensive program administered through the KHS Health Education and Cultural and Linguistics Departments that operate in compliance with specific DHCS mandates pertaining to managed care health plans and of most recent compliance with All Plan Letter 17-002. ECM providers will have access to meaningful materials and training decks that have been put in place by these departments. Trainings will include focused provider site training, Provide group trainings, and access to KHS website trainings.

5. Trainings will be supported by:

- a. Formal agenda indicating the goals and objectives of the training.
- b. Supportive training materials selected as appropriate for audience in attendance.
- c. Training handouts.
- d. Appropriate training environments.
- e. Sign in Sheets.
- f. Open discussion and questions and answers.

V. ATTACHMENTS

N/A

VI. REFERENCES

| Reference Type | Specific Reference |
|-----------------|--------------------|
| Choose an item. | |
| Choose an item. | |
| Choose an item. | |

VII. REVISION HISTORY

| Action | Date | Brief Description of Updates | Author |
|---------|---------|--|-----------------------|
| Revised | 04/2025 | Annual review of Policy by ECM Department Leadership. Revisions made to update | D.D. Enhanced Care |

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| | | current processes to ensure proper alignment with operational processes. | Management |
| Revised | 04/2024 | Annual review of Policy by ECM Department Leadership. Revisions made to update current processes to ensure proper alignment with operational processes. | D.D. Enhanced Care Management |
| Revised | 05/24/2023 | Annual review of Policy by ECM Department Leadership. Revisions made to update current processes to ensure proper alignment with operational processes. | Enhanced Care Management |
| Effective | 01/2022 | General approval for MOC Part 1-3 received by DHCS to implement ECM on January 1, 2022. | Enhanced Care Management |

VIII. APPROVALS

| Committees Board (if applicable) | Date Reviewed | Date Approved |
|------------------------------------|---------------|---------------|
| Choose an item. | | |
| Choose an item. | | |

| Regulatory Agencies (if applicable) | Date Reviewed | Date Approved |
|-------------------------------------|---------------|---------------|
| Choose an item. | | |
| Choose an item. | | |
| Choose an item. | | |

| Chief Executive Leadership Approval * | | |
|---|------------------|----------------------|
| Title | Signature | Date Approved |
| Chief Executive Officer | | |
| Chief Medical Officer | | |
| Chief Operating Officer | | |
| Chief Financial Officer | | |
| Chief Compliance and Fraud Prevention Officer | | |
| Chief Health Equity Officer | | |

| | | |
|--|--|--|
| Chief Legal and Human Resources Officer | | |
| Deputy Chief Information Officer | | |
| *Signatures are kept on file for reference but will not be on the published copy | | |



Policy and Procedure Review

KHS Policy & Procedure: 18.33-P Enhanced Care Management Training and Education Plan

Previous implemented Version: 2024-04

Reason for revision: 04/2025 Annual review of policy by ECM Department Leadership. Revisions made to update current processes to ensure proper alignment with operational processes

| Director Approval | | |
|--|-----------|---------------|
| Title | Signature | Date Approved |
| Loni Hill-Pirtle Director of Enhanced Care Management | | |
| Amisha Pannu Senior Director of Provider Network | | |
| Robin Dow-Morales Senior Director of Claims | | |

Date posted to public drive: 6/3/2025

Date posted to website (“P” policies only): 6/3/2025