



KERN HEALTH SYSTEMS					
POLICY AND PROCEDURES					
SUBJECT: Enhanced Care Management Training and Education Plan				POLICY #: 18.33-P	
DEPARTMENT: Enhanced Care Management					
Effective Date: 1/2022	Review/Revised Date: 5/4/2023	DMHC		PAC	
		DHCS	X	QI/UM COMMITTEE	
		BOD		FINANCE COMMITTEE	

Emily Duran Chief Executive Officer	Date _____
Chief Medical Officer	Date _____
Senior Director of Provider Network	Date _____
Director of Claims	Date _____
Administrative Director of ECM	Date _____

PURPOSE

The purpose of the Kern Health Systems (KHS) Enhanced Care Management (ECM) Training and Education Plan is to provide a comprehensive guide that identifies the population of focus, required training programs, initial and routine training schedule, methods for testing comprehension, and training documentation and reporting requirements.

GOAL

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, and 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.

TARGET AUDIENCE

KHS's Training Plan for the 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.

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, field visits, etc. Presentations may be conducted by KHS staff and contracted and external subject matter experts.

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 ECM 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 ECM 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. For example, KHS Utilization Management (UM) Department will manage service authorization management, hospital concurrent review, and Care transitions, KHS LTSS Department will be responsible and provide training on referrals to LTSS providers, other trainings will come from ECM oversight staff. KHS will have designated qualified staff to perform the trainings such as 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 LTSS and social services behavioral health, substance abuse, health promoting behaviors, motivational interviewing and so forth.

TRAINING TOPICS

Training topics will include concepts detailed in the ECM Readiness Tool 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, KHS internally developed training platforms.

2. Care Plan (HAP), Care Coordination, and Care Transitions within the ECM

All MCP and 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 care plan, 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 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 on Core Competencies is provided to ECM staff ~~receive~~ on the following core competencies. Trainings are saved on the portal and available on-demand.

- 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. Motivational Interviewing (MI) is a communication technique that seeks to elicit an individual's internal motivation to make set and accomplish positive goals. The technique uses a non-confrontational, collaborative approach to help the patient find his or her own

motivation and initiate change. The patient 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 module 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. This information will be dispersed via formal written resources and PPT training decks. Resource links for provider development on this topic will be provided as well.
- 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 department. Trainings will include focused provider site training, Provide group trainings, 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

REFERENCE:

Revision 2021-12: General approval for MOC Part 1-3 received by DHCS to implement ECM on January 1, 2022.