

CARE MANAGEMENT WORKFORCE

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Requirements

- **Understanding of the population that will be managed**
- **Determining key factors affecting the population**
- **Evaluating staffing needs**
 - Skills and competencies needed
 - Multidisciplinary

Challenges

- **Recruitment and retention**
- **Diverse set of skills and competencies**
- **On-going training**
- **Evolving job titles**



Barriers

- **Uncertain of Scope of Practice of CM Team**
- **Collaboration**
- **Communication**
- **Trust**



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Dissimilar and Complex Cases

Underdeveloped Relationships

- a. Hospitals
- b. Home Health
- c. BH Agencies
- d. Primary Care Physicians
- e. Community and Social Agencies

Patient Relationships
Lack of focus because of too many administrative tasks to be done.





Training

Type

- Tailored
- Generalized to all staff

Format

- Online
- One to One
- Computer skills lab
- Classroom settings
- Preceptors
- Video: YouTube, etc.

Credentialing/Certification:

Offered through different organizations for care managers

- CCM - preferred but not required
- Cost
- Staff Motivation vs Incentives

Accreditation: Available to organizations that provide care management

- Increases confidence people have in an organization
- Preferred but not required
- Cost
- Resource intensive process

Credentialing, Certification, Accreditation



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IT Needs/Challenges

- **Limited sharing of clinical data**
- **Behavioral Health data sharing limited due to agencies holding on to “old sacred cows”**
- **Working in multiple systems – creates inefficiencies and documentation errors.**
- **Lack of real time data**
- **Lack of actionable reports**



Support Staff

- **Should have clarity of roles and responsibilities**
- **Types:**
 - Community Health Workers
 - Peer Support Specialist
 - Health Coaches
 - Dieticians
 - Pharmacist: In-House vs. Community

Questions?



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