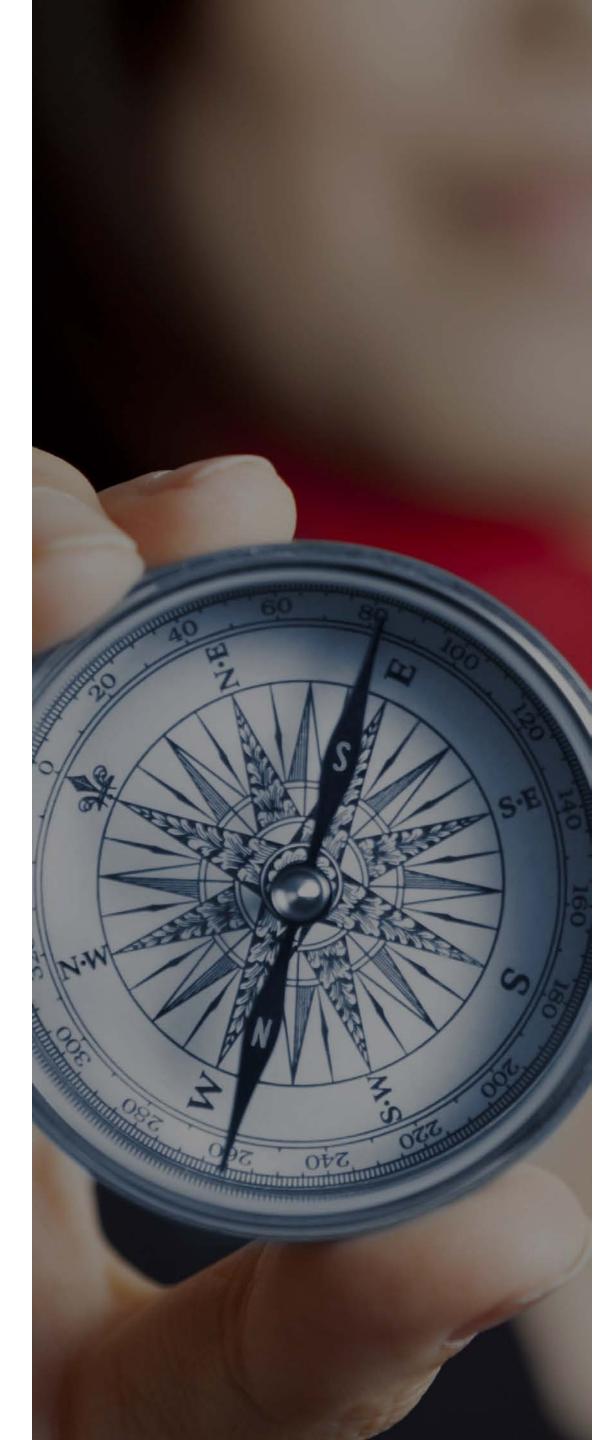






- Understanding of the population that will be managed
- Determining key factors affecting the population
- Evaluating staffing needs
 - > Skills and competencies needed
 - Multidisciplinary





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





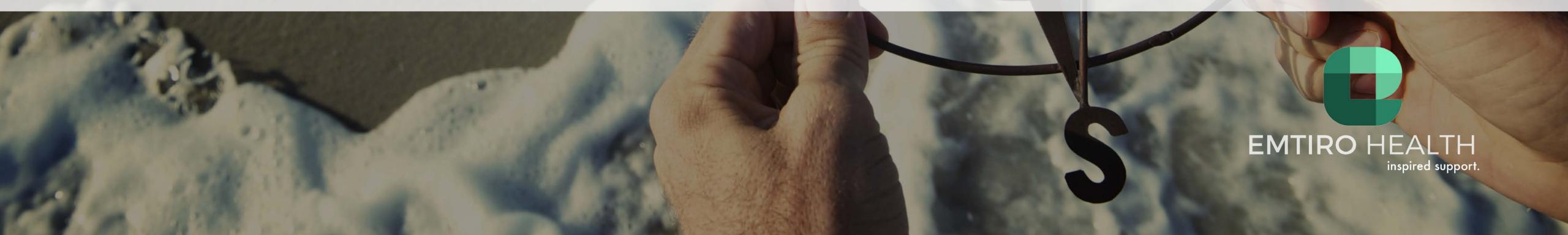


Underdeveloped Relationships

- 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.







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





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







Should have clarity of roles and responsibilities

• Types:

Support Staff

- Community Health Workers
- ➤ Peer Support Specialist
- > Health Coaches
- ➤ Dieticians
- > Pharmacist: In-House vs. Community

