

## Guide to Creating Customizable CAPC Learning Pathways for Care Managers

*This guide provides suggestions for training your care management staff to work most effectively with the seriously-ill sub-population. We can create documents to distribute to staff based on the final curriculum decision.*

FUNDAMENTALS	
Online Courses	Description
<a href="#">An In-Depth Look at Palliative Care and Its Services</a>	This course is an introduction to palliative care. Learn how palliative care impacts quality of life for seriously ill patients and their families, how and where palliative care is delivered, and why improving access to palliative care is an imperative.
<a href="#">Comprehensive Pain Assessment</a>	This course highlights why pain management is so important, explains the elements of a comprehensive pain assessment, and highlights patterns to recognize to guide pain management decision-making that can be shared with treating providers.
<a href="#">Advance Care Planning Conversations</a>	This course is designed to teach learners how to initiate and conduct effective conversations about advance care planning with the member/patient and family.
<a href="#">Clarifying Goals of Care</a>	This course provides strategies for teasing out the member/patient goals of care and is designed to help professionals to communicate effectively with members/patients and family members about treatment decisions.
<a href="#">Communicating with Treating Clinicians</a>	This course provides an overview of the importance of collaboration between the clinical team at payer organizations with treating providers. Learners will gain a better understanding of appropriate ways and times to suggest referrals for palliative care.
Supporting Materials	Description
<a href="#">Communication Phrases in Palliative Care</a>	A list of phrases to use when talking to members/patients and their families about prognosis, advance planning, quality of life and other vital conversations.
<a href="#">Recommended Assessment Tools</a>	Tools for symptom assessment, functional limitations, caregiver burden, and screening for health-related social needs.
<a href="#">The Human Connection of Palliative Care: 10 Steps for What to Say and Do</a>	In this video, Dr. Diane E. Meier, the director of Center to Advance Palliative Care (CAPC) discusses ten important steps for improving communication between clinicians and patients/families.

ADDITIONAL RECOMMENDATIONS	
Online Courses	Description
<a href="#">Care Management for Seriously Ill Patients</a>	This course covers the basics of case management when working with members and patients with serious illness. Reviews some basic approaches to telephonic case management, but from a serious illness perspective.
<a href="#">Introduction to Palliative Care in the Community</a>	This course outlines how palliative care fits into community-based settings, including clinician offices and home-based care.
<a href="#">Supporting the Family Caregiver: The Burden of Serious Illness</a>	This course is designed to teach learners about the burden experienced by family caregivers and strategies for assessment and intervention. Relieving caregiver burden has significant impact on the quality and cost of the member/patient's care.
<a href="#">Conducting a Family Meeting</a>	Care Managers will learn skills in assessing family understanding, gaining permission to share news, acknowledging emotions, and identifying and articulating family values.
<a href="#">Patient Factors that Influence Prescribing Decisions</a>	This course provides information from a care management perspective on strategies for integrating patient and family factors that influence prescribing decisions, which can then be communicated to treating providers.
Supporting Materials	Description
<a href="#">Recommended Identification Resources</a>	Tools to proactively identify the population with serious illness in need of palliative care interventions. Also included is the "Patient Engagement Toolkit," providing practical information about making initial contact with patients and families.

RELEVANT CONTENT	
Online Courses	Description
<b>Symptom Management</b> <ol style="list-style-type: none"> <li>1. <a href="#">Nausea and Vomiting</a></li> <li>2. <a href="#">Dyspnea</a></li> <li>3. <a href="#">Constipation</a></li> <li>4. <a href="#">Anxiety</a></li> <li>5. <a href="#">Depression</a></li> </ol>	Care Managers will understand the symptom management needs of seriously-ill members/patients.
<b>Relief of Suffering Across the Disease Trajectory</b> <ol style="list-style-type: none"> <li>1. <a href="#">Dementia</a></li> <li>2. <a href="#">Chronic Obstructive Pulmonary Disease (COPD)</a></li> <li>3. <a href="#">Heart Failure</a></li> </ol>	A look at palliative care needs of patients based on specific illnesses: dementia, chronic obstructive pulmonary disease, and heart failure.
Supporting Materials	Description
<a href="#">Engagement and Assessment for Health Plans and ACOs</a>	Best practices in patient/member engagement and assessment, including advice for supervisors, tips for getting started, case studies, and more.
<a href="#">Palliative Care Guidelines and Order Sets (ICSI)</a>	Prepared by the Institute for Clinical Systems Improvement, this document provides a comprehensive approach to addressing the pain and symptoms of serious illness. This can be helpful to guide conversations with treating providers.
<a href="#">NHPCO Standards of Practice for Pediatric Care and Hospice</a>	An overview of the standards for high-quality palliative care for children.