Case Management

This learning pathway includes training, tools, and techniques case managers can use to identify and address the needs of patients living with a serious illness, and their caregivers.

An In-Depth Look At Palliative Care And Its Services
Defining palliative care, which patients need it, how it is delivered, and how palliative care differs from hospice.

Clarifying Goals of Care
Strategies for eliciting patient goals and preferences to inform treatment decisions.

Course 1: Comprehensive Pain Assessment
Conducting a comprehensive pain assessment to guide safe and effective treatment.

Advance Care Planning Conversations
How to initiate and conduct conversations about advance care planning.

Communicating with Treating Clinicians: How Medical Directors Can Support Best Care for the Seriously Ill
Guidance for collaborating with treating providers to ensure that members who would benefit receive palliative care.

Care Management for Seriously Ill Patients: Addressing Gaps in Care
Communication and assessment techniques for case managers to elicit goals of care and address suffering for people with serious illness.

Supporting the Family Caregiver: The Burden of Serious Illness
Assessing and supporting caregivers of people with serious illness.

Building Physician Skills in Basic Advance Care Planning
Building Physician Skills in Basic Advance Care Planning, includes three courses intended to build person-centered advance care planning (ACP) skills for physicians and advanced practitioners.

Center to Advance Palliative Care | capc.org/training/learning-pathways/
The Human Connection of Palliative Care: 10 Steps for What to Say and Do

Ten important steps for improving communication between clinicians and patients/families.

NOTE: This video does not provide CE credits.

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