

# Foundational Skills for Care Managers

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This Learning Pathway contains a comprehensive set of training and tools to help care managers address the unique needs of patients and families living with serious illness. Clinical topics include assessing patient needs and concerns, understanding patients' goals for care, addressing symptom burden, and helping patients to avoid crises and plan for the future.

## Assess the Needs and Concerns of Patients

### Introduction to Palliative Care

An introduction to palliative care, how it is delivered, its impact on quality of life, and the growing population of patients who need it.

### Screening and Assessment for Key Gaps in Care

Screening questions and burden assessments for case management of people with serious illness.

### Best Practices in Telephonic Care Management

Summary of care management strategies for members living with a serious illness, from preparing for the call to working with treating teams.

### Revised Edmonton Symptom Assessment System (ESAS-r)

Assesses for nine symptoms experienced by patients with serious illness and quantifies their severity. Alberta Health Services.

### PHQ-4 Validated Screening Tool for Anxiety and Depression

Brief (4-question) screening tool for anxiety and depression.

### Karnofsky Performance Status Scale Definitions Rating (%) Criteria

Stratifies patients by level of functional ability. Like the PPS, the Karnofsky score can be used to predict survival.

### Social Needs Screen

Assessment tool and resource list to address social risk factors.

### **FICA Spiritual Assessment Tool**

Short conversation guide to elicit information about a patient's spiritual history and preferences.

### **CAPC Palliative Care Referral Criteria**

Checklist of triggers for referral to a specialty palliative care team.

## **Strengthen the Clinician-Patient Relationship and Understand Care Goals**

### **Clarifying Patient Goals of Care**

Learn best practices for building trust, eliciting patient values, and having patient-centered conversations about goals of care.

### **Care Planning**

Learn techniques to help patients and their caregivers plan for the future, both during the early stages of a serious illness and as a disease progresses.

### **Responding to Emotion: Vital Talk Quick Guide for Conversations**

Conversation framework and key phrases to share empathy and deepen your relationship with your patient. Vital Talk, 2019.

### **Unconscious Bias: What It Is, How It Influences Health Care, and What You Can Do About It**

Defines unconscious bias and how it influences patient care, and provides ways to reduce the impact of unconscious bias on care delivery.

## **Manage Pain and Symptoms**

### **Course 1: Pain and its Impact on Our Patients**

Learn to define and characterize pain, recognize the prevalence of pain, understand disparities in pain management based on race, ethnicity, and gender.

### **Course 2: How to Perform a Comprehensive Pain Assessment**

Learn the components of a comprehensive pain assessment and its importance in safe and effective pain management.

### **Course 3: Matching Treatment to Pain Type**

Gain an overview of pharmacologic and nonpharmacologic pain treatments, including risks and benefits, and learn how to match the analgesic to pain type.

## **Course 8: Problems with Opioid Prescribing: Is it an Opioid Use Disorder?**

Learn how to identify and diagnose opioid use disorder (OUD) and practice communicating with patients about OUD and pain management.

### **Cognitive Assessment Tools**

Recommended validated cognitive assessment tools.

## **Prevent Crises and Help Patients Plan Ahead**

### **Supporting Patients with Serious Illness to Plan Ahead**

Considerations for clinicians, patients, and families upon diagnosis, including advance care planning, personal care needs, legal and financial planning, work and retirement planning, and prevention of common medical risks.

### **Psychosocial Assessment for Patients with Serious Illness**

Assessment questions to help nurses understand the impact of serious illness on a patient's relationships, social and spiritual supports, financial stability, and trust in the health care system. Fast Facts, April 2020

### **Reducing Risks for Older Adults**

This course provides context and best practices for identifying older adults at risk for poor outcomes, including falls, delirium, and caregiving challenges.

### **Talking with Patients About Hospice**

This resource lists step-wise tips to foster comfortable, productive dialogue for 'the hospice conversation'.

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