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.

**Palliative Care: You Are a Bridge**

Video explaining the role that palliative care plays supporting patients and families through a serious illness.

**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.

**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.

**Care Coordination**

Guidance for all clinicians on improving communication and ensuring smooth transitions of care for patients living with serious illness.

**Supporting the Family Caregiver: The Burden of Serious Illness**

Assessing and supporting caregivers of people with serious illness.

**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.

**Clarifying Goals of Care**

Strategies for eliciting patient goals and preferences to inform treatment decisions.

**Care Coordination**

Guidance for all clinicians on improving communication and ensuring smooth transitions of
care for patients living with serious illness.

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