

DESCRIPTION: The Medical Case Management (MCM) Certificate Program is designed to bring a foundation of best practices and innovative approaches to Medical Case Management service providers. The program provides learners a solid knowledge base, along with the clinical skills required to succeed with a diverse set of client needs. The blended (online and in-person) curriculum includes a two day in-person training, and 14 courses, approximately 12 hours of online training. This program is also offered in an online-only format. For more details on Coldspring Center’s HIV MCM Certificate Program, please review Coldspring Center’s website: <http://coldspringcenter.org/medical-case-management.html>.

IN-PERSON TRAINING:

This two-day interactive and experiential training dives into the core of what it means to be a medical case manager, and how to achieve maximum outcomes with a client-centered approach. The in-person training builds on the content presented in the online training, and provides an organization or system of care with a common language and focus. This knowledge and skill development can facilitate long-term change and improve quality of services. The whole package of trainings provides the opportunity to build confidence and ability, and to practice learned skills.

The training content includes:

1. **Motivational Interviewing Skills Building** – Focuses on the implementation of theory and approaches introduced in the Motivational Interviewing online training to improve confidence and practical application of the skills
2. **Trauma Informed Medical Case Management** – Includes information on the impact of stress and trauma on the brain and behavior and provides a framework to understand the MCM’s role in working with a stressed/traumatized client.
3. **Thrive: Self-Care** – Examines the importance of the health and well-being of the case manager, and provides concrete tools that can be utilized immediately



The in-person sessions are facilitated by:



Olga M. Vera, Ph.D., President and CEO, is a licensed Clinical Psychologist with over 24 years of experience in the mental health field as an administrator, researcher, trainer, and treatment provider. Dr. Vera brings years of leadership experience and is considered a trauma expert in Colorado. She has worked in a variety of settings, such as higher education, hospital, community mental health, and non-profit agencies. Dr. Vera is an EMDRIA certified EMDR therapist, consultant, and training facilitator. Dr. Vera's treatment modalities include Cognitive Behavioral Therapy,

Dialectical Behavioral Therapy, Solution Focused Therapy, Motivational Interviewing, TF-CBT, Hakomi, PACT Couple Therapy, and Systems Approach. Dr. Vera has worked extensively with children, adolescents, and adults, providing evidence-based treatment.



Robert George, Project Manager/Trainer, specializes in the development and provision of client-centered, comprehensive, quality service delivery and leadership. His experience includes 18 years in the HIV services field providing direct care and leadership in the areas of case management, behavioral health, housing services, prevention services, and oral health services. Robert has experience with compliance management and quality assessment and improvement projects, in both urban and rural service settings. His

focus is to assist helpers to more skillfully support their clients and patients utilizing the theories of harm reduction, motivational interviewing, and trauma informed care. Robert also utilizes these theories and concepts with program supervisors and managers with the goal of supporting them to develop into healthy teachers and mentors. Robert is a highly interactive trainer who engages learners to use their experiences to understand the training content and integrate it into their daily work with clients.

Note: Learners will be asked to complete the online portion of the program before attending the in-person training.

ONLINE TRAINING:

Foundations in the Helping Professions Series: 5 courses, approximately 4 hours of training

The first set of online courses is the Foundations Series, which contains courses that are the foundation to MCM. These include:

1. Introduction to the Medical Case Management Certificate – Provides an introduction to the certificate and a presentation of best practices in Medical Case Management
2. Structuring the Helping Relationship – Includes information on boundaries, ethical decision making, and mandatory reporting
3. HIPAA and Confidentiality – Examines the importance of confidentiality and privacy practices in MCM
4. Multicultural Approaches in the Helping Relationship – Looks at effective ways to work across different client populations
5. Understanding and Handling Difficult Situations – Examines how to work with escalated and angry clients

Motivational Interviewing (MI) Series: 9 courses, approximately 8 hours of training

According to MI's founders, William Miller and Stephen Rollnick, "Motivational Interviewing is a collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for, and commitment to, a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere of acceptance and compassion." Motivational Interviewing is a critical tool for MCM. Many clients have substantial difficulty making changes around lifestyle and treatment, which are needed to live a healthy life. These courses are designed to provide all the information one needs to implement MI effectively with clients, and include:

1. MI Basics – Presents an overview of the basics of MI and the Motivational Interviewing Series
2. MI & Stages of Change – Examines how helpers can utilize the Stages of Change, together with MI to help conceptualize the change process
3. MI Step 1: Engage – Demonstrates how to help clients see the need and possibilities for change
4. MI & Harm Reduction – Demonstrates how MI and Harm Reduction can be used together to better engage clients in care and to set up programs and clients for success
5. MI Step 2: Focus – Provides strategies to help clients focus in a way that promotes positive life changes
6. MI Step 3: Evoke – Offers strategies to bring out change talk, which increases the likelihood that positive change will occur
7. MI & the Importance Ruler – Examines a key strategy that helpers can utilize to build client confidence and motivation to change
8. MI Step 4: Plan – Assists helpers to integrate MI language into treatment and service planning
9. MI & Medical Adherence – Provides helpers with research and strategies to maximize adherence and self-management through MI and other best practices

EVALUATION:

Coldspring Center will provide monthly progress reports to help managers monitor their staff's progress in the online trainings. Each online course also includes a short quiz at the end to assess knowledge acquisition. An in-person training evaluation and final report are provided at the completion of the program.

CONTINUING EDUCATION CREDITS (CEC):

Individuals who complete the training may be eligible to earn Continuing Education Credits (CECs). Coldspring Center partners with the National Association of Social Workers – Colorado Chapter (NASW-CO) to provide the CECs. It is the responsibility of the organization/individual learner to confirm that their specific licensing body will accept CECs from NASW-CO.

ONLINE TRAINING TECHNICAL REQUIREMENTS:

All training material and quizzes are managed using Coldspring Center's online Learning Center. To access the training, the learner's web browser must support cookies and Adobe Flash. Please use Internet Explorer, Google Chrome, Mozilla Firefox, or Apple Safari. iPads are not compatible. Speakers or earbuds are recommended to fully access this content.

IN-PERSON REQUIREMENTS:

Coldspring Center manages the following:

- Management of online training registration, monthly online training progress reports, and certificates, including direct email contact with learners
- Training content
- Facilitation of in-person training
- Travel arrangements in collaboration with contracting organization

Contracting organization manages the following:

- Coordination of training dates and location/site
 - Arrangements to be finalized and communicated to Coldspring Center and workshop attendants at least 1 month in advance of session
 - Projector and projection screen at each session
 - Flip chart paper, preferably sticky (tape if not sticky)
 - Set up of tables, chairs, etc.
 - All fees
- Catering arrangements and all fees
- Work with Coldspring Center staff to establish a timeline for completion of online training
- Communication with training registrants regarding certificate timeline and expectations
- Printing of materials (handouts, worksheets, and session evaluation)
- All fees as stated below

SERVICES*

Services available	Cost
2 Days of in-person training and facilitation	\$6,000
Access to online courses (14 courses, 12 hours of training)	\$180/person
Travel Expenses (airfare & baggage, ground transportation, hotel, meals)	To Be Determined
Technical Assistance, Coaching, Systems Implementation Support (optional)	\$125/hour
Webinar(s) to support implementation, facilitation, skills building (optional)	\$250 each

*This training can also be offered as an online-only curriculum, and could be paired with optional webinars or conference calls to assist with facilitation, implementation, and skills building. Please contact us for more information: Info@ColdspringCenter.org

CONTACT US:

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