

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 online curriculum includes 28 courses, approximately 25 hours of online training. For more details on Coldspring Center's MCM Certificate Program, please review Coldspring Center's website: <http://coldspringcenter.org/medical-case-management.html>.

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

Thrive: Self-Care & Culture Series: 7 courses, approximately 6 hours of training

These courses provide information on the dangers that can impact the well-being and effectiveness of MCM. Thrive also presents strategies designed to improve the overall health of medical case managers, while maximizing efficiency and effectiveness.

1. Introduction – Introduces the training and covers a few key concepts that will be used throughout the rest of the training
2. Stress & Burnout – Examines how to effectively approach the work of helping in the face of stress and burnout
3. Helping Trauma – Examines the dangers that result when trauma overwhelms the helper's ability to manage the work effectively
4. Physical Robustness – Focuses on strategies and approaches designed to improve the helper's physical, cognitive, and emotional health, as well as improve the quality of the services medical case managers deliver
5. Mind Robustness & Mindsight – Focuses on strategies to improve the helper's health and quality of work through building mind robustness and mindsight
6. Mind Robustness & Focus – Offers strategies and approaches for the helper, designed to better utilize the brain and maximize cognitive capacity
7. Social Robustness – Provides information on how personal and professional relationships can help improve robustness and resiliency

Trauma Informed Care and Treatment: 7 courses, approximately 7 hours of training

These courses examine the impact of trauma on clients and how MCMs can assist in the client's journey toward post-traumatic growth and resiliency, as well as an overview of treatment modalities that may be options for clients.

1. Foundations of Trauma Informed Care & Physical Resiliency – Covers basic information on trauma, differentiates between trauma informed care and trauma specific treatment, and explains how medical case managers in various roles can successfully work with traumatized clients
2. Trauma & Social Health – Explores the impact of trauma on the social health of the client
3. Social Resiliency – Looks at the importance of clients' social resiliency and the role of medical case managers and organizations to help clients maintain healthy and safe relationships
4. Trauma & Mind Health – Explores the impact of trauma on the mind health of the client
5. Mind Resiliency – Offers specific strategies that medical case managers can use to improve the mind resiliency of their clients
6. Post Traumatic Growth & Assessment – Introduces the concept of Post Traumatic Growth as a foundation for trauma treatment and presents information on best practices in trauma assessment, within both therapeutic and non-therapeutic contexts
7. Research-Based Methods – Provides a general overview of the evolving field of trauma specific treatment and a knowledge base to make appropriate referrals

For Organizations, Coldspring Center will provide monthly progress reports at no extra cost, to help managers monitor their staff's progress. Each course also includes a short quiz at the end to assess knowledge acquisition. A participant-level Quiz Report can be provided upon completion of the curriculum.

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.

SERVICES*

Services available	Cost	20 or more learners Discount – 20%
Medical Case Management Certificate (28 courses, 25 hours of training)	\$300/person	\$240/person
Coaching, Systems Implementation Assistance, Webinar Support (optional for groups)	\$125/hour	

*This training can also be offered as a blended curriculum (in-person & online), and would include additional skills-building exercises. Please contact us for more information: Info@ColdspringCenter.org

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