

Enhancing Care of Indigent Populations

Implementation of a Care Manager Core Competency Training Program

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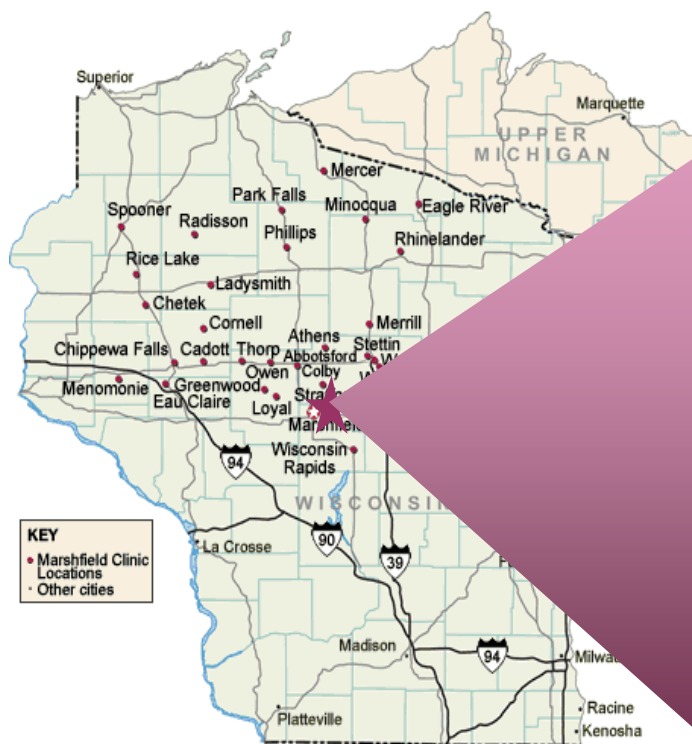
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Objectives

- Introduce Marshfield Clinic and its Community Health Access (CHA) program
- Describe the Core Competency Training Program (CCTP) and its implementation for the CHA program
- Demonstrate impact of the CCTP through baseline and follow-up outcomes
- Identify the potential impact of a CCTP on nurse care manager skill development in preventive health



Marshfield Clinic



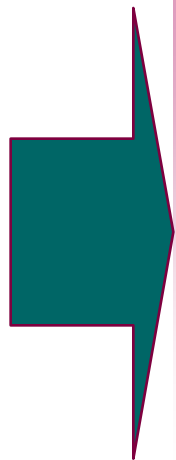
- Over 40 centers throughout northern, central and western Wisconsin
- 750+ physicians in 80 medical specialties and subspecialties
- 361,436 patients served per year
- Patients seen from every county in WI, every state in the nation, as well as 25 foreign countries



Community Care and Community Health Access Program (CHA)

- Helps under- and uninsured patients receive preventive and primary healthcare services on a regular basis
- Administrative costs supported by state and federal grant funds

Patients approved for 6 months of Community Care are referred for CHA Case Management, helping them to:



- ✓ Navigate the health care system more effectively
- ✓ Understand the importance of preventive health care
- ✓ Self-manage chronic conditions



CHA and Case Management

Case Managers are trained nurses who promote patient empowerment by providing:

- Information
- Support
- Tools

As Case Managers help patients become effective self-managers, they carry out many roles:

- ✓ Care Coordinator
- ✓ Health Educator
- ✓ Coach & Motivator
- ✓ Change Agent



Care Manager Core Competencies

The **C**ore **C**ompetency **T**raining **P**rogram (CCTP)

- Helps assess the needs of the Nurse Case Managers in order to build their skills
- Provides a quantitative way to assess and enhance quality on an individual and team basis

The five core
competency
domains



- 1 Professionalism and teamwork
- 2 Clinical competency
- 3 Problem solving skills
- 4 Communication skills
- 5 Technical abilities

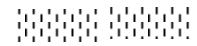


CCTP Assessment Tools

Knowledge & Skills Inventory

Examples of the specific knowledge and skills associated with each of the core competency domains for new and experienced Case Managers

Sup & CM Assessment



Interviewing Guide

Guidelines for conducting interviews to help assess competencies of the candidate



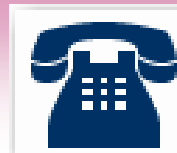
Chart Audit Tool

Format for assessing the completeness and quality of documentation



Call Monitoring Tool

Guidance on how to assess the quality of a Case Manager's telephonic interactions with a patient



Staff Development Planning Tool

Documentation and guidance to establish a plan for individual and team development



Developing Staff Competencies

Training & Additional Staff Development

- ✓ Principles of Motivational Interviewing
- ✓ 10 Strategies of Change Talk
- ✓ Helpful Responses
- ✓ Readiness Ruler
- ✓ Three in a Row
- ✓ Batting Practice

Feb

Mar

Apr

May

Jun

Jul

Baseline

Self & Supervisor
Assessment

Performance Management

- ✓ Call Monitoring
- ✓ Chart Auditing
- ✓ Individual Development Planning

Follow-Up

Self & Supervisor
Assessment

Resource: www.motivationalinterview.org



Competency Assessment Results

Self Assessment

Competency	Baseline	Follow-Up	% Change
Professionalism and Teamwork	4.3	4.7	9%
Clinical Competence	3.9	4.2	7%
Problem Solving Skills	3.8	4.3	12%
Communication Skills	4.2	4.4	4%
Technical Abilities	3.4	4.4	23%

Supervisor Assessment

Competency	Baseline	Follow-Up	% Change
Professionalism and Teamwork	4.0	4.3	7%
Clinical Competence	3.9	4.2	7%
Problem Solving Skills	3.6	4.0	10%
Communication Skills	3.0	3.7	19%
Technical Abilities	4.1	4.5	9%



Key Benefits

- The Core Competency Training Program:
 - Provided quantitative and qualitative means for staff selection
 - Provided a practical and consistent process to assess the quality of case management services
 - Helped identify areas for further individual/team development
 - Contributed to continuous quality improvement (CQI)
 - Contributed to overall program success



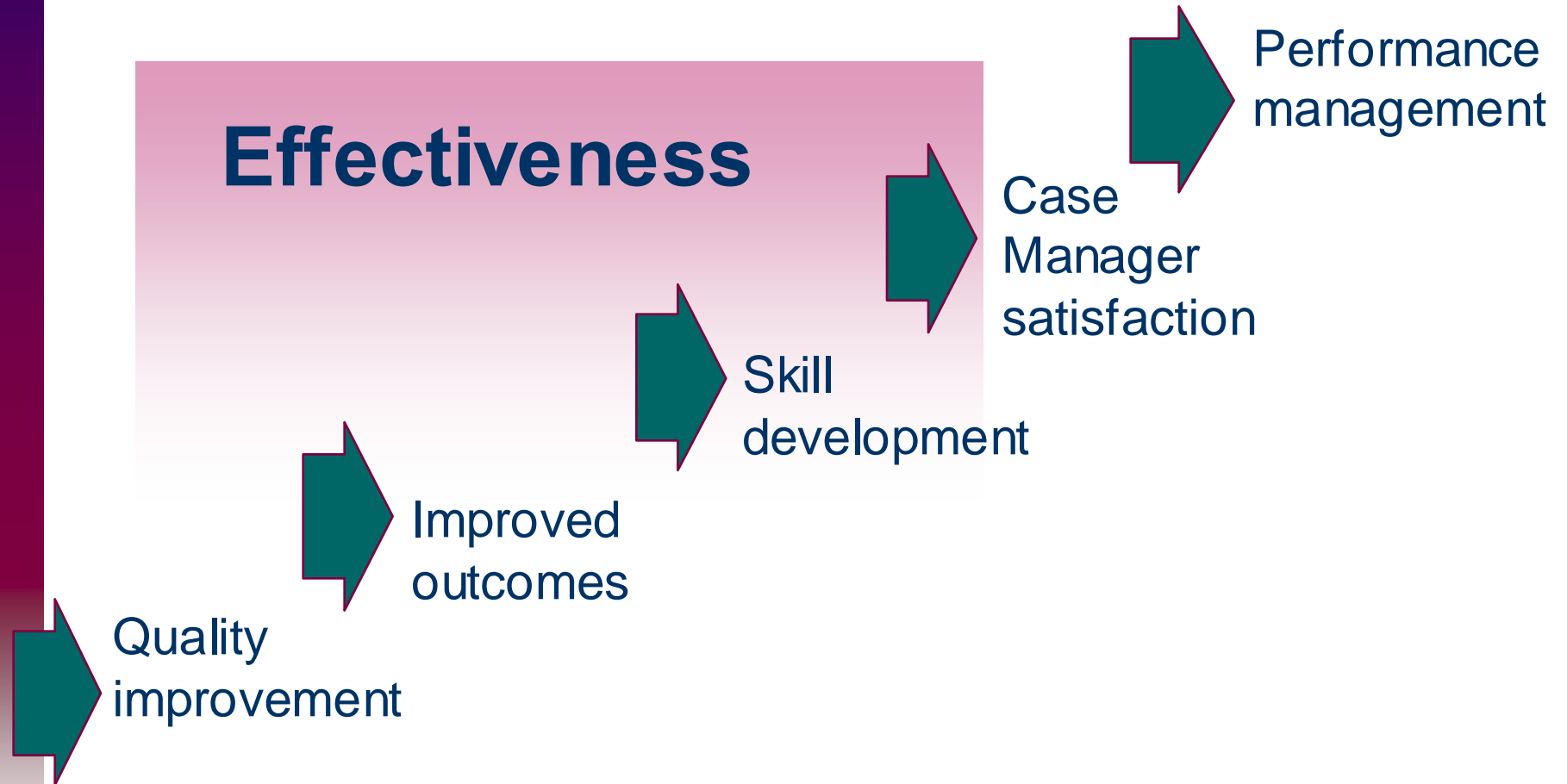
Conclusion

- A Core Competency Training Program is needed to:
 - Meet the challenges of disease management settings
 - Create a standardized method of assessing practice
 - Provide a framework for development of Case Manager core competencies

- 1 Professionalism and teamwork
- 2 Clinical competency
- 3 Problem solving skills
- 4 Communication skills
- 5 Technical abilities



Next Steps—



Q & A

Thank you!

