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**Career Development Opportunity:**

The Care Transformation Collaborative of Rhode Island (CTC-RI) is seeking up to five Nurse Care Manager/Care Coordinator faculty trainers who will be eligible for scholarships ($4,800.00) to become certified as xG Learn Care Management Facilitators. The xG Learn instructional design experts will observe and coach CTC NCM/CC Faculty in preparing them to instruct and coach future care managers to perform successfully in the patient centered medical home primary care environment.

The xG Learn System was designed by Geisinger and xG Health professionals who are experts in their topic areas. The training curricula include:

* Motivational interviewing techniques, population, care and condition management fundamentals, guidelines for successful facilitation
* Interactive coaching sessions
* Online learning sessions

United Health Care has provided funding to pay for the faculty training ($4,800.00) and for a stipend ($2,000.00) for faculty who successfully completing the certification program and work with an assigned cohort of NCM/CC. .

Additionally, 18 of the Care Management modules has independent attributed contact hours for nurses (up to 43.05 contact hours) that can also be used for care management certification.

**Benefits to the Organization/Primary Care Practice:**

This leadership training will assist the organization and primary care practice to scale your education program and prepare your care manager to supervise and provide on-going coaching for new and experienced nurse care managers/care coordinators using a standardized curriculum and approach. Having a certified on-site trainer will assist you with increasing the workforce competency so that your care management staff will be successful in providing complex patients with the right care at the right time

**Time Commitment:**

1. Initial Training expectation:

Faculty will be expected to complete the basis core curriculum (18 modules 43 hours). This Core Curriculum is the same training that other NCM’s will be expected to complete. In addition, Faculty will be expected to complete the training curriculum (anticipated to be 10-12 hours) as outlined in Appendix A.

1. Coaching for a NCM/Cohort :

Faculty will be asked to provide coaching for a cohort of 7-10 NCM/CC. This will involve leading conference call discussions (I hour) after participants have completed assigned modules. When feasible, CTC will seek to use existing NCM/CC Committee meeting time for the care management discussions and when possible, cohort assignment to include NCM/CC from own organization. Faculty could be asked to provide coaching for NCM/CC across other systems of care.

After the initial year, the faculty will be asked to provide support for 1-2 cohorts per year.

**CTC-RI Faculty Job Description for the Nurse Care Manager/Care Coordinator Program**

**JOB SUMMARY:**

The NCM/CC Faculty serves in an expanded nursing role to provide oversight for the Care Management training program. Collaborates with the CTC-RI project management staff to schedule and coordinate training program. Delivers training programs to optimize outcomes across the health continuum with a focus on effective and safe transitions, quality care, and utilization management and reducing avoidable readmissions back to acute care.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Works with CTC-RI, xG Learn Educator and community partners in the implementation of xG Learn education program which will enhance the patient experience and drive quality outcomes.

2. Provides supervision and oversight to new employees, assisting with orientation scheduling, training, and integration in primary care teams.

3. Directs individual professional development through mentoring, coaching and education for both new and experienced NCM/CC.

4. Collaborates with Nurse/CC Faculty Team and primary care practice site to identify staff with proficiency issues and designs staff-specific development plans to address gaps in performance and improve efficiency.

5. Provides timely feedback to CTC-RI project management staff and primary care practice site regarding staff progress.

6. Leverages technology to support onboarding and staff development.

7. Collaborates with CTC-RI participate in an evaluation plan and provide input to design staff evaluation tools that assure delivery of high quality, efficient care.

8. Reinforce utilization of documentation tools to promote reliable, accurate documentation and align with goals and objectives, assuring delivery of data elements.

9. Works with CTC-RI project management staff to evaluate process, identify problems, and propose process improvement strategies to enhance efficiency and effectiveness that drives quality outcomes for population being served.

10. Reviews the current literature regarding effective engagement and communication strategies, transitions of care interventions, case management strategies, and behavior change strategies and incorporates into training programs.

11. Incorporates excellent written, verbal, and listening communication skills, positive relationship building skills, and critical analysis skills into practice.

12. Utilizes appropriate conflict resolution, assertiveness, negotiation, and collaboration skills in facilitating patients throughout the health care continuum.

13. May be asked to serve as expert faculty for ECHO program, provide review of NCM/CC documentation, and assist the practice team with integration of NCM/CC into the care team

SPECIFIC POSITION DUTIES

COMPETENCIES AND SKILLS: *Identify requirements for adult and pediatric sites*

* Demonstrates ability to utilize web based education, conferencing applications for teaching.
* Proficiency in Microsoft Office applications
* Demonstrates customer focused interpersonal skills to interact in an effective manner with staff and other health care team members.
* Demonstrates ability to work autonomously and be directly accountable for practice.
* Demonstrates ability to influence and negotiate individual and group decision-making.
* Demonstrates ability to function effectively in a fluid, dynamic, and rapidly changing environment.
* Demonstrates leadership qualities including time management, verbal and written communication skills, listening skills, problem solving and decision-making, priority setting, work delegation and work organization.
* Knowledge of the basic concepts of Health Information Systems preferred.
* Critical thinking skills and ability to analyze complex data sets required.

EDUCATION AND/OR EXPERIENCE:

For Faculty working with adult patients:

* RN license licensure in the state required. Bachelor's degree in health care preferred. Staff training experience preferred.
* Five years’ experience in clinical nursing required. Previous experience as NCM required. For
* Experience in primary care outpatient practice required
* Certification as case manager preferred.

For Faculty working with pediatric patients and families:

* Five years’ experience working with children/families with complex medical /social/family needs
* Experience in primary care outpatient practice required
* Certification as care manager preferred

WORKING CONDITIONS/PHYSICAL DEMANDS:

Work is typically performed in an office environment.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements considered necessary to successfully perform the job.

NCM/CC FACULTY/ORGANIZATION COMPENSATION

$2,000.00 per year with expectation year 1: successfully complete training and support 1-2 NCM/CC cohort groups

Appendix A: Information on Nurse Care Manager xG Learn Training Requirements:

**xG Health Solutions Train-the-Trainer Facilitator Curriculum**

xG will provide education and training services that are designed to prepare and provide successful completion of certification of Client Train-the-Trainer Facilitator candidates. These individuals will instruct and coach future Client case managers.

**As a prerequisite, Case Management Facilitator candidates must successfully complete the xG Case Management training.**

**Facilitators** lead xG didactic training for new case manager candidates. Facilitators are Client case managers who have successfully completed xG Case Management training before undertaking additional xG education to serve as facilitators.

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| --- | --- | --- |
| **Facilitator Curriculum Activity** | **Time Commitment** | **Venue for Delivering Educational Component** |
| Facilitator candidates take a written exam first to demonstrate their overall knowledge of case management | 1 hour | Remote Exam |
| Facilitator-specific online learning:* Guidelines for Successful Facilitator
* Modeling of Behavior
* Adult Education Styles
 | 2-3 hours | RemoteInteractive coaching sessions with SMEsWeb-based online learning, including collaboration space and discussion boards |
| Facilitator Coaching Sessions (1):* Interaction with xG SMEs to enhance knowledge of facilitator role

*and** Support and mentor candidate
 | 1 hour | RemoteInteractive telephone calls with xG SMEs |
| Each candidate will complete a self-assessment regarding education delivery skills:* xG SMEs will review assessments with candidates

*and** Establish action plan for successful Facilitation Observation
 | 2 hours1 hour self-assessment1 hour discussion | Remote Self-studyInteractive telephone call |
| Facilitator candidates will first present xG education modules to Client case manager students:* xG SMEs will pre-schedule session(s) to observe facilitator-candidate interaction during didactic sessions
* Facilitator must successfully guide accurate knowledge- based discussion of the following during the observation:
* Important role of the case manager
* One chronic disease
* Patient Transitions of Care
* Problem solving regarding challenges of a CM using the xG Case Management model

Appropriate case studies | 4-5 hours of observation | Remote Interactive telephone calls |
| Report of Observation:* xG SMEs will prepare a written report of the observation

 Present the report to Client leadership and students for review and discussionIdentify any opportunity to enhance the facilitator | 1 hour | Remote |
| Successful candidates will receive a certificate of completion from xG permitting them to facilitate xG Solutions/Geisinger Health Systems didactic training per client agreement. |