

## Case to Care Management Training

*A workforce development training program*

### Training Overview

As healthcare reform advances and as more and more states move to health home models, the critical knowledge and skills of case managers will be needed in new ways. This new marketplace requires case managers to expand their capacity in healthcare navigation, build on their existing skills in health behavior change, and possess a better understanding of the common health problems and basic interventions both for individuals with serious mental illness and those with chronic health problems. A more knowledgeable and better skilled case manager workforce will also provide organizations with a service that can be marketed across the healthcare system.

The Case to Care Management training **is a key strategy in** positioning your organization for transformation and has been successfully utilized by [SAMHSA Primary and Behavioral Healthcare Integration \(PBHCI\) Grantees](#) across the country. The 1- day, training covers the key issues of for people with serious mental illness and/or substance use disorders. Training topics include:

- National forces driving change
- Conceptual framework for change: health homes, chronic care model
- The role of case managers in supporting the navigation of the health care system
- The physical health needs of people with behavioral health challenges
- Diabetes and heart disease: key issues, key interventions
- Using existing and expanded skills to support health behavior change
- Applying rapid cycle change principles to working with people on health behavior change, goal planning, and documentation.
- Self-assessment of individual practice

Following the training, case managers will be able to:

- Identify current healthcare trends impacting their role
- Identify the difference between physical health and behavioral health culture
- Describe strategies to build strong partnerships with primary care providers
- List strategies to help prepare people for primary care appointments and to increase self-management
- Apply basic chronic care principles to managing heart disease and diabetes
- Identify and apply strategies to help people change their health behavior
- Commit to two immediate changes they will make in their practice post training