

Continuing Education Information

IHS Division of Diabetes Treatment and Prevention Advancements in Diabetes Recorded Sessions

Title: Case Management: Practicing Population Health to Engage Patients as Partners in Care

Presenter: Krista Haven, RN, MSN, CDE

Diabetes Nurse Specialist, Chinle Comprehensive Healthcare Facility

Type of Activity: Enduring Event (Recorded Webinar)

Release Date: November 22, 2022

Expiration Date: November 1, 2025

Estimated Time to Complete Activity: 60 minutes

Live Session Originally Presented on: November 2, 2022

Information about the webinar presentation:

Primary care case management includes activities that integrate additional support to help patients achieve goals within primary care and/or coordinate care needs that are dependent upon services beyond those offered in primary care (e.g.; specialty care, community services). Health coaching is a model of chronic disease health education that can be readily integrated into team-based primary care. Health coaching occurs in a coach-patient relationship, providing tailored, culturally appropriate education and self-management support. In this presentation we present two Chinle IHS programs which health coaches utilize case management to extend their help of patients. For the past 11 years, we provided diabetes education in primary care clinics using bilingual, bicultural health coaches. The coaches target higher risk patients, including individuals with new onset diabetes, poor glycemic control, or insulin use. The health coaches connect patients to other clinical services (e.g.; Medical Nutritional Therapy, Native Medicine). For a selected group of patients, the health coaches provide additional case management services to help patients maintain continuity. With the support of the Diabetes Program, a second program of case management with health coaching was developed, focusing on patients with complex care needs.

Training Objectives and Outcomes: As a result of completing this training, the healthcare team will be able to:

1. Define case management and health coaching, and examine how case management programs may improve patient-centered clinical services, primary care infrastructure and population health.
2. Describe how team members can be mentored to develop case management skills.
3. Identify high risk patients in a population, including those with a diagnosis of diabetes, utilizing tools such as RPMS, ICare, and Audit analytics.

Requirements: If you plan to join the webinar session, you must have a computer with broadband Internet access. For the best experience viewing the videos, use Microsoft Edge or Google Chrome. If you have any trouble viewing the video trainings, contact us at diabetesprogram@ihs.gov for alternate viewing options. If you have trouble viewing this training on-line, check your system to make sure you have the appropriate hardware and software. If you need help or have any questions, please send an email to diabetesprogram@ihs.gov.

Note: Before you begin the training, you may review the IHS Privacy Policy at the following link: (<https://www.ihs.gov/privacypolicy/>). You may also review the Survey Monkey Privacy Policy for details on how user information submitted in the evaluation is protected. <http://www.surveymonkey.com/mp/policy/privacy-policy/>

Continuing Professional Education (CE) Credit Information: To receive CE credit, you must view the entire training, watch the complete video and review the handout, successfully pass the quiz (score \geq 80%), and complete an evaluation. You will be able to print a "Certificate of Continuing Education Credits" online following the training.

Individuals taking this course for the first time are eligible for CME/CE credit. If you previously completed this, or the live course, you are not eligible for CME/CE credit. If you complete the course more than once, you may obtain a certificate of completion.

Accreditation:



In support of improving patient care, IHS Clinical Support Center is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



This activity was planned by and for the healthcare team, and learners will receive 1.0 Interprofessional Continuing Education (IPCE) credits for learning and change.

Credit Designation Statements

For this activity, credit is designated for:

Physicians

The IHS Clinical Support Center designates this enduring material for a maximum of 1 *AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Pharmacists

This activity provides 1.0 hour of Knowledge-based continuing pharmacy education credit. Universal Activity Number: JA4008177-0000-22-060-H04-P.

Credit will be uploaded to the NABP CPE Monitor within 30 days after the activity completion. It is the responsibility of the pharmacist to provide the correct information (NABP ID and DOB (MMDD)) in order to receive credit.

Nurses

This activity is designated 1.0 contact hour for nurses.

Registered Dietitian Continuing Education Credit

Effective June 1, 2024, this session will no longer be eligible for CPEU credit for dietetic professionals.

Dental Continuing Education Credit

The Indian Health Service (IHS) Division of Oral Health is an ADA CERP Recognized Provider.

The IHS Division of Oral Health designates this continuing dental education course for 1 hour of credit. Each attendee should claim only those hours of credit actually spent in the educational activity.



Disclosure Statement: As a jointly accredited provider of continuing education, the IHS Clinical Support Center must ensure balance, independence, objectivity, and scientific rigor in its educational activities. Course directors/coordinators, planning committee members, faculty, reviewers and all others who are in a position to control the content of this educational activity are required to disclose the existence of all financial relationships with ineligible companies within the prior 24 months. Safeguards against commercial bias have been put in place. Faculty

will also disclose any off-label and/or investigational use of pharmaceuticals or instruments discussed in their presentation. All those who are in a position to control the content of this educational activity have completed the disclosure process and have indicated that they do not have any relevant financial relationships or affiliations with any manufacturers or commercial products to disclose.

There is no commercial interest support for this educational activity.

Planners

The planning and development included IHS Division of Diabetes Treatment and Prevention and a team of individuals with expertise in relevant professions.

Name and Credentials	Present Position/Title
Jana Towne, RN, BSN, MHA	Nurse Planner, Nurse Consultant, DDTP
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