



**CSU Institute for Palliative Care - Care Excellence Online Training**  
**For: Nurses, Social Workers and Case Managers**

Two care coordination/case management training courses are offered by Care Excellence for nurses, social workers and case managers. This curriculum takes a multi-pronged approach to train, keep, and improve the skills of care managers and the leadership that guides them. It helps care management teams meet the needs of growing and diverse populations with special and complex needs, while decreasing costs and improving the quality of care. *Care Excellence* was developed as part of a unique collaboration between care management experts, an advisory committee, and a curricular taskforce. It has been designed with the involvement of industry experts, researchers, current working professionals, and health plans. Brought to you by the California State University Institute for Palliative Care with generous support from the California Health Care Foundation (CHCF) and The SCAN Foundation.

**Online Foundational Series Courses – Cost: \$1,950**

This curriculum teaches essential skills to new case managers and those who would benefit from a review of fundamental knowledge and skills. The content is applicable to nurse case managers, social work case managers, and all care managers and care coordinators working with health plan patient populations.

**69 Hours: 5 Courses, 29 modules**

**69 CEs or CCMs earned upon completion of the entire Foundational series**

**Includes:**

Care/Case Management Principles, Motivational Interviewing, Relationship Building, Getting the Whole Picture, Care Planning

**Online Advanced Series – Cost: \$2,550**

The Advanced Concepts curriculum was developed for experienced care managers and other case management professionals who are working with growing and diverse populations with special and complex needs. The courses incorporate member-centric concepts for enhancing care with tools for decreasing the cost of care and improving the quality of care. The educational content in these self-paced online training courses increases the ability of care managers to effectively support diverse patient populations with complex medical and social needs.

**81.5 HOURS: 5 courses, 28 modules**

**81.5 CEs or CCMs earned upon completion of the entire Advanced Concepts series**

**Includes:**

Patient-Valued Perception, Special Populations I, Special Populations II, Complex Care Coordination Skills, Complex Care Coordination Interventions

**The C3 Skills Alliance provides grant funding to assist employers with the cost of incumbent worker training.  
For More Information Contact: Cyd Spikes at [cydsp@gmail.com](mailto:cydsp@gmail.com) or 323.810.6721**



**C3 Skills Alliance Patient Navigator Classroom Training Program**  
**For: Certified Medical Assistants, Certified Nurse Assistants**

The C3 Skills Alliance **Patient Navigator Training Program** is offered by a variety of post-secondary schools in Los Angeles and Ventura Counties. This new training program has been developed to train entry-level workers in care coordination to provide individualized assistance to patients, consumers, families and care givers in a culturally and ethnically competent manner. As a member of the healthcare team, Patient Navigators will be trained to act as a bridge between the healthcare team, patients, family and community to facilitate timely access to quality healthcare through all phases of the healthcare continuum.

The curriculum was developed with input from industry practitioners working in collaboration with the California Community College Deputy Sector Navigators and research from the California Community College Career Ladders Project.

	<u>Competencies</u>	<u>Duration</u>
1.	Communication	4 Hours
2.	Cultural Competency & Ethic Diversity	4 Hours
3.	Health Care Systems	8 Hours
4.	Barriers and Resources	4 Hours
5.	Basic Wellness, Health Promotion & Outcomes	4 Hours
6.	Technology	8 Hours
7.	Personal and Professional Development	2 Hours
8.	Link Patient to Community Resources	3 Hours
9.	Support Delivery of Patient-Centered Care	3 Hours
10.	Hands-on Activities: Be able to search for community resources	5 Hours
	<b>Total Program Hours:</b>	<b>45 Hours</b>

**Pre-Requisites**

- High School Diploma or equivalent.
- Certified Medical Assistant (AAMA, NCCT) or
- Certified Nurse Assistant (CA Dept. of Health, Red Cross or equivalent)

**Tuition: \$1,525.00**

**Training available on Saturdays, February – April 2018 at the following Training Institutions**

Downey Adult School  
 East San Gabriel Valley Regional Occupational Program  
 El Camino College  
 Glendale College  
 Ventura Community College District

The C3 Skills Alliance provides grant funding to assist employers with the cost of incumbent worker training.  
 For More Information Contact: Cyd Spikes at [cydspig@gmail.com](mailto:cydspig@gmail.com) or 323.810.6721