

Champion | Chronic Care Management Training



DAY 1: Pre-Visit

TIME	PROVIDERS	FLOW MANAGERS
8:00	Kickoff	
9:00	Break	
9:15	Clinical Guidelines	
9:50	Panel Management	
10:45	Preparing for CCM Visits: Overview	
11:30	Lunch	
12:00	Lunch, continued.	Schedule Grooming Weekly Huddle Patient Prep Contact
12:30	Thinking Differently about Preparing for Visits	
1:40	Weekly Huddle	
2:40	Patient Prep Contact Live Practice	
3:00	Break	
3:15	Building the Team	
4:40	Experiment Expectations	
4:50	Process Check (+/-)	
5:00	Adjourn	

DAY 2: Visit

TIME	PROVIDERS	FLOW MANAGERS
8:00	Kick Off and Introduction	
8:45	Motivational Interviewing Break Overview of MA STW Prepare Visit Plan Warm Handoff Visit Post Visit Follow Up	Day 1 STW Follow-Up Rooming Break Warm Handoff Post Visit Follow Up
12:10	Lunch	
12:40	Warm Handoff Discharge Daily Huddle	
1:00	LIVE PRACTICE with Patients Daily Huddle through Discharge	
3:45	Debrief & Coaching	
4:15	Continuous Improvement Process	
4:45	Process Check (+/-)	
5:00	Adjourn	

