



Take some complexity out of managing complex care

About this 5-part virtual training series

- Presented by the Center for Excellence in Primary Care at UCSF
- Remote, highly interactive, skills-based training series
- Ensures more effective interactions with patients
- Equips complex care managers to build or improve their care models

Register online by 7/8

Cost: \$1650 per person.
Group discounts available.

For more information:
cepc.sfghfcm@ucsf.edu

Training session times*

- 1 Mon, 7/15: 10am-12:30pm
Implement a Complex Care Program
- 2 Tue, 7/23: 10am-12:30pm
Start a Health Coaching Relationship
- 3 Tue, 7/30: 10am-12:30pm
Collaborate with Patients & Check for Understanding
- 4 Tue, 8/6: 10am-12:30pm
Improve Medication Understanding & Adherence
- 5 Tue, 8/13: 10am-12:30pm
Action Plan & Put It All Together

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Learning Objectives

After completing this training, learners will be able to:

- Define Complex Care Management (CCM)
- Outline the essential components of a CCM program
- Identify metrics used to evaluate the success of a CCM program
- Collaborate with program participants to Set the Agenda for a visit
- Apply Ask-Tell-Ask to assess and build on a patient's knowledge and motivation as they develop a care plan
- Explain common reasons patients do not take their medications and strategies for addressing patients concerns
- Apply medication reconciliation with a patient
- Collaborate with program participants to develop action plans to meet the goals of their care plan
- Describe an approach to stepping down and graduating a patient

Speakers

Marianna Kong, MD, Physician Practice Transformation Specialist & Primary Care Provider

Rachel Willard-Grace, MPH, Director of the Center for Excellence in Primary Care

Patricia Mejía, Practice Coaching and Training Manager

Richard Ceballos, BA, Trainer & Communications Coordinator

CEUs Available

This course meets the qualifications for **9.5 contact hours** of continuing education credit for nurses as required by the California Board of Registered Nursing, Provider # CPE 13741. Bay Area, North & Central Coast AIDS Education & Training is approved by the California Association of Marriage and Family Therapists (CAMFT) to sponsor continuing education for LMFTs, LCSWs, LPCCs, and/or LEPs. Bay Area, North & Central Coast AIDS Education & Training maintains responsibility for this program/course and its content. This course meets the qualifications for **9.5 hours of continuing education credit** for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences, Provider # 133640. Any activities within the program that do not have instructional time are not offered for continuing education credit. Course completion certificates will be awarded upon completion of course evaluations. Documentation must be retained by the Participant for a period of four years after the conclusion of this program.



Contact Us

For additional questions, addressing grievances, or any requests around special accommodations. Please contact: Patricia Mejía at patricia.mejia@ucsf.edu

Learn more at: <https://cepc.ucsf.edu/>