

# Additional Skills for Care Managers Who Focus Primarily on Supporting People with Serious Illness

---

This Learning Pathway contains a comprehensive set of training and tools to help care managers who focus primarily on supporting people with serious illness address the unique needs of patients and families. Clinical topics include assessing patient needs and concerns, understanding patients' goals for care, addressing symptom burden, and helping patients to avoid crises and plan for the future.

## **Assess the Needs and Concerns of Patients**

### **Introduction to Palliative Care**

An introduction to palliative care, how it is delivered, its impact on quality of life, and the growing population of patients who need it.

### **Screening and Assessment for Key Gaps in Care**

Screening questions and burden assessments for case management of people with serious illness.

### **Best Practices in Telephonic Care Management**

Summary of care management strategies for members living with a serious illness, from preparing for the call to working with treating teams.

### **Revised Edmonton Symptom Assessment System (ESAS-r)**

Assesses for nine symptoms experienced by patients with serious illness and quantifies their severity. Alberta Health Services.

### **PHQ-4 Validated Screening Tool for Anxiety and Depression**

Brief (4-question) screening tool for anxiety and depression.

### **Karnofsky Performance Status Scale Definitions Rating (%) Criteria**

Stratifies patients by level of functional ability. Like the PPS, the Karnofsky score can be used to predict survival.

## **Social Needs Screen**

Assessment tool and resource list to address social risk factors.

## **FICA Spiritual Assessment Tool**

Short conversation guide to elicit information about a patient's spiritual history and preferences.

## **CAPC Palliative Care Referral Criteria**

Checklist of triggers for referral to a specialty palliative care team.

## **Strengthen the Clinician-Patient Relationship and Understand Care Goals**

### **Leading Goals of Care Conversations**

Learn best practices for building trust, eliciting patient values, and having patient-centered conversations about goals of care.

### **American Bar Association ACP Toolkit**

Advice on completing advanced directives and speaking with family and care providers about wishes.

### **Unconscious Bias: What It Is, How It Influences Health Care, and What You Can Do About It**

Defines unconscious bias and how it influences patient care, and provides ways to reduce the impact of unconscious bias on care delivery.

### **Responding to Emotion: Vital Talk Quick Guide for Conversations**

Conversation framework and key phrases to share empathy and deepen your relationship with your patient. Vital Talk, 2019.

### **The Human Connection of Palliative Care: 10 Steps for What to Say and Do**

Ten important steps for improving communication between clinicians and patients/families. NOTE: This video does not provide CE credits.

## **Manage Pain and Symptoms**

### **Course 6: Creating a Pain Treatment Plan and Monitoring Effectiveness**

Learn to develop a pain treatment plan with realistic goals and proper documentation, and implement universal precautions to help with the risk of opioid use disorder.

### **Cognitive Assessment Tools**

Recommended validated cognitive assessment tools.

## **Addressing Mood and Sleep Disturbances in Dementia**

Learn how to mitigate and relieve common mood and sleep disturbances to improve quality of life for people living with dementia, and their caregivers.

## **Prevent Crises and Help Patients Plan Ahead**

### **Safe and Age-Friendly Care for Older Adults**

This course provides context and best practices for identifying older adults at risk for poor outcomes, including falls, delirium, and caregiving challenges.

### **Supporting the Caregivers of People with Serious Illness**

This course offers tools and guidance for assessing and addressing the needs of caregivers of people with serious illness.

### **Coordinating Care and Planning Ahead**

Guidance for all clinicians on improving communication and ensuring smooth transitions of care for patients living with serious illness.

### **Supporting Patients with Serious Illness to Plan Ahead**

Considerations for clinicians, patients, and families upon diagnosis, including advance care planning, personal care needs, legal and financial planning, work and retirement planning, and prevention of common medical risks.

### **Psychosocial Assessment for Patients with Serious Illness**

Assessment questions to help nurses understand the impact of serious illness on a patient's relationships, social and spiritual supports, financial stability, and trust in the health care system. Fast Facts, April 2020

### **Talking with Patients About Hospice**

This resource lists step-wise tips to foster comfortable, productive dialogue for 'the hospice conversation'.

### **FindHelp.org**

National database of community services - enter a zip code and locate assistance with food, housing, health services, care needs, and other resources.

## **View this page online**

You must be [logged in](#) to have full access to these resources. Not sure if you have a CAPC account? [Check here](#) to create one.