New Jersey Division of Medical Assistance and Health Services Managed Care Organization Training

This Learning Pathway will help meet New Jersey Division of Medical Assistance and Health Services Managed Care Organization (NJDMAHS) state requirements for MCO training for care managers and provides approximately 10 hours of training. For additional training, please see Foundational Skills for Care Managers.

Fundamentals of Community-Based Palliative Care

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.

Spotlight on Home-Based Palliative Care: Insights and Recommendations from CAPC and PCQC

This report from the Center to Advance Palliative Care (CAPC) and the Palliative Care Quality Collaborative (PCQC) examines key characteristics of home-based palliative care programs from across the U.S.—including patients served, program operations and funding, and national staffing averages. The report also shares recommendations that payers and policymakers might use to credential home-based palliative care providers.

IDT Coordination and Documentation Standards

New Jersey CBPC Participant Requirements

The following excerpts guidance from the New Jersey Division of Medical Assistance and Health Services (DMAHS) for participation in the NJ FamilyCare Community-Based Palliative Care (CBPC) Medicaid benefit.

Cultural Responsiveness and Spiritual Care

The Health Care Experience of Hispanic Patients with Serious Illness: A Literature Review

Literature review of peer-reviewed journal articles to understand the health care experience of Hispanic patients with serious illness, and their families and unpaid caregivers.

Health Care for Black Patients with Serious Illness: A Literature Review

Key findings from CAPC's literature review to understand what is known about disparities in health care experiences and quality of life for Black people living with serious illness, and their families.

FICA Spiritual Assessment Tool

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

Addressing the Unique Clinical, Social, and Emotional Needs Specific to Palliative Care

Clarifying Patient Goals of Care

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

Screening and Assessment for Key Gaps in Care

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

CMS Accountable Health Communities Screening for Health-Related Social Needs

Identifies unmet need in housing, food, transportation, utilities, and safety. Developed by CMS for the Accountable Health Communities model, and recommended for Medicare and Medicaid beneficiaries.

Empathic Responses Guide

This resource provides practical samples of empathic responses to use in conversations with patients and families, as well as template responses to challenging questions. Developed by VitalTalk.

Course 1: Pain and its Impact on Our Patients

Learn to define and characterize pain, recognize the prevalence of pain, understand disparities in pain management based on race, ethnicity, and gender.

Depression in Patients with Serious Illness

This online course teaches how to accurately identify and treat depression in patients living with a serious illness.

Dyspnea

After completing this course, learners will have the tools they need to manage dyspnea, including the physical causes of shortness of breath and the emotional impact on the patient.

Effective Care Coordination Practices to Optimize Outcomes

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.

Coordinating Care and Planning Ahead

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

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