COMMUNITY CARE OF BROOKLYN | NEWSLETTER

Dear colleagues,

We are very excited to share a special training edition of the CCB newsletter with you!

All of the training courses below, developed and facilitated by CCB and 1199SEIU Training and Education Fund, are held at the 1199SEIU Employment Center at 25 Elm Place, Brooklyn, NY. As a reminder, to offset some of the costs incurred by organizations to send certain staff to trainings, *CCB provides its partners with stipends for the number of hours spent in these trainings*. Attendees may also be eligible to receive CME or CEU credit!

Click any of the buttons below to enroll via CCB's Learning Management System (LMS)! CCB's LMS also offers dozens of online courses—many of which are eligible for continuing education credits—that can be taken anywhere, anytime.

Never used the LMS? Watch this video to learn how you can easily self-register and start training!

Advanced Care Management | Tuesdays, October 2 – December 4, 9:00 AM – 5:00 PM

A ten-day training program specifically designed for those who work as care managers, offering person-centered, culturally responsive, community-based care coordination. The curriculum introduces topics such as care planning and documentation and working collaboratively in integrated care teams. Best practices for supporting patients with chronic diseases will also be covered.

1 day per week for 10 weeks. Trainees must attend all training sessions for credit.

Register now

Disruptive Behavior: Escalation and De-escalation Techniques | Wednesday, October 10, 9:00 AM – 1:00 PM

The provision of healthcare services can often be stressful for both patients and health care workers. Disruptive patient behaviors such as yelling or refusing to comply with rules are counterproductive and can debilitate individuals and teams. Through role play and case studies, participants will learn how to use cognitive, emotional, and behavioral skills to bring about productive outcomes during conflict and reduce the likelihood of escalation or harm.

Register now

LIVE WEBINAR: Using Registry Data to Improve Financial Health | Friday, October 12, 11:00 AM – 12:15 PM

This webinar aims to assist care teams, administrators, and financial staff at healthcare provider organizations with developing patient registries that will improve patient outcomes and enhance organizational financial well-being.

Register now

Motivational Interviewing | Tuesday, October 16, 9:00 AM – 5:00 PM

The "Motivational Interviewing" course reviews principles of motivational interviewing and how motivational interviewing can assist with the prevention and self-management of chronic diseases. Participants will learn the four skills of motivational interviewing: open-ended questions, affirmations, (empathic) reflections, and summaries (OARS).

Register now

Microsoft Excel – Basic Training for Registries | Tuesday, October 16 and Tuesday, October 23, 9:00 AM – 1:00 PM

Excel is an electronic spreadsheet that has been used to provide patient data in a format that can highlight immediate needs, identify areas for intervention and improve patient interaction and health outcomes. This two-day training was designed for healthcare workers who have little or no knowledge of Excel. Participants will learn common Excel functionality, such as: navigating cells, copy/paste functions, insert and delete cells, columns, and rows.

Trainees must attend both dates for completion.Not sure which Excel course is for you? Complete this self-assessment!

Register now

Microsoft Excel – Advanced Training for Registries | Tuesday, October 16 and Tuesday, October 23, 1:30 PM – 5:30 PM

Excel is an electronic spreadsheet that has been used to provide patient data in a format that can highlight immediate needs, identify areas for intervention and improve patient interaction and health outcomes. This two-day course is designed for those with a basic working knowledge of Excel who want to gain advanced skills and improve their ability to use "real-time" data. Participants will learn how to produce patient registries for tracking patients with chronic diseases and/or co-morbidities.

Trainees must attend both dates for completion. Not sure which Excel course is for you? Complete this self-assessment!

Register now

Maximizing Registry Data: Advanced Excel Skills for Data Analysis

The two-day "Maximizing Registry Data" course is for staff with advanced Microsoft Excel skills looking to further enhance their knowledge of maintaining and analyzing clinical registries. The following topics will be covered: working with functions; conditional formatting; analyzing data with PivotTables, Slicers and PivotCharts; and lookup data. Upon completion of this course, participants will be able to support providers and other clinicians in advancing population health management through data analytics.

Trainees must attend both dates of either session for completion.

> **Wednesday Mornings**, October 17 & 24, 9:00 AM – 1:00 PM

> **Wednesday Afternoons**, October 17 & 24, 1:30 PM – 5:30 PM

Navigating the Criminal Justice System | Wednesday, October 17, 9:00 AM – 1:00 PM

Justice-involved clients require specialized care from those trained in how to navigate the complex justice system. Participants will learn how to differentiate the intricacies of different types of houses of correction; the different courts and how to work with them; the specialized needs of those with serious mental illness; the

challenges of re-entering into the community; appropriate care management interventions for this population; and protocols focused on communication and care planning to help guide care.

Register now

Coaching Techniques for Healthcare Supervisors | Thursday, October 18 and Thursday October 25, 9:00 AM – 1:00 PM

The provision of healthcare services is changing to a more patient-centered, team-based approach. To facilitate and maximize this change for staff in an interdisciplinary environment, healthcare supervisors must be able to effectively coach their employees and model motivational interviewing-adherent behavior. Participants in this course will learn how to use the Brief Negotiated Interview (BNI) and various coaching techniques to enable productive outcomes during meetings with staff, while increasing productivity and collaboration.

Two half day trainings. Trainees must attend both dates for completion.

Register now

Behavioral Health Care Manager (BHCM) Training

This two-day training is designed for BHCMs who are new to the Collaborative Care model and may have begun implementation over the past 6 months. Day 1 introduces the BHCM role, including an overview of the Collaborative Care model and the day-to-day responsibilities of a BHCM. Topics include refinement of screening and treatment workflows, patient engagement, review of Collaborative Care metrics and billing, and strategies for increasing interdepartmental partnership for Collaborative Care. Day 2 provides an overview of Problem Solving Treatment (PST), an evidence-based modality shown to be effective in reducing depressive and anxious symptoms within the primary care setting. The training will include the rationale for PST, the 7 steps of PST, and activity scheduling.
Participants can register for Day 1, Day 2, or both days of training.

> **Day 1: Introduction to the Behavioral Health Care Manager Role** | Thursday, October 18, 9:00 AM – 5:00 PM
>
> **Day 2: Problem Solving Treatment** | Thursday, October 25, 9:00 AM – 2:30 PM

Mental Health First Aid – Youth | Wednesday, October 24, 9:00 AM – 5:00 PM

"Mental Health First Aid – Youth" will teach participants how to help youth who may be developing a mental health problem or experiencing a mental health crisis. Participants will learn how to identify risk factors and warning signs of mental health concerns; explain causes for depression, anxiety, trauma, psychosis, and substance use; and demonstrate competence by developing a 5-step action plan to help someone who is developing a mental health concern or in crisis.

Register now

Cultural Competency & Health Literacy | Wednesday, October 24, 9:00 AM – 1:00 PM

Participants in this course will learn that by being culturally competent in health care, they can understand a patient's diverse values, beliefs, and behaviors, and customize treatment to meet the patient's social, cultural, and linguistic needs. These skills are key to providing patient-centered care and increasing patient engagement.

Register now

Social Determinants & the Law: Domestic Violence, Immigration and Behavioral Health | Thursday, October 25, 9:00 AM – 5:00 PM

This training seeks to educate health care workers about the social determinants of health that can be addressed by legal solutions. The curriculum concentrates on patients with behavioral health issues, those who are victims of domestic violence, and patients who are immigrants. This course is required to make a referral to the CCB LegalHealth Clinic.

Register now

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OF
B R O O K L Y N

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