

Day One

- **8:30 am to 8:45 am**
 - Registration and materials

 - **8:45 am to 9:45 am Fundamentals of the Health Home Program (Slides 1-52)**
 - Introductions
 - Welcome and overview of the two day training
 - Presentation of the learning objectives
 - Health Homes defined:
 - Introduction of Health Action Plan (HAP)
 - Review of a sample HAP
 - Coverage areas and the Washington State model
 - Eligibility
 - The Six Health Home services
 - Role of the Care Coordinator and the six services
 - Delivery of services: the three tiers and billing
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- **9:45 am to 10:00 am Outreach and Engagement (Slides 53-72)**
 - Enrollment materials
 - Release of Information and Opting Out: review of the forms
 - Special requirements for MH, SUD, and children 13 and over
 - Introduction the Client Vignettes and Assignments for Small Group Work
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- **10:00 am to 10:15 am BREAK**
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- **10:15 am to 10:45 am Outreach and Engagement continued (Slides 73-74)**
 - Small Group Work: development of an outreach and engagement plan
 - Small Group Work: report on analysis for vignette
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- **10:45 am to 12:00 pm Predictive Risk Intelligence System (Slides 75-117)**
 - Introduction of PRISM: video or instructor
 - Small Group Work: analysis of vignette PRISM data
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- **12:00 pm to 1:00 pm LUNCH** on your own
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- **1:00 pm to 1:30 pm PRISM and Motivational Interviewing (Slides 118 - 125)**
 - Small Group Work: report on analysis for vignette
 - Motivational Interviewing: an approach to consider

- **1:30 pm to 2:15 pm Patient Activation Measures** (Slides 126-156)
 - Administering the HAP/CAM/PPAM:
 - Patient Activation Measures
 - Caregiver Activation Measure
 - Parent PAM
 - Levels of Activation
 - Small Group Work: analysis of the PAMs for the vignettes
 - **2:15 pm to 2:30 pm BREAK**
 - **2:30 pm to 3:00 pm Patient Activation Measures** (Slides 156 and 157)
 - Small Group Work: report on analysis of the PAMs for the vignettes
 - **3:00 pm to 4:15 pm Moving Toward Health Action Planning** (Slides 158-180)
 - The Goal Setting and Action Planning Worksheet
 - Working with client resistance
 - Pairs group work on active listening (may be held until Day Two if time does not allow)
 - Coaching for activation
 - **4:15 pm to 4:30 pm Wrap-up** (Slides 181 - 183)
 - Bringing it all together
 - Review of the day
 - Preview of Day 2 training
 - Health Action Planning
 - Comprehensive Care Transitions
 - Documentation and Quality Assurance
 - Resources
 - Ongoing training
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Day Two

- **8:30 am to 8:45 am Welcome Back** (Slide 184)
 - Review of Day One training
 - Set the agenda for Day Two
- **8:45 am to 10:00 am The HAP Form** (Slides 185-203)
 - Instructions for completing the HAP
 - Activity Period Worksheet (individual or group activity)

- **10:00 am to 10:15 am BREAK**
- **10:15 am to 12:00 pm The HAP Form continued** (Slides 204-241)
 - Required and optional screenings
 - HAP pages 2 through 7
 - Establishing long term goals, short term goals, and action steps
 - Small Group Work: completion of a mock HAP
- **12:00 pm to 1:00 pm LUNCH** on your own
- **1:00 pm to 1:45 pm The HAP Form continued** (Slides 241-248)
 - Small Group Work: report to group
 - Final notes about the HAP
- **1:45 pm to 2:30 pm Comprehensive Care Transitions** (Slides 249-267)
 - Six Strategies for Comprehensive Care Transitions
 - Recommendations from WAHA for triage and follow-up after discharge
 - Medication reconciliation
 - Using “Teach Back” to check for understanding of discharge orders
- **2:30 pm to 2:45 pm BREAK**
- **2:45 pm to 3:45 pm Documentation and Quality Assurance** (Slides 268-298)
 - Documentation
 - Quality Assurance and case audits
 - Time Management
- **3:45 pm to 4:15 pm First Meeting, Safety, Resources, Training, and Review of Learning Objectives** (Slides 299-324)
 - **First Meeting**
 - **Safety**
 - **Incident Reporting**
 - Resources and Websites
 - Additional required and optional webinar training
 - Websites (HCA and DSHS)
 - Review of the two days
- **4:15 pm to 4:30 pm Wrap-up** (Slides 325 and 326)
 - Evaluation: we appreciate your feedback