

## 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
- **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
- **10:00 am to 10:15 am BREAK**
- **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
- **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
- **12:00 pm to 1:00 pm LUNCH** on your own
- **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 204-245)
  - 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 245-248)
  - 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