

Managing the Health of the Population Course References

AAFP (2015). Population Health. Retrieved from
<https://www.aafp.org/about/policies/all/population-health.html>

A Roadmap for Population Health Management. Retrieved from
https://www.pcpcc.org/sites/default/files/resources/PHM-IBM_Watson-RR.pdf

Kindig, D., & Stoddart, G. (2003). What is population health?. *American journal of public health, 93*(3), 380-3.

The Role of Maslow's Hierarchy of Needs in Care Management

McLeod, S. 2018 Maslow's Hierarchy of Needs. Simply Psychology.
<https://www.simplypsychology.org/maslow.html>

Identifying Patients for Episodic Care Management

Key Functions of a Medical Home, Care Management, Risk Stratified Care Management, American Academy of Family Physicians, www.aafp.org; <https://www.aafp.org/practice-management/transformation/pcmh/key-functions/care-management.html>

<https://www.ajmc.com/journals/issue/2013/2013-1-vol19-n9/risk-stratification-methods-for-identifying-patientsfor-care-coordination>



Exchanging Data with Target Facilities Course References

AHRQ Re-Engineered Discharge (RED) Toolkit. Retrieved from <https://www.ahrq.gov/sites/default/files/publications/files/redtoolkit.pdf>

Dreyer, T. (2014). Care Transitions: Best Practices and Evidence-based Programs. Retrieved from <https://www.chrt.org/publication/care-transitions-best-practices-evidence-based-programs/>

Patient Assessment and Documentation for Episodic Care Management

AHRQ RED Toolkit: How to Conduct a Post-discharge Follow up Phone Call. Retrieved from <https://www.ahrq.gov/professionals/systems/hospital/red/toolkit/redtool5.html>

Patient Interview Questions. AAMC. Retrieved from <https://www.aamc.org/initiatives/hotspotter/toolkit/356828/patientinterviewquestions.html>

Reference for cost of a HF readmission retrieved from <https://www.cardiovascularbusiness.com/topics/healthcare-economics/readmissions-acute-mi-heart-failure-are-expensive-lead-long-hospital>)



Introduction to Processes and Workflows Course References

Process. (n.d.). Retrieved from <https://www.merriam-webster.com/dictionary/process>

Workflow. (n.d.). Retrieved from <https://www.merriam-webster.com/dictionary/workflow>

Workflow Vs Business Process. (n.d.). Retrieved from <https://www.k2.com/cp/workflow-vs-business-process>

Identifying Patients for Longitudinal Care Management

Blueprint for Complex Care (2018, December). Developed by the National Center for Complex Health and Social Needs, the Center for Health Care Strategies, and the Institute for Healthcare Improvement. Retrieved from <https://www.nationalcomplex.care/our-work/blueprint-for-complex-care/>

Balancing Panel Size

Flinter, M., Hsu, C., Cromp, D., Ladden, M. D., & Wagner, E. H. (2017). Registered Nurses in Primary Care: Emerging New Roles and Contributions to Team-Based Care in High-Performing Practices. *The Journal of ambulatory care management*, 40(4), 287-296.

National Association of Community Health Centers (2017). Care management. Retrieved from http://www.nachc.org/wp-content/uploads/2017/09/Action-Guide_Care-Management-Sept-2017.pdf

Establishing the Patient Relationship

Health Literacy and Health Outcomes:

<https://health.gov/communication/literacy/quickguide/factsliteracy.htm>

AHRQ - Health Literacy: Hidden Barriers and Practical Strategies:

<https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/tool3a/index.html>

Hibbard, Judith H.; Greene, Jessica, What the Evidence Shows About Patient Activation: Better Health Outcomes and Care Experiences; Fewer Data On Costs, Health Affairs, Vol. 32, Iss. 2, February 2013

"Patient Engagement, " Health Affairs Health Policy Brief, February 14, 2013.DOI:
10.1377/hpb20130214.898775

The Transtheoretical Model, Pro-Change Behavior Systems, Inc.

<https://www.prochange.com/transtheoretical-model-of-behavior-change>

Health Literacy Toolkit, Centers for Disease Control and Prevention,

<https://www.cdc.gov/healthliteracy/developmaterials/guidancestandards.html>

An Introduction to Teach-Back and Motivational Interviewing

Kutner, M., Greenberg, E., Jin Y., and Paulsen, C. (2006). The Health Literacy of America's Adults: Results from the 2003 National Assessment of Adult Literacy (NCES 2006-483). U.S. Department of Education. Washington, DC: National Center for Education Statistics.

Weiss, MD Barry D, Health Literacy and Patient Safety; Help Patients Understand, Manual for Clinicians. American Medical Association, Chicago, 2009.

Worden, I. (2013, June 4). Free Whitepaper: A Patient Engagement Primer. Retrieved from Better Patient Engagement: <http://www.betterpatientengagement.com>.

Additional Information

“Motivational Interviewing: Helping People Change, 3rd edition” – William R. Miller and Stephen Rollnick

“Motivational Interviewing in Health Care: Helping Patients Change Behavior” –Stephen Rollnick and William R. Miller

“Building Motivational Interviewing Skills: A Practitioner Workbook” – David B. Rosengren

“Motivational Interviewing: Facilitating Change Across Boundaries” Dr. William Miller
www.youtube.com/watch?v=6EeCirPyq2w

Training

Motivational Interviewing Network of Trainers (MINT) www.motivationalinterviewing.org

Collaborative Care Planning

The Joint Commission, (2014). Self-Management Goals Made Simple. Retrieved from https://www.jointcommission.org/assets/1/18/presentation_ahc_pcmh_joint_commission_2014_pcmh_pre-conf-patient_self-management.pdf

Downey, Miles; The TGROW Coaching Model, A Guide to Coaching & Being Coached, Personal-Coaching-Information.com; <https://www.personal-coaching-information.com/tgrow-coaching-model.html>