



Curriculum Guide on Managing Care: A Systems-Based Approach

OVERVIEW

Tufts Health Care Institute (THCI), dedicated to helping physicians and other professionals practice effectively in the new health care environment, has released its newest curriculum materials: the *Curriculum Guide on Managing Care: A Systems-Based Approach*. The Guide was created to help program directors and affiliated faculty teach residents or medical students the tools and techniques used by physician practices, integrated delivery systems, and managed care organizations to provide high quality, cost-effective, patient-responsive care. With GME programs now required to teach competencies for practice in the new health care environment, the THCI *Curriculum Guide on Managing Care* arrives at an opportune time.

The materials can be used in different ways. As one approach, the Guide describes a Rotation on Managing Care, comprised of a series of teaching sessions in community practices and at managed care organizations (MCOs). Each session is devoted to a specific topic in managing care and taught by a preceptor—a physician, other clinician, or manager—with expertise in that topic. A faculty member at the residency program serves as course director and works with on-site coordinators at the MCO and community practice who, in turn, help recruit the preceptors for the sessions. The Guide assists the faculty and preceptors to structure their time with the residents and assure the most valuable and relevant experience for the learners.

The THCI *Curriculum Guide on Managing Care* was developed with funding from the Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services.

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HOW TO ORDER

A single copy of the Curriculum Guide costs \$100, including standard delivery via US Mail. There are 3 ways to order the Guide: (1) email your name, title, department, institution, mailing address, and phone number to thci@tufts-health.com; indicate that you are ordering the Curriculum Guide; (2) order by phone, 617-636-1000; or (3) order online through the THCI Shopping Cart, www.thci.org (Programs and Products / Browse / Curricula). Each copy of the Guide is for use within a single residency program or medical school department. If a medical school wishes to use the Guide throughout its departments, or an ACGME sponsoring institution wants it for all its residency programs, they may request a site license. Please contact THCI at 617-636-1000 for more information.

DESCRIPTION AND SESSIONS

The Guide contains lesson plans, content summaries in slide format, cases and practice scenarios, references, quizzes, and other instructional materials for 12 sessions.

COMMUNITY PRACTICE PERSPECTIVE SESSIONS

- Population-Based Care and Patient Management
- Utilization Management in the Practice
- Referral Management
- Patient Education/Health Education
- Practice Management Systems and Operations

MANAGED CARE ORGANIZATION PERSPECTIVE SESSIONS

- Quality Assurance and Improvement

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- Utilization Management in the MCO
- Provider Performance Reports
- MCO-Physician Contracting
- Case Management
- Disease Management
- Pharmacy Management

Pages of the Guide are designed as both handouts for the learner and as faculty guides for the preceptors (e.g., slides with notes, cases with answers and discussion points). The Guide also comes with a CD-ROM containing the full set of instructional materials for all the sessions.

Preceptors may use the materials as provided or adapt them to reflect their own knowledge and interests and the systems and operations of their practice or MCO.

Along with session-specific materials, the Guide includes advice for course directors on organizing a systems-based care rotation, evaluation forms, THCI's Opinion Survey[©], and general references for learning about and teaching the principles and practices of managing care.

CONTENTS OF THE GUIDE

- Overview of the Guide and a Rotation on Managing Care
- Goals and objectives of the rotation
- List of sessions presented in the Guide
- Organizing the rotation
- Notes for course director / faculty coordinator

- Recruiting teaching sites: Managed Care Organization and community practice
- Recruiting on-site coordinators and faculty for each session
- Template for information sheets about the MCO and the community practice where sessions are conducted
- Distributing materials and presentations in print and electronically from CD-ROM (inserted in Guide)
- Instructions and notes for all faculty and learners prior to the session
- Evaluation forms for residents and faculty
- Notes for course director / faculty coordinator on evaluation
- THCI Managed Care Opinion Survey
- Managing Care: General instructional materials
- Brief discussion of managed care, population health, physician roles, and other context for training and this rotation
- Reference materials: recommended books, articles, online reports, websites
- Materials for each session:
 - Instructional materials for each session
 - Session overview; readings
 - Faculty introduction and overview
 - Slides; faculty notes
 - Cases; faculty notes
 - Further instructional opportunities
 - Quiz
 - CD-ROM with PowerPoint files of slide presentations and Word documents for 12 sessions