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Curriculum Guide on Managing Care: A Systems-Based Approach

Overview

Tufts Health Care Institute (THCI), dedicated to helping physicians and other clinicians practice effectively in the new health care environment, has released an expanded and updated version of the *Curriculum Guide on Managing Care: A Systems-Based Approach Version 1.2*. The Guide was created to help program directors and affiliated faculty teach residents (and medical students) the tools and techniques used by physician practices, integrated delivery systems, and health plans to provide high quality, cost-effective, patient-responsive care. With GME programs now required to teach “systems-based practice,” the THCI *Curriculum Guide on Managing Care* is an important resource for faculty and program directors.

A faculty member at the residency program ideally serves as course director and recruits preceptors – from the hospital or the community or affiliated health plans – to teach each session. 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.

Description and Sessions

The Guide contains lesson plans, content summaries, slides, cases, practice scenarios, references, quizzes, and other instructional materials for 14 sessions.

Each session is devoted to a specific topic in managing care to be taught by a preceptor—a physician, other clinician, or manager—with expertise in that topic.

Sessions From the Community Practice Perspective

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

Sessions From the Health Plan Perspective

- Quality Assurance and Improvement
- Utilization Management in the MCO
- Provider Performance Reports
- MCO-Physician Contracting
- Case Management
- Disease Management
- Pharmacy Management
- Evaluating New Medical Technology

Pages of the Guide are designed as both handouts for the learner and as faculty guides for 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 perspectives.

Along with session-specific materials, the Guide includes advice for course directors on organizing the rotation, evaluation forms, THCI Care Management 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
- Goals and objectives of the rotation
- List of sessions presented in the Guide
- Organizing a rotation on managing care
- 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
- Notes on evaluation for course director or faculty coordinator
- 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 14 sessions

Each copy of the Curriculum Guide, version 1.2, is for use within a single residency program or medical school department for a cost of \$125, including standard delivery via US mail. If additional programs or departments at an institution wish to use these materials, please contact THCI at 617-636-1000 to purchase additional Guides or to obtain information about site licenses.

THCI at a Glance

- Established in 1995 by Tufts Medical School and Tufts Health Plan as an independent, not-for-profit educational organization
- Training goals:
 - To impart knowledge and skills in delivering high quality, cost-effective care for patients and populations
 - To provide excellent curriculum resources for faculty
- Engages national experts to prepare instructional materials and conduct programs and workshops
- Addresses competencies in the areas of
 - Systems-Based Practice
 - Practice-Based Learning and Improvement

The THCI Curriculum Guide on Managing Care[®] was developed with partial support from the Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services.



136 Harrison Avenue
Boston, MA 02111
Tel. 617-636-1000
Fax 617-636-0429
www.thci.org