County Case Manager Training Attendance: Monitoring and Supervisor Notification Process

After each PrimeWest Health-hosted training event (webinar or face-to-face training), Care Management (CM) staff review event sign-in sheets. Model of Care (MOC) attestations and attendance for any mandatory trainings are reviewed in May and October.

CM staff notify county supervisors via secure read receipt email if a county case manager meets any of the following criteria:

- Does not attend a face-to-face training for which he/she registered
- Has not completed a mandatory training
  - CM staff notify county supervisors about incomplete mandatory trainings each May and October.
  - Missed mandatory trainings must be made up prior to the end of the year in which they are due.
  - CM staff work with county supervisors and county case managers to arrange for completion of the mandatory training.
- Has not attended or participated in any PrimeWest Health training, mandatory or otherwise
  - CM staff alert county supervisors to this situation each May and October.

Mandatory trainings include the following:

- Annual MOC training
  - Tracked via online attestation
- Trainings related to changes in policy or processes, as needed
  - Tracked via sign-in sheets
- Annual Health Care Directive training
  - County case managers are expected to review this on-demand training (located in the County Case Management Manual) annually, but this training is not tracked