

MILLIMAN CARE GUIDELINES

On Demand Training

training self-paced
focused time
consistency on demand modules
Care Guidelines clinical learning
flexible treatment
interactive

On Demand Training

Healthcare organizations are increasingly challenged to fit effective, interactive clinical guidelines and care management training into their nurses' busy schedules. An effective training program takes time, planning, development and people – all resources that are challenging to access in a busy organization. Just as importantly, it's difficult to verify that users are learning, progressing and applying guidelines in a manner that supports interrater reliability.

On Demand Training is complimentary to all clients and delivers comprehensive training on key Milliman Care Guidelines products in an online, interactive format. Designed with the adult learner in mind, On Demand Training provides a sequential, modular approach to learning that increases retention of new skills and knowledge, while building confidence in applying the *Care Guidelines*[®]. Taken at the time and pace that meets the needs of the user and organization, On Demand Training offers a high level of flexibility, allowing greater incorporation of learning into the operational demands of the work day.

What You Can Expect:

- Comprehensive – more than 20 modules address how to apply key *Care Guidelines*[®] content
- Hands-on – asks interactive questions throughout to enhance retention and increase confidence
- Short, focused modules – as brief as 10 minutes – target the topics that management most often wishes to address, such as:
 - » Searching the *Care Guidelines*[®]
 - » Applying the Clinical Indications for Admission or Procedure (*Inpatient and Surgical Care and General Recovery Guidelines*)
 - » Applying the Authorization Guidelines (*Ambulatory Care*)
 - » Applying the Evaluation and Treatment Content (*Recovery Facility Care*)

In the world of clinical healthcare research, only one company's evidence-base clinical guidelines have become the gold standard relied upon by more than 1,900 clients around the world. That company is Milliman Care Guidelines.

11.11A

© 2011 Milliman Care Guidelines LLC. All rights reserved



- » Managing the Home Healthcare Treatment Plan (*Home Care*)
 - » Applying the Treatment Content (*Behavioral Health Guidelines*)
- Scalability enables you to train your entire staff at once, no matter how large
 - Consistency among modules enhances your training program continuity and improves interrater reliability among users
 - Self-paced training allows your staff to pause, review and restart sessions so they can continue to handle calls and other job duties
 - Web-based access minimizes your need for IT resources

Expanded Education Options

Training is essential for efficient and appropriate use of the *Care Guidelines*® and we offer clients a variety of initial and ongoing education options. Training is available at any time, and is especially encouraged during product updates and upgrades. Options include On Demand Training, Standard and Custom Web-Based Training, Custom Onsite Training, Client Forum, Train-The-Trainer and User Certification.

Our Clinical Educators – all Registered Nurses – have a wealth of experience in inpatient and managed care settings. Based on training agendas, Continuing Nursing Education contact

hours may be available for onsite training, instructor-led web seminars and training at our Client Forum.

If you already are a Milliman Care Guidelines client, you may attend an On Demand Training session in the Learning Management System to see an overview of our online training system. Please register for this free session at <http://www.careguidelines.com/education/eventcalendar>.

Or, you may email training@milliman.com to connect with one of our training specialists for in-depth information about our On Demand Training offerings.

About Milliman Care Guidelines

Milliman Care Guidelines is an independent company that helps providers and payors drive effective care in their work and through the conversations that connect them. Milliman Care Guidelines provides fast access to global, validated best practices so you can leverage your clinical expertise and make decisions with confidence. The result is both better outcomes and contained costs. Milliman Care Guidelines is used by payors and providers in the US and many major health systems throughout the world.