



# MILLIMAN CARE GUIDELINES<sup>®</sup>

## 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 *Milliman Care Guidelines*<sup>®</sup> products and software 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 application of 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.

- **Comprehensive** – all products, content, software and navigation covered in over 60 modules
- **Hands-on** – interactive questions are asked throughout to enhance retention and increase confidence
- **Short, focused modules** – modules as brief as 15 minutes target the topics that management wishes to address
- **Scalability** – able to train large number of users at once
- **Consistency** – series of established modules enhances continuity of training program and interrater reliability amongst users
- **Self-paced** – ability to pause, review and restart sessions enables users to handle calls and other job duties
- **Web-based** – access via the Web permits use with minimal IT resources

For more information, contact your Milliman representative or call 888.464.4746.

### Modules include:

- Searching the *Care Guidelines* Software
- Comparing the *General Recovery Guidelines* and *Inpatient and Surgical Care*
- Discharge Planning Resources
- *Inpatient and Surgical Care* Annotated Bibliography
- *Ambulatory Care: Applying the Authorization Guidelines*
- Introduction to *Chronic Care Guidelines*
- Managing the Home Healthcare Treatment Plan and Visit Goals
- Care Management Tool Review: Determining Recovery Facility Level of Care
- Introduction to *Behavioral Health Guidelines*
- Introduction to *CareWebQ*<sup>®</sup> Functionality

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