

Case Management Professional Development Framework

This framework has been developed using the National Case Management Network documents, *Canadian Core Competency Profile for Case Management Providers* and *Canadian Standards of Practice for Case Management* as a guide. The trainings listed in this framework were selected based on their accessibility, availability and cost.

CORE/KEY COMPETENCY	ORGANIZATION	SELECTED TRAININGS	FORMAT
Assessment & Planning Conducting a collaborative, holistic and comprehensive assessment of the student's strengths, needs and supports. Identifying available resources and addressing pertinent barriers to the student's documented goals and priorities	Centre for Addiction and Mental Health (CAMH)	ADAT Online Course This nine-week course offers an overview of Ontario's admission and discharge criteria and assessment tools for clients who have substance use problems.	Online course http://www.camh.ca/en/education/about/AZCourses/Pages/adat.aspx
	LivingWorks Education	Applied Suicide Intervention Skills Training (ASIST) ASIST is a two-day workshop on suicide first aid aimed at caregivers who want to feel more comfortable, confident and competent in helping to prevent the immediate risk of suicide.	Workshop https://www.livingworks.net/programs/asist/
	Centre for Addiction and Mental Health (CAMH)	Recovery-Oriented Approach Online Course This course is intended for mental health, addiction and allied health professionals to further their understanding of the recovery-oriented approach for working with clients with mental health and substance use issues.	Online course http://www.camh.ca/en/education/about/AZCourses/Pages/RecoveryOL.aspx
Self-Management Support Assisting students to become autonomous and informed decision-makers	Institute for Healthcare Communication	Choices and Changes: Clinician Influence and Patient Action Drawing upon the work of several behavior change researchers, <i>Choices and Changes</i> provides the health care provider with specific, brief and efficient communication strategies that can be utilized within the constraints of a typical health visit.	Workshop (free through several LHINs) http://healthcarecomm.org/training/continuing-education-workshops/choices-and-changes/

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	Centre for Addiction and Mental Health (CAMH)	<p>Motivational Interviewing Introduction Course: Online Based on the book, <i>Motivational Interviewing: Helping People Change</i> (Third edition, 2013), this simulation-based and interactive online course is designed for health care practitioners who have direct client care responsibilities. This course offers 44 hours of training on how to use core motivational interviewing skills in conversations about change across a range of health-related issues.</p>	<p>Online course http://www.camh.ca/en/education/about/AZCourses/Pages/mi_ol.aspx</p>
<p>Diversity, Equity & Inclusion Applying a protocol of congruent behaviours, attitudes and policies to work effectively in cross-cultural interactions</p>	Sick Kids	<p>Cultural Competence E-Learning Module Series A series of 15 open-access multimedia and interactive e-learning modules.</p> <p>Modules include:</p> <ul style="list-style-type: none"> ▪ Introduction to Clinical Cultural Competence ▪ Refugee and Immigrant Health ▪ Social Determinants of Health ▪ Cross-Cultural Communication ▪ Health Literacy in Clinical Practice ▪ Mental Health and Cultural Competence ▪ Complementary and Alternative Medicine ▪ Ethics and Cultural Competence ▪ Religion, Spirituality, and Health ▪ Valuing Diversity in Health Care 	<p>Self-directed online modules (free) http://www.sickkids.ca/culturalcompetence/elearning-modules/eLearning-modules.html</p>

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	Canadian Centre for Diversity and Inclusion (CCDI)	<p>Harnessing the Power of Diversity and Inclusion This interactive and engaging in-person training session will help faculty and staff understand the key concepts and imperative to focus on diversity, inclusion, and accessibility.</p>	<p>Workshop (content can be tailored to meet the training needs of your organization)</p> <p>http://www.cidi-icdi.ca/what-we-do/education/</p>
	CMHA Toronto	<p>Introduction to Diversity, Equity & Mental Health Recovery This workshop aims to create a common understanding of recovery, equity and diversity terminology, as well as concepts of power, privilege and intersectionality in both frontline and organizational contexts. In addition, the workshop will provide opportunities for you to think critically about the power dynamics that are integral to diversity and involvement of people with lived experience of mental health issues within the workplace.</p>	<p>Workshop (content can be tailored to meet the training needs of your organization)</p> <p>http://toronto.cmha.ca/programs-and-services/community-support-services/our-public-workshops/</p>
	CMHA Toronto	<p>The Opening Doors Project Free workshop series on anti-discrimination, migration and mental health and wellness.</p>	<p>Workshops (free)</p> <p>http://openingdoorsproject.wix.com/todp</p>
	Centennial College	<p>Positive Space Training An educational initiative intended to increase the visibility and continued development of respectful, supportive, educational and safe spaces for persons questioning their sexual orientation or gender identity; for lesbian, gay, bisexual, transgender, two-spirit, intersex and queer (LGBTTIQ) persons and allies (supportive persons). Participants learn about sexual and gender diversity and reflect on how to create an environment that is inclusive of LGBTTIQ peoples. The</p>	<p>Workshop (free; similar workshops have been developed at several Ontario colleges & universities)</p>

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		program raises the visibility of lesbian, gay, bisexual, transgender and queer identities and issues, and encourages participants to develop strategies to challenge harassment and discrimination.	
	Centre for Addiction and Mental Health (CAMH)	Refugee Mental Health Online Course – for Healthcare Professionals This course presents the fundamental concepts of refugee mental health, with a focus on determinants of mental health and best practices for assessment and treatment. It is designed to provide health care professionals with the necessary information, skills and tools required to identify, assess and support refugee clients with mental health problems.	Online course (free for Ontario professionals) http://knowledgex.camh.net/health_equity/immigrants_ethnoracial/Pages/About_Health_Practitioners_Course.aspx
Navigation Helping students navigate health and social systems by working with their networks to identify and address disparities and barriers to holistic care	McMaster University	CMT 511 Case Management Process: Interaction with the Client & Support Systems Explore case management and its functions, the development and enhancement of case management, interagency relationships and formal/ informal support systems focusing on the knowledge and interpersonal skills required by case managers to interact effectively with their clients.	Online course https://www.mcmastercc.e.ca/case-management/courses
Professional Standards Complying with all relevant policies, standards and laws	Information and Privacy Commissioner of Ontario	Personal Health Information Protection Act (PHIPA) This video was developed to help health care professionals and organizations understand their rights and obligations under the <i>Personal Health Information Protection Act, (PHIPA)</i> .	Online video (free) https://www.ipc.on.ca/english/PHIPA/PHIPA-Training-Video/
	Centre for Addiction and Mental Health (CAMH)	Legal Issues in Mental Health Care in Ontario This seven-week course provides an understanding of key legal issues in mental health and addiction care in Ontario, in the context of clinical, ethical, organizational and systemic factors.	Online course http://www.camh.ca/en/education/about/AZCourses/Pages/OL-LIMH.aspx

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<p>Self-Care Taking responsibility for professional, mental and physical health and balancing priorities to ensure personal health and a sustainable practice</p>	<p>CMHA Toronto</p>	<p>Compassion Fatigue This workshop provides participants with an opportunity to assess, recognize and validate their own needs for self-care and self-compassion. Lifestyle changes are explored to help reduce stress and improve quality of life.</p>	<p>Workshop http://toronto.cmha.ca/programs_services/compassion-fatigue/</p>
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References

National Case Management Network, 2012. Canadian Core Competency Profile for Case Management Providers.
http://www.ncmn.ca/Resources/Documents/core_competency_english-2014.pdf

National Case Management Network, 2009. Canadian Standards of Practice for Case Management.
http://www.ncmn.ca/Resources/Documents/standards_of_practices_english-2014.pdf