- ❖ Education
  - ➢ Monthly Clinicians Meetings to contain 25-30 minutes (preferred) of a clinical topic presented by an AMD/DMD.
    - ▪ LM1 has developed a clinical education curriculum similar to a residency curriculum that will rotate through 12 body systems or specialties.
    - ▪ Outline of the current educational topics can be found on the LM1 Doc Channel files under Clinical Education.
    - ▪ Each AMD is encouraged to take on a clinical topic and corresponding presentation during the Clinicians meeting. This will include creating a PowerPoint draft (20-25 slides final) that can include the following:
      - Clinical Case
      - Interactive component
      - Main curriculum content – Proactive teaching
      - Hot Topic of the month - Reactive teaching
      - Pharmacy pearl
      - Telephonic Exam pearls, when you can't physically examine – what questions to ask instead
      - UE exam pearls, coaching pearls
      - Where to find good CME – curriculum topic specific
      - Post meeting Quiz and past month's quiz most missed questions
      - AMD content (work with Quality [Taylor])
      - The draft can be more than 25 slides as it can be cut down for the presentation but a whole copy can be placed in the Landmark First Clinical Education Course in MyLearning by Kathryn Miner.
    - ▪ The educational topic does not need to encompass the whole body system (Neuro) or specialty (Psych), but should instead focus on a more specific sub-topic, the 1-2 top drivers for calls to LM1, UVs, or what is on the mind of the clinicians and/or physicians at the time (TIA, Anxiety, etc.)
      - Frame medical conditions, diagnostic or management concerns in the context of the Landmark First system and our logistics
    - ▪ Subsequent meeting quiz should also be designed using Microsoft Forms and include 10-12 questions that come from the clinical and non-clinical content that was presented in the Clinicians meeting. The quiz also serves as our attendance for the Clinicians meetings as these meetings are required by all clinicians and contain essential information for the job.
      - Quiz also needs to include a question which requires the Clinician to type their name, and a question for attestation to watching/ attending the meeting.
      - Quiz may include a question asking for topics that could be covered at another meeting later (optional).
      - Quiz should have a 21 day hard stop due date from the day it is published. This should be prominently featured either in the quiz heading and the publication email.

- Quiz should be passed by the rest of the physicians for review prior to publication.
- Settings for publication: All of the below should be checking in settings and nothing more
  - Show results automatically
  - Anyone can respond
  - Accept responses
  - Start and End dates
  - Allow respondents to save their responses
  - Allow receipt of responses after submission
  - Then click on Collaborate to get link to send to the other docs and TaShawn for review before publication
  - To publish, click Present, then copy address to place in link in email to the Clinicians: LM1TriageRN@ds.uhc.com and LM1_Clinicians@ds.uhc.com as well as TaShawn Wilson.
  - Quiz attendance: Collection of quiz responses in excel format. Where to find results to go over in 1:1s.

➢ Interactive education
  - Palliative Care is the first focused clinical education in which pursuit of interactive education has been started. We hope that this goes well and can be incorporated into other focused education in the future.
  - It is advised to work closely with those in Landmark Leadership who have expertise in these special topics and specialties.
  - Training request form to ask for assistance in the creation of interactive training.

➢ APC/ RN Onboarding
  - AMDs can be asked to present certain material to the onboarding classes of LM1 APCs and LM1 RNs. Trainers will reach out for this need.

➢ Master's Academy
  - AMDs also may be asked to present certain topics to Master's Academy that is usually scheduled for every 2 weeks on Thursdays or Fridays.
  - LM1 Clinicians Master Class is being created by the trainers and AMDs/DMDs should be expected to help facilitate if and when trainers reach out for this need.

➢ AMD Onboarding
  - External AMD hires will go through New Hire orientation for their first week.
  - Ideally the AMD would then go on to onboarding with the APC Trainers and learn the programs and workflows used by the APCs that they will be overseeing. This will last for 8-10 days.
    - During this time, AMDs will be shadowing APCs while they take calls and oversee UEs in the field. Is it not expected that AMDs will be serving in actual oversight during this shadowing, but if medical management concerns arise that need to be brought forward to the APC in real time, the AMD may do so either in a generic capacity if licensing and

credentialing for the state in which the patient lives in has not been obtained, or in consult if it has.
- Clinician workflows slide deck: updated mid 2023
- LM1 Clinicians Onboarding slide deck, updating ongoing mid 2024.

- As able during the first several weeks of employment, the AMD(s) will join the other AMDs/ DMDs for personalized training and review of the AMD manual. These have been scheduled as one-hour blocks of time that the new AMD will meet with any of the other LM1 physicians to go over a certain segment of the job. We have also had a routinely scheduled Friday AM Q&A for new AMDs to help solidify knowledge and wrap up any outstanding questions.
- The new AMD(s) will also be invited to shadow 1:1s and Regional meetings as they are scheduled. These may preferentially be scheduled based on the presumed APCs and Markets the AMD will be assigned to after onboarding.
- Depending on the number of AMDs onboarding at a time, and the ability for the rest of the LM1 physicians to onboard successfully, APCs and Markets will be assigned. This may take between 1-4 weeks.
- LM1 Preceptor Program (Previously known as the LM1 OWL program: OWL stands for Opportunity to Work and Lead.) It has been a program for mentoring new hires in the Markets for years but was introduced to LM1 in the Spring of 2023. Landmark First subject matter experts for the program are Kathryn Miner DMD, Monika Pikula RN Manager and Sunni Kneeland APC Trainer. Learning and Development .
  - LM1 Preceptors (and nominees to become a Preceptor) have their own Teams Channel that includes calendars and agendas, checklists, presentations from RN and APC onboarding, workflows, and admin forms.
  - Preceptors are nominated by the LM1 TLs and physicians, and these names are given to Kathryn Miner.
  - Precepting is a non-paid voluntary professional development opportunity that APCs and decide to engage in off for working hours, but also on their working hours for up to 8 hours during the 6 weeks that Precepting is taking place.
- ➤ Education completion monitoring
  - MyLearning is the primary platform for self-guided onboarding and training needed for compliance. Clinicians can find education here on leadership, patient care, and other interests relevant to their job they ca self-enroll.
    - AMD Managers will have access to a Manager Dashboard. Here an AMD can see what assigned training has and has not been done, and send a reminder to the APC to complete.

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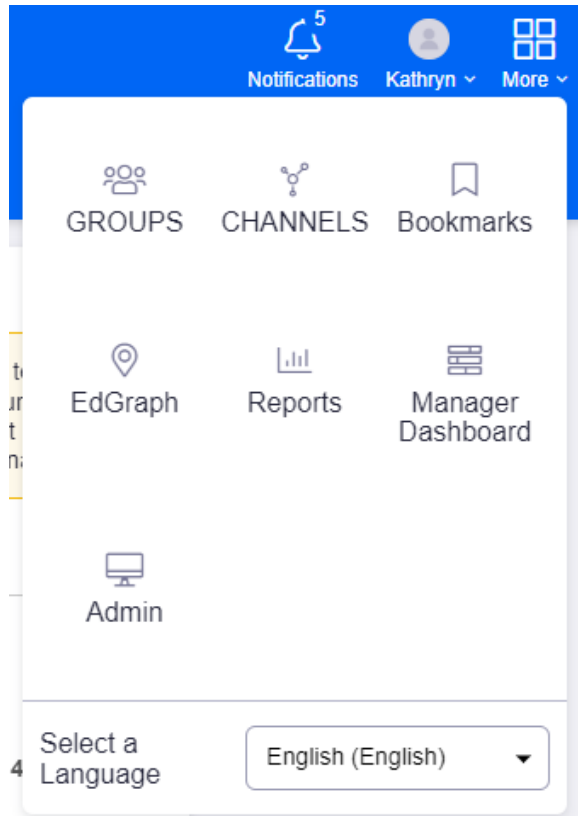
- Most new training on workflow and program changes will be assigned through Mylearning as well.

- There is a Landmark First Clinical Education course that contains the full version of monthly clinical education given in the monthly Clinicians meetings. An AMD can ask for one or more of these to be assigned as mandatory to any APC who needs remediation as needed.

▪ Cornerstone: ^{Cornerstone} Landmark's learning platform (will sunset August 2024)

  - Access with Optum credentials
  - Landmark APC, Registration within first week of onboarding, will have assigned education (Palliative Academy with link to CAPC, attestations, Ubiquity training, etc.)

➢ Occasionally education intended for all Landmark providers and employees is assigned to LM1 clinicians as well. This is for compliance and most is done during training, but some will need to be done on a yearly basis.

➢ A comprehensive review of the onboarding training needs was done with Learning and Development in Q2 of 2024. Referring to the Onboarding roadmaps can given an idea of what training may be needed by legacy APCs and those who have already onboarded fully. LM1 APC Roadmap

- ➢ Some training will need to be completed in a very particular way and time. LM1 Clinicians will be notified of this and time will be scheduled for them with WFM if over 30 minutes. Compliance is mandatory and not completing may results in corrective action. Kathryn Miner will be helping to coordinate this training when it is needed.
  - ○ NOT required by LM1: Not all encompassing, please refer to [LM1 APC Roadmap](#) for what IS required
  - ○ EOHS 2022: Tuberculosis (TB) Program Training-371486-615250
    - ○ EOHS 2022: Bloodborne Pathogens-371524-615301
    - ○ EOHS 2022: Respiratory Protection Training-371526-615308
    - ○ EOHS 2022: Infection Prevention-371525-615304
    - ○ EHS 2022: Pharmaceutical & Hazardous Waste General Awareness Training-371549-615346
    - ○ EHS 2022: Regulated Medical Waste Awareness Training-371551-615348
    - ○ EHS 2022: Hazard Communication & Chemical Incident Awareness Training-371537-615330
    - ○ EHS 2022: ClinicalCompressedGas-371500-615228
    - ○ EHS 2022: Department of Transportation (DOT) for Hazardous Material/Pharmaceutical Waste-371530-615321
    - ○ EHS 2022: Department of Transportation (DOT) for Regulated Medical Waste-371531-615323
    - ○ EHS 2022: Safe Lifting Techniques-372881-618458
    - ○ EHS 2022: Safe Practices for Field-Based Professionals-371552-615350
    - ○ EHS 2022: Defensive Driving & Accident Investigation-373788-623216
    - ○ EHS 2022: Department of Transportation (DOT) - Materials of Trade 371474-615176
- ➢ External learning platforms for providers:
  - ▪ Registration guidance for [CAPC](#) and [Dynamed/EBSCO](#)
    - • Center for the Advancement of Palliative Care: CAPC, Free CME, AMDs will have required learning at this site through Cornerstone as part of onboarding.
    - • DynaMed: Free access given to all providers. Can calculate CME as it is used.
  - ▪ [Optum Health Education](#): Free CME on a range of topics, webcasts. AMD will have required learning as part of their onboarding.
  - ▪ [Xyleme](#): Will need to create a One Health Care ID using Optum email address.
    - • Optum approved clinical education and algorithms.
  - ▪ [H&C Clinical](#)

- **Provider Development**: Create account with email. Professional development opportunities and resources.
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