

Community Health Services

Chronic Disease Management (CDM)

Education for Healthcare Professionals

Our workshops support community, health and social service providers in learning values, knowledge and skills - beginning and advanced - in Chronic Disease & Self-Management.

Workshops are interactive, with cameras on, using the Zoom platform.

NOTE: in-person and/or “closed” team-based workshops available.

Workshops are facilitated by health professionals who work in their specialized areas, and may include: registered nurses, dietitians, psychologists, behavioral consultants along with other ex-

For further information, advice and support for....

- Diabetes provider workshops or case management,
- Adult Weight Management (WM) workshops or advice,
- Training to lead or enroll people into evidence-based **Better Choices, Better Health® (BCBH®)** programs

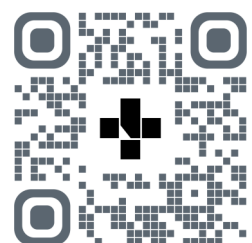
....Call: **825-404-7460**

To Register* — Email: CDM.ProviderTraining@ahs.ca

*some of the CDM-delivered, and related workshops here, have other specific registration steps—see options on the pages for each workshop



Chronic Disease
Management
Edmonton Zone



Alberta Health Services Alberta Healthy and Living Chronic Disease Management (CDM) offers no-cost workshops to build capacity and skills with community and ambulatory care providers. These workshops are designed to provide evidence-based information and practical tools for clinics, community and primary care providers in Edmonton Zone, who are committed to practicing patient-centred care and who:



- Are newer to their role in CDM or Primary Care,
- Desire a refresher or updates in a specific area,
- Are starting a different clinical role or want advanced learning in a field of practice

To identify which workshops might fit your learning needs see below or you can also ask for a Self-Assessment guide by sending an email to:
CDM.ProviderTraining@ahs.ca

For example one could progress this way:



Improving the Patient Experience When Managing Chronic Disease (CDM 101)

According to Stats Canada, 73% of Canadians 65 years and older have at least one chronic disease. Not shocked yet? How about 45% of Canadians 18 years and older have one or more chronic diseases. Although you may not work directly in chronic disease, it's likely your patients are managing a chronic disease and so this workshop is for you!

This workshop provides foundational knowledge, skills, and resources to improve the patient experience while optimizing collaboration and teamwork. This is a two-part workshop offered to anyone working within the Edmonton Zone (clinicians, administrators, support staff alike). Attending both parts of the workshop is required.

Part One – Self-Paced Online Module: You get immediate access to an on-demand site. You work through a module to build understanding of an evidence-based CDM approach.

Length of online module: three hours.

Part Two – Live, Interactive Skill-Building Session: This live, interactive session is your opportunity to practice your skills. This session builds on the understandings from the online module. You must register in Part One before registering in Part Two.

Length of session: three hours.

TO REGISTER: Email CDM.ProviderTraining@ahs.ca

1. Register in Part One and receive immediate access to the online module.
2. Register in Part Two and attend a live session on one of the following dates:

Session Date	Day	Time	Location
March 10, 2025	Monday	8:30 am to 12:00 pm	Online using Zoom
April 29, 2025	Tuesday	8:30 am to 12:00 pm	Online using Zoom
June 10, 2025	Tuesday	8:30 am to 12:00 pm	Online using Zoom

HealthChange® Methodology — Applying Person-Centered Care

HealthChange® Methodology (HCM) promotes evidence-based, person-centred services to foster client engagement. It can be applied to settings or encounters where clients or patients are required to take action to improve their health and quality of life.

Providers are supported in addressing client readiness for change.

This workshop is one part of a **four-part learning series** on HCM.

1. E-Module 1: Introduction to HealthChange
2. E-Module 2: Health Literacy
3. E-Module 3: Goal Setting
4. Two Live, Virtual Workshops, one week apart (Camera and microphone required and you must attend *both parts* of the live workshop).

***Note the completion of all three modules is a prerequisite for live workshop registration.**

To complete e-Modules and register for the workshop:

- **AHS staff** - Go to MyLearningLink to complete the e-modules and register for an available workshop. Use the search term “HealthChange.”
- **Other Health Service Providers** -
Go to the HealthChange® Online Learning Environment (<http://healthchangealberta.ca/login/index.php>), create an account and complete the e-modules.
Once you have completed the three e-modules please email Edmontonzone.healthchange@ahs.ca to register for an available workshop.

Session Dates The following workshops are open to ALL Edmonton Zone staff	Day	Time	Location
March 13 & 20, 2025	Thursday	8:30 am to 12:00 pm	Online using Zoom
May 1 & 8, 2025	Thursday	8:30 am to 12:00 pm	Online using Zoom
June 17 & 24, 2025	Tuesdays	1:00 pm to 4:30 pm	Online using Zoom

How to Create an Inclusive Environment for Clients and Colleagues

Length: Half Day

Have you noticed unfair treatment or subtle biases and wondered what you could do about it? Do you want to learn how to make your community or workplace more inclusive? This workshop is designed to help you take action. We'll explore questions like: What can I do when I see someone **being treated** unfairly?" How do small, everyday biases affect our relationships?"

Whether you're new to these topics or have been involved in equity work for years, this workshop offers something for everyone.

***Please note:** This workshop is for people in **Edmonton and area. Participants must attend the full workshop and be on camera in Zoom.**

Session Dates	Days	Times	Locations
TBD			

How to be an Effective Ally

Are you looking for ways to support others and stand up against injustice? This workshop is your guide to becoming a more effective ally in your workplace, community, and beyond. We'll explore questions like: "How can I speak up when I see something wrong without making things worse? "What can I do when I see someone being treated unfairly? "Whether you're new to these topics or have been involved in equity work for years, this workshop offers something for everyone.

***Please note:** This workshop is for people in **Edmonton and area. Participants must attend the full workshop and be on camera in Zoom.**

Session Date	Day	Time	Location
TBD			

Workshop are funded by AHS programs and services such as
Primary Care and Chronic Disease Management

Health Literacy: The Basics

Topics include:

Length: 3 Hours

This self-paced online module explores the impact that health literacy skills have on the patient's experience with health care. Workshop participants will learn about the scope of health literacy, the impact health literacy has on their practice, and the role that providers play in helping to support health literacy, including the role of clear communication between provider and patient.

Session Dates	Days	Times	Locations
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Dates coming for March 2025

Health Literacy: Plain Language Practice Session

Topics include:

Length: 2.5 Hours

Many of us know that plain language is important when communicating in health care, but how do we actually do it? In this practice session, participants will have opportunities to build plain language skills through fun communication activities and resource exploration.

Session Dates	Days	Times	Locations
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Practice sessions available on demand for teams. Contact CDM.ProviderTraining@ahs.ca for more details.

Health Literacy: Document Design Practice Session

Topics include:

Length: 2.5 Hours

In this practice session, participants will learn basic document design principles that support health literacy and make education more usable for patients. Bring your written document and/or visual presentation to this hands-on workshop where you will have opportunities to edit and refine your education to be more readable and easily understood.

Session Dates	Days	Times	Locations
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TBA Practice sessions available on demand for teams. Contact CDM.ProviderTraining@ahs.ca for more details.

Service Coordination Skills

Length: Half day

Are you interested in improving your client's experience and meeting their priorities?

Do you work with clients and communities who face challenges in accessing and navigating their health and wellness?

Do you want to learn more about a service coordination approach to support your clients with complex care needs?

In this workshop we will work together to build a shared understanding of service coordination. Your participation will support working with your clients, communities and other organizations.

This workshop is for you if you:

- Want to learn more about who may benefit from service coordination
- Want support with having conversations with clients
- Are interested in trying out a guided approach for service coordination
- Are looking to network with others in health and community services

Please note: This workshop is intended for front line staff and leaders who support clients and communities experiencing complex challenges and circumstances in accessing and navigating care.

This is a no-cost workshop that takes place virtually on Zoom. To inquire or register: email cdm.providertraining@ahs.ca

Session Dates	Days	Times	Locations
April 25, 2025	Friday	9:00 am to 12:00 pm	Online using Zoom



Virtual Group Facilitation

Length: Full Day

Are you interested in improving your facilitation skills? This workshop is for you if you are a community, social or health care provider and:

- You lead group education directly with patients and community members
- You lead group education for health/social providers who directly support patients
- You are ready to reflect on and stretch your facilitation comfort zone
- You are focused on improving learning experiences and outcomes

In this workshop we will work together to build facilitation skills that support your delivery of effective education in both in-person and virtual settings. P.S. We will have fun, too!

What this workshop is:

- Exposure to and observation of facilitation techniques and virtual strategies
- An interactive workshop
- An opportunity to practice facilitation techniques
- An opportunity to practice virtual strategies

What this workshop is not:

- A full day of PowerPoint presentation
- A passive learning experience
- A lecture about facilitation techniques
- A full zoom tutorial (but we will share some great resources for that)

***Please note:** This workshop is for providers located in Edmonton Zone. The workshop is delivered via Zoom. **Participants must attend the full day and be on camera in Zoom.**

***Note:** This is a “flipped” design course. There will be some pre-workshop material that you will be expected to review before attending. We are reserving the first hour of the workshop (from 8:00 a.m. to 9:00 a.m.) for you to review the information. You could also review it ahead of the workshop date if you prefer. The real-time workshop in Zoom starts at 9:00 a.m.

Audience Description: Anyone delivering virtual group education to clients with health-related needs. **Submit Registrations to:** CDM.ProviderTraining@ahs.ca

Session Dates	Day	Time	Location
February 13, 2025	Thursday	8:00 am to 4:15 pm	Online using Zoom
March 18, 2025	Tuesday	8:00 am to 4:15 pm	Online using Zoom
May 23, 2025	Friday	8:00 am to 4:15 pm	Online using Zoom

In-Person Group Facilitation

Length: Full Day

Are you interested in improving your in-person facilitation skills? This workshop is for you if you are a health care or social care provider and:

- you lead group education directly with patients and community members
- you lead group education for health/social providers who directly support patients
- you are ready to reflect on and stretch your facilitation comfort zone
- you are focused on improving learning experiences and outcomes

In this workshop we will work together to build facilitation skills that support your delivery of effective education. P.S. We will have fun, too!

What this workshop is:

- exposure to and observation of facilitation techniques
- an interactive workshop
- an opportunity to practice facilitation techniques

What this workshop is not:

- A full day of PowerPoint presentation
- A passive learning experience
- A lecture about facilitation techniques
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***Please note:** This workshop is for **providers located in Edmonton Zone**. It is a “flipped design” course. There is an online module that you must complete before attending the live, in-person course. We have scheduled the workshop from 8:00 a.m. to 4:15 p.m., but the first hour is built-in time for you to complete the online module if you haven’t completed it prior to the workshop date. The live, in-person workshop starts at 9:00 a.m.

To register: Email CDM Provider Training at CDM.ProviderTraining@ahs.ca

Session Dates	Day	Time	Location
April 14, 2025 Full	Monday	8:00 am to 4:15 pm	*In Person CN Tower*
June 5, 2025	Thursday	8:00 am to 4:15 pm	“In Person CN Tower”

Cardiovascular Risk

Length: Half Day

This half-day provider education session is for interprofessional health providers involved in supporting people impacted by cardiovascular risk factors and disease.

Topics Include:

- Cardiac risk profile and associated screening
- Assessment of hypertension and dyslipidemia
- Treatment targets for hypertension and dyslipidemia
- Treatment approaches to hypertension and dyslipidemia, focusing on drug therapy

***Please note:** There is a pre-workshop mini course that you will be expected to complete before attending: **Virtual Course on accurate automated blood pressure measurement (2020)**. This information will not be covered during the live session. You will achieve a printable course certificate for your records. We are reserving the first 30 minutes of the workshop (from 1:00 p.m. to 1:30 p.m.) for you to complete the mini course on your own. You could also complete this ahead of the workshop date if you prefer. The real-time workshop in Zoom starts at 1:30 p.m.

To register email CDM Provider Training at: cdm.providertraining@ahs.ca

*Workshop delivered by guest speakers from the University of Alberta and AHS supported by
Edmonton Zone Chronic Disease Management Team*

Session Dates	Day	Time	Location
April 17, 2025	Thursday	1:00 pm to 4:45 pm	Zoom

Workshop are funded by AHS programs and services such as
Primary Care and Chronic Disease Management

Diabetes “Part 1”: Foundations of Diabetes Management

This workshop is two half day sessions one week apart. Applicants must register for both sessions on the dates set. If a change needs to be made to one session date, please withdraw from both parts and choose another set of dates.

Topics include:

Length: 2 Half-Days

- Self-Management principles / Pathophysiology
- Diagnosis and classification
- Diabetes and pregnancy
- Glucose monitoring / Hypoglycemia management
- Non-insulin medications
- Nutrition interventions
- Case studies to apply knowledge

Facilitated by Registered Nurses and Dietitians who work in the field of diabetes.

Part 1 - Session 1 - Note: This is a “flipped” design course. There will be some pre-workshop material that you will be expected to review before attending. Please review the pre-reading module ahead of the workshop date. The real-time workshop in Zoom starts at 8:30 am.

Part 1 - Session 2 does not have any pre-workshop material needed to be reviewed.

AHS learners can also register on MyLearningLink (on insite).

Session Dates	Days	Times	Locations
February 5, 2025-Part 1 Session 1	Wednesday	8:30 am to 12:00 pm	Zoom
February 12, 2025-Part 1 Session 2	Wednesday	8:30 am to 12:00 pm	Zoom
April 9, 2025-Part 1 Session 1	Wednesday	8:30 am to 12:00 pm	Zoom
April 16, 2025-Part 1 Session 2	Wednesday	8:30 am to 12:00 pm	Zoom
June 5, 2025-Part 1 Session 1	Thursday	8:30 am to 12:00 pm	Zoom
June 12, 2025-Part 1 Session 2	Thursday	8:30 am to 12:00 pm	Zoom

Diabetes “Part 2”: Advancing Practice

This workshop is two half-day session one week apart. Applicants must register for both sessions on the dates set. If a change needs to be made to one session date, please withdraw from both parts and choose another set of dates.

Topics include:

Length: 2 Half-Days

- Insulin initiation and management
- Insulin to carbohydrate ratios
- Physical activity
- Weight management
- Diabetes complications

Facilitated by Registered Nurses and Dietitians who work in the field of diabetes.

Part 2 - Session 1 - Note: This is a “flipped” design course. There will be some pre-workshop material that you will be expected to review before attending. Please review the Pre-reading module ahead of the workshop date. The real-time workshop in Zoom starts at 8:30 am.

Part 2 - Session 2 does not have any pre-workshop material needed to be reviewed.

AHS learners can also register on MyLearningLink (on insite).

Session Dates	Days	Times	Locations
March 13, 2025-Part 2 Session 1	Thursday	8:30 am to 12:00 pm	Zoom
March 20, 2025-Part 2 Session 2	Thursday	8:30 am to 12:00 pm	Zoom
April 30, 2025-Part 2 Session 1	Wednesday	8:30 am to 12:00 pm	Zoom
May 7, 2025-Part 2 Session 2	Wednesday	8:30 am to 12:00 pm	Zoom



Diabetes “Part 3”: Application of Diabetes Care and Special Populations

Topics include:

Length: Full day

This is a case based workshop to build on basic knowledge and skills , and improve confidence with relevant person-centered skills to support inclusive and equitable diabetes care for diverse populations. This course is built around the 2018 Diabetes Guidelines.

1. Understand the management of sick days, and hypoglycemic emergencies
2. Learn about foot care, shift work, travel and driving management for clients with diabetes
3. Discuss dietary patterns, carbohydrate counting and natural health products
4. Learn about referrals and relevant resources

AHS learners can also register on MyLearningLink (on insite).

Session Dates	Days	Times	Locations
March 27, 2025	Thursday	8:30 am to 4:00 pm	Zoom
May 28, 2025	Wednesday	8:30 am to 4:00 pm	Zoom
June 25, 2025	Wednesday	8:30 am to 4:00 pm	Zoom

Psychological Aspects of Diabetes

Topics include:

Length: 1 Half-Day

- Reflect on and be able to explain Diabetes-specific psychological concerns: diabetes distress, psychological insulin resistances, and fears of hypoglycemia.
- Apply provided tools and scales to assess behavioural and mental health concerns
- Examine and explain how mental health concerns and challenges can create barriers to effective diabetes management, and self-management, for people with diabetes.
- Identify and apply mental health strategies to support people with diabetes to manage psychological aspects of diabetes.

Session Dates	Days	Times	Locations
March 21, 2025	Friday	8:30 am to 12:00 pm	Zoom
July 25, 2025	Friday	8:30 am to 12:00 pm	Zoom

Chronic Pain Management in Primary Care

These two part course sessions are complementary. *Attendance at both sessions is recommended*, although participants are able to attend either workshop.

Length: 2 Half-Days

Topics include:

Understanding, assessing and managing chronic pain in Primary Care

Audience: Any member of interdisciplinary team working with clients with chronic pain in a community health or primary care setting.

Part 1: Introduction to Pain Assessment and Management in Primary Health Care

- Describe key features of chronic pain and identify strategies to prevent functional decline in patients with pain
- Practical application of pain assessment tools in the creation of a client-centered plan
- Describe practical mind-body strategies you can incorporate in treatment sessions

Part 2: Chronic Pain Management Overview for Primary Health Care (including Medication Management)

- Review the different types and categories of chronic pain
- Review components of pain assessment, including various pain scales/questionnaires
- Explore different modes of treatment (pharmacological and non-pharmacological), and different medication management strategies
- Engage in small and large group case study discussion with interprofessional perspectives

Session Dates	Day	Time	Location
April 8, 2025	Tuesday	9:00 am to 12:00 pm	Zoom
April 15, 2025	Tuesday	9:30 am to 12:00 pm	Zoom



Foundations of Obesity Management

Topics Include:

Length: 2 Half-Days

- Recognize obesity as a complex chronic condition
- Explore root causes, challenges, and managing expectations
 - Consider relevant resources, strategies, and skills to empower providers to support people living with obesity
- Recognize evidence informed resources
- Assess and apply nutrition strategies, support weight management with people living with obesity
- Focus on behavior change and self-management as key aspects of supporting people living with obesity to improve health

AHS learners can also register on MyLearningLink (on insite).

Session Dates	Days	Times	Locations
April 4, 2025-Session 1	Friday	8:30 am to 12:00 pm	Zoom
April 11, 2025-Session 2	Friday	8:30 am to 12:00 pm	Zoom
June 13, 2025-Session 1	Friday	8:30 am to 12:00 pm	Zoom
June 20, 2025-Session 2	Friday	8:30 am to 12:00 pm	Zoom

Psychological Aspects of Obesity

Topics Include:

Length: Half Day

- Some conditions commonly co-morbid with obesity, and which can prevent effective obesity management
- How to recognize ADHD or Binge Eating disorder in your patients

AHS learners can also register on MyLearningLink (on insite).

Session Dates	Days	Times	Locations
February 21, 2025	Friday	8:30 am to 12:00 pm	Zoom
June 27, 2025	Friday	8:30 am to 12:00 pm	Zoom

Foundational Health Educator—Tobacco Products

This two-day workshop will build your foundational health education skills to help clients quit using commercial tobacco products. Please register for both sessions.

Topics Include:

Length: Full day

- Evidence-based approaches to health education interventions
- Health promotion and learning theories in practice³
- Motivational interviewing, counselling, and facilitation

This workshop is facilitated by the AHS Tobacco, Vaping & Cannabis Program in partnership with the Canadian Network for Respiratory Care. It can help you qualify for credentials such as Certified Tobacco Educator and Certified Respiratory Educator. For more information, review the [AlbertaQuits Learning Series: Course Descriptions and FAQ](#).

To register, go to the [AlbertaQuits Course Catalogue](#).

Session Dates	Days	Times	Locations
March 11, 2025	Tuesday	8:15 am to 4:30 pm	Zoom
March 18, 2025	Tuesday	8:15 am to 4:30 pm	Zoom

Applied Tobacco Intervention

This one-day, practice-based workshop will strengthen your skills to help clients quite using commercial tobacco products. In a supportive live virtual learning environment, you'll learn and practice techniques for brief (1-3 minute) intensive interventions, including motivational interviewing and counselling.

Length: Full day

This workshop is facilitated by the AHS Tobacco, Vaping & Cannabis Program in partnership with the Canadian Network for Respiratory Care. It can help you qualify for credentials such as Certified Tobacco Educator and Certified Respiratory Educator. For more information, review the [AlbertaQuits Learning Series: Course Descriptions and FAQ](#).

To register, go to the [AlbertaQuits Course Catalogue](#).

Session Dates	Days	Times	Locations
April 8, 2025	Tuesday	8:15 am to 4:30 pm	Zoom