



## BPHC WORKFORCE INNOVATIONS TRAINING PROGRAMS

### Care Coordinator Training Program

#### Description

Today's emerging healthcare models, such as Patient Centered-Medical Homes, Health Homes and Accountable Care Organizations, depend on a skilled workforce that has the training and support required to be able to coordinate care for complex, high-risk patients with multiple social service needs. This program delivers comprehensive training on the core skills and competencies that are critical for the care coordinator role. Topics are presented in a series of nine weekly, full day class room sessions. By going beyond the traditional lecture-based learning, this program strengthens students' critical thinking skills by engaging them in rich discussion, individual exercises and group activities. Upon completion of this program, participants will be prepared to be strong, productive members of healthcare teams that provide coordinated, patient-centered care.

#### Audience

BPHC Care Coordinators (and equivalent titles), Depression Care Managers, and Nurse Care Management Supervisors

#### Topics

**Week 1 (Oct 13)** - Intro to New Models of Care and Person-Centered Care; Care Coordination and the Social Determinants of Health; Values and Bias

**Week 2 (Oct 20)** - Health Literacy, Communication, and Education; Cultural Competence and Cultural Humility

**Week 3 (Oct 27)** - Working with Behavioral Health Patients (New York Association of Psychiatric Rehabilitation Services, Inc.)

**Week 4 (Nov 3)** - Chronic Conditions

**Week 5 (Nov 10)** - Best Practices for Conducting Assessments and Care Planning

**Week 6 (Nov 17)** - Motivational Interviewing (The National Council)

**Week 7 (Dec 1)** - Integrating the Care Manager Role into Current Practices; Interdisciplinary Teams and Care Management

**Week 8 (Dec 8)** - Transitions of Care and Closed Loop Referrals; Medication Management; Working with Pharmacists

**Week 9 (Dec 15)** - Community Resources

#### Registration Contact:

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#### Training Dates

Oct 13, 2016 - Dec 15, 2016  
(No class on Nov 24 )

#### Location

CUNY on the Concourse  
2501 Grand Concourse,  
3<sup>rd</sup> FL  
Bronx, NY 10468

#### Presented by

The Primary Care Development Corporation (PCDC), a nationally recognized nonprofit organization dedicated to expanding access to quality primary care, to improve the health of families and communities, lessen disparities and reduce healthcare costs.

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