



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 (Apr 27) - Intro to New Models of Care and Person-Centered Care; Care Coordination and the Social Determinants of Health; Values and Bias

Week 2 (May 4) - Health Literacy, Communication, and Education; Cultural Competence and Cultural Humility

Week 3 (May 11) - Motivational Interviewing (*The National Council*)

Week 4 (May 18) - Chronic Conditions

Week 5 (May 25) - Best Practices for Conducting Assessments and Care Planning

Week 6 (Jun 1) - Integrating the Care Manager Role into Current Practices; Interdisciplinary Teams and Care Management

Week 7 (Jun 8) - Working with Behavioral Health Patients (*New York Association of Psychiatric Rehabilitation Services, Inc.*)

Week 8 (Jun 15) - Transitions of Care and Closed Loop Referrals; Medication Management; Working with Pharmacists

Week 9 (Jun 22) - Community Resources

Registration Contact:

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Training Dates

April 27 – June 22, 2017
Weekly on Thursdays

Location

CUNY on the Concourse
2501 Grand Concourse,
3rd 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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